

## Forest Garden Product information and treatments

### Dip Treatment vs. Pressure Treatment

**Dip Treatment:** The timber is finished with a factory applied treatment which provides some initial protection against fungal decay. Dip treatment means the timber has been immersed in the treatment solution – timber is dipped into a tank containing preservative which is absorbed into its surface. This is usually an amber/ gold appearance.



**Pressure Treatment:** Pressure Treated products do not require annual re-treatment. These products have the anti-rot solution forced into the cellular structure of the timber at high pressure to give them greater resistance to rot. Timber is loaded into a tank and a vacuum empties it of air. The vacuum in the tank then forces the preservative solution into the timber before it is left to dry. Pressure treated items can be delivered with green specks that Customers often think is mould or paint. This is absolutely NORMAL and will disburse once built and open to the elements.



### How Do the Goods Arrive?

A selected number of planters are delivered pre-assembled, but unless stated in the product specification the majority of our products arrive flat packed for easy self-assembly.



### Delivery:

The majority of our deliveries are carried out by our own fleet. The remainder will be delivered on our behalf by our 3<sup>rd</sup> party carriers.

In all circumstances the Customer will be made aware of the delivery date and for our own fleet the customer will receive a text message regarding ETA and a live tracking link to their E mail address: (Subject to a mobile & E mail address on the order).

All deliveries are kerbside or within a reasonable distance, the driver is unable to go through any property and will also carry out a risk assessment on the day for unreasonable distances/ steps or dangerous obstacles.

## Where Are the Instructions?

The instructions will be delivered with your product, normally in the fixing pack or in some instances on the back of the product label. Should you require another copy simply find your product on this website and you can quickly download a pdf of the instructions from the product page. When assembling your product please make sure you pre-drill as this will lessen the potential for splits.

## After Care

### Movement, Twisting and Warping:

Wood contains a natural level of moisture so decreasing humidity levels in the surrounding air may cause panels to change their shape as the porous fibres shrink. This can be exaggerated during prolonged periods of dry weather. Similarly, in the winter months, the opposite may occur with the wood swelling.

Movement and gaps in timber products are normal – you will see more movement with overlap constructions as the cladding has more room to move. Shiplap and Tongue & Groove constructions are more stable as the panels are interlocking but in hot weather, you may still see some shrinkage. In most cases of warping, the wood will revert to its original form once the high temperatures subside and there is more moisture content in the air.

### Expansion, Contraction, Splits and Cracks:

All timber will expand and contract according to its environment. As a result of this expansion and contraction, it is very common to see splits and cracks developing in the wood – including posts and uprights.

Splits are common during the Spring and Summer months as the wood begins to dry out. The outer surface dries first and contracts, contracting over a still expanded core of the wood. The result of this is that splits and cracks appear along the grain of the wood. These splits are not a fault and do not affect the structural integrity of a product. They are simply a part of the how timber product responds to their environment and will usually close over time. When assembling your product please make sure you pre-drill as this will lessen the potential for splits.

### Timber Variation:

It is completely natural to see some knots within timber; a knot is formed where a branch attached to a trunk. These are not a cause for concern and do not affect the quality of the product.

