

# THANK YOU!



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We want to thank you for your trust in Fence & Deck Connection to complete your decking project. Throughout the process we strive to bring tremendous *value*, from our materials and installation methods and throughout our production process. Our goal is to create the perfect **10** experience from the start of the project to the end, and I hope we did just that.

Enclosed are your decking care instructions. Please feel free to reach out to us anytime if you have questions.

Our *structural lifetime* warranty is only valid for the person(s) who purchased the deck; this would include all structural aspects of the job. Enclosed you will find our Limited Lifetime Warranty coverage sheet.

If a question, concern or issue arises, please contact us directly at **410-969-4444**. We will be happy to answer any questions, address your concerns or schedule a service call right away if necessary. Fence & Deck Connection prides itself on *"Building Lifelong Clients Through Our Commitment To Excellence."* We take pride in creating customer *loyalty* and much of our installation business is built on referrals from satisfied customers like you.

Please take a moment to also review our Referral and Loyalty Programs on the documents enclosed in this convenient, easy to store, file folder.

Jeff Hagan  
Sales Manager  
410-757-5511  
E – [jhagan@fencedeckconnect.com](mailto:jhagan@fencedeckconnect.com)

INTRODUCING OUR CLIENT  
**LOYALTY**  
*Program*



**CLIENT TODAY. CLIENT FOR A LIFETIME.**



We greatly value your trust in us and hope you're loving your new outdoor space!



To show our appreciation, we're excited to offer you a **5% Repeat Customer Discount**, which can be applied to your next fence, deck, or screened porch project.



Thank you for choosing us—it's customers like you who make our work so rewarding. We look forward to helping you create more beautiful outdoor spaces in the future!

**5% OFF**

Valid for an **EXTRA 5% OFF**  
Your Future Projects with  
Fence & Deck Connection



Quality Craftsmanship Since 1991 / MHIC #45780

FOR A FREE ESTIMATE  
**CALL 410-757-5511**

[www.fenceanddeckconnection.com](http://www.fenceanddeckconnection.com)

Valid for existing customers with no outstanding balances. Valid on new residential installation contracts only. Not valid on previous estimates, material only purchases, or other promotional offers.

# INTRODUCING OUR CLIENT **REFERRAL** *Program*



## REFER A FRIEND. GET REWARDED.

Did you know one of the highest compliments we can receive in our business is the referral of your family, friends, and neighbors? And because we are grateful for your referrals, we have set up a referral program as a token of our appreciation.

- 1** Simply refer Fence & Deck Connection to a family member, friend, neighbor, or colleague.
- 2** Make sure the referred client mentions your name when they call or email us for an appointment.
- 3** Once the referred client completes a consultation appointment, we will email you a \$50 Amazon Gift Card.



**IT'S  
THAT EASY!  
NO LIMITS!**

## THANK YOU FOR YOUR TRUST & YOUR REFERRAL!



FOR A FREE ESTIMATE  
**CALL 410-757-5511**  
[www.fenceanddeckconnection.com](http://www.fenceanddeckconnection.com)

\*The referred customer must let us know both your name and email address. Customer must schedule and complete a consultation appointment for the amazon gift card to be issued.



## The Reality of Pressure Treated Lumber

Pressure treated lumber is an outstanding cost effective product with a natural rustic look and cost effective pricing, although it is important to recognize its natural tendencies. While treated lumber offers a lifetime warranty against rot, decay, and termites, it excludes the natural weather and drying process of the material which, to some, may be unsightly and difficult to avoid.

One of the most common and frustrating tendencies of treated lumber is open checks or cracking in the material. The industry term for this is *checking* and is a natural tendency of the material and has nothing to do with the quality of the material or installation.

The U.S. Department of Agriculture Forest Products Laboratory at Madison, Wisconsin performed an extensive study on this subject and quoted the following U.S.D.A. Bulletin #1187: Round items are considerably more difficult to season than sawed items. The difficulty arises because the round item contains the heartwood or center of the tree, frequently of large proportion to the whole, and the outer sapwood layer. The enclosure of the heartwood, within the piece, prevents the satisfaction of the inherent differences between tangential and radial shrinkage by distortion of cross section. As a consequence, stresses set up in different directions during drying. Thus, the item has a natural tendency to develop a V-shaped check toward the center.

*In plain language, the exterior surface of the material is drying at a greater rate than the inner heart of the material and something has to give. The result is the term checking, which is technically neither a split nor a crack and has no appreciable effect on the strength or structural integrity of the material. What's the most frustrating about this issue is that while regular sealing and maintenance will reduce it, there is no way to eliminate it completely. It is not unusual for checks to open within days or even hours of installation.*

I have been informed of the characteristics of pressure treated wood and understand that the natural tendencies, such as checking, is a normal process and has nothing to do with the quality of material or installation.

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Project Consultant

Date

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Homeowner/Buyer

Date



## Pressure Treated Deck Limited Lifetime Warranty

### What is covered under the Fence & Deck Connection Warranty?

- Labor & material for the overall structural integrity of the deck
- Includes rot, decay, termites, and footings
- Proper installation to include:
  - Post footings
  - Ledger board attachment to include flashing
  - Beam and joist installation
  - Proper fasteners
  - Rail post attachment if applicable
  - All applicable deck manufacturer warranties
  - All applicable deck railing manufacturer warranties
  - All applicable deck lighting warranties (standard warranty is for a period of 1-year)

### What is not covered under the Fence & Deck Connection Warranty?

- Damage attributable to fire, wind storms, hurricanes, or earthquakes
- Damaged caused by abuse and wear and tear
  - Kids, animals, and vehicle damage
- Impact of objects surrounding or attached to the deck
  - Rocks
  - Trees, Plants
  - Lawn equipment
  - Sports equipment
- Natural tendency of pressure-treated wood to warp, twist, and check not affecting the structural integrity of the fence
  - This is noted on page (4) of your contract

A commitment to regular cleaning and maintenance will keep wood decking looking fresh for 15-20 years. Neglecting your fence could affect your warranty coverage. When you discover that your deck is showing signs of mold, you'll want to give it a proper cleaning, as untreated mold can lead to rot (this could affect your warranty coverage).

- **Proper care and maintenance:**
  - First power wash and stain should occur anywhere between 6-12 months after installation
    - Make sure water is not beading up on the lumber before applying a stain
  - Continued recommended maintenance:
    - Light power wash
    - Stain (clear or colored) completed every 3-5 years
      - Stain to be specific to pressure-treated or cedar material
      - Stain to have both a water repellent and U.V. blocker
  - Yearly deck inspection (by homeowner) to include:
    - Support posts
    - Railing posts
    - Railing attachment
    - Deck board fasteners

### How to make a warranty claim?\*

- Call the office at 410-757-5511 or 410-969-4444.
- Email the office at [info@fencedeckconnect.com](mailto:info@fencedeckconnect.com).
- Please submit the original contract and pictures if applicable.

**\*Fence & Deck Connection's Structural Warranty is for the original purchaser and cannot be transferred.**

# CULPEPER CARE & MAINTENANCE



**THE RIGHT CARE AND MAINTENANCE WILL PROTECT YOUR PRESSURE TREATED WOOD FROM THE HARSH EFFECTS OF WEATHERING CAUSED BY RAIN, SUNLIGHT AND TEMPERATURE CHANGE.**

## **CLEANING & MAINTAINING**

A simple solution of mild soap and a pressure washer will help clean your project of surface mold and dirt. Just keep the pressure low, use a 45-degree fan and keep the wand moving so you don't damage your deck. Keep in mind that surface mold does not affect decay-resistant properties of your project.

After cleaning, paint or stain should be applied every 2 years to keep your deck looking bright and fresh for those days spend enjoying your time grilling, entertaining or simply relaxing outdoors.

## **HOW LONG SHOULD I WAIT TO SEAL MY DECK AFTER INSTALLATION?**

In hot dry summer months, typically 2-3 weeks; in cooler months typically 4-6 weeks. For a wood sealant/finish to be effective the wood surface must be thoroughly dry. Here is a simple test. Splash water on the deck surface and observe its dispersion. If water droplets form on contact, the lumber is not yet dry enough to accept a finish. If water is absorbed into the wood it is time to apply/re-apply a wood sealant or finish.

## **ROUTINE WOOD INSPECTION AND REPLACEMENT**

Severely warped and splitting lumber that cannot be salvaged should be replaced. It is unfortunate, but in spite of homeowners' best efforts, some pieces of wood, through the natural growing characteristics in the grain pattern, will mechanically degrade over time to become unsuitable for use.

## **FASTENER INSPECTION**

Your regular maintenance program should include fastener inspection to determine if nails, screws or bolts are working loose. A nail that has popped out of the wood can be driven back in, and splitting boards can, in some cases, be reinforced with additional fasteners.



## DISPOSAL OF PRESSURE TREATED WOOD

Pressure treated wood should never be burned in open fires, stoves, fireplaces or residential boilers. Pressure treated wood may be disposed of in landfills or burned in commercial or industrial incinerators or boilers in accordance with federal, state and local regulations.

## NATURAL WOOD OCCURRENCES

Building your project with wood from Culpeper, means your wood has proven protection against rot, fungal decay and termite attack. However, a regular maintenance program is necessary to minimize the effects of the weather. Whenever a treated wood is exposed to the weather, certain inherent properties of the wood become evident. The characteristics listed below are natural to wood and are not warranted against such occurrences. Here are examples of what can happen:

- **SHRINKAGE** - As pressure treated wood dries, you can expect some slight shrinkage in both width and length to occur. To minimize gaps between boards, wet pressure treated wood should be butted together during installation.
- **SPLITTING AND CHECKS** - As wood is exposed to alternating cycles of wetting and drying, some splitting and checking may occur.
- **BOWING, CROOKING, CUPPING AND TWISTING** - Wood may bow, crook, cup or twist in varying degrees depending on stresses released by initial sawing of the lumber and moisture absorption.
- **COLOR FADING OR WEATHERING** - When wood is exposed to natural sunlight, color fading occurs. The use of a high-quality stain will renew the desired color. A stain containing a water repellent is recommended.

