

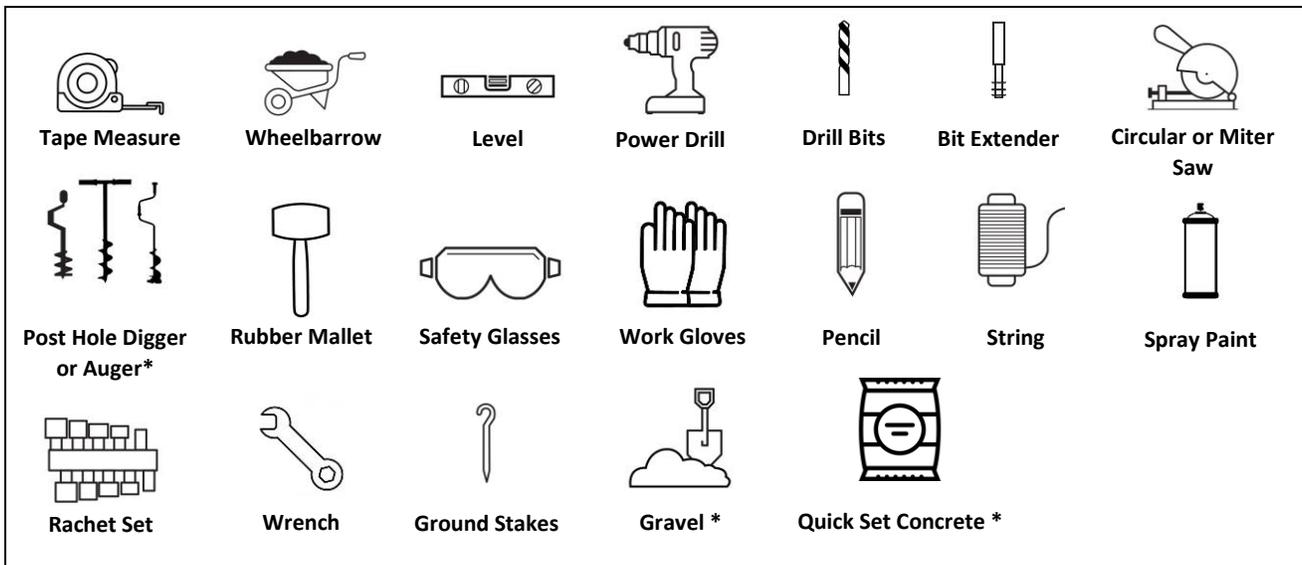
Creative Surfaces™ - Composite Privacy Fencing Installation Guide

READ ALL INSTRUCTIONS IN FULL BEFORE BEGINNING INSTALLATION

Important: Contact your local authorities prior to digging any post holes to locate and identify possible buried utilities.

Prior to installation it is the responsibility of the installer to meet all code and safety requirements, and to obtain all required building permits. Contact your local authorities regarding any local zoning laws, neighborhood associations and/or historic districts that may regulate size, type, placement, and ability of fencing. Ensure compliance before starting your fence installation. Creative Surfaces™ and its distributors shall not be held liable for improper or unsafe installations.

TOOLS AND MATERIALS (NOT INCLUDED)



**For In-Ground Installation only*

PREPARATION

Determine the full placement of the fencing area, and where it will contact grass or concrete surfaces. Ensure you use the corresponding posts required. For grass contact you will need 8' (243.84 cm) in-ground posts and 6' (182.88 cm) posts with steel base for contact with concrete surfaces. Ensure you have the right number of boards and components per section. Plan and make any necessary adjustments for odd widths at the back corners or build partial sections equally. Example: if you have 8' (243.84 cm) left in a run, consider building two 4' (121.92 cm) sections rather than a 6' (182.88 cm) and a 2' (60.96 cm). Determine the number of posts including gate post and gate location (if applicable).

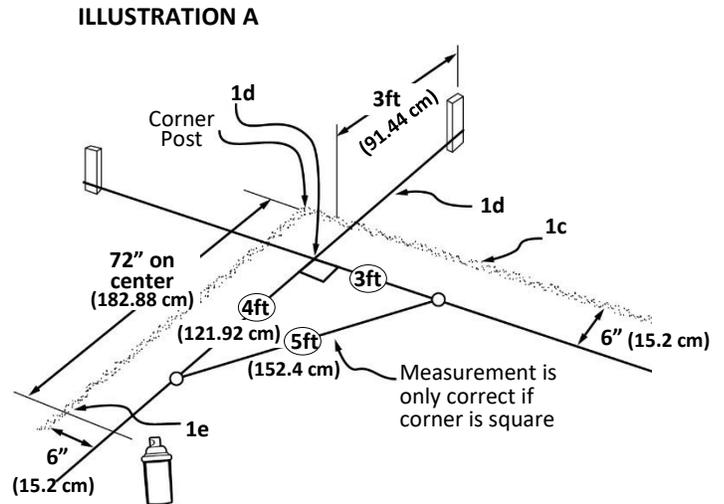
FENCE LAYOUT

Step 1: Determine the full layout of fence perimeter

1a. Identify the property line and determine the perimeter of the total area to be fenced.

1b. Using a tape measure, determine the length of each fence run.

1c. Insert stakes 6" (15.2 cm) inside of proposed area. Extend the corner stakes an additional 3' (91.4 cm) laterally past the desired corner post location to not disturb string lines when digging corner post holes.



1d. String together the stakes area and verify corners are square using the 3' x 4' x 5' (91.44 cm x 121.92 cm x 152.4 cm) method. Fence corners are determined by where strings will intersect. (See illustration A)

- **3' x 4' x 5' (91.44 cm x 121.92 cm x 152.4 cm) method:** On one side of a corner, measure 3' (91.44 cm) (or some multiple of 3) from the corner and make a mark. On the opposite side of the corner, measure 4' (121.92 cm) (or the same multiple of 4) from the corner and make a mark. Next, measure between the two marks. If the distance is 5' (152.4 cm) (or the appropriate multiple of 5), your corner is square.

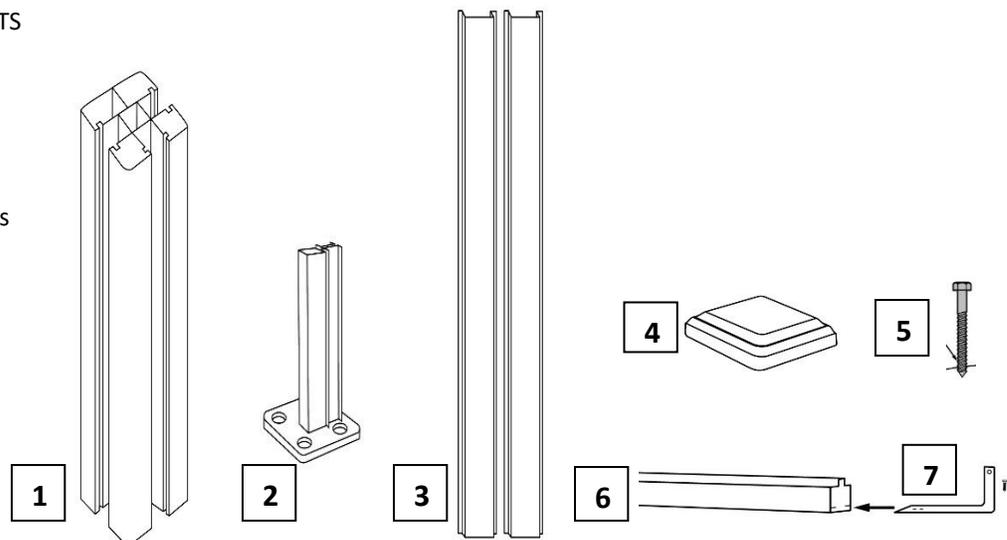
1e. Mark the locations of each post and measure the appropriate distance between them. 72" (182.88 cm) post center to post center.

1f. Mark gate location and size. Ensure to place proper post at each location.

FENCE POST INSTALLATION – GROUND CONTACT (EXISTING FOUNDATION)

REQUIRED COMPONENTS

1. Fence Post
2. Post Base
3. Post Covers
4. Post Cap
5. Expansion Bolts
6. Bottom Rail
7. "L" Brackets



Step 1: Mounting post base (onto existing foundation) NOT in-ground

1a. For installation on a concrete surface such as a patio, confirm that the surface is level.

1b. Ensure you have created your fence perimeter. If layout has 90° degree corners, ensure corners form 90° degree angles.

1c. Mark positions for post bases in corners first, along the outlined perimeter.

1d. Measure and ensure the spacing between the corner post and line post bases is correct. The center spacing between post bases should be 72" (182.88 cm).

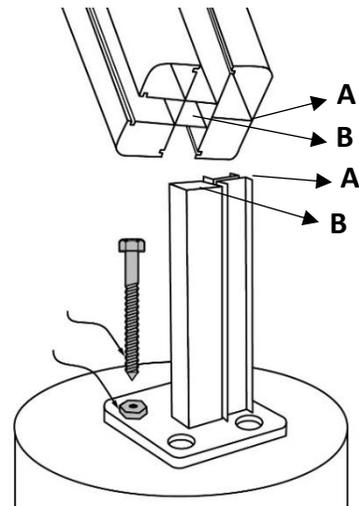
NOTE: Layout post spacing so that minimal cutting of fence boards is required.

1e. Once you have confirmed the proper spacing, use spray paint to mark positions of all post bases.

1f. Starting with corner or end post, position base and pre-drill concrete or deck through the post base using 3/8" x 4" (9.5 mm x 101.6 mm) bit.

1g. Drill in expansion bolts to secure post base to foundation. Use a level to confirm that each base is mounted at a 90° degree angle (See Illustration B).

ILLUSTRATION B



Step 2: Mounting post (onto existing foundation) NOT in-ground

2a. Post Preparation: Ensure that post cap and channel covers are removed before installing posts to the post bases.

2b. Determine end, line or corner post and install accordingly depending on placement. (See illustration C)

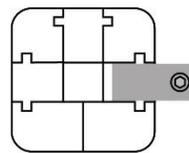
2c. Slide the Post over the mounted post base. Align Points A and B of Post to Points A and B of base and place post onto base. (See illustration B)

2d. Using the level tool, confirm that the post is mounted at the proper 90° degree angle.

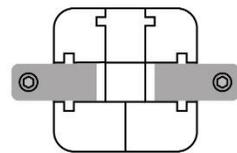
CAUTION: Prior to securing posts in place insert bottom rail to ensure proper spacing between posts.

ILLUSTRATION C

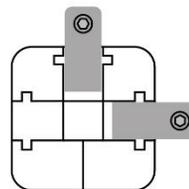
UNIVERSAL POST APPLICATIONS



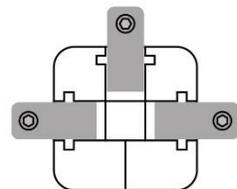
END POST



LINE POST



CORNER POST



"T" POST

Step 3: Installing bottom rail

3a. Slide "L" bracket into the post channel down to bottom (short side facing up) and mark for holes placement. Slide out "L" brackets from post.

3b. Follow markings and pre-drill holes for screws of "L" brackets into the post channel with a 1/8" (3.2 mm) drill bit.

3c. Position “L” brackets on top of flat part of bottom rail (short side facing out) and mark holes placement. Pre-drill holes.

3d. Slide “L” brackets into slots at end of bottom rail and use pre-drilled holes to secure “L” brackets in place. (See FENCE POST INSTALLATION – GROUND CONTACT, REQUIRED COMPONENTS, illustrations 6 and 7).

3e. Slide bottom rail down through the post channels to bottom. Ensure spacing between posts is correct before securing bottom rail.

3f. Screw bottom rail with L brackets into pre-drilled post holes.

FENCE POST INSTALLATION – IN-GROUND CONTACT (NO FOUNDATION)

Step 1: Mounting post in-ground (NO foundation)

1a. Post Preparation: Ensure that post cap and channel covers are removed before installing posts.

1b. Starting with corner or end post, dig first 2 holes. 30” (76.2 cm) deep x 8” (20.32 cm) in diameter. Spacing of holes should not exceed 72” (182.88 cm) post center to post center.

NOTE: Layout post spacing so that minimal cutting of fence boards is required.

1c. Once you have confirmed the proper spacing, use spray paint to mark positions of all posts.

1d. Add 6” (15.24 cm) of drainage gravel to the bottom of the holes.

1e. Measure and insert posts into both holes at 74.8” (190 cm) down from top of post to ground and mark.

CAUTION: Prior to securing posts in place insert bottom rail to ensure proper spacing between posts.

1f. Slide 2 “L” brackets into the post channel down to marking at bottom (short side facing up) and mark posts for “L” bracket holes placement. Slide out “L” brackets from post.

1g. Follow markings and pre-drill holes for screws of “L” brackets into the post channel with a 1/16” (2mm) drill bit.

1h. Position “L” brackets on top of flat part of bottom rail (short side facing out) and mark holes placement. Pre-drill holes. Beware that “L” brackets for bottom rail are different from top rail.

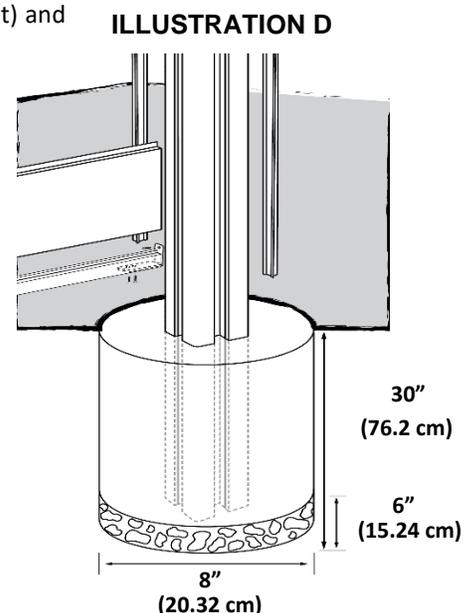
1i. Slide “L” brackets into end of bottom rail and use pre-drilled holes to secure the “L” brackets in place. (See Illustration D)

1j. Slide bottom rail down through the post channels to bottom. Ensure spacing between posts is correct and that rail is level before securing rail.

1k. Screw bottom rail with L brackets into pre-drilled post holes.

1l. Add 100 lbs. (45.36 kg) of quick-set concrete per hole. Level and straighten posts frequently as concrete dries.

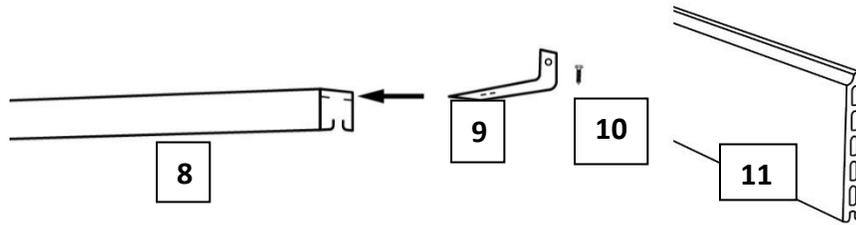
1m. Ensure that concrete is fully dry before proceeding to rails and fence board installation.



INSTALL FENCE BOARDS & FINISH FRAMING

REQUIRED COMPONENTS

- 8. Top Rail
- 9. "L" Brackets
- 10. Screws
- 11. Fence Boards



Step 1: Install fence boards & finish framing

1a. Insert the fence boards by sliding them one at a time and fitting them into the post channel with the tongue facing up.

1b. Position "L" brackets on top of flat part of top rail (short side facing out) and mark holes placement. Pre-drill holes. Beware that "L" brackets for bottom rail are different from top rail.

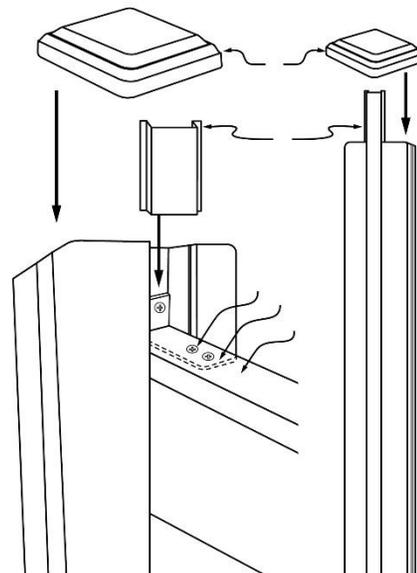
1c. Slide "L" brackets into end of top rail and use pre-drilled holes to secure the "L" brackets in place with black screws. (See Illustration E)

1d. Place top rail on top of final board (grooved side facing down). Use rubber mallet to tap down and secure in place. Secure in place with screws.

1e. Insert post channel covers into unused post channels and place cap on top of post. Use rubber mallet to tap down and secure in place.

REPEAT STEPS ABOVE FOR EACH FENCE SECTION UNTIL FENCE IS COMPLETE. Keep in mind location of fence gate.

ILLUSTRATION E



CARE & MAINTENANCE

Step 1 – Using a non-abrasive sponge, apply soapy water to the fence.

Step 2- For stubborn dirt and residue scrub fence boards using a cleaning brush. Scrub boards in the direction of the wood grain.

Step 3- Rinse fence with water and let dry.

Step 4- If fence boards are still dirty, a pressure washer can be used. NOTE: Keep nozzle of pressure washer at least 12" away from the fence.

SLOPED TERRAIN

Determining the slope

If your yard is not completely flat and has a sloped terrain, please refer to the following. Before purchasing materials for your fencing project, take some time to determine the slope of your yard. Place ground stakes at the end points along the perimeter of your yard where you will install your fence. Tie a string to each stake connecting both ends of the area. Ensure the line is level and straight. Take a water level to help you determine if the line is level. You may need to place more than 2 stakes if your slope is extra steep, to ensure you get an accurate reading.

Depending on how steep the slope is, you can then proceed with either a Stepped Fence, Rack Fence, or Straight Fencing.

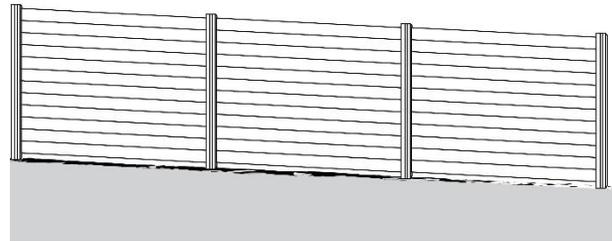
Stepped Fencing:

Best suited for yards with very steep hills. Each fence section is installed to be parallel to the next, following the rise and run of the slope. Result will have the look of steps on a staircase. **CAUTION:** Stepped fencing will leave gaps at the bottom of each section and is not practical for those who need to guard their property from small critters or animals entering or exiting the garden or landscape.



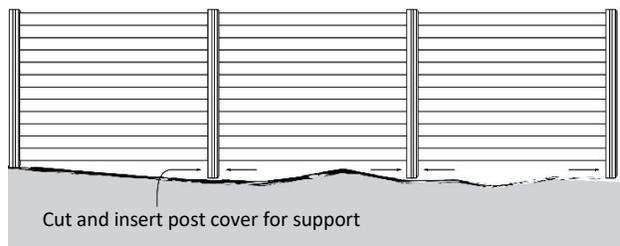
Racked Fencing:

With racked fencing you will avoid having any gaps at the bottom as you would with stepped fencing. Keep in mind when ordering your materials for racked fencing that fence boards will need to cut at angles and will shorten the fence sections thus requiring extra materials. This type of fencing is more time-consuming to install but is easier to confirm to the rise and run of your slope. This is also the best fencing for steep yards and people who want to contain their pets or keep other animals out.



Straight Top Fencing:

Straight top fencing will result in increasingly larger gaps at the bottom of your fence but the tops of each section will be in line with each other. This will not contain pets or keep animals out. This is a great style of fencing for long runs on open land or business properties.



WARRANTY

Creative Surfaces™ Company (“Creative Surfaces”) warrants to the original residential purchaser (“Purchaser”, “you” or “your”) that, for a period of twenty-five (25) years from the date of original purchase, under normal residential use and service conditions, Creative Surfaces™ composite fencing shall be free from material defects in workmanship and materials, and shall not split, splinter, rot, or suffer structural damage resulting from termites or fungal decay. For purposes of this warranty, a “residential purchaser” refers to an individual residential homeowner.

If a defect occurs within the warranty period, Purchaser shall notify Creative Surfaces™ in writing and, upon confirmation by an authorized Creative Surfaces™ representative of the defect, Creative Surfaces sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by purchaser for such defective item (not including the cost of its initial installation). TO THE FULLEST EXTENT PERMITTED UNDER THE LAW, THIS WARRANTY SHALL NOT COVER AND CREATIVE SURFACES SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE CREATIVE SURFACES PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

The original residential purchaser must contact Creative Surfaces™ customer service directly via phone at 1-800-5619737 or via e-mail at info@creativesurfaces.ca to obtain necessary warranty claim forms and official claim process. ORIGINAL PROOF OF PURCHASE MUST ACCOMPANY ALL WARRANTY CLAIMS. The original residential purchaser will be notified by Creative Surfaces™ as to whether the warranty claim is approved or denied.

Replacement material will be provided that is as close as possible in color, design, and quality as the replaced material, but Creative Surfaces™ does not guarantee an exact match as colors and design may change. If a valid warranty claim hereunder is made during years eleven (11) through twenty-five (25) after the original purchase, recovery will be prorated. If Creative Surfaces™ is providing replacement materials, it may elect to replace the percentage listed below of boards otherwise meeting the requirements for a claim, or if it is refunding the purchase price, it may elect to refund the percentage listed below of the purchase price of boards otherwise meeting the requirements for a claim.

YEAR OF WARRANTY CLAIM	PERCENTAGE RECOVERY
11	80%
12	80%
13	80%
14	60%
15	60%
16	60%
17	40%
18	40%
19	40%
20	20%
21	20%
22	20%
23	10%
24	10%
25	10%

Creative Surfaces™ does not warrant against and is not responsible for any condition attributable to: (1) improper installation of Creative Surfaces™ and/or failure to abide by installation guidelines, including but not limited to improper gapping; (2) use of Creative Surfaces™ beyond normal and proper use, or in an application not recommended by Creative Surfaces guidelines and local building codes; (3) movement, distortion, collapse or settling of the ground or the supporting structure on which Creative Surfaces™ is installed; (4) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (5) improper handling, storage, abuse or neglect by purchaser, the transferee or third parties; or (6) ordinary wear and tear.

Conditions and Exclusions of This Warranty

THIS WARRANTY MUST BE REGISTERED WITHIN 30 DAYS OF INSTALLATION WITH Creative Surfaces™. THIS WARRANTY IS NOT TRANSFERABLE. THE AMOUNT OF YOUR RESTITUTION WILL NOT INCLUDE LABOR TO REMOVE EXISTING COMPONENTS OR INSTALL THE REPLACEMENT COMPONENTS, SHIPPING CHARGES, SALES TAX OR ANY OTHER CHARGES, NOR IS Creative Surfaces™ REQUIRED TO PROVIDE SUCH LABOR OR SERVICE. THE MANUFACTURER RETAINS THE RIGHT TO DESIGNATE A REPRESENTATIVE TO INSPECT THE FENCE AND REMOVE

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