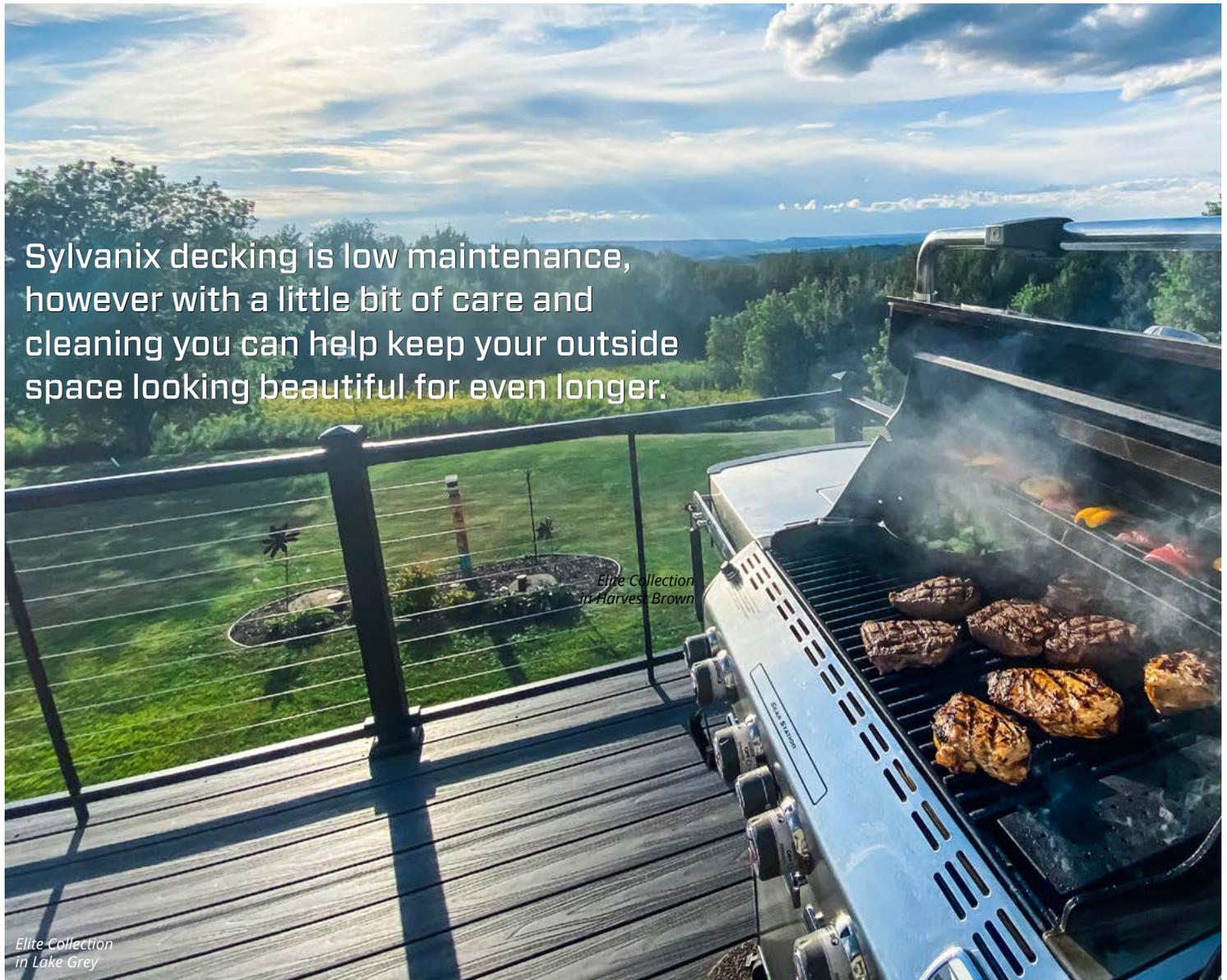


SYLVANIX COMPOSITE DECKING CARE AND MAINTENANCE

Sylvanix decking is low maintenance, however with a little bit of care and cleaning you can help keep your outside space looking beautiful for even longer.



POWER WASHING With the proper safety precautions Sylvanix products can be washed with either soapy water and a soft bristled brush or with a power washer (recommended max. 1500psi pressure). You should ensure to spray in the direction of the grain of the boards and use a fan tip nozzle (min. 6 inches from surface) along with an appropriate cleaning product.

DIRT & GRIME Maintaining a clean, dry surface is the best method for combating dirt, grime and mildew build up, where a periodic cleaning is all that maybe required. Even though Sylvanix products are formulated to inhibit mildew growth and staining, mildew stains can occur where moisture and dirt or pollen is present.

SPOTS & STAINS Many stains can be cleaned with soap or household degreasing agent and warm water. Scrub and soak the affected area as soon as the stain occurs to ensure best results, then rinse off with warm water. For more stubborn stains we recommend using a composite specific cleaner for more effective stain removal.

SCRAPES & SCRATCHES Surface scratches and abrasions will fade after weathering. However, scrape and scratch marks can be eliminated by using a brass bristled brush. Simply brush in the direction of the grain on the product until the mark has gone.

SNOW REMOVAL For snow removal, we recommend always using a plastic blade shovel so that you don't scratch your deck. To aid in the shovel not catching on board edges, try to shovel the snow in the same direction as your deck boards. For light dustings or fluffier snow, we suggest simply brushing it away with a broom. For melting snow, we recommend ice melt that is approved for use on concrete, such as Calcium Chloride or Magnesium Chloride.

How is Sylvanix different from other composite deck boards? Some companies only cap the top or the top and bottom of their deck boards, but Sylvanix decking is fully capped. Both our grooved and square edge boards have a four-sided, specially engineered polymer coating that creates an impervious 360° shield around each board for superior protection and strength. Sylvanix Decking also offers the industry's first dual color deck board (found in our Elite Collection) as well as decking with dual finishes (found in our Skyline Series decking). In addition, our Destinations line of decking features a scalloped profile that reduces both cost and weight without sacrificing performance. In addition, all Sylvanix deck boards are warranted for use with any hidden fastener for even more flexibility.

Where does the recycled plastic and wood used for Sylvanix products come from? One of the great strengths of Sylvanix is our commitment to sustainability and protecting our world. All Sylvanix products are made using recycled plastic and recycled wood. The plastic used in our products is known as HDPE (High-density polyethylene) and it comes from post-consumer plastics in the United States. Here are some commonly recycled items which end up in Sylvanix products because of our use of recycled HDPE usage: milk bottles, food and cosmetic containers, pails, grocery bags, and more. The wood in our products is post-manufacturing Eucalyptus hardwood that has been collected to create our beautiful decking.

What is the cap of a deck board and what is it made out of? The cap of a deck board is the protective exterior layer of the board. Some boards only have a cap on one or two sides but Sylvanix decking is capped on all four sides (except for the cut sides of the board which expose the core of the board). The cap of Sylvanix decking is made of a high grade polymer plastic and is co-extruded with the board to completely encapsulate it (including the groove) for unparalleled performance and long-lasting aesthetics.

Do the boards get hot? As with most products that receive multiple hours of sunlight, Sylvanix deck boards may be warm in the summer months but should never get hot enough to burn you. As a good rule of thumb, darker colors will get warmer in the sun.

Is there expansion and contraction? Yes, as with all materials there is thermal expansion and contraction. Sylvanix deck boards normally have a finite amount of thermal expansion and contraction depending on your environment and seasonal temperatures. As such, we recommend specific spacing instructions depending on your location and local tempera-

tures. Please refer to our Installation Guide for more detailed information on spacing considerations.

Are the boards fire rated? All Sylvanix decking products are fire-rated Class "C" Compliant. In addition, select color pairs in our Elite Collection are also now available in a WUI approved version meeting Wildland Urban Interface (WUI) Building Materials requirements set forth by the California Office of the State Fire Marshal (OSFM).

What is the recommended joist spacing? Recommended joist spacing will depend on your particular application. In most residential applications, Sylvanix decking will be installed 16" on center when your deck board is 90 degrees or perpendicular to your joist. If your Sylvanix decking is running on a 45 degree angle, you will install your Sylvanix decking 12" on center. For more detailed information on installation Sylvanix deck boards, please refer to our Installation Guide.

What type of fastener do you recommend for Sylvanix? Sylvanix wholeheartedly recommends the Tigerclaw TC-G clip for fastening Sylvanix deck boards. While we love the Tigerclaw TC-G clip, we also give you the freedom to choose a different method which you may be more comfortable with or have easier access to. Sylvanix deck boards are designed to work with all popular universal hidden fastening systems on the market. Not sure if your suggested fastening method is a good fit for your upcoming Sylvanix deck? Please contact us and we'll be happy to help you.

What are riser or fascia boards? Riser and fascia boards are wider and slimmer variations of a normal composite deck board. These boards act as a covering and are not structural elements. Riser boards are commonly used on stairs to help you achieve the perfect stair height while fascia boards are commonly used to trim or skirt around your deck covering up your joist's underneath. Riser and fascia boards are not necessary to create a beautiful Sylvanix deck, but they do help to add aesthetic appeal and put the finishing touch on your outdoor oasis.

Does Sylvanix have riser and fascia boards? Yes, Sylvanix has a complete product offering for the Elite Collection, Skyline Series, and Destinations decking lines with riser and fascia boards available. With our riser and fascia boards, the boards are not finished on both sides as only one side needs to be exposed for their use.

What lengths are Sylvanix boards available in? Sylvanix currently offers decking across the Elite Collection and Skyline Series in 12', 16', and 20' grooved profiles. Grooved boards are

designed for hidden fastening systems and allow for a seamless deck surface free of visible screws, etc. We also offer 20' deck boards in a square edge profile. These square edge boards are commonly used to trim or picture frame your deck and give a more polished presentation since the sides of the board do not have visible grooves. Lastly, we offer both riser and fascia boards in 12' lengths.

Do I have to cut or treat the ends of the boards before installing? Sylvanix products do not require any additional cutting or treating of the board ends.

Does Sylvanix have screw plugs that match the color of the deck boards? Sylvanix is currently in the process of adding screw plugs to our product lineup and should have an update shortly. In the meantime, Starborn is a strategic partner which offers a full line of color matched screws for all Sylvanix decking.

Does Sylvanix produce railing? At the current time, Sylvanix does not offer a railing solution but we are seeing demand for a high quality, low maintenance railing solution and are exploring future options.

Is there a warranty? How long does the product last? Does it fade? Sylvanix products carry a 25 year stain, fade, rot, warp, split and splinter warranty. For more detailed information, please refer to our Product Warranty and Stain & Fade Warranty.

How much does Sylvanix cost? Sylvanix decking products carry a MSRP (manufacturer suggested retail price) between \$3.50 - \$4.50 per linear foot. Pricing varies nationwide as shipping cost and other factors influence the final price. Sylvanix products were designed to outclass the competition and deliver a better overall value for the money. Sylvanix products are an investment into your outdoor living space meant to be enjoyed for many years.

What happens to the material after 25 years? Can it be recycled? Sylvanix stands behind our products and designs products to outlast our warranty. When the time comes for replacement of your Sylvanix products, we hope to have a recycling program established.

How do I clean Sylvanix decks? Sylvanix products are designed with low maintenance in mind. Sylvanix products can be washed with either soapy water and a soft bristled brush or with a power washer (recommended max. 1500psi pressure). You should ensure to spray in the direction of the grain of the boards and use a fan tip nozzle (min. 6 inches from surface) along with an appropriate cleaning product.