

TERAFEST® WPC DECKING WARRANTY & MAINTENANCE



WARRANTY

• **The extended warranty on TERAFFEST® products for up to 25 years, see details below, is valid for all composite wood products against wood-destroying fungi, rot and insects under standard conditions. The extended warranty also applies to TERAFFEST® SE products with a 100% polymer protective layer, which guarantees high colour fastness. For all other cases, the basic warranty below applies.**

• **We will replace damaged products under warranty. If the product is no longer manufactured, it will be replaced with a similar product. No further financial or other compensation can be claimed under this warranty. Installation and all other work and costs associated with replacing TERAFFEST® profiles are excluded from the warranty.**

The warranty does not cover the following:

- **Colour fastness** – TERAFFEST® products have UV protection. However, these are products with a high wood content, and therefore colour variations may occur over time because of uneven exposure to UV radiation and moisture. TERAFFEST® products with a 100% polymer protective layer are guaranteed to retain their colour perfectly.
- **Maturation of the wood component** – in products without a protective layer, the colour matures in the first weeks or months after installation, depending on the intensity of sunlight and rainfall. This is due to the leaching of tannin from the wood component in TERAFFEST® material, which consists of wood (60%) and HDPE (40%). Lignin is a natural component of all wood species. Due to its leaching, which is caused by water and UV radiation, a colour change, usually with a yellow tinge, occurs in the first weeks or months. Over time and depending on weather conditions, this colour change will disappear.
- **Water dust stains** – these stains occur in areas with varying humidity (on partially covered terraces in the transition area between the covered and uncovered areas of the terrace, around garden furniture, under eaves, etc.) and due to the evaporation of water from the surface of the boards. As the rainwater on the terrace dries, tiny particles of dust also dry.
- **Occurrence of static electricity** – under certain conditions, people walking on a terrace made of TERAFFEST® material may experience static electricity discharges. This is a common physical phenomenon occurring in most materials containing plastics. The polarity and strength of the electrostatic charge vary depending on the types of materials in contact (footwear, clothing), surface roughness, temperature and other circumstances. This phenomenon is not very predictable. If at all, static electricity on TERAFFEST® terraces usually occurs in windy weather and at low relative humidity. The intensity varies depending on the climate and age of the terrace. The occurrence of static electricity on TERAFFEST® terraces does not pose any health risks and is not a valid reason for complaining about WPC material.
- **Normal surface contamination and wear and tear caused by insufficient or improper maintenance** – for example, marks from high-pressure washers, stains from flowerpots, heavy terrace furniture and other accessories, see the other side of the document.
- **Problems arising from poor sub-base preparation and inadequate drainage**, e.g. sub-base settlement under the decking.
- **Failure to follow the installation instructions** – TERAFFEST® products that have not been installed in accordance with the installation instructions supplied with the material. The warranty also does not apply to products that have been used for purposes other than those specified in the installation instructions

Warranty Period Basic / extended	FOR DOMESTIC USE	FOR COMERCIAL USE
TERAFEST®	5 years / 25 years	5 years/ 10 years
TERAFEST® SE	2 years / 15 years	2 years / 5 years

Treatment after installation

- Sweep the terrace and rinse it with a stream of water, then remove excess water with a rubber squeegee. It is important to wash all dust off the surface to reduce the occurrence of so-called water dust stains (see below).

Preventive measures

- With decking boards, it is particularly important to ensure easy water drainage and ventilation of the terrace, so make sure that the joints between the boards remain free of dirt. Remove fine dust, leaves, pine needles, etc. from the terrace by sweeping or rinsing with water.
- Wash the entire terrace with clean water at least twice a year (preferably in spring and autumn). If necessary, the surface of the boards can be brushed with a harder rice brush. Remember to always brush the boards in a longitudinal direction. Finally, rinse the entire terrace with clean water and wipe it down with a rubber squeegee.
- Try to avoid contamination from oils and fats and scratches from furniture. Remove dirt and stains as soon as possible.
- Avoid direct contact between the decking and open flames and protect it from hot coals. If you have a fireplace or barbecue on your decking, we recommend installing a non-flammable mat underneath.

Removing dirt and stains

- Avoid using aggressive solvents and thinners. Never treat the surface of TERAFFEST® decking boards with stains, paints, varnishes, waxes, oils or other similar products unless they are approved by the manufacturer.
- Use of a pressure washer – when maintaining your terrace, you can use a high-pressure cleaner with a pressure of up to 80 bar with caution. Keep the nozzle at a constant distance of approx. 400 mm from the boards and proceed evenly. A surface cleaner that prevents water splashing is a suitable accessory. Never use a rotating nozzle.

Table 1 – Procedures for removing common dirt and wear from TERAFFEST® terraces

	Cause and origin	Method of removal
Dust and dirt	Dust and ash in the air, etc.	Use common household cleaning products – soap (or special products for WPC terraces), brush with a medium-hard brush in the direction of the boards and rinse with water, wipe with a rubber squeegee
Coloured stains	Red wine, concentrated fruit juices, etc.	Rinse the surface of the decking boards with clean water, then brush in the longitudinal direction and rinse again with water, wipe with a rubber squeegee.
Grease stains	Oils, fats, greasy sunscreen, barbecue stains, etc.	Wipe off the grease with a dry cloth, then use a degreaser (detergent, soap or a special product for WPC decking) and a brush to wash the stain, then rinse again with clean water. The rest of the stain will disappear on its own within a few weeks due to the effects of UV radiation and rain.
Stubborn stains	Stains from mould, fungi, moss, leaves and other organic material	You can use cleaning agents containing chlorine, such as SAVO, Cilit Bang, etc. Before use, soak the decking and surrounding area thoroughly, apply the cleaner and leave it to work, then rinse the treated area with plenty of water. Always follow the instructions and safety precautions on the cleaner packaging.
Water dust stains	These stains occur in areas partially covered by a roof or furniture.	If stains form, simply rinse the entire terrace with clean water. Water dust stains cannot be completely prevented. On unprotected areas exposed to sun and rain, this phenomenon is less noticeable and will disappear over time.
Yellowing of the boards surface	Caused by the maturing of the wood component	This is a natural process of ageing of the surface of the boards after exposure to sunlight and water. The associated yellowing of the surface will disappear over time. The process can be partially accelerated by frequent rinsing with water.
Surface scratches and burnt areas	Movement of people and furniture on the terrace Charcoal from the barbecue, cigarettes	Brush the surface of the decking boards with a medium-hard brush in a longitudinal direction and rinse with water. If necessary, you can use abrasive fleece on surfaces without a protective layer. Surfaces with a protective layer cannot be sanded.