



Care and cleaning guide

IMPORTANT TO NOTE

- 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 and wearing away of 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.
- Only use a soft-bristle broom, and always test a small area first before proceeding with the entire clean.
- Use mild detergents or specifically designed products (e.g. DECK WASH) for cleaning – avoid strong products like bleach, CLR, sugar soap, etc. Be sure to check with manufacturers on which cleaners are appropriate to use on your deck.
- Failure to remove debris from gaps may result in staining, mould, and mildew to form.
- If building or renovations are taking place, cover the deck to avoid concrete or gyp rock dust getting on the deck. Mineral deposits leftover from construction can be difficult to remove, and in some instances may leave a permanent, 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 immediately to maintain the 25 - year limited stain warranty.
- Exercise caution if walking barefoot in summer, as footwear may be required on hot exposed boards.
- Using a high-pressure cleaner is not recommended, as it may cause damage on boards.

MINERAL DEPOSITS

Mineral deposits may 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 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. Under these circumstances, to keep mineral deposits from reappearing, NewTechWood recommends cleaning the boards at least once every 2 months.

NOTE: Using a high-pressure cleaner is not recommended, as it may cause damage on boards.



MATERIALS/CLEANERS

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

- DECKWASH or similar (always check the safety data sheet of cleaning product before proceeding with cleaning your deck)
- Household/Laundry Detergent

NOTE: Do not use any cleaners that are not recommended for use, as they could potentially damage the deck's surface. NEVER MIX CLEANERS.

OPTION 1: DECKWASH



DECK WASH is a water-based general purpose cleaner & degreaser specially designed to clean & brighten composite and timber screens & decks.

DECK WASH is designed for all coated and raw composite substrates, to be re-applied as frequently as required to maintain a fresh, clean look to composite decking, screening, wall cladding, stairs, handrails, etc.

DECK WASH is also built to remove tannin, water stains, dirt, grime, tree sap, food stains, oil and minor oxidative damage.

DECK WASH is NON-dangerous, non-flammable. Biodegradable and low in phosphate.

[DECKWash is available through our resellers network](#)

GENERAL APPLICATION:

- Wet the affected surface with water.
- Apply the mixed DECK WASH by mop or hose spray provided and leave for 2-3 minutes to wet the surface. Leave 5-10 minutes wetting time for stubborn stains.
- For wood plastic composite (WPC) products, like NewTechWood, only use a soft bristle broom. NB: On any surface, first test a small area prior to proceeding with the entire job.
- Rinse off the applied area with a copious amount of water with a garden hose.

COVERAGE

1 litre is adequate for approximately 10m² of surface area when diluted in a bucket at 12:1 ratio and applied manually, according to the clip-on hose connector will dilute the DECK WASH concentrate at approximately a 12:1 rate or approx. 100m² Per/Ltr depending on hose pressure.

MAINTENANCE

It is advisable for coated composite surfaces to be cleaned with DECK WASH at least every 3—6 months depending on the location, surrounding trees, and wildlife. The surfaces exposed to heavy soiling will require a frequent application to maintain a clean look

RECOMMENDED DILUTION RATES

- For spot stains from severe oils, food, and drink spills: Apply a small amount of DECK WASH undiluted to the affected area and scrub with a soft brush. Leave 5—10 minutes before hosing off with warm to hot water. Repeat the same if required to remove any residue stains.
- For moderate to severe stains from dirt and grime, tree sap build-up, BBQ stains and mild oxidation: Dilute 1:4 ratio with cold water by volume.
- For light stains and general cleaning & brightening: Dilute 1: 12 ratio with cold water by volume.

OPTION 2:

HOUSEHOLD CLEANERS / LAUNDRY DETERGENT

- Take the detergent and apply it on the boards
- Mix thoroughly with water
- Leave for at least 5 minutes to allow the mixture to get deep into the mineral deposit – (it makes cleaning much easier).
- Use a soft bristle broom or brush 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: Repeat multiple times for heavy mineral deposits. Quicker results may be seen if you continuously scrub while adding the mixture to the affected area.

HOW TO CLEAN STUBBORN STAINS

Problem	Solution
Dirt and Debris	Surface debris should be sprayed off with a hose. Use DECKWash or 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. The buildup of calcium chloride and rock salt may occur, leaving a white residue, which can be easily removed with DECKWash or 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 DECKwash (or similar) or warm soapy water and a soft-bristle broom.. Be sure to check with manufacturers on which cleaners are appropriate to use on your deck.
Mould and Mildew	Mould and mildew occur 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.

CHEMICAL RESISTANCE DATA - NEWTECHWOOD

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 (100%)	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

- R - Resistant towards chemical
- U - Non-resistant towards chemicals, 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.