

IMPORTANT TO NOTE:

- While normal day to day activities will not scratch your NewTechWood decking, like timber or any other surface, excessive activities will 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.
- 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.
- NEVER use a METAL shovel to remove ice or snow from a NewTechWood deck.
- Using a pressure washer is acceptable, with a wide fan tip, but only at pressures under 1,500 psi and at a distance of 30 cm above the deck. Exercise extreme caution when using a pressure washer because your deck can be damaged.
- Use mild detergents for cleaning – avoid strong products like bleach, CLR, sugar soap, etc.
- Failure to remove debris from gaps may result in staining, mould, and mildew from forming.
- If building or renovations are taking place, cover the deck to avoid concrete or gyprock dust getting on the deck. Mineral deposits left over from construction can mix with water and evaporate leaving deposits behind which creates a white haze on the deck's surface. We recommend leaving the laying of your new deck until after all other works have been completed.
- Oil / Grease / Food and well known staining items like red wine must be removed from the surface within a reasonable amount of time to maintain the 25 - Year Limited Stain Warranty.
- Exercise caution if walking barefoot in summer as footwear may be required on hot exposed boards.

| Problem | Solution |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dirt and Debris | Surface debris should be sprayed off with a hose. Use warm soapy water and a soft non-metal scrub brush to remove dirt and debris within the embossing pattern. Scrubbing in the direction of the grain is best. |
| Tannins | Tannins can form when organic material gets stuck within the gaps of the deck and water starts to pool under it. Therefore, it is best to remove the debris within gaps with a garden hose, spatula, or soft broom. Keeping the gaps clean will reduce the chances of tannins from forming leaving your deck cleaner. |
| Ice and Snow | Use calcium chloride or rock salt to melt the snow and ice. Buildup of calcium chloride and rock salt may occur leaving a white residue, which can be easily removed with warm soapy water and a soft non-metal scrub brush. |
| Oil / Grease / Food | All oil / grease / food spills must be removed promptly. To clean use warm soapy water and a soft non-metal scrub brush. Grease and oil may require an all purpose cleaner if warm soapy water and a soft non-metal scrub brush do not work. Be sure to check with manufacturers on which cleaners are appropriate to use on your deck. |
| Mould and Mildew | Mould and mildew occurs periodically in everyday environments. Therefore, surface mould and mildew can appear on the deck if decaying organic material such as, but are not limited to, wood, leaf decay, and pollen are present along with elevated temperatures, air, and water. There is no way to completely eliminate mould and mildew, therefore, we can only minimize the occurrence by removing these decaying organic materials as quickly as possible. If mould and mildew are present use warm soapy water and a soft non-metal scrub brush to clean. |

| Problem | Solution |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Irregular Heat Sources / Fire | <p>Composite decking has the tendency to retain heat whenever presented directly or indirectly to it. Irregular heat sources, such as, but not limited to, fire pits, fire places, and barbecue grills, and fire may damage the surface of NewTechWood decking. Proper caution should be taken with irregular heat sources and fire to ensure no damage occurs to the deck.</p> |
| Masonry/Concrete/Gyprock Construction Works | <p>During masonry construction or any building and renovations involving concrete and gyprock, the deck must be covered AT ALL TIMES, preferably with a sheet of tarp or construction grade plastic film.</p> <p>Mineral deposits left over from construction can mix with water and evaporate leaving deposits behind which creates a white haze on the deck's surface.</p> <p>Gyprock and Concrete contains substances (i.e. lime) that will damage your deck.</p> <p>To prevent these problems, ensure that masonry/cement construction is set properly before ever installing the decking material.</p> <p>If mineral deposits are left on the deck's surface, regular maintenance is required in order to maintain the original look of the deck.</p> |

Mineral Deposits

Mineral deposits appear on the deck surface when regular cleaning of NewTechWood does not occur. These deposits appear because of rain mixing with runoff from roofs, soil/dirt, pathways, etc. When evaporated on the deck, it creates a haze on the deck that can be washed away if seen within a certain time period. If over time this haze is not cleaned it can build up and create layers that are more difficult to clean.

Note: In certain environments, mineral deposits can appear more rapidly and may become serious. To keep mineral deposits from reappearing NewTechWood recommends cleaning the boards at least once every 2 weeks.

In this guide we will show you how to take care of mineral deposits that build up on the deck's surface.

Materials/Cleaners

In Figure 1 you can see the cleaners and materials that you will need to clean up the mineral deposits. You will need the following materials:

1. Towel
2. Bucket
3. Water
4. Steel Wool / Rigid Brush or Broom
5. Dishwashing Gloves

Note: Always wear gloves when dealing with cleaners.

The following cleaners we recommend using to wash off the mineral deposits:

1. Household/Laundry Detergent
2. Vinegar

Note: Do not use any other cleaner that is not recommended because it could potentially damage the deck's surface. Also, never use the cleaners together when cleaning, only use one of the choices to clean. NEVER MIX CLEANERS.



Figure 1



Figure 2

Cleaning the Area

Option 1: Vinegar

In Figure 2 (previous page) you can see the boards that have the mineral deposit on the top of the surface. We will be using a mixture of water and vinegar to clean off the boards.

1. First we will need to make a 50/50 mixture of vinegar/water. We will first start by pouring water into a bucket as shown in Figure 3.
2. Then we will add the same amount of vinegar to that bucket as shown in Figure 4.
3. After we have made the mixture and thoroughly mixed it together, we will apply the mixture onto the boards that are effected by the mineral deposits, as shown in Figure 5.
4. After applying the mixture leave it on for at least 5 minutes to let the mixture get deep into the mineral deposit - it makes cleaning much easier.
5. After allowing the mixture to sit for at least 5 minutes, use the steel wool and begin to scrub in the direction of the grain. The strength of the scrubbing will depend on how thick the mineral deposit is - usually medium strength scrubbing is sufficient.

Note: When using steel wool only scrub in the direction of the wood grain, NEVER ever scrub against the wood grain.

6. After scrubbing for about 1-2 minutes take water and rinse the area and dry the area with a towel to see the result.

Note: It might take multiple times scrubbing the board in order to get the mineral deposit off the surface.

Also, quicker results may be seen if you continuously scrub while adding the mixture on the affected area.



Figure 3



Figure 4



Figure 5

Cleaning the Area

Option 1: Vinegar (Continued)

7. After drying, the affected boards should look brand new. As seen in Figure 5, you can see the difference between the area cleaned versus area not cleaned.



Figure 5

Cleaning the Area

Option 2: Household/Laundry Detergent

1. Take the detergent and apply it on the boards as shown in Figure 9.
2. Then take water and pour it over the detergent and rub it into the boards and allow it to sit for at least 5 minutes as shown in Figure 10.
3. After allowing the detergent/water to sit for 5 minutes begin scrubbing with the steel wool in the direction of the wood grain.

Note: When using steel wool only scrub in the direction of the wood grain, NEVER ever scrub against the wood grain.

4. After scrubbing for 1-2 minutes rinse the area with water and dry with a towel to see the results, as shown in Figure 11.

Note: It might take multiple times scrubbing the board in order to get the mineral deposit off the surface.

Also, quicker results may be seen if you continuously scrub while adding detergent and water.



Figure 9



Figure 10



Figure 11

| Chemical Resistance of NewTechWood UltraShield | | |
|------------------------------------------------|----------------------------|-----------------------------|
| Chemical | Temperature 21°C (70°F) | Temperature 60°C (140°F) |
| Acetic Acid (10%) | R | R |
| Beer | R | R |
| Benzene | U | U |
| Benzoic Acid | R | R |
| Bleach Lye (10%) | R | R |
| Toulene | U | U |
| Methyl Ethyl Ketone | R | U |
| Acetone | R | U |
| Ethyl Benzene | U | U |
| n-Butyl Acetate (100%) | R | U |
| Turpentine | U | U |
| Hydrogen Peroxide (3%) | R | U |

Chemical Resistance Data - NewTechWood UltraShield

- **R** - Resistant towards chemical
- **U** - Non-resistant towards chemical which means it could possibly permanently damage the product. Please contact the manufacturer to get approval before using any of these chemicals on the products.
- All general mild household detergents are generally useable, but avoid harsh products like Bleach, CLR, Sugar Soap.