

DEC-TECHNICAL BULLETIN



Bulletin No: TB031 Version: v.01

Effective Date: 2020-07-23

Subject: PRODUCT NOTICE – SUSPENSION OF NATURAL LINE SALES

- Product Pre-Installation Installation Repair Maintenance Other
- External Internal Use Internal Use Only

Target Audience: Distribution partners, Dec-Tec Professionals, Installers
Reason for Bulletin: To provide notice on the suspension of sales of Dec-Tec Natural Line membranes (Ivory Travertine, Kwila, Oxidized Oak, Southern Oak)

Details: Skyline Building Systems Inc. (o/a Dec-Tec) have made the difficult but necessary decision as of the date of this bulletin, July 23rd 2020, to temporarily suspend all sales of its Natural Line membranes. These membranes are inclusive of:



Ivory Travertine



Kwila



Oxidized Oak



Southern Oak

This decision comes as a result of the discovery of a potential aesthetic issue presenting itself on a very small percentage of the overall sales of the Natural Line membranes, isolated to specific geographic regions. The Natural Line membranes represent a small percentage of Dec-Tec sales, and our Classic Line and Cool Step Line membranes are excellent alternatives to the Natural Line product in most cases.

The temporary suspension of sales of Natural Line membranes will help prevent the small number of dissatisfying customer experiences which may otherwise result, and afford Dec-Tec the time to perform an in depth analysis of the issue, identify the root cause and refine the product accordingly. It is our full intention to resume sales of the Natural Line membranes as quickly as possible.

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At this time we are confident that any and all installed Natural Line membranes will perform as expected.

We are working to action a Natural Line Buy Back program for those with uninstalled inventory of the Natural Line membrane.

Should any perceived issues with installed Natural Line membrane be noticed by a property owner or installing contractor, we are happy to receive this information via an initial phone call to 1-866-461-3914. SBS Inc. will take the information and process it appropriately per policy and procedure through our Issue Submission Form process to action resolution.

In addition, we are doing our best to properly represent this change through updating all of our marketing channels. However, it will be possible that we have literature, samples and depictions of the Natural Line in the marketplace that do not reflect this change, and we are doing our best to clean this up over time.

If you have any questions concerning this bulletin, please contact Dec-Tec, 1-866-461-3914.

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