

Maintenance and care instructions for wood products

Congratulations, and thank you for deciding to purchase a premium wood product. A wooden product for the garden brings with it a lot of pleasure but also some responsibility for proper care. Proper care will contribute to the longevity of your product. Please read the following instructions carefully and observe them to continue to enjoy your product for a long time

1. What you should observe after delivery?

Please check the delivered package carefully for external damage, especially if you cannot assemble the product immediately. If you notice damage to the packaging or the product, please report this to us immediately using our contact form: <https://www.garden-and-home.co.uk/contact>. Please, send us photos of the complaints and the parts list and information about the package number of the delivery company. After the inspection, please note the following:

- Store the wooden planks horizontally and preferably outdoors.
- The wood should not have direct contact with grass or earth.
- Ensure sufficient support points for the wooden planks (e.g. with squared timbers).
- Store your delivery to protect it from rain and keep it well-ventilated.

2. Guarantee Notice

For the longevity of a building made of natural material wood, continuous care of the wood is essential. This is important given the constantly changing weather conditions. Observance of the following instructions and specifications is necessary for a full warranty claim.

3. Impregnation and Colour Treatment

In your garden, always treat a wooden product with suitable paints. For protection against mould, insects and rapid fading due to UV rays, wood products require a coat of suitable impregnation and colour treatment in the form of a sealant. Proceed as follows:

- Apply impregnation to the tongue, groove and outer edge before building up and put planks wet into each other. Then paint the surfaces (only required for models without a factory impregnation).
- Allow drying for at least 24 hours.
- Sealing with glaze (this also applies to products with thermally pre-treated wood) or top coat of paint.

*Should be renewed at intervals of approx. 1-2 years (depending on weather conditions and degree of sunlight).

When using paints and varnishes, always follow the manufacturer's instructions. We recommend 2 coats for glaze and a top coat, 1 coat is sufficient for wood protection primer.

To protect the wood and minimise the natural working of the wood, we recommend treating the interior with a glaze suitable for this purpose. Please also note to paint the window and door frames on both sides, as otherwise, glass breakage may occur or the wood gets out of shape. In addition, by painting on both sides, you prevent the formation of gaps in the construction.

3.1 Sauna

For the exterior treatment of saunas, we recommend using water-soluble stains, as harmful vapours could penetrate the interior. Here, too, follow the instructions of the paint manufacturer. The interior does not need treating, but if necessary, suitable products are available for use.

4. Drainage

We strongly advise installing a gutter or a water drain with a downpipe, as these contribute significantly to the longevity of your product.

5. Swelling and shrinking behaviour of the wood

The wood of your product will still shrink, and the construction will settle, especially in the first few months after assembly. The product will usually lose several centimetres of height during this time. This is a normal process, but consider it during assembly and maintenance. Ensure the product is only bolted in the places provided for this purpose. Do not attach other fasteners that could interfere with this process, such as shelves connecting several planks otherwise, gaps could open up on your product. Please observe this setting process more closely during the first few months. If necessary, loosen the screw connections and set them again. If present, also check your wind anchors/storm bars. These should only be hand-tightened and still have room to work.

6. Protecting the wood from particular weather conditions

Depending on the location of your product, rainwater will force through window and door frames during strong weather conditions (weather side). In addition, we recommend sealing affected doors and windows with silicone beforehand to prevent water from penetrating. Corner joints can also be affected. If you notice damp spots, seal them with suitable materials such as silicone or wood filler. Because of the block planks, do not rule out water ingress at the factory. Barrel saunas should also be sealed from the outside with silicone on the front and back walls.

You can find further tips and inspiration on the care and maintenance of your Garden & Home product in our guidebook at the following address:
<https://www.garden-and-home.co.uk/blog>

You can find more information about our warranty services at the following address:
<https://www.garden-and-home.co.uk/garden-and-home-5-year-warranty>

Natural Wood Product

Your product is made of pure nature and includes all the characteristics of natural wood features that describe the individual shape of your product. These characteristics are normal occurrences in the wood growth process and are no cause for concern or complaint. You can never avoid colour shades. Unevenness, cracks, splits, and large and small knotholes are witnesses and companions of the growth of the trees and are not defects in the quality of the woodworking, but peculiarities of the respective tree.



Drying Cracks

We deliver our wood with around 20% residual moisture content, which corresponds to the standard value due to the construction. Drying cracks are part of the drying process; they occur due to the loss of liquid from moist material and volume loss. These cracks don't affect the stability and can close themselves again depending on the weathering. The right combination of impregnation, top coat, or glaze on the outside and inside prevents further cracks and seals the wood.



Knots/Grain

The natural appearance of wood also includes knots. These vary in number and grain in the wood. Fallen knots can also occur despite careful quality control. Every tree is unique and none grows knot-free or straight. If optical impairments occur on roof and floor coverings, these can be installed out of sight.



Rough Spots

If the wood is planted against the direction of growth or in the knot area, rough spots may occur even if you take great care. Small fringes are created due to processing at right angles to the wood fibre. Rough spots say nothing about the quality of the wood but can normally occur in the working process. These can easily be touched up with sandpaper.



Mould/Mildew Stains

Residual moisture and storage can lead to mould forming and mildew stains on the surface. You can remove these with a damp sponge and superficial sanding. To regulate the air humidity, Ensure good and regular ventilation.



Resin Exudation

Resin exudation is the natural protection of trees against predators and damage. As the wood continues to work for at least 3 years, even after processing, these are normal and unavoidable. However, the quality of the wood is not affected. After impregnation and painting with stain or top coat, this process is contained. If resin still escapes, especially from saunas untreated from the inside, you can heat the resin with a household hairdryer and remove it with soapy water.



Shrinkage (swelling & shrinkage behaviour)

Shrinkage and swelling of the material are typical wood properties. A Garden & Home construction is delivered with a residual moisture content of around 20 % so the house can settle after assembly. To not disturb the setting process, no plank-connecting devices should be attached inside or outside, and door and window frames should not screw to the planks. The swelling and shrinkage behaviour reduces by impregnation and the necessary final coat of paint.