

# TERAFEST® PRODUCTS

## WARRANTY AND MAINTENANCE



### WARRANTY

An extended 25-year TERAFEST® product warranty applies to all composite wood products to the extent against wood decay fungi, rot and insects in standard conditions. For all other cases, the basic warranty applies.

As part of the warranty, we will replace damaged products. In case the given product is no longer produced, it will be exchanged for similar. No further financial or other compensation can be claimed under this warranty. Assembly and everything else work and costs associated with the replacement of cladding profiles are excluded from the warranty.

This warranty does not apply to:

- **Color fastness** – The TERAFEST® products have UV protection. However, it is a wood product and, therefore, may over time experience color changes as a result of exposure to sunlight and humidity.
- **Maturation of the wood component** – during the first weeks or months after installation, depending on the intensity of sunlight, rainfall and the season, there is a maturation of color in the surface of the deck boards. It is the leaching of tannin from the wood component in TERAFEST® material, which is a blend of wood (60%) and HDPE (40%). Tannin as a natural part of any type of wood. Due to leaching of tannin, which is caused by water and sunlight, in the first weeks or months, boards temporarily change their color shade, usually yellow tinge. This process over time, with exposure to sunlight and rain will return to the original shade.
- **Water dust spots** – are caused by slow evaporation of the water and dust or pollen stays on the surface of the decking mostly in the partially sheltered areas (like around and under patio furniture, planters, eaves, etc.). These areas need to be cleaned on a regular basis to avoid staining.
- **Occurrence of static electricity** – under some specific weather conditions the TERAFEST® decking may accumulate static electricity. This is a common physical phenomenon for materials consisting of polymers. The polarity and strength of electrostatic charge varies depending on the types of touching materials, surface roughness, temperature etc. This phenomenon is not predictable. Accumulation of static electricity on the TERAFEST decking may occur in windy weather and low relative humidity. The intensity varies depending on the climate and age a decking. The appearance of static electricity on the TERAFEST decking carry no health risks, and its occurrence is not eligible reason for complaint.
- **Normal wear and tear**, see detailed breakdown Tab. 1 in the document Maintenance and care of the decking
- **Problems caused due to poor preparedness of the foundation** and lack of drainage, e.g. subsidence of the foundation under the decking.
- **Failure to follow installation instructions** – the warranty does not apply to TERAFEST® products that have not been installed in accordance with the installation instructions supplied with our material. Or products that are used for purposes other than those specified by the manufacturer.

TERAFEST® WARRANTY	RESIDENTIAL / PRIVATE	COMMERCIAL
BASIC	5	5
EXTENDED	25	10

## Maintenance right after the installation

- Right after the installation rinse the decking with water, you can use the high pressure cleaner (max. 80 bars, spray from a constant distance of 400 mm and do not use rotating nozzle). It is important to get all the dust from the decking to significantly reduce effect of water-dust spots (see Properties of the Material).

## Preventive precautions

- We recommend washing the decking twice a year (in spring and autumn) with water. Use a hard brush (brush the boards gently in the longitudinal direction) followed by rinsing the entire surface of the decking with a stream of clean water (you can also use the pressure washer).
- Keep the gaps between the boards clean, to ensure proper water drainage of the decking. Remove the dust, leaves, needles and other debris.
- Avoid the formation of dirt, scratches and stains. Grease and oil stains must be removed as soon as possible.
- Avoid contact of the decking with direct fire and protect it from embers. For location of a fireplace or grill on the decking, we recommend installing a non-flammable surface.

## Removing the dirt and stains

- Avoid using aggressive solvents and thinners. Do not paint TERAFFEST® products with stains, paint, wax, oil, varnish or other similar products, if they are not approved by the manufacturer.

Tab. 1 – Removing common dirt and stains from TERAFFEST® decking.

Type of dirt	The cause and reason	The method of removal
Normal dirt	Dust and ash in the air, mold, pollen, etc.	Use common household cleaners (or special product for WPC decking) with scrub brush or pressure washer and after rinse.
Color stains	Red wine, concentrated fruit juices, soft drinks, etc.	Immediately rinse the surface of the boards with fresh water, then brush lengthwise and rinse again.
Greasy spots	Oils, fats, sunscreen products, grilled foods, etc.	Immediately rinse with clean water, then use a degreaser (soap or a special product for WPC decking) and scrub brush or pressure wash the stain and then rinse with clean water. The remainder of the stain (if some exist) will disappear within a few weeks when exposed to UV light and rain.
Resistant stains	Stains from mold, fungus, moss, leaves and other organic material.	Use cleaners containing chlorine (SAVO, Cilit Bang etc.). Before using cleaning products, rinse the decking. Apply the cleaner and let it work, then rinse the treated area with clean water. Always follow the instructions and precautions on the cleaner packaging.
Water-dust spots	Slowly evaporating water keeps dust or pollen on the surface of the decking mostly in the partially sheltered areas (like around and under patio furniture, planters, eaves, etc.)	Rinse with clean water then use common household cleaners. Scrub and brush lengthwise and rinse again. These areas need to be cleaned on a regular basis to avoid staining.
Yellow shade of board surface	Maturation of the wood component	This is a natural process of board surface maturation after exposure to sunlight and water. Yellow shade of the surface gradually disappears. The process can be partially accelerated by frequent rinsing.
Surface scratches	Movement of the furniture, rocks, etc.	Clean the surface with scrub brush lengthwise and rinse. If the scratches are visible you can use very light grade sandpaper sponge (for GROOVE) or scotch brush (FOREST, RUSTIC and NATUR designs) to gently remove the scratches lengthwise and rinse.
Burned areas	Embers from the grill, cigareties	Clean the surface with scrub brush lengthwise and rinse with fresh water.

### Manufacturer:

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Company is registered in the Commercial Register administered by the City Court in Prague, File Nr. B 25100.