

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, sheen and defects before installation. Ensure you have accessories necessary for installation. **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 deck tiles DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- ✓ Ensure you have all accessories and tools necessary for installation
- ✓ 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 Deck Tiles

- ✓ Deck tiles are not designed to work with roofing membranes, waterproof or slip resistant materials.
- ✓ **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 that 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**
- ✓ For unfinished wooden deck tiles, depending on exposure, the wood will eventually go to a patina or a silver gray color. For optimal life, we recommend that you treat the wood with drying oils or wood sealers once or twice a year, depending on environmental conditions

Get Your Space Ready for Installation

- ✓ Be sure you are in compliance with your local building code requirements
- ✓ Be sure that surface on which tiles will be installed is dense, hard and solid material
- ✓ Be sure that surface is swept clean and dry
- ✓ 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
- ✓ 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 TILES.**

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.

1900-401 W. Georgia St, Vancouver, BC V6B 5A1 Canada
www.builddirect.com

Toll Free in North America: Tel 1-877-631-2845 Fax 1-877-664-2845
International: Tel 1-604-662-8100 Fax 1-877-664-2845