

TERAFEST® WPC Facade and Fencing 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 spots appear in places with different humidity levels (in partially covered areas, in the transition area between the covered and uncovered area of a fence or facade, around garden furniture, under eaves, etc.) due to the evaporation of water from the surface of the boards. Along with the drying rainwater, small dust particles also dry on the boards. However, the spots gradually disappear spontaneously under the influence of solar UV radiation and rain. This phenomenon cannot be completely prevented. This phenomenon is less noticeable on an unprotected area exposed to the sun and rain.
- **Occurrence of static electricity** – Under certain conditions, people moving near surfaces made of TERAFFEST® material may experience discharges of static electricity. This is a common physical phenomenon occurring in most materials containing plastic. The polarity and strength of the electrostatic charge vary depending on the types of materials in contact (shoes, clothing), the roughness of the surfaces, temperature and other circumstances. This phenomenon is not very predictable. If at all, static electricity in profiles made of TERAFFEST® material usually manifests itself in windy weather and at low relative humidity. The intensity varies depending on the climate and the age of the profiles. There are no health risks associated with the occurrence of static electricity in TERAFFEST® material, and its occurrence is not a valid reason for a complaint about the WPC material.
- **Normal surface contamination and wear and tear caused by insufficient or improper maintenance** – for example, marks from a high-pressure washer, stains from accessories, stains from dripping or splashing water, stains from aggressive cleaners or solvents, see the other side of the document.
- **Problems arising due to poor preparation of the supporting structure of the fence or facade**, or its low load-bearing capacity, rigidity, or its deformation.
- **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	FOR DOMESTIC USE	FOR COMERCIAL USE
Basic / extended		
TERAFEST®	5 years / 25 years	5 years / 10 years
TERAFEST® SE	2 years / 15 years	2 years / 5 years

Treatment after installation

- Rinse the profiles with water and remove excess water with a rubber squeegee. It is important to wash all dust from the surface to reduce the occurrence of so-called water dust spots (see below). Proceed with extreme caution on unbrushed surfaces.

Preventive measures

- At least once a year (preferably in spring), wash the fence or facade with clean water. If necessary, the surface of the boards can be brushed with a harder rice brush. Remember to always brush the boards in the longitudinal direction. Finally, rinse the entire surface with a stream of clean water and remove with a rubber squeegee.
- Try to avoid contamination from oils and fats or possible scratching of unsanded surfaces. Remove dirt and stains as soon as possible.
- Avoid contact of WPC profiles with direct fire or the immediate effect of electric or gas heaters. In the case of these heat sources near the WPC material, we recommend installing a non-flammable mat between them.

Removing dirt and stains

- Avoid using aggressive solvents and thinners. Never treat the surface of TERAFFEST® cladding and fencing boards with stains, paints, varnishes, waxes, oils or other similar products unless they are approved by the manufacturer.
- Using a pressure washer – when maintaining a fence or facade, a high-pressure cleaner with a pressure of up to 80 bar can be used with caution. Keep the nozzle at a constant distance from the boards of approximately 400 mm and proceed evenly. Never use a rotating nozzle.
- For unsanded surfaces of the profile without a protective layer, avoid using rough brushes that could scratch this surface, also check the usability of the high-pressure washer on a cut or inconspicuous place.

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 materials), 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 profiles 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 material) 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 stain 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 surface 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 aging of the surface of WPC profiles without a protective layer after exposure to sunlight and water. The yellowing of the surface associated with this will disappear over time. The process can be partially accelerated by more frequent rinsing with water.
Surface scratches and burnt areas	Accidental scratches from furniture, Charcoal from the barbecue, cigarettes	Brush the surface with a medium-hard brush in the longitudinal direction and rinse with water. Alternatively, an abrasive fleece can be used on a surface without a protective layer. A surface with a protective layer or an unsanded surface cannot be sanded.