



Hidden Fastening System

Guarantee of Performance

FastenMaster® fully guarantees the performance of the Cortex Deck Hidden Fastening System when installed per the installation instructions for the lifetime of the deck.

FastenMaster guarantees:

- The plugs, screws, and setting tools will be free of defects.
- The Cortex plugs will not rise above the deck surface.
- The Cortex plugs will weather to the same tone as the matching composite decking. Weathering process can take a few weeks or months depending on the specific board and intensity of the sunlight.
- The coating on the fastener is guaranteed against corrosion in pressure treated wood*.

This guarantee does not cover the use of this system in the following instances:

- Where Steel Deck framing is used.
- Where the Cortex installation instructions are not followed.
- Where the deck board manufacturer's installation instructions are not followed.
- Where the Cortex system is used with a different deck board brand.
- Where the framing members are in direct contact of salt water.
- Where decking is being fastened to fixed surfaces such as roof decks, sleepers, solid wood surfaces (fascia), or existing wood deck planking.
- Where a non-Cortex plug or non-Cortex screw is used.
- Where corrosive snow or ice removal chemicals have been used.

Product found to be defective will be replaced free of charge with fair compensation provided to remove and replace the effected fasteners.

In addition, FastenMaster® offers a full money back satisfaction guarantee. To obtain assistance with products covered by this guarantee you must contact the Technical Services Team at 1-800-518-3569 or by email at info@fastenmaster.com.

The installation instructions may be obtained by:

- Downloading them from www.fastenmaster.com
- Emailing us your request at info@fastenmaster.com
- Calling the Technical Services Team at 1-800-518-3569
- Writing to us at 95 Bowles Rd., Agawam, MA 01001 USA.

**Note: This guarantee pertains to pressure treating chemicals, treatments and procedures that are currently on the market as of January 1, 2016. If the chemicals and/or the pressure treatment procedures change, then this guarantee may be subject to revision without notice.*

This dated guarantee supersedes all written statements prior to Jan 1, 2016.

