



Limited Lifetime Warranty

Terms and Limitations

What is Covered:

Twin River Beam Company warrants that the **HTS Beam** is manufactured free of defects in materials and workmanship and in accordance with design specifications and Quality Control measures. When used in normal service conditions and installed in accordance with our published installation instructions and recommendations, this warranty will cover the lifetime of your structure. This warranty is transferable.

Limitations to this Warranty:

The **HTS Beam** is a structural product manufactured with wood and steel. Due to its construction it must be protected from elements and conditions that could affect the structural capacity at all times. Elements and conditions that could affect the structural capacity of the **HTS Beam** are, but not limited to:

- Damage in any manner to the flange or web of the **HTS Beam**, during loading, delivery and installation of this product;
- Excessive moisture or extremely dry conditions, during construction, or after the structure is completed;
- Corrosive conditions that could affect the capacity of the steel web used in the manufacture of the **HTS Beam**;
- Mold, decay or insect infestation.

Damage to the structural capacity of the **HTS Beam** will nullify the warranty provided by Twin River Beam Company for any of the following conditions:

- Physical damage to the flange or web of the **HTS Beam** in any manner whether caused at the time of delivery, during construction or after the structure has been completed;
- Defects in the design or construction of the structure that affect the capacity of the **HTS Beam**;
- Any damage caused by excessive moisture or dry conditions that affect the relative humidity associated with dry service conditions, whether during storage, construction or after completion of the structure;
- The application of any preservative, fire retardant or infestation treatment not approved by Twin River Beam Company;

- Damage caused by mold, rot or decay, or damage caused by an insect infestation that affect the structural capacity of the **HTS Beam**;
- **HTS Beams** or systems using the **HTS Beam** that were not designed by Twin River Beam Company, or not designed in accordance with published design criteria or installation instructions.

Floor Performance:

Floor performance will be described as bounce, vibration and deflection. Twin River Beam Company warrants that all code requirements have been satisfied regarding vibration and deflection criteria. However, floor performance is subjective and determined by customer satisfaction. For this reason, issues with floor performance are specifically excluded from any warranty other than the criteria specified by the code in use.

Customer Requirements:

Any claims for warranty must be made in writing (email excepted) within 30 days from date of determining a warranty problem. The customer must preserve the site / condition and provide to Twin River Beam Company satisfactory proof of damage which, at the discretion of Twin River Beam, may include photos or a site viewing of a representative of Twin River Beam Company.

The customer will also be responsible for supplying a Job Number or original receipt to Twin River Beam Company to determine Proof of Purchase and Design.

Remedy:

For any warranty claims that satisfy the terms and conditions contained herein, Twin River Beam Company will cover reasonable costs to repair or replace the **HTS Beams**, provided that the cost of repair or replacement will not exceed 3 times the original purchase price for the **HTS Beams** that are covered within this Warranty Program.

Twin River Beam Company's sole responsibility will be that as set forth in this warranty, and will not be responsible for any indirect, incidental or consequential damages.