

Outdoor Product Assembly Manual FAQs:

- 1. Is the wood treated with chemicals? Backyard Discovery uses 100% Chinese Cedar wood which is naturally bug resistant, decay and rot resistant. To help ensure your family's safety, our wood is completely chemical free and we do not use pressure-treated wood. The stain we use is a top coat using a water-based product that is for appearance only.*
- 2. How often should the product be stained? Backyard Discovery recommends the product be stained once each year. A water or oil based stain can be used at the customer's discretion.*
- 3. Why does it seem that my product is developing cracks? Wood is a natural material; no two pieces are exactly alike. Each piece has its own characteristics and personality and reacts differently to environmental changes. When any wood product is exposed to the elements, it develops "wood checks". A check is the radial separation of the wood fibers running with the grain of the wood. These are caused by the varying temperature and moisture conditions. A check is not a crack – it does not affect the strength or durability of the wood or structural integrity of the product.*
- 4. Do Backyard Discovery products come with a warranty? Yes. All Backyard Discovery products carry a 1-year replacement warranty on all parts for manufacturer's defect. Our wood carries a 5 year pro-rated warranty on rot and decay as well. Please see warranty details for more information.*
- 5. What is the best way to get started assembling the product? Backyard Discovery recommends taking all the parts out of the boxes and arranging them by part number before you begin any assembly. This will not only allow faster assembly, but will also identify any parts that may be missing or damaged so they can be replaced before assembly. If parts are missing or need replacement, go to www.backyarddiscovery.com/support.aspx and follow the prompts to order them. Next, read the assembly manual and get the tools ready for the job as recommended in the manual. If the assembly manual is lost or misplaced a new one can be printed from Backyard Discovery's website: www.backyarddiscovery.com .*
- 6. The 2"x4" boards do not measure 2"x 4". Why not? In the U.S. it is common practice to describe lumber dimensions using the rough cut sizes from the saw mill and not the finished dimensions. Retailers, home stores, etc. all use this accepted practice for describing lumber dimensions. However, Backyard Discovery products are designed and constructed using the actual dimensions so everything fits properly and remains so during the life of the product.*

For more information and frequently asked questions, please refer to our website at www.backyarddiscovery.com .