

# CARE AND MAINTENANCE – REQUIRED FOR WARRANTY COVERAGE

## Ensuring Success on the Jobsite

Effective: July 2020

### 1. GENERAL INFORMATION

**IMPORTANT NOTE: Failure to comply with the instructions in this manual and/or applicable substrate installation instructions may affect product performance and will void the product warranty.**

Please ensure you review this manual in its entirety prior to installation of your Woodtone products. The purpose of this manual is to provide information and tips to simplify the storage, handling and installation process. Woodtone will not accept any liability or responsibility under our warranty for product failure caused by application that does not meet these requirements. No instruction manual can anticipate all questions that may arise. If you encounter a situation that is not covered by this manual, please contact us at woodtone.com or 800-663-9844.

Before installing Woodtone materials, please ensure you inspect the materials for breakage, foreign objects, surface defects, correct product, correct color and color consistency. Also check for wet or saturated products. Do not install product you are not comfortable with! Woodtone will consider installation of product as final acceptance and will not honor any claims regarding said product.

### 2. SAFETY

**IMPORTANT NOTE: Follow all Government safety requirements as well as individual jobsite requirements. If you don't know, ask your onsite safety official.**

- **Tools:** One of the most important things you can do to make the job go smoothly is to make sure that all tools are in good shape and everyone understands how to use them. Please follow guidelines for substrate manufacturers product to ensure proper use of tools.
- **Personal Protective Equipment (PPE):** OSHA requires that workers wear applicable personal protective equipment. Ensure you follow all PPE requirements for the substrate you are cutting and installing. Please see the substrate manufactures website for up to date safety practices
- **Slippery When Wet:** Material Wrap is slippery when wet or frozen. To prevent injury, do not allow workers to walk on bundles.

### 3. STORAGE

#### IMPORTANT NOTES:

- **Do not install materials that are wet. Installing wet or saturated materials may result in shrinking or swelling after installation.**
- **Pay particular attention to the top two or three rows of product on the pallet as these are the most likely to become saturated. For best results, do not install boards until you are certain they are dry.**
- **Many issues can be traced back to storage and handling issues. Best practice is to put an additional layer of plastic or a tarp over the pallets when they are on site.**
- **Wet Fiber Cement products may stain. Staining is a deposit of soluble salts, usually white in colour, which sometime occur on concrete products.**

Woodtone products must be kept covered and stored at least 6" off the ground, on a clean, flat surface. Before the product is installed, it should be well protected from direct exposure to the elements. Woodtone

recommends pallets be stored in a garage, under a protected area or under a tarp. If product does become wet, it must be dried completely prior to installation. **Interior products must be kept inside the building prior to installation to allow for product acclimatization, between 5 and 7 days.**

#### **Proper Storage:**

- Do not store pallets directly on the ground. If a covered area such as a garage is not available on the job site, place pallets on wood blocks to allow air flow underneath the pallet.
- If product is to be placed on a damp surface, place a vapor barrier on the ground underneath the pallet.
- Use the plastic wrap provided to keep the product dry and prevent moisture from settling on the siding. If you expect snow or rain, cover with a tarp.
- If the product is packaged with slip sheeting, ensure that the slip sheeting stays between the boards to protect against marring the surface, boards sticking together, and moisture.
- Do not lift more than 2 packs by forklift at any time
- Never stack pallets more than 3 high

#### **\*\*SPECIAL NOTE FOR ENGINEERED TRIM AND SIDING – LP**

- We require LP Siding to be stored in a dry protected environment, out of the rain and snow prior to installation.
- In order to eliminate the transfer of any contaminants from the back of the LP board to the face of a finished product, the boards must be carried on the jobsite face to face only with a protected sheet in between.
- Any wet LP products should not be installed until they are completely dry.
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#### **4. HANDLING**

- Always pick up the boards from the center; carry by the narrow edge.
- If handled incorrectly, the surface of the prefinished boards will scratch
- Do not slide boards when removing them from the pallet as sliding one board against the other will mar the surface of the board below
- Always pick up boards from the center
- Always use corner protectors when banding product
- Adhesives such as tapes and glues (face or back) are strictly prohibited and damage from such will not be covered under warranty.

#### **5. CUTTING – REMEMBER Personal Protective Equipment (PPE) Can Save Your Life – Follow all rules.**

Cutting Woodtone products requires carpentry skills and knowledge that is unique to fiber cement, engineered wood and wood products. For fiber cement or engineered wood products that are not manufactured by Woodtone, please follow manufacturer's information.

When Woodtone products are cut or drilled, dust will be created. If you are cutting fiber cement, this dust may contain crystalline silica, which can pose a health risk. To minimize dust, use cutting tools equipped with a dust collector. Ensure adequate ventilation by working outdoors or by using mechanical ventilation to reduce potential exposure. Finally, always wear safety goggles and dust protection equipment when operating cutting tools.

**Follow all fiber cement and engineered wood safety instructions located on their specific websites. If unsure, please call the manufacturer directly.**

- Cut materials face down when using a circular saw or mechanical shears. Cover the saw table with a piece of carpet or soft cover to avoid scratching the face of the siding.
- Use good support and position the siding face down when using a circular saw or mechanical shears.

- Cut materials face up when using a chop/miter saw.
- When cutting fiber cement, support the board along its length and near the cut.
- To avoid breakage, use extra care when you cut near an edge.
- Handle narrow and notched pieces carefully to avoid breakage.
- When cutting beaded siding profile, start the cut against the bead.

## **6. TOUCH UP**

**IMPORTANT NOTE: Always reseal all field-cut edges with 100% acrylic latex paint or primer to seal edges and make joints less visible.**

Woodtone's prefinished products are manufactured to be installed upon delivery to the job site. Extra care and attention should be given to ensure the product is not damaged prior to installation. When unintentional damage does occur, one should first consider if the damaged piece should be cut back or attempt to touch up. Prior to touch up:

- Check the touch up color ordered is correct
- Mix the paint well
- Do not allow touch up paint to freeze
- Test the color on the sample piece or hidden area of siding/trim before applying

Once you are ready to touch up, follow these instructions:

- Touch up only areas that are smaller than a dime. We recommend that you replace panels with areas of damage larger than a dime.
- Apply a thin layer of provided coating to the scratch using a small detail brush
- Wipe away excess coating with a foam brush for desired appearance
- Repeat until satisfied with appearance

## **7. ONGOING MAINTENANCE**

### **Washing Your Exterior:**

Depending on locale and climate conditions, the siding may be subject to occasional accumulations of dirt. To keep siding attractive we recommend periodic washing (every 6 to 12 months). Use tap water to which a small amount of mild detergent has been added. Apply solution by cloth, sponge or soft brush. Immediately follow all washing by rinsing thoroughly with plain water from a garden hose. Do not power wash Woodtone products. Recommended to work from the top down to prevent dripping or staining on to the cleaned area.

### **Condition of Caulk and Sealant:**

Loose and cracked caulk or sealant must be removed and replaced with good quality, paintable latex caulk. Do not use hard setting caulk. Caulking should be applied in accordance with the caulking manufacturer's written application instructions. Caulking requires annual maintenance to ensure product performance and warranty coverage.

### **Presence of Mildew:**

Mildew is a living organism (fungus) that grows on the surface of finishes giving the paint a darkened, dirt appearance. Do not paint over the mildew without cleaning the wood, fiber cement and engineered wood with a mildew cleaning solution. Mildew cleaning solution is available at local paint or hardware stores. The control of mildew on the surface of the products is a homeowner responsibility.

**Loose Products:**

Re-nail using a properly sized corrosion-resistant common nail.

**Painted Products:**

Periodic washing of factory finished or field painted Woodtone products with water and mild detergent will remove accumulated dirt. Condition of the paint must be inspected and maintained. Remove any damaged, chipped or cracked paint. Prior to repainting make sure that the surface is properly cleaned and sanded. Repaint immediately using a good quality acrylic paint in accordance with the paint manufacturer's written application instructions.

**Product Replacement:**

Replacement of one or more damaged pieces of Woodtone products should be done in accordance with the appropriate written installation instructions.

**IMPORTANT NOTE: Appropriate actions must be taken to remedy any of the above noted conditions or the warranty will be void.**

**8. NOTES****Efflorescence:**

Efflorescence is a naturally occurring, white, powdery deposit that can appear on cement-based building materials. It is the result of a process in which moisture draws salt crystals to the surface, evaporates, and leaves a chalky substance behind.

*What can be done about it?*

Vinegar and water solution: Efflorescence can be removed with a dilute solution of household white vinegar and water. The dilution ratio is 20 to 50% vinegar in water by volume. For most cases of efflorescence, a 25% solution works well.

**Installation:**

As Woodtone does not manufacture all the substrates for which they pre-finish, please ensure you are following the substrate manufacturer's installation instructions properly. Failure to install the product correctly will result in a voided warranty. Please visit [woodtone.com/installation](http://woodtone.com/installation) for external links to substrate manufacturer resources.

**If you require additional information, please contact Woodtone directly at 1-800-663-9844.**