

To help ensure your installation goes according to plan, here are a few important tips to remember:

## Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

## General Guidelines

- ✓ Inspect all materials carefully for color, finish, texture and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there are any doubts about the quality, dimensions or appearance of the decking boards DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- ✓ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected.
- ✓ **Please refer to the installation guidelines for complete installation instructions.**

## Important Points to Note About Composite Deck

- ✓ Composite deck boards require manufacturer approved installation clip systems, ensure that all clips and screws meet manufacturer requirements
- ✓ DO NOT directly nail or screw onto the surface of hollow deck boards
- ✓ **Allow for boards to acclimate to the environment. If installed in hotter weather boards will expand less than if installed in colder weather. Gapping should be adjusted accordingly.**
- ✓ **Ensure than an adequate expansion gap is left around the perimeter of the deck. All decking materials, whether wood, composite, or metal, undergo some degree of linear expansion with the change of weather and the seasons**

## Get Your Space Ready for Installation

- ✓ Be sure you are in compliance with your local building code requirements.
- ✓ Be sure that you have done proper planning (deck size, orientation, exposure to sunlight, height, electric or gas outlets, gutters orientation, storm water flow, stairs, etc.). Also be sure to have your plan handy during installation.
- ✓ Store composite deck boards on a level surface. It is recommended not to store boards directly on the ground.
- ✓ Check for grading and drainage issues. Ensure that water can flow away from under the decking and improve drainage or grade flat areas where standing water may gather
- ✓ Make sure that soil is prepared and supporting construction is solid.
- ✓ Make sure that you have all material, accessories and tools necessary for installation (deck boards, clips, screws, saw etc.)
- ✓ Installation should be in a location that is well ventilated, drained and not subject to excessive moisture. Installing in a location that is very wet and or humid climate, will expedite the weathering process.
- ✓ **DO NOT INSTALL OVER ROOFTOP APPLICATION. ABRASIVE SURFACES DO NOT ALLOW FOR PROPER EXPANSION AND CONTRACTION OF THE BOARDS.**

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If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email [customerservice@builddirect.com](mailto:customerservice@builddirect.com).

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