



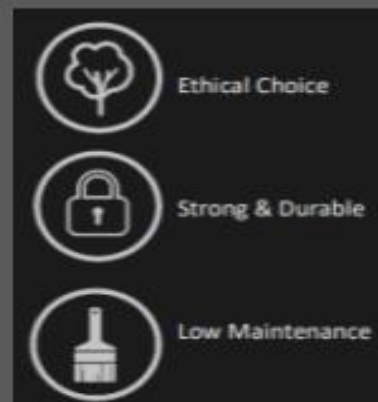
Leading the Eco Trend

Customer Information Pack

As one of the UK's leading Composite Decking and Cladding suppliers, DDecks take customer service very seriously.

This pack is intended to give all the information required to help with the install and aftercare of your decking and cladding products.

Please read through carefully before commencing any works.



CUSTOMER INFORMATION PACK

Table of contents:

- 1) Storage of Composite Products
- 2) Acclimatising products prior to install
- 3) Base/Sub-Frame Requirements
- 4) Installation Instructions
- 5) Warranty Registration Requirements
- 6) Maintenance & Cleaning Information
- 7) Complaints Procedure

1) Storage of Composite Products

All composite products must be stored on a flat, level surface and raised off the ground on suitable supports to avoid warping and damage occurring.

As a semi-natural product, composite must be kept under cover or if outside must be wrapped to avoid fading and damage from the elements.

All fixings should be stored inside and undercover.

2) Acclimatising Products Prior to Install

Composite products should be left outside for at least 24 hours before installation to acclimatise to the temperature and conditions before work is commenced. It is preferred that boards be installed in warm weather rather than cold if this is possible. This will ensure that any expansion of the boards is accommodated as composite expands with heat and contracts with cold. It is recommended that composite products are not installed in extreme heat or cold.

3) Base/Subframe Requirements

A firm subframe will be required for the install of the deckboards with joists set at either 350 or 400mm centres dependant on the range (please refer to the relevant installation instructions). A pre-existing frame can be used but must be checked for stability, damage and that it meets with all requirements for your new decking.

DDecks cannot be held liable for any movement or damage of boards installed on an insecure or substandard subframe.

4) Installation Instructions

DDecks Installation Instructions **MUST** be followed on all installs for **ALL** ranges. The installation instructions give all the details on how to install your decking and/or cladding and have been produced by our expert team to ensure an easy install that will last for many years.

Please take particular note of the gaps required to allow for expansion and contraction at edges, between boards and on butt joints.

Installation instructions are available via links on our website by video and document links and a hard copy enclosed. www.ddecks.co.uk.

5) Warranty Registration Requirements

The Warranty must be registered through the link on our website within 45 days of the purchase of products. <https://ddecks.co.uk/warranty/>

The form must be filled in correctly and the installation carried out using the instructions and DDecks specialist fixings to be valid.

Photos of the completed installation AND photos of the expansion gaps between boards end to end and structure must be uploaded for our records.

A copy of our Warranty terms can be emailed on request once registration is complete.

6) Maintenance and Cleaning Information

Composite should be kept clear of any debris where possible. The easiest way to do this is regularly sweep with a soft bristled brush, ensuring the gaps are clear of any build up to avoid moss and mildew growing in the area and allowing airflow and expansion and contraction of the boards.

Cleaning with a spray of soapy water and a household hose and dry down with a mop is advised regularly to keep the product in good condition.

*NEVER use corrosive or abrasive cleaners on composite as this will damage the protective surface of the boards.

**NEVER use a jet washer for the same reason.

More cleaning tips can be seen on our website in our blogs section.

7) Complaints Procedure

In the first instance, complaints should be relayed to the Merchant where the products were purchased.

Details of any issue will also need to be reported directly to DDecks in writing by email to info@ddecks.co.uk along with photographic evidence of the issue and details of what the problem is.

Our technical team will then be in touch to discuss and arrange a site visit.