

# Frequently Asked Questions



QUESTIONS	ANSWERS
<b>Is NewTechWood composite timber really maintenance free?</b>	Yes! NewTechWood's fully capped colour technology coats the boards with a high stain, scratch, and fade resistant layer. In addition, the boards are waterproof, so there is no need for any labour that would be necessary with regular timber. Normal sweeping and cleaning is still necessary to clean off debris and dirt.
<b>Will NewTechWood composite timber fade because of exposure to the sun?</b>	NewTechWood's superior technology gives the boards great Ultra-Violet resistance. NewTechWood have tested direct UV on our boards for hundreds of hours with minimal change.
<b>What joist spacing is required when installing NewTechWood decking?</b>	Due to varying climatic conditions in different countries, joist spacing's may vary. In Australia, we recommend a 450mm joist spacing for solid decking boards and 350mm spacing for hollow boards.
<b>Does NewTechWood engineered timber last forever?</b>	Not forever, but it sure feels like it! NewTechWood uses only the highest quality materials for engineering its composite timber boards. Years of engineering have been spent to ensure the correct blend of components go into NewTechWood products. NewTechWood will hold up to the test of time.
<b>Does a NewTechWood composite deck cost more than a timber deck?</b>	In the short term, it does. However, when you compare the maintenance, material, time and labour cost on traditional timber decks every year the costs really add up. In less than three years, you will be able to see all the time and money you would have saved by using NewTechWood composite timber.
<b>Is it easy to work with NewTechWood engineered wood?</b>	Yes! You can cut, nail, drill, screw, and rout NewTechWood with standard woodworking tools. The density of NewTechWood is greater than timber that's why we recommend using carbide tipped blades and bits. (Note: refer to the NewTechWood Installation Guidelines for routing restrictions.)
<b>Is NewTechWood impervious to mould?</b>	Yes! NewTechWood has mould inhibitors that prevent mould growing on the inside of the board. Surface mould can still happen, however, it will never penetrate the board itself and is easily washed off.
<b>Does NewTechWood get hotter than timber?</b>	NewTechWood decking boards will get hotter than timber in direct sunlight. It is comparable to concrete on a hot day. Consumers should test the product in barefoot scenarios to ensure suitability.
<b>Does NewTechWood engineered timber decking utilise hidden fasteners?</b>	Yes! NewTechWood decking has grooved boards, which are designed specifically to be fixed using the NewTechWood "Hidden Fix System".
<b>Does NewTechWood have a warranty?</b>	Yes! There is a 25-Year Limited Residential Warranty, a 10-Year Limited Commercial Warranty, and a 25-Year Limited Stain Warranty.

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<b>Will my NewTechWood deck scratch?</b>	NewTechWood has an outer capping of polymer that encapsulates the board in an impermeable layer of protection that provides scratch, stain and fade resistance. Normal activities incurred in day to day living will not scratch your NewTechWood decking. However, like timber, or any other surface, excessive activities can damage the surface. Skateboarding, dragging heavy furniture, dancing in stiletto heels are some of the activities which may cause the capping to scratch, abrade or chip. To ensure your deck looks as good as new for as long as possible, we recommend fixing pads under your outdoor chairs to stop the constant dragging wearing away the capping over time. Unlike timber decking, composite decking cannot be sanded back.
<b>Is NewTechWood asbestos free?</b>	Absolutely. Our product is manufacturer certified AND we have had our NewTechWood tested right here in Perth, Western Australia, following the recent asbestos scares in the building industry.
<b>Will my boards still be protected from the elements when I cut them and the ends are exposed?</b>	It is recommended that you apply a clear sealant to any exposed ends or cut edges to protect against moisture and swelling.
<b>Where is NewTechWood made?</b>	NewTechWood is an American family-owned company, which began in Houston, Texas. They then built their own, quality controlled, manufacturing plant in China. The American owners now manage the complete manufacturing process on site. (Manufacturing in China enables them to provide top quality products at an affordable price.)
<b>Does NewTechWood cladding meet Australian building standards?</b>	Whether or not any building product meets an Australian building standard depends on the application and the class of building on which it is being installed. For this reason, it is best to consult your architect, or Planning Officer at your local authority, for the particular standard(s) you need to meet. This will determine how it is to be constructed/used to ensure it meets the required Standard(s).
<b>What fire rating/energy efficient rating does the NewTechWood Decking have?</b>	BAL Fire ratings and energy efficiency ratings are not absolute values specific to a particular product, but apply to the way in which the product is installed, or the system of building in which the product is an element. NewTechWood Decking has a BAL 29 bushfire rating. Refer to the Materials Safety Data Sheet downloadable here: <a href="https://newtechwood.com.au/technical-information">https://newtechwood.com.au/technical-information</a>
<b>What fire rating/energy efficient rating does the NewTechWood Cladding have?</b>	BAL Fire ratings and energy efficiency ratings are not absolute values specific to a particular product, but apply to the way in which the product is installed, or the system of building in which the product is an element. NewTechWood Cladding does not have a BAL bushfire rating. Refer to your building engineer as you may not require a BAL rating, and may be able to be used with an engineered, fire-rated system in place. Refer to the Materials Safety Data Sheet downloadable here: <a href="https://newtechwood.com.au/technical-information/">https://newtechwood.com.au/technical-information/</a>

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<p><b>Do I need to use the Hidden Clip system when installing NewTechWood decking?</b></p>	<p>Yes, it is recommended. The clip system is designed to allow the boards to expand and contract. If you top fix the boards there is no allowance for this movement UNLESS you pre-drill and follow the special instructions in the official NewTechWood Decking Installation Guidelines – see point below. All WPC (wood plastic composite) expands and contracts in varying temperatures. The NewTechWood Clips allow the boards to move accordingly, so that your deck will last for many, many years.</p>
<p><b>Can I top fix my NewTechWood deck ?</b></p>	<p>We recommend using the hidden clip system, but if you must top fix, in order to avoid voiding the warranty, the installation must be as per the official NewTechWood Decking Installation Guidelines, downloadable here:  <a href="https://newtechwood.com.au/products/composite-decking/">https://newtechwood.com.au/products/composite-decking/</a></p> <p>The clip system is designed to allow the boards to expand and contract. If you face fix or top fix the boards, and <u>if there is no allowance made for expansion and contraction</u>, the boards may buckle and warp.</p> <p>For those who prefer the “look” of top-fixing, if you top fix your deck, then you must pre-drill and counter-sink each hole slightly larger than the screw to minimise potential problems.</p> <p>This should eliminate the possibility of the cap layer from ‘mushrooming’, and other potential problems when top-fixing.</p>
<p><b>Are NewTechWood deck boards prone to static?</b></p>	<p>All composite decking can be prone to some level of static. In fact, static build-up is a natural occurring phenomenon that can occur with many plastic products. Dry and windy environments or higher altitudes where the humidity is lower may make this even more apparent; this all varies depending on the climate and age of the decking. Also, some people are more susceptible to static shocks than others. It is similar to the charge you may receive off your car door on a dry day.</p> <p>It may be a good idea to avoid metal railing and chairs as static shocks may occur more often. A potential way to lower the amount of static shocks occurring is to apply an anti-static product on your deck or use anti-static mats before doorways. NewTechWood's products have been tested against EN 1815 – Assessment of Static Electrical Propensity and have received values under the maximum standard of 2Kv.</p>