

HANDLING, CLEANING AND MAINTENANCE

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This document is intended to provide general recommendations only.

HANDLING AND STORAGE

Key points to be followed before and during the installation process:

- Store the material on a flat surface providing for a stable support on the whole surface, in a dry, clean area, protected from frost and direct sun light.
- Before starting the installation, carefully check the material and notify immediately of any manufacturing issues. Complaints will not be accepted after installation.
- Before starting the installation, check project's drawings (or shop drawings if provided) and the correspondence of the received material against the packing list.
- Acclimate the material in stock to the temperature of the jobsite for at least 48 hours prior to installation.
- The installation temperature must be higher than 0 °C.
- Do not cover the product with sheets made with non-breathable material (nylon, polyethylene and similar materials). For this purpose it is advisable to use breathable material such as painter felt sheets.
- The accumulation of electrostatic charges is a natural phenomenon commonly found in plastic materials, and under exceptional environmental conditions this may also occur in Woodn™'s products.
- Profiles shall be handled with care in order to prevent damages. It is recommended to lift the profiles on the whole length during displacement and not make them slide on top of each other. Always use clean fabric gloves when handling profiles.
- Prevent the formation of dirt on and between profiles; in particular, make sure that mechanical processes carried out on other materials, near Woodn products, do not determine the accumulation of chips or dust of any kinds (especially if it's a metal product). During the installation/assembly phase do not apply any label or sticker; if already applied, please remove immediately after installation. Immediately remove major stains such as paint, concrete or tar residues.
- **At the end of the installation, a general cleaning with high pressure water is recommended (avoiding pressures over 80 bar).**

CLEANING AND MAINTENANCE

Maintenance

Although WoodN and Greenwood require minimum maintenance, as all the exterior building materials it's recommended to clean the material upon completion of installation, then regularly under normal conditions of use. Dirt can easily be removed with pressure water (avoiding pressures over 80 bar), following the direction of the grooves on the board and using a relatively wide nozzle. Apply neutral detergent and brush the interested area using a soft nylon brush (or cloth). Rinse plentifully with water paying attention to remove all the residues of detergent from the surface. The frequency may vary depending on the area, type of application and the care taken with processing and assembly.

Staining

The appearance and the consequent effect of dirty on WoodN and Greenwood material may vary depending on the cause.

For examples, rain or moisture drops flowing on a surface may concentrate a more visible deposit of dust and dirt. Such residues shall be quickly removed, as they may cause non-homogeneous discoloration of the material.

In outdoor applications, brushed products may present surface rings after being exposed to rainfall and humidity. This phenomenon, caused by a rising on the surface of tannin, a natural component of any wood fiber, is to be considered normal and will disappear after a few washes with water or after rain. In case of staining, it is advised to remove the stain as soon as possible using water and a neutral detergent (absolutely avoid using abrasive products or solvents, especially acetone).

Like similar wood composite products, Greenwood and WoodN materials can be stained by substances in normal use, especially by oily -fat substances. This does not constitute a defect or lack of conformity. Although the composite material is more resistant to the action of various substances and chemical agents compared to an untreated wooden product, it is necessary to remove stains promptly, preventing them being absorbed and dried by sunlight. The evidence of the stains and the difficulty of removing them, increases the longer the longer they are in contact with the substance. However, they naturally tend to fade over time after exposure to atmospheric agents.

As mentioned, the sensitivity of the product to the various substances and the visibility of the stains depend not only on the nature of the substance but also on the surface finishing and the color of the board. It is therefore recommended to consider ambient environmental conditions when choosing color and finish of the product.

Do not use cleaning agents with abrasive or polishing components. Only use sponges, nylon brushes or cloths. If a more thorough cleaning is needed, important is to identify the problem before trying to solve it. If using new products (or products not recommended by WoodN Industries) it is necessary to test these detergents in advance on a small portion of material, carefully consulting the instructions for use and the warnings provided by the detergent manufacturer. Particular attention should also be paid to the complete removal of residues of these cleaners from the slots of the boards by thoroughly rinsing the flooring after use. Residues may also cause uneven discoloration of the surface.

Particularly persistent stains, scratches or cuts can be minimized by rubbing with very fine sand paper, acting along the direction of the finishing of the boards. After this process, we recommended to clean the treated area in order to remove dust and residues due to the process. The treated area will initially take on a slightly different color tone than the untreated one since the process leads to the surface material that has never been exposed to UV rays. This effect, however, will disappear gradually by the time and the boards will assume and maintain a uniform color.

Water marks

Given the presence of the wooden component, watermarks are considered a natural phenomenon of a transient nature. The water marks can appear and disappear in cycles, depending on the frequency and quantity of water, rain or artificial (from pool, shower or cleaning), to which the planking is subject, the speed at which it dries itself and the presence of debris not removed from the surface. The disappearance of the halos, the presence of which will in any case be temporary and transitory, can be accelerated by carrying out some ordinary cleaning operations; their presence will however tend to thin out with increasing exposure time of the flooring to the weathering.

Surface treatment applications

The composite material doesn't normally require any surface treatment. Given the nature of the material, treatment products for wood may not adhere to the surface of the Greenwood product or may not be absorbed by it. If you wish to carry out surface treatments, contact the WoodN Industries technical department. WoodN Industries declines any responsibility for the application of unrecognised and unauthorised treatments.

The product will retain the properties described only if:

- Installed with the special manufacturer's complete installation kit provided to the buyer
- Installed and maintained properly in accordance with the instructions provided

Responsibility for defects is not accepted if caused by:

- Improper handling and incorrect storage of the product.
- Exceptional natural events (floods, earthquakes, etc.) and acts of vandalism.
- Installations not carried out in accordance with the indications provided in conformity with the manufacturer's instructions or by local safety regulations and building regulations. The company is the only one that can authorize any exceptions to the official instructions (excluding any other external subject such as installers or commercial agents).
- Use of the product for a structural function.
- Subsidence and deformation of the existing substructure.
- Failure to observe the manufacturer's operating and maintenance instructions, abuse or neglect by the purchaser or a third person.
- Presence of moulds, sludge, water marks, food, organic material and spots of paint or other substances.
- Use of abrasive materials and/or tools that damage the surface.
- Application of treatments and products that are not approved on the surface of the product.
- Normal use and consumption

WoodN's warranty do not apply in case of improper or incorrect cleaning or handling.

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