



care and cleaning

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**TimberTech products are made exclusively from technologically-advanced composite materials designed to provide years of low-maintenance use and enjoyment. Our products are guaranteed against termites, checking, splitting, decay, rot and splintering.**

**Please register your limited warranty within 30 days of receipt of product. Your new TimberTech products will be dependable and attractive for years to come. Moreover, if you decide to sell your home, the TimberTech limited warranty may be fully transferable to a new owner.**

**With proper installation and care, TimberTech products will provide years of outdoor living pleasure.**

## Storage

Store TimberTech products under cover to maintain a clean surface. If stored outdoors, they must be covered with a non-translucent material.

- All products should be stored flat and on a dry surface.
- Stack units with banding and bottom supports aligned.

## Handling

Although all TimberTech planks are made with low-maintenance materials, each plank's unique features require special care and handling, ensuring lasting beauty.

To maintain the beauty of TimberTech products please follow these important guidelines when moving and working with TimberTech:

- Never dump TimberTech materials when unloading.
- When carrying TimberTech planks, carry on edge for better support.
- Do not slide planks against each other when moving them. When removing them from the unit, lift the planks and set them down.
- Do not slide tools or drag equipment across the top of the planks during construction.
- Keep the surface of the planks free of construction waste to prevent damage to the planks.

## Special handling required

TimberTech Earthwood planks are designed to mimic the look and feel of real tropical hardwoods. To best accomplish this effect, dark colour accents and some variation in grain pattern are manufactured into each board. Special attention should be given to ALL the guidelines above when handling these planks to minimize scratches, nicks and grooves, and preserve the beauty of the colours.

## Discarding scrap product

Scrap can be discarded with normal construction debris.

## Basic cleaning recommendations

**Basic Cleaning Recommendations --TwinFinish, ReliaBoard, DockSider, BuilderBoard and Earthwood Evolutions**

Although TimberTech products are low-maintenance, TimberTech recommends periodic cleaning to help maintain the beauty of the product. For best results a cleaner like eco-friendly Corte Clean is recommended. Follow the manufacturers' application instructions.

A power washer can be used when cleaning TimberTech products. The recommended maximum pressure is 1500 psi from TimberTech decks. A fan tip nozzle should be used along with the proper cleaning product. Spray in the direction of the brush/grain pattern to avoid damaging the product. Use caution not to damage the material and always take the proper safety precautions when operating a power washer.

To remove product identification printing from the side or bottom of a TimberTech deck plank use Isopropyl Alcohol (rubbing alcohol).

### Basic cleaning instructions -- XLM

For periodic maintenance cleaning, we recommend power washing the deck boards. For best results, use a maximum of 3000psi gas powered pressure washer with 25 degree fan tip. Hold the power wash wand at approximately a 30 degree angle. Spray in the direction of the length of the plank, not across or surface damage may result. For best results, the spray pattern should cover one deck board per pass. Use caution not to damage the material and always take the proper safety precautions when operating a power washer.

For heavily soiled areas or to aid in the periodic maintenance, a cleaner may be used in conjunction with power washing.

### Cleaners recommended for use with XLM:

- Original Krud Kutter Concentrated Cleaner Degreaser / Stain Remover ([www.krudkutter.com](http://www.krudkutter.com)) - purchase from [masters.com.au](http://masters.com.au)
- So-Safe Heavy Duty ([www.sosafe.com.au](http://www.sosafe.com.au))

**For the best result and to prevent damage to the board please consider the following:**

- It is best to complete cleaning during the early morning or evening hours when the board surface is cool to prevent cleaners from drying/evaporating on the deck surface
- When applying cleaners, spray the boards with power washer or garden hose to pre-wet the board surface.

- Follow the manufacturer's dilution and application instructions
- It is important to thoroughly remove all cleaner from the board surface. It is recommended to use a power washer according to the instructions above for XLM periodic maintenance cleaning

TimberTech does not recommend the use of rubber or vinyl products (welcome mats, planters, etc.) on XLM deck planks. A reaction can occur that causes discoloration of the decking under the rubber/vinyl product. This is a common caution for vinyl decking products.

**To Clean Earthwood Evolutions and XLM, we recommend the following methods:**

\*Keeping an unsoiled deck surface will make cleanup after a spill much easier.

1. Immediately wipe the soiled area and remove as much of the spill as possible.
2. If the spill consists of an abrasive substance, blot the spill. Do not rub.
3. Soak the stained area with warm water and blot up with a soft towel.
4. If the stain is still evident, mix a solution of mild dishwashing detergent and warm water in a small bucket.
5. Using a clean towel or soft sponge, apply the soapy solution to the stain and allow to stand for 3 minutes.
6. After the stain has soaked, attempt to wipe with a clean towel or sponge.

For periodic maintenance cleaning, rinse deck thoroughly. A soap and water solution can be used as needed.

## Ice and snow

For ice removal, either rock salt or calcium chloride may be used without damage to the surface. However, either of these products may leave a white residue, which may be removed by either rinsing with water or a mild soap/water solution should achieve this. Use care and caution to not damage the surface of your deck when shovelling snow or ice off of it.

## Painting/staining/sealing

Although not recommended, TimberTech products may be painted or stained. Once the product is painted, stained or sealed, subsequent applications will be necessary to maintain appearance. TimberTech does not guarantee the performance of anything applied to the product.

Wait approximately 8-10 weeks or until the product has completed its weathering process before painting or staining. Clean your TimberTech surface prior to applying paint or stain.

Never paint or stain over surfaces that may contain dirt, or mildew. Always apply paints and sealers in accordance with the manufacturer's application instructions.

Check with manufacturers for a compatible stain or oil.

## Dirt, grime, tannin and mildew stains

TimberTech products are formulated to inhibit mildew growth and minimize staining. Rinse off your TimberTech products periodically with a hose. Even if it appears clean, it is important to prevent build-up of pollen/debris. Mildew stains may occur where moisture, pollens, and/or dirt are present. Mildew needs a food source to grow, which can be grass, pollens, dirt, debris, wood and wood resins.

Maintaining a clean, dry surface is the best method for combating mildew. Ensure that water drains effectively from your deck. For TimberTech XLM, Earthwood Evolutions, TwinFinish, DockSider and ReliaBoard, be sure that gaps exist between planks to allow for drainage.

Like any wood-based product, TimberTech's wood-plastic composite products ( Earthwood, TwinFinish, DockSider, ReliaBoard and FenceScape) may experience a naturally occurring process called Extractive Bleeding. This process may cause a temporary discoloration that will weather away. In most cases the weathering process takes 8-10 weeks but could vary depending on location and specific product application such as a covered porch.

If the stains have set on TwinFinish, ReliaBoard, or DockSider planks, you may want to use fine sandpaper and sand lightly followed by a wire brush to re-grain the decking. Always follow the wood grain finish of the plank. The sanded area will weather back in approximately 8-10 weeks but can vary depending on location and specific application.

**Do not** apply this method to TimberTech Earthwood, Earthwood Evolutions planks, XLM planks, or BuilderBoard.

Cleaners that are recommended for periodic cleaning or use with TimberTech are:

- Intergrain Reviva - [www.intergrain.com.au](http://www.intergrain.com.au)
- Corte Clean
- E Z Off Composite Wood Cleaner
- Thompson's Water Seal-Oxy Action

## Spot stains

Many stains can be cleaned with soap and water. If the stains have set, the following cleaners have been found to remove or reduce the stains. Always follow the manufacturer's instructions to achieve maximum results. Areas cleaned may lighten; this will require 8-10 weeks exposure to the sun to match the remaining product.

### TwinFinish, ReliaBoard and DockSider

#### Tree Sap

- Krud Cutter
- Simple Green

#### Spray Paint

- Lift Off #4

#### Oil, Grease

- Krud Cutter
- Oil Eater

#### BBQ, Ketchup, Mustard, Jelly and Jam

- Krud Cutter

#### Wine

- Wine Away

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4. If the stain is still evident, mix a solution of mild dishwashing detergent and warm water in a small bucket.
5. Using a clean towel or soft sponge, apply the soapy solution to the stain and allow to stand for 3 minutes.
6. After the stain has soaked attempt to wipe with a clean towel or sponge.

For periodic maintenance cleaning, rinse deck thoroughly. A soap and water solution can be used as needed.

## Scratches, nicks, cuts and grooves

**TwinFinish, ReliaBoard, DockSider and TwinFascia (in Cedar, Grey and Redwood)**

Scratches, nicks, cuts and grooves can be eliminated by using a wire brush. Brush in the direction of the grain of the product. The brushed area will weather back in approximately 8-10 weeks.

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