FastenMaster Limited Warranty

FastenMaster® warrantees its fasteners to be free from defects in materials and workmanship for the life of the project. When used as recommended by FastenMaster and within the manufacturer's instructions for the materials being attached, the coating and structural performance of these fasteners is covered under the terms of this limited warranty.

Corrosion Resistance

The coating on FastenMaster products is fully guaranteed to protect against corrosion under normal environmental conditions and recommended uses. These include exterior applications and chemically treated lumber with the following exceptions:

- Exterior applications within 1000 feet of salt water
- Decks or walking surfaces where chlorine or de-icing salts may be transferred to the fasteners
- Consistently wet applications such as docks or poorly ventilated framing, defined as less than 12" of unrestricted airflow on three sides. This includes deck mounted onto sleeper systems.
- Exposure to wood preservative chemicals at retention levels higher than "ground contact"
- Use in redwoods or cedars having high levels of corrosive tannins
- Installation into fire treated wood that will be used in wet-service conditions
- Prolonged exposure to agricultural chemicals, fertilizers, chlorines or high levels of urea
- Removal and re-use of the fastener after its initial installation

In the above cases, we recommend the use of 316-series stainless steel fasteners to minimize the potential for fastener corrosion, failure due to corrosion, and to prevent the discoloration of the decking material.

When installed within these recommendations, our warranty provides for the full replacement of FastenMaster product where either the exposed surface of the screw has been cosmetically affected by corrosion or the fastener has been dimensionally compromised by the effects of corrosion below the installation surface.

Structural Durability

The integrity of each connection depends on multiple factors including the number and type of fasteners being used, their spacing from ends and edges, moisture content and grain direction of the wood being attached, and the loads being applied.

In many cases FastenMaster provides task-specific installation instructions that, when followed, ensure a safe and code-compliant connection. These can be found as both Technical Bulletins and Technical Evaluation Reports (TERs) on our website at https://www.fastenmaster.com/resources.html.

For unique applications that lack FastenMaster instructions and where a failure could potentially result in a threat to life, health or safety, a design professional should be consulted to make sure that the connections have been properly designed prior to fastener installation.

With all structural connections employing our products, the following recommendations apply:

- Wood splitting can occur when fasteners are installed either too close to the ends and edges of the wood or too close to each other. Follow the recommended minimum spacing requirements found on our packaging, in task-specific Technical Bulletins, or the evaluation report for each product.
- FastenMaster products are primarily designed for wood-to-wood or composite-to-wood connections. The attachment of metal brackets or fixtures to wood introduces unique loading and design requirements that must be evaluated prior to selecting a fastener. Consult with FastenMaster Technical staff before making this type of connection.
- Dimensional changes in wood and settlement of structures over time can cause connections to loosen, considerably reducing their strength. Critical connections should be checked for tightness as part of an ongoing maintenance program. Wood installed wet should be inspected after an initial drying period of 30 days as this is when the greatest dimensional changes occur.
- Fasteners should never be used as the sole replacement for joist hangers or blocking used to support the ends of joists, beams or stair treads. Code requires 1-1/2" of bearing surface under such load-carrying members to avoid failure.
- Unless accommodated for by a design professional or outlined in our instructions, the use of materials between wood pieces being attached (such as foam insulation or built-up facades) should be avoided whenever possible. Fasteners should be supported by structural material along their entire length for the best shear capacity.
- Exposure of wood to moisture has the greatest potential impact on connection strength over time. Proper design considerations should always include water mitigation techniques and sufficient ventilation to minimize fungal decay, rot and wood boring insects. Likewise, the correct use of flashing and sealing of joints by the installer is an important part of wood preservation.

This structural warranty provides for the full replacement of FastenMaster product when installed within our written installation instructions and recommendations, and where the fasteners failed to perform, either during installation or over the life of the project.

Claims shall be made within 60 days of discovery in writing to https://www.fastenmaster.com/support.html or by contacting FastenMaster Technical Support at 1-800-518-3569. Where claims are the result of installation difficulties not brought to the attention of FastenMaster for remedy or mitigation during installation, this warranty will not apply. The claim process may require one or more of the following prior to resolution: proof-of-purchase, a detailed description of the application and failure type, pictures and samples of the problem fasteners.

This warranty covers only the cost of the FastenMaster product affected. Building materials such as decking, framing and accessories and the labor to remove or replace affected product are not covered under this warranty.