



## FREQUENTLY ASKED QUESTIONS

### **When did MoistureShield get started in Composites?**

Founded in 1988 as AERT, we pioneered the use of recycled polyethylene plastic in the manufacturing of composite building materials.

### **What is MoistureShield made out of?**

Recycled wood fiber and polyethylene plastic.

### **What is MoistureShield manufactured?**

All MoistureShield products are proudly made in the USA, in Springdale Arkansas.

### **How is MoistureShield manufactured?**

MoistureShield is manufactured under several unique patents in a process wherein wood fibers are aligned and encapsulated in plastic. The plastic surrounds and bonds to the wood fibers, making them virtually moisture proof. The wood fibers reinforce the plastic, making it stiffer and greatly reducing its thermal movement. MoistureShield decking planks are extruded and allowed to cure slowly, which means the boards will not twist or warp.

### **Why should I buy MoistureShield instead of a competitor product?**

Our products have a proprietary solid core that allows for them to be installed with ground and/or water contact, and they have stood up to the elements for more than 30 years with no structural field failures. This attribute allows for a limited lifetime structural warranty and applies across all our composite decking lines. Check the warranty information, as some products also have aesthetic level warranties for fade and stain, in addition to the structural warranty.

### **Where can I get a sample of MoistureShield?**

You can request a free sample through our website. You can also find local stocking and special-order dealers, as well as contractor installation partners under our **Where to Buy** section on the website.

### **Can MoistureShield be installed in a submerged condition?**

Yes

### **Why does MoistureShield have a 50-year structural warranty and other composites have much shorter warranties?**

Because of our total encapsulation, our products are manufactured under several unique patents wherein the wood fibers are aligned and encapsulated in plastic. The plastic surrounds and bonds to the wood fibers, making them moisture resistant.

**Does MoistureShield contain any preservative treatments?**

No. MoistureShield is virtually impervious to moisture and does not require pressure treatment, preservative treatments, water sealing or staining.

**Will MoistureShield rot or decay like wood?**

No. MoistureShield has been extensively tested under hostile accelerated aging conditions by outside laboratories. It is warranted to resist rot and fungal decay when properly installed and maintained. See our warranty for details

**Will MoistureShield show scratches and gouges from foot traffic and outdoor furniture being moved on it?**

Any surface will show evidence of normal wear and tear. Scuffs and scratches should be no problem as MoistureShield is a dense product. The Vision line offers our strongest capped wood composite board and is protected with our exclusive DiamondDefense Coating to resist scratches, stains and damage on impact. Vantage and Infuse products have self-healing properties which make scratches and scuffs less severe and noticeable over time through exposure to heat and sunlight.

**Will my kids or guests get splinters when walking barefoot on the deck?**

No.

**How does MoistureShield react to incidental saltwater contact or spray?**

MoistureShield products will withstand the most hostile environment, including incidental saltwater contact or spray in coastal areas. At the foundation of every board is our proprietary Solid Core — an impermeable barrier that fights damage from moisture, rot, insects and other harmful elements. The Solid Core Difference is the key to MoistureShield's durability and long life in difficult environments. In all environments stainless steel screws are recommended.

## CLEANING & CARE

**What do you use to get rid of stains on MoistureShield?**

It would depend on the type of stain, and type of decking. Cleaning instructions are available on the website at or you can call our Customer Service Department at 866-729-2378.

**Do MoistureShield products fade?**

Vision products have the best color retention with a 50-Year fade warranty. See warranty document for details. Infuse products will fade slightly in the first few months because they have real wood infused into the cap. See warranty document for details. Vantage will fade like real wood since they are approximately 50% real wood and therefore do not have a fade warranty. Over time, UV rays from the sun will fade ANY outdoor product.

**Can MoistureShield be painted and stained? If so, what type of paint is recommended?**

Painting or staining is not required to protect the structural integrity; however, you can paint or stain to achieve an aesthetic goal without voiding the structural warranty. Note: If you have a

product with a fade or stain warranty, the manufacturer does not recommend painting or staining as it will void the aesthetic warranty.

### **Is MoistureShield stain proof?**

All MoistureShield products are stain resistant. Some products also have a stain warranty (see warranty for details). Most stains commonly encountered such as mustard and ketchup will wash away easily. More stubborn stains can be washed off with the proper cleaner. Please call Customer Service at 866-729-2378 regarding stain cleaning.

### **How do I clean a MoistureShield deck?**

Use a broom or leaf blower every few weeks. Use hot water, a good dish soap and a soft brush every 6 months. The best time to clean is after installation and semi-annually (spring and fall) to remove any debris. If stains persist, additional cleaning tips can be found on the care and cleaning page.

### **Can I power wash my deck?**

Yes, using no more than 1300 PSI and keeping the wand at least 8 to 10 inches from the surface. Cleaning instructions are available on the website at, or you can call our Customer Service Department at 866-729-2378.

### **Do MoistureShield products get slippery when wet?**

The entire MoistureShield product portfolio meets or exceeds the OSHA's recommendation of 0.5 for slip resistance. Vantage products have the best slip resistance, Vision products have better slip resistance, and the Infuse products have good slip resistance. See comparison chart for details.

### **Will the recycled plastic used in the production of MoistureShield make it weaker than using virgin plastic?**

No.

### **Will MoistureShield burn easily? What is the fire rating?**

MoistureShield has a class C fire rating which is the same as wood.

### **Is polyethylene plastic toxic and does it give off toxic fumes when burned?**

No. Polyethylene is non-toxic and is used for applications such as milk jugs, water jugs and grocery sacks. When burned completely, it will convert to carbon dioxide and water vapor.

### **Are there any toxins in MoistureShield?**

No. MoistureShield products are some of the least toxic products in the building industry. See the SDS document for details.

### **Is your product less harmful to human health than a comparable conventional product?**

Yes. MoistureShield decking and accessories contain no added arsenic, or other preservatives that are likely to be toxic under normal exposure conditions. Conventional wood treating

processes impregnate the wood substrate with toxic chemicals to prevent rot and decay. MoistureShield is naturally resistant to rot and decay without the toxic additives.

**How is MoistureShield to work with compared to wood? Are any special tools needed?**

MoistureShield decking can be installed using common wood working tools, as all MoistureShield products can be cut and ripped without the need to seal the fresh cut surface. Vantage products can also be rasped and routed as there is no surface cap. Use a carbide blade with the least amount of teeth possible (fewer than 20 is recommended) to avoid excessive heat, which can lead to a rough cut.

**SUSTAINABILITY**

**Does your product contain over 25% recycled materials?**

Yes. MoistureShield decking and accessories are made with 95% recycled materials, of which, 38% is post-consumer in origin.

**Does your product help conserve water?**

Yes. Since MoistureShield decking and accessories are made with 95% recycled content, water consumption is reduced or eliminated in the raw material extraction and processing stages that similar virgin based products would experience.

**Does your product help save energy?**

Yes. MoistureShield products are made with a mixture of recycled polyethylene plastic and recycled wood. Recycling one pound of wood conserves approximately 8,500 Btu's of energy. Similarly, recycling one pound of polyethylene conserves approximately 28,350 Btu's of energy. Consequently, building a 12' x 12' deck with MoistureShield saves an amount of energy roughly equal to 110 gallons of gasoline.

**Does your product help reduce fuel consumption?**

Yes. Because MoistureShield is made with 95% recycled content, the fuel consumed during the extraction and processing of virgin raw materials is eliminated. A large part of the energy savings associated with recycling polyethylene comes from the reduction of fuel use during these two stages.

**Is your product's packaging reduced to a minimum?**

MoistureShield is always looking for ways to reduce the packaging burden and is careful to make sure that the packaging used is 100% recyclable.

**Does your product generate a minimum amount of waste?**

Yes. MoistureShield is manufactured to specific standard construction dimensions and has no wane, knotholes, or other bad spots that require cutouts and create waste.

**Does your product have some other environmental advantage that isn't mentioned above?**

Yes. When a product such as MoistureShield decking and accessories is made from recycled materials, the entire environmental waste spectrum is positively impacted. The recycled content in MoistureShield results in reduced energy consumption, reduced landfill waste,

reduced hazardous waste, reduced air emissions including greenhouse gases, reduced water consumption, and reduced wastewater

## INSTALLTION

### **Where can I get installation instructions or installation assistance?**

Installation instructions are available on the website, or you can call our Customer Service Department at 866-729-2378.

### **I want to put a hot tub, grill, and kitchen on my deck. How much weight can it hold without falling through?**

The sub-structure is holding the weight not the decking. If the application is installed on legs, i.e., grills or cabinets on rollers then contact MoistureShield at 866-729-2378 to determine feasibility.

### **What type of tools are required?**

MoistureShield can be easily installed with standard woodworking tools, including hammer, skill saw, rasp, level, and square. Standard carbide saw blades with less than 20 teeth are recommended. Please use blue chalk since other colored chalk may temporarily stain the deck.

### **What type of fasteners are recommended?**

There are many fastners that will work to achieve the minimum hold down force, however, when using MoistureShield products that will last a long time, it is adviseable to also use a fastener that will do the same, such as stainless steel. These types of fasteners are also less likely to cause stains. MoistureShield boards can be face screwed or fastened using a hidden fastener. Feel free to call our Customer Service Department at 866-729-2378 for more information. NOTE: Always defer to your local building codes before making a final decision.

### **How can I hide the screws and get rid of mushrooms?**

For Vantage products, we recommend 2 ¼" #7 trim head stainless steel screws. Counter-sink them 1/8 inch, run your thumb slightly over the hole, and use a hammer to lightly tap the product over the screw. For Infuse and Vision we suggest a color match screw or a plug system. Hidden fastening systems are the best way to avoid mushrooms and screws.

### **Can I install my boards without spacing?**

No. Deck planks must be installed with the correct spacing (see install guide), to allow for water drainage, airflow, and the normal expansion and contraction of the various building materials used on any overall outdoor structure.

### **Can I use MoistureShield components as structural members?**

No. NOTE: Always defer to your local building codes before making a final decision.

### **What is the allowable load rating for MoistureShield?**

The rating varies depending on the exact profile of the board. Please review the technical pages. NOTE: Always defer to your local building codes before making a final decision.

**Will the new ACQ treated lumber react with MoistureShield where they touch?**

MoistureShield has the same reaction to solvents and solutions as plastic surfaces. ACQ will not harm MoistureShield

**Can you bend or shape MoistureShield?**

Yes. However, every application is different. You should contact the Customer Service Department at MoistureShield., for guidance. The warranty does not cover the product after it has been altered in this way.

**How are MoistureShield claims handled?**

Please review your warranty document for guidelines.

**How do I reach someone if I have questions about MoistureShield products?**

Contact our Customer Service Department at 866-729-2378 or via email at [mscustomerservice@oldcastle.com](mailto:mscustomerservice@oldcastle.com)