

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

- Tape Measure
- Wrench
- Rubber Mallet
- Level
- Power Drill
- Drill Bits
- Bit Extender
- Post Hole Digger or Auger *
- Wheelbarrow
- Miter or Circular Saw
- Safety Glasses
- Ratchet Set
- Ground Stakes
- String
- Spray Paint
- Pencil
- Work Gloves
- Gravel *
- Quick Set Concrete *

**For In-Ground Installation only*

PREPARATION

Planning: 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' (2.44) 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 182.88 cm) method. Fence corners are determined by where strings will intersect. (See illustration)

- **3' x 4' x 5'** (91.44 cm x 121.92 cm x 182.88 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' (182.88 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

- Fence Post
- Post Base
- Post Covers
- Post Cap
- Expansion Bolts
- Bottom Rail
- "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.

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)

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)

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.

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” (3.2mm) 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 Illustration)

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 rails are different from top rails.

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

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

- Top Rails
- "L" Brackets
- Screws
- Fence Boards

Step 1: Install fence boards & finish framing

1a. Insert Fence boards one at a time by sliding and stacking them into the post channels with tongue side 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 rails are different from top rails.

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)

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.

GATE ASSEMBLY & INSTALLATION

REQUIRED COMPONENTS

- Gate Frame
- Wings
- Hinges
- Bolts and Nuts
- Corner Braces
- Door Handle
- Lock
- Self-Closing Hinges
- Heavy Duty Gate post
- Heavy Duty Post Base (for Ground installation, existing foundation)

Step 1: Installing heavy duty gate post

1a. Determine if installing gate on existing foundation surface or in- Ground.

1b. Use 6' (182.88 cm) heavy duty gate post and heavy-duty post base for **GROUND** (existing foundation). Follow steps above for base and post installation.

1c. Use 8' (243.84 cm) heavy duty gate post for **IN-GROUND** (NO Existing foundation). Follow steps above for post installation. Let concrete dry completely before installing gate.

Step 2: Gate Frame Assembly

2a. Layout the 4 gate frame parts and 4 corner braces on the ground forming the desired frame shape. Longer frame parts vertically on each side and shorter ones horizontally on top and bottom.

2b. Once shape of frame is correct, connect bottom frame and side frame pieces to bottom corner braces. Tap with rubber mallet as you go to ensure frame is connected securely and no gaps appear between parts. Corner braces will not be visible once frame is constructed. **DO NOT** connect top frame yet.

2c. Cut WPC board panels to size for gate frame. Slide and stack boards into gate frame down from top to bottom with tongue side facing up. Use rubber mallet and tap down on board at top to secure.

2d. Once boards are securely in place, connect top frame to remaining corner braces and sides of frame. Tap with Rubber mallet to secure.

2e. Place gate wings on left side of frame, one at top corner and one at bottom corner. Make sure the attachment hole for hinges is facing out. Use a power drill to screw wings in place. Side of frame with wings is the exterior of gate frame.

2f. Layout 4 frame brackets on interior of gate frame, one bracket for each corner of frame. Opposite the side of where wings are placed so that wings are on exterior of frame and brackets on interior.

2g. Ensure that curved edges of brackets meet the edges of the frame until flush. Screw into place with Power drill.

Step 3: Installing hinges & hanging gate frame (requires 2 people)

3a. Hold up completed gate frame flush to top of posts and mark hole locations for gate frames hinges. Use power drill to screw hinges in place.

3b. Once hinges are secured, raise gate frame up above top and bottom hinges so that you can set gate frame in place.

Step 4: Attaching self-closing hinges

4a. Before installing Self-closing hinges, screw in hinge arm with roller into hinge barrel.

4b. Place first self-closing hinge just below the top frame hinge on Heavy duty gate post. Use power drill to screw in place.

4c. Place second Self-closing hinge above bottom hinge. Use power drill to screw in place. Close gate.

For Ground contact application (Existing Foundation) place second hinge just above the Heavy-duty post base. Use power drill to screw in place. Close gate.

4d. Included with Self-closing hinges are two Sliding plates. Place the sliding plates under the rollers of the self-closing hinges at the edge, allowing for the roller to glide over the length of sliding plate when opening the gate. Stick in place.

Step 5: Attaching gate latch and handle

5a. Attach Latch striker bar to the gate frame inside on the swinging side of gate. Close gate.

5b. Attach Latch catch to post where post meets latch bar once gate is closed.

5c. Attach handle to inside of gate on WPC board next to Gate lock.

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.

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.

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 1-800-561-9737 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 SAMPLES FOR ANALYSIS. REMOVING THE FENCE PRIOR TO INSPECTION VOIDS THE WARRANTY. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. CREATIVE SURFACES™ MAKES NO OTHER EXPRESS WARRANTIES AND DOES NOT AUTHORIZE ANY OTHER PERSON OR AGENT TO MAKE ANY OTHER EXPRESS WARRANTIES. CREATIVE SURFACES™ NEITHER ASSUMES NOR AUTHORIZES ANY OTHER LIABILITY OR OBLIGATION IN WARRANTY, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THIS PRODUCT, IS LIMITED IN DURATION TO THE TWENTY-FIVE (25) YEAR TERM OF THIS LIMITED WARRANTY. IN NO EVENT SHALL CREATIVE SURFACES™ BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES ARISING OUT OF OR CONNECTED WITH THE PURCHASE OR USE OF THIS PRODUCT OR FOR ANY BREACH OF WARRANTY.

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