

ULTIM8DECK

WARRANTY, CARE & MAINTENANCE GUIDE

August 2021

This warranty applies to IBuilt Ultim8 Composite Decking supplied by New Zealand Wood Products Limited (NZWOOD) when used in accordance with all NZWOOD requirements. This warranty is to be read in conjunction with all relevant and applicable technical documentation supplied or referenced by NZWOOD. Date warranty valid: 5 years from proven date of purchase or dispatch from Supplier or Merchant, whichever is the earlier. All enquiries relating to this warranty must (in the first instance) be directed to the place of purchase, or the installer.

NZWOOD warrants that:

At the time of delivery to the merchant or site (where applicable) the Ultim8deck will meet the following which is collectively referred to as the 'warranted condition':

- be free from freight related defects
- be free from defects that may have arisen through defective factory workmanship or materials

In the event a breach of the warranty is proven, the following applies:

- NZWOOD will, at its discretion, supply replacement Ultim8deck without charge or refund the value of the product.
- Other losses or damage caused by a breach of the warranty or a failure of the product for any other reason are not covered.
- NZWOOD obligations under this warranty are limited to the replacement of defective Ultim8deck or the value of the Ultim8deck. The value of the materials will be reduced pro-rata, based on the remaining life of the product (as set by the relevant durability requirements of the NZ Building Code).
- NZWOOD reserves the right to supply other comparable materials should the warranted materials no longer be supplied by NZWOOD.

This warranty is subject to the following:

- Proof of purchase.
- Evidence of failure.
- Receipt of a written claim from the claimant either within 30 days of when the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation.
- The claim must include full details of the alleged defect
- Evidence satisfactory to NZWOOD that all maintenance requirements have been carried out
- The warranty does not cover failure or problems caused by natural variation found in the product, defective use, failure relating to improper design of the project structure, structural failure, settlement, movement of materials to which the product is attached or dependent on, acts of God including but not limited to earthquakes, cyclones, floods or other severe weather conditions, inadequate maintenance, growth of mould, mildew, fungi, bacteria or any organism on any product, or acts or omissions of a third party over whom NZWOOD has no control.
- The warranty does not cover failure arising from the failure to follow all of NZWOOD advice, including poor workmanship.
- Normal wear and tear are excluded from this warranty.

All relevant information is available from NZWOOD (refer to www.nzwoodproducts.co.nz).

Note: For the latest version, please refer only to the documentation on the website.



Care and maintenance

Ultim8deck boards are resilient and require little maintenance compared to timber. However like all exterior building materials, Ultim8deck requires cleaning depending on its usage and amount of foot traffic. This guide will give you the basic principles for periodic cleaning, to help maintain Ultim8deck.

Standard cleaning process

Thorough cleaning is recommended at the time of installation and then on a regular basis thereafter. Scrub deck with hot water mixed with a mild solution of sugar soap using a very stiff bristle brush/broom. For best results, brush in the direction of the surface grain. You may have to increase the strength of the solution for tougher stains. Rinse with clean water using a bucket or hose. Do not use soft nylon type brooms as they may be affected by the hot water, and not clean the deck effectively.

On occasions where the above method does not fully remove any marks, steel wool can be used to lightly scrub the affected area. Use the same solution of hot water and sugar soap, and scrub lightly in the direction of the grain until the marks are removed. Rinse with clean water using a bucket or hose.

Please note that the use of any cleaning product can and may affect the colour of your Ultim8deck. Use of other cleaning products is not recommended. High pressure washers must be used with care, as using with high pressure too close to the surface could damage the deck, and result in a loss of warranty coverage. Do not use pressure washer with pressure exceeding 1500psi and closer than 30cm on Ultim8deck.

Scratches and scuff marks

To prevent scratch and scuff marks, it is recommend that you apply appropriate protective tips such as plastic or vinyl to metal or heavy furniture.

If required, use steel wool to treat scuff marks. Larger scratches can be treated with coarse grit sandpaper (40-60). (<https://youtu.be/apQ3IWMyo2Q>)

Painting, staining & sealing

We do not recommend painting, staining or sealing. Any coatings that are applied will render the warranty invalid.

Snow

Use caution when removing snow with a shovel, and never use a metal snow shovel on Ultim8deck board as it may scratch or gouge the Ultim8deck boards and such damage is not covered under warranty.

Water marks

It is common for water marks to appear on composite decks especially if dirty water or dirty rain has fallen onto them. Dirty water on any surface will generally leave a mark and Ultim8deck is no exception. A quick wash with clean, hot water will wash away most marks. For heavy marking arising from rainwater or very dirty water, follow the standard cleaning process.

Mould and mildew

Semi-annual cleaning of your Ultim8deck is important to prevent the build up of pollen and other debris that can cause mould and mildew. It should be noted that while mould and mildew might grow on the surface of Ultim8deck boards, it does not penetrate the surface and can be cleaned off.

Follow the standard cleaning process to remove any mould or mildew on your Ultim8deck.

Dirt & grime

Generally, a broom or a blower will work better than a hose for removing scattered organic materials like leaves. Over time, especially with children and pets, the Ultim8deck may become soiled.

Follow the standard cleaning process to remove any dirt and grime on your Ultim8deck.

Grease, oil & spot stains

Given the purposes and common uses of decks, grease stains are unavoidable. In all cases, avoiding exposure is best for example, do not fill up torches with citronella oil on your Ultim8deck surface and use a BBQ mat under your BBQ. A quick clean up is best as the longer the oil or grease sits on the surface the more likely it is to soak into the surface texture of Ultim8deck.

It is recommended that grease and oil stains be cleaned as soon as possible. It may take up to three or four washes before the grease and oil stains are lifted using sugar soap and hot water.

Sunscreen & suntan lotion

Since sunscreen and oils can potentially stain your deck, please take precautions to avoid these types of spills. Be sure to remove as much of the lotion spill as possible with water, and follow the standard cleaning process on your Ultim8deck.

Ink stains

Some ink stains may be permanent, however scrubbing with sugar soap and water may lighten them. Follow the standard cleaning process.

Chalk marks


Coloured chalk, used in construction for marking straight lines prior to cutting, is designed to be permanent on most surfaces and so should avoided. A string line is an equally effective option. Alternatively, the use of white chalk or baby powder is recommended.

Contact the manufacturer of the specific brand and colour of chalk for a cleaning solution that may prove effective. Follow the standard cleaning process to remove any chalk marks on your Ultim8deck.

NZWOOD

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