

# 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.



## Composite Deck Limited Lifetime Warranty

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

- Labor & materials 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, on both fading and staining, and any additional labor 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, grill, and vehicle damage
- Impact of objects surrounding or attached to the deck
  - Rocks
  - Trees, Plants
  - Lawn equipment
  - Sports equipment

Composite decking is by far the longest-lasting, most maintenance-friendly decking material. However proper care and maintenance must be maintained to prolong the life of your deck (this could affect your warranty coverage).

### Proper care and maintenance:

- Light powerwash 1X per year
- 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**

## AZEK® DECKING FADE AND STAIN WARRANTY – HARVEST, ARBOR, AND VINTAGE COLLECTIONS

### 50-Year Limited Fade and Stain

**Statement of Warranty:** This warranty is given to either (1) the original residential purchaser or (2) the owner(s) of the property at the time of installation, if different from the original purchaser (collectively hereinafter “Purchaser”), of AZEK® Decking including the Harvest, Arbor, and Vintage Collection decking (the “Product”). For purposes of this warranty, a residential Purchaser shall refer to a single-family residential homeowner.

The AZEK Company LLC (hereinafter “Manufacturer”) warrants to Purchaser that, for a period of fifty (50) years from the date of the original consumer purchase (the “Term”), under normal use and service conditions:

- (1) The Product’s color will not fade from light and weathering exposure, as measured by a color change of more than 5 Delta E (CIE) units. While the Product is designed to resist fading, no material is fade proof when subjected to years of exposure to ultraviolet (UV) rays and the elements.
- (2) The Product will resist permanent staining from food and beverage items that may be spilled onto the surface of the Product, including items such as condiments (barbecue sauce, ketchup, mustard, mayonnaise), salad dressing and salad oils, grease, tea, wine, coffee, fruit punch, sodas and other food and beverage related items that would typically be present on a residential deck, provided that such substances are removed from the Product with soap and water or mild household cleaners after no more than one (1) week of exposure of the substances to the surface of the Product.

Notwithstanding the foregoing, Manufacturer does not warrant that the Product is stain-proof and does not warrant stain resistance resulting from spilled or otherwise applied food and beverage substances which are not properly cleaned as provided above within one (1) week of exposure. In addition, this warranty does not cover any staining or damage to the Product resulting from abrasive compounds of acidic or basic pH, paints or stains, strong solvents, metallic rust or other abnormal residential deck use items, and non- food and non-beverage substances, including, but not limited to, biocides, fungicides, plant foods or other bactericides. All warranties are subject to the exclusions, limitations and restrictions set forth in the foregoing paragraph and below.

**Standard AZEK Limited Lifetime Residential Warranty.** This warranty is in addition to the standard Lifetime Residential Warranty that applies to AZEK Decking.

**Obtaining Warranty Performance:** Purchaser must do as follows in order to make a claim under this warranty:

**Claims Regarding Stain-Resistance:** If the Purchaser is making a claim relating to the warranty on stain resistance, Purchaser must do all of the following (in addition to the procedures set forth below for All Claims):

1. Attempt to clean the affected area of the Product by using the cleaning procedures described above within one (1) week of exposure of the food or beverage to the surface of the Product.
2. If, after completing step 1 above, the affected area remains reasonably unsatisfactory, then Purchaser must have the affected area of the Product cleaned by a professional deck cleaner at Purchaser’s expense.
3. If, after completing steps 1 and 2 above, the affected area still remains reasonably unsatisfactory, Purchaser may make a claim under this warranty as provided herein, provided that such claim is made within thirty (30) days after the professional cleaning is completed.

**All Claims:** Purchaser, must no later than the end of the Term, notify Manufacturer of a warranty claim using TimberTech’s online warranty claim form process available at <http://TimberTech.com/warranty/warranty-claims-center>. Purchaser must provide proof of purchase, a description and photographs of the affected area of the Product, and, if the claim relates to the warranty on stain resistance, and reasonable proof of compliance with the requirements set forth above under “Claims Regarding Stain-Resistance.” Alternatively, Purchaser may send this information to the Manufacturer at the following address:

TimberTech  
894 Prairie Avenue  
Wilmington, Ohio 45177  
Attn: Claims Department

Manufacturer reserves the right to request additional information in connection with the warranty claim.

## AZEK® DECKING FADE AND STAIN WARRANTY – HARVEST, ARBOR, AND VINTAGE COLLECTIONS

After reviewing all information, Manufacturer will make a determination regarding the validity of the claim submitted. If Manufacturer determines that the Purchaser's claim is valid, Manufacturer will, at its sole option, either replace the affected item or refund the portion of the purchase price paid by the Purchaser for such affected item (not including the cost of its initial installation). Replacement material will be provided that is as close as possible in color, design and quality as the replaced material, but Manufacturer does not guarantee an exact match as colors and design may change. In the event of repair or replacement, the original warranty shall apply to the repaired or replaced portion of the Products and will extend for the balance of the warranty period in effect at the time the material proved defective.

If Purchaser makes a valid warranty claim hereunder during years eleven (11) through fifty (50) after the original purchase, then Purchaser's recovery will be prorated as indicated below. If Manufacturer is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim; if Manufacturer is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of boards otherwise meeting the requirements for a claim.

| Year of Claim | Recovery |
|---------------|----------|
| 11-14         | 90%      |
| 15-18         | 80%      |
| 19-22         | 70%      |
| 23-26         | 60%      |
| 29-30         | 50%      |

| Year of Claim | Recovery |
|---------------|----------|
| 31-34         | 40%      |
| 35-38         | 30%      |
| 39-42         | 20%      |
| 43-50         | 10%      |

This warranty shall not cover, and Manufacturer shall not be responsible for, costs and expenses incurred with respect to the removal of affected Product or the installation of replacement materials, including but not limited to, labor and freight. The foregoing remedies are the SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.

**Transfer of Warranty:** This warranty may be transferred one (1) time, within the five (5) year period beginning from the date of original purchase by Purchaser, to a subsequent buyer of the property upon which the Product was originally installed.

**Exclusions from Warranty Coverage:** Manufacturer does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, condition or damages attributable to the following: (1) improper installation of the Product and/or failure to abide by TimberTech's installation guidelines, including but not limited to improper gapping; (3) use of the Product beyond normal residential use, or in an application not recommended by the TimberTech installation guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which the Product is installed; (4) exposure to, or direct or indirect contact with extreme heat sources including reflected sunlight from low-emissivity (Low-E) glass which may damage the surface of the product and/or cause the Product to fade; (5) any act of God (such as flooding, hurricane, earthquake, lightning, etc.) or environmental condition (such as air pollution, mold, mildew, etc.), (6) improper handling, storage, abuse or neglect of the Product by Purchaser, the transferee or third parties; (7) any fading or staining not on the surface of the Product (i.e., the underside or the ends of the Product); or (8) ordinary wear and tear.

In addition, this warranty will be voided if (1) paint, stain or other coating materials are applied to the Product, or (2) the surface of the Product has been damaged or punctured, including as a result of contact with shovels or similar sharp-edged tools. Such tools should not be used under any circumstance to remove snow, ice, or other debris from the surface of the product.

Purchaser is solely responsible for determining the effectiveness, fitness, suitability and safety of the Product in connection with its use in any particular application.

**Limitations: DISCLAIMER OF WARRANTIES:** EXCEPT FOR THE EXPRESS WRITTEN WARRANTY CONTAINED HEREIN AND IN THE MANUFACTURER LIMITED 30 YEAR LIMITED RESIDENTIAL WARRANTY, MANUFACTURER MAKES NO OTHER WARRANTIES, GUARANTEES OR INDEMNITIES, WHETHER EXPRESS OR IMPLIED, ARISING BY LAW, COURSE OF DEALING, USAGE OF TRADE, CUSTOM OR OTHERWISE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTY OF MERCHANTABILITY AND IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AND ALL SUCH OTHER WARRANTIES, GUARANTEES AND INDEMNITIES ARE HEREBY DISCLAIMED, OVERRIDDEN AND EXCLUDED FROM THIS TRANSACTION.

## AZEK® DECKING FADE AND STAIN WARRANTY – HARVEST, ARBOR, AND VINTAGE COLLECTIONS

Some states do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you.

LIMITATION OF REMEDIES AND EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES: MANUFACTURER'S LIABILITIES ARE LIMITED SOLELY AND EXCLUSIVELY TO THE OBLIGATIONS SPECIFICALLY UNDERTAKEN HEREIN, AND UNDER NO CIRCUMSTANCES WILL MANUFACTURER BE LIABLE OR OBLIGATED FOR ANY INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, PUNITIVE OR ANY OTHER DAMAGES OF ANY KIND WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST SALES, LOSS OF GOODWILL, USE OF MONEY, USE OF GOODS, STOPPAGE OF WORK, OR IMPAIRMENT OF ASSETS), WHETHER FORESEEABLE OR UNFORESEEABLE, ARISING OUT OF BREACH OR FAILURE OF EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, FRAUD, MISREPRESENTATION, NEGLIGENCE, STRICT LIABILITY IN TORT OR OTHERWISE, EXCEPT AND ONLY TO THE EXTENT THIS LIMITATION IS SPECIFICALLY PRECLUDED BY APPLICABLE LAW OF MANDATORY APPLICATION. MANUFACTURER'S LIABILITY WITH RESPECT TO DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

**Miscellaneous:** This writing is understood and intended to be the final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreements or representations, oral or written, and all other communication between the parties relating to the subject matter of this agreement. This warranty may not be altered or amended except in a written instrument signed by Manufacturer and Purchaser or permitted transferee. No agent, employee or any other party is authorized to make any warranty in addition to that made in this agreement and Manufacturer shall not be bound by any such statements other than those contained in this warranty.

This warranty is effective for purchases by residential purchasers made on or after January 1, 2019.

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## Cleaning Instructions Using TimberTech DeckCleaner™

Congratulations on your new TimberTech Deck or Porch! TimberTech Decks and Porches are engineered to resist stains to provide decades of lasting beauty. However, all exterior products may become soiled with exposure to everyday spills, pets, construction dust, pollen, and foot traffic. By following these guidelines you can help ensure your new TimberTech Deck or Porch will look its best for many years to come.

Utilizing the recommended products in this guide is important to make care and cleaning easier and to ensure proper care. Regardless of the cleaning product you select, always make sure to read and follow the directions carefully. If you elect to use a cleaning product other than TimberTech DeckCleaner™ or one of the other specific recommended products in this guide, please contact the manufacturer before using to ensure that it will not cause damage to your TimberTech Deck, Porch, or Rail.

## Cleaner

TimberTech DeckCleaner™ is formulated, field tested, and approved for cleaning TimberTech AZEK® Deck or Porch, TimberTech PRO™ Deck, TimberTech EDGE™ Deck, and TimberTech Composite Rail. It is the best solution for seasonal cleanup, everyday spills, or stubborn spots. On average, one gallon diluted with one part cleaner to three parts water will clean approximately 1,000 square feet of surface area.

For TimberTech DockSider™ and ReliaBoard® Collections there are several cleaner options listed on page 3. TimberTech DeckCleaner™ is not designed for use with these collections.

**Note** that composite deck cleaners such as Corte Clean®, Thompson's® Water Seal®—Oxy Action, Olympic® Deck Cleaner, or other cleaners specified as composite deck cleaners, in powder or liquid form, **should not** be used with TimberTech AZEK Deck or Porch, TimberTech PRO, and TimberTech EDGE collections. The capping material on these products is not composed of a wood plastic composite.



## Brushes

| PRODUCT                                                   | BRUSH TYPE                    |
|-----------------------------------------------------------|-------------------------------|
| AZEK Decking<br>AZEK Porch                                | A stiff, natural fiber brush  |
| PRO Decking<br>EDGE Decking<br>ReliaBoard® and DockSider™ | A medium to stiff nylon brush |



BEFORE



AFTER

# TimberTech AZEK, PRO, and EDGE Cleaning Instructions

## Capped Polymer and Capped Composite Decking

### General & Spot Cleaning

In preparation for cleaning you will need water for rinsing (hose or power washer), the recommended deck brush with an extension handle, and TimberTech DeckCleaner™.

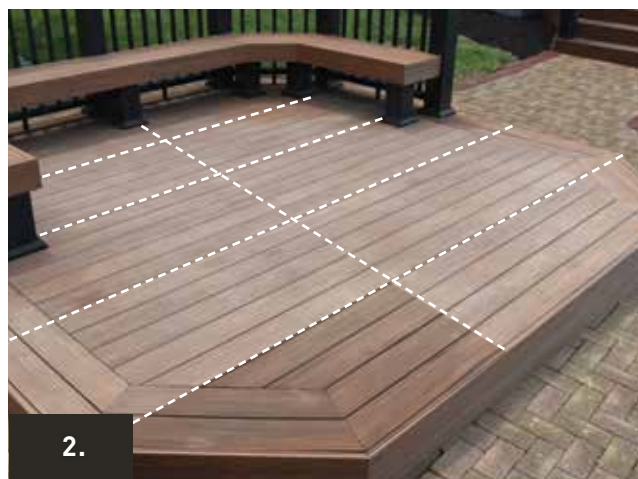
Important: Clean in small, manageable areas. Thoroughly rinse each area before moving onto the next section and do not let the cleaner dry on the surface. Avoid cleaning in direct sunlight as the heat generated may cause the surface to dry quickly as you attempt to clean. Allowing the cleaner to dry or not thoroughly rinsing will cause a white surface film that must be cleaned again.

Avoid getting TimberTech DeckCleaner on other surfaces, including glass, stainless steel, and painted surfaces. Thoroughly rinse surfaces immediately upon contact.

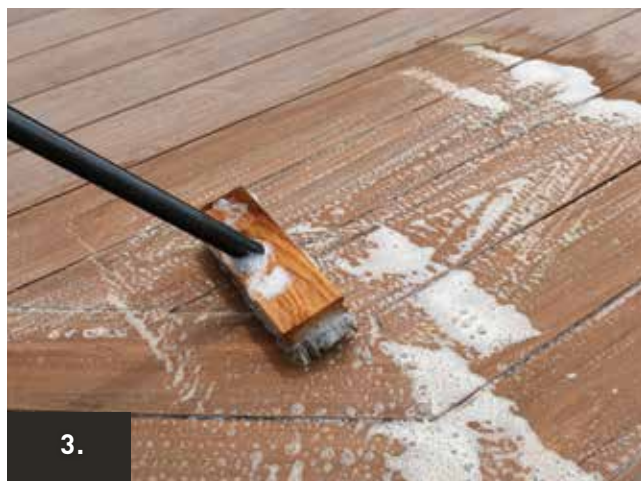
A power washer can be used for RINSING ONLY with TimberTech Deck or Porch. The recommended maximum pressure is 1,500 psi. A fan tip nozzle should be used. Spray in the direction of the grain pattern, never across the grain, to avoid damaging the product. Use caution not to damage the material and always take proper safety precautions when operating a power washer.



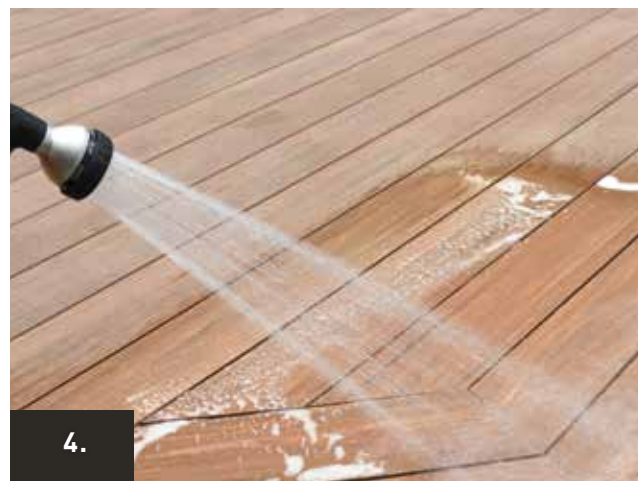
Shake well. Dilute TimberTech DeckCleaner mixing 1 part cleaner to 3 parts water. One gallon of diluted cleaner will cover approximately 1,000 square feet of surface area.



Working in one smaller area at a time, saturate with the diluted cleaner and allow it to stand on the surface for 30-60 seconds. **DO NOT** allow the cleaner to dry or evaporate before scrubbing. Avoid cleaning in direct sunlight as the heat generated may cause the surface to dry quickly as you attempt to clean. Rinse each section thoroughly after scrubbing and before soaking the next section.



Using the recommended brush and extension handle, scrub using downward pressure; first scrubbing in the direction of the grain and then against the grain working the cleaner into the surface texture. **DO NOT** allow the treated area to dry before rinsing thoroughly as this will allow dirt residue to dry in the surface texture.



Rinse the treated area with clean water. For best results, dry or remove standing water with a towel or sponge mop. Then allow the deck to air dry completely. Note that any residual cleaner residue can leave a difficult to remove surface film. Always rinse thoroughly and never allow the cleaner to dry or evaporate on the surface prior to rinsing. For stubborn or missed areas, or areas where cleaner may have dried, repeat the cleaning process.

# TimberTech ReliaBoard® and DockSider™ Cleaning Instructions

## Specialty Decking

### Recommended Products For General Cleaning

Although TimberTech® products are low-maintenance, we recommend periodic cleaning to help maintain the beauty of the product. ReliaBoard® and DockSider™ are composite products, and cleaning is **NOT** the same as for capped composite products such as TimberTech PRO™ and EDGE™ Collections.

Utilizing the recommended products in this guide is important to make care and cleaning easier and to ensure the use of products that have been tested to be compatible with your new deck. Always read and follow the product manufacturer's specific instructions before using any product on your TimberTech deck.

### Brushes

Using the correct brush is very important. Using the incorrect brush can make cleaning more difficult or even damage the deck board. We recommend using the Quickie® Bulldozer Deck Scrub Brush or a medium stiffness nylon bristle deck brush. These can be found at most large retail home centers or online. Do not use a stiff, natural fiber deck brush on TimberTech Decking as they can dull the surface.

### Cleaner

The cleaners TimberTech recommends for periodic cleaning for use with ReliaBoard and DockSider include:

- Wash Safe Spray and Clean Composite Deck Cleaner
- Resist Mist Composite Deck Cleaner
- Corte Clean®
- Super Deck Composite Deck Cleaner
- Thompson's® Water Seal® - Oxy Action

### Power Washing

A power washer can be used for **RINSING ONLY** with TimberTech products. The recommended maximum pressure is 1,500 psi. A fan tip nozzle should be used. Spray in the direction of the grain pattern, never across the grain or width of the board, to avoid damaging the product. Use caution not to damage the material and always take proper safety precautions when operating a power washer.

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### Dirt, Grime, Tannin, and Mildew Stains

TimberTech® traditional composite products are formulated to inhibit mildew growth and minimize staining. Rinse off your TimberTech products periodically with a hose. Even if it appears clean, it is important to prevent build-up of pollen/debris. Mildew stains may occur where moisture, pollens, and/or dirt are present. Mildew needs a food source to grow, which can be grass, pollens, dirt, debris, wood, and wood resins.

Maintaining a clean dry surface is the best method for combating mildew. Ensure that water drains effectively from your deck. For TimberTech DockSider and ReliaBoard, be sure that gaps exist between boards to allow for drainage.

Cleaners and brushes that are recommended for mildew removal and/or heavy cleaning are:

- Quickie® Bulldozer Deck Scrub Brush or a medium stiffness nylon bristle deck brush
- Wash Safe Spray and Clean Composite Deck Cleaner
- Resist Mist Composite Deck Cleaner

Like any other wood-based product, TimberTech's wood-polymer composite products (ReliaBoard and DockSider) may experience a naturally occurring process called Extractive Bleeding/Tannins. This process may cause temporary discoloration that will weather away with exposure to flushing rainfall and UV. In most cases, the weathering process takes 8-10 weeks but could vary depending on location and specific product application such as a covered porch. Tannins may also be cleaned by utilizing the cleaners referenced for Basic Cleaning Recommendations for ReliaBoard and DockSider.

**Always read and follow the product manufacturers' specific instructions before using any cleaning product on your deck or porch. It is also a good idea to test any product on a scrap piece or inconspicuous area of the deck or porch to make sure it does not harm the surface.**

**WARNING:** Keep children and pets away from cleaning products. Do not let children or pets on the deck or porch until the cleaner has dried.

## Other Considerations

To keep your TimberTech Deck or Porch looking its best, here are a few things to consider:

- Avoid the use of rubber-backed mats, tarps, pool toys, and other non-porous items on the deck for any extended period of time as these items may cause discoloration to the decking surface.
- Some products, such as sunblock and insect repellent, contain chemicals that may alter the surface of TimberTech Deck, Rail, or Porch and Rim Joist Covers. Prior to use of these products on or near an TimberTech Deck, Rail, or Porch, check product labels and consult the manufacturer about the product's effect on plastic materials.
- Do not get any PVC glue or similar product on the surface of any TimberTech Deck, Rail, or Porch product as it may discolor and permanently damage the surface.
- As with any walking surface, TimberTech Deck or Porch products may become slippery in freezing weather. Take caution when walking in these conditions. For ice removal, most products containing calcium chloride can be used without damage to the deck or porch surface. These products may leave a white residue which can be cleaned using the cleaning guidelines in the previous pages.
- Metal shovels or plastic shovels with a metal leading edge will damage the surface of an TimberTech Deck or Porch and are not recommended for clearing snow from deck surface.
- Do not allow airborne construction dust from materials such as concrete, fiber cement, landscape blocks, stucco, and drywall to accumulate on the surface of an TimberTech Deck or Porch as it may damage the surface of the deck. Do not cut any product and always remove job site dust, clay, dirt, mud, and other construction products from an TimberTech Deck, Rail, and Porch quickly. Do not allow construction dirt and debris to sit on the TimberTech Deck, Rail, or Porch surface. Do not cut metal objects such as railing on the deck surface, the hot debris from the cut may become embedded in the deck surface resulting in staining and damage.

These guidelines may not cover every care and maintenance scenario encountered. For additional questions about care and maintenance, call **1-800-307-7780**



### AZEK Building Products

1330 W Fulton St., Suite 350

Chicago, Illinois 60607

800-307-7780 TimberTech.com