

Green Plank® Composite Products

Care & Maintenance Guide

Decking | Cladding | Fencing | Planks | Residential & Commercial Applications

Document purpose	Practical care, cleaning and maintenance instructions for Green Plank® composite decking, cladding, fencing and planks.
Applies to	Capped and uncapped composite products, including TerraTuff™, Bastion™, Nordeka™, Classic™, Sapphire™, Private™ and Naturplank™.
Use categories	Residential gardens, terraces and balconies; commercial, municipal, public and project applications.
Effective date	1 st March 2026
Support / claims	Email: info@greenplank.eu

Important: Green Plank® products are **low-maintenance, not maintenance-free**. Regular cleaning, inspection, ventilation and drainage are essential to keep the products attractive and to avoid stains, surface deposits, slippery conditions and unnecessary warranty claims.

This guide does not replace the applicable Green Plank® installation instructions, technical datasheets, warranty document, project specification, local building regulations or the safety instructions of any cleaning product used.

1. Quick Care Summary

Topic	Green Plank® recommendation
Routine cleaning	Sweep loose dirt, leaves and organic matter. Wash with clean water, mild pH-neutral soap and the correct brush for the product surface.
Cleaning frequency	Residential: at least twice per year. Commercial/public: inspect monthly and clean at least quarterly, or more often in heavy-use, shaded, coastal, poolside or polluted locations.
Best time to clean	Clean during mild weather. Avoid direct strong sunlight and very hot surfaces because cleaners can dry too quickly and leave a film.
Pressure washing	Use only with caution. Maximum 80 bar / 1,200 psi, fan tip only, minimum 300 mm from surface. Do not use turbo nozzles, steam, or concentrated jets. On capped products, use for rinsing only.
Warranty protection	Keep proof of purchase, installation photos, batch labels, cleaning records and maintenance logs. Damage caused by incorrect cleaning, blocked drainage, poor ventilation or neglected maintenance is not a manufacturing defect.

2. Product Types Covered

Product type	Examples	Specific care rule
Capped composite decking	TerraTuff™ and any future capped decking	Protected polymer cap on the walking surface. Clean gently. Do not sand, abrade, oil, stain or use aggressive composite cleaners unless approved by Green Plank®.
Capped composite cladding	Bastion™ and any future capped cladding	Clean as a ventilated facade. Do not force water behind boards, trims, joints or ventilation openings.
Uncapped solid composite decking	Nordeka™	Natural-fibre composite surface. Normal colour maturation, water marks, tannin effects and surface weathering may occur. Clean regularly and keep gaps/drainage clear.
Uncapped hollow composite decking	Classic™ and Sapphire™	More sensitive to trapped dirt, standing water and incorrect support. Keep gaps open and avoid pressure-washer concentration at board ends, cavities or clips.
Composite fencing/privacy screens	Private™ and related profiles	Keep soil, mulch, vegetation and sprinkler overspray away from boards. Inspect posts, rails, caps and fixings annually.
Composite planks/profiles	Naturplank™ and other planks	Care depends on use. Do not treat as structural timber unless the specific product datasheet confirms that application.
Accessories and fixings	Fascia, trims, clips, screws, caps and substructure parts	Clean visible surfaces gently. Inspect fasteners and substructure for corrosion, loosening, movement or blocked ventilation.

3. What Is Normal and Not a Product Defect

Outdoor composite products are exposed to sunlight, rain, snow, air pollution, pollen, organic debris, people, furniture, food, chemicals and seasonal temperature changes. The following conditions are normally maintenance-related or environmental conditions, not manufacturing defects:

- Dust, pollen, leaf marks, bird droppings, algae, moss, mildew or mould growing on surface dirt or biofilm.
- Water spots, drying marks, chalky deposits, salt residue or mineral marks caused by water quality, de-icing salts, pool water or cleaning residue.
- Colour maturation, gloss variation and gradual weathering due to sunlight and outdoor exposure, especially on uncapped wood-fibre composite products.
- Natural colour variation between batches or boards and variation caused by high natural fibre content.
- Light scuffs, footprints, furniture marks, static electricity, minor use marks and normal wear from foot traffic.
- Staining or discolouration caused by grease, oil, rust, metal particles, fertilizer, sunscreen, insect repellent, rubber-backed mats, planters, wet leaves, barbecue residue, chemicals or atmospheric pollution.
- Slippery conditions caused by water, ice, frost, algae, pollen, leaves, mud, grease or lack of cleaning.

Property owner/facility manager responsibility: All exterior walking surfaces can become slippery when wet, icy or dirty. The owner, tenant, facility manager or contractor is responsible for inspection, cleaning and safe operation of the area.

4. Cleaning Frequency: Residential vs Commercial

Application / exposure	Minimum recommended maintenance
Residential decking - normal exposure	Inspect seasonally. Clean at least twice per year, usually after winter and after autumn leaf fall.
Residential shaded / under trees / near water	Inspect monthly during active season. Clean as needed to remove leaves, pollen, algae, moss and standing dirt.
Commercial terraces, cafes, hotels, entrances and public areas	Inspect at least monthly. Clean at least quarterly. High-traffic food, beverage or public-use areas may need weekly or even daily spot cleaning.
Municipal / boardwalk / balcony / public project decking	Create a site-specific maintenance plan. Keep records of inspection, cleaning, snow removal, de-icing and any repair work.
Cladding and facade products	Inspect and clean at least annually. In coastal, roadside, polluted, shaded or splash-exposed locations, clean at least twice per year.
Fencing and privacy screens	Inspect and clean at least annually. Remove vegetation, soil contact, sprinkler marks and organic deposits more often when needed.
Pool, spa, marine or salted-road environments	Rinse salt/chlorine/chemical residue promptly with clean water. Increase cleaning frequency because residues and minerals can leave surface marks.

5. Approved General Cleaning Method

1. Remove furniture, planters, mats and loose objects. Lift items; do not drag them across the surface.
2. Dry sweep the surface with a broom to remove leaves, grit, dust and construction particles.
3. Clear the gaps between decking boards and around drains, outlets, edges and ventilation openings.
4. Pre-rinse the surface with clean water. Use warm water where possible.
5. Clean a small, manageable area at a time using mild pH-neutral soap or a Green Plank®-approved cleaner.
6. Use the correct brush: soft brush or soft cloth for capped surfaces; soft-to-medium nylon brush for uncapped brushed composite surfaces.
7. Scrub gently in the direction of the grain or texture. Do not use aggressive circular scrubbing on capped surfaces.
8. Rinse thoroughly before the cleaner dries. Do not allow soap or cleaner to dry on the surface.
9. Remove standing water with a rubber squeegee, sponge mop or soft cloth where practical.
10. Let the surface dry fully before replacing furniture, mats or planters.

Do not let cleaners dry: Cleaner residue can leave a white or cloudy surface film. Always work in small areas, avoid strong direct sunlight and rinse thoroughly before moving to the next section.

6. Product-Specific Cleaning Rules

6.1 Capped composite decking and cladding

Capped products have a protective polymer surface. This surface helps resist stains, but it can still be scratched, dulled, chemically marked or discoloured by incorrect cleaning or trapped residues.

- **Use:** clean water, mild pH-neutral soap, soft cloth, sponge mop or soft bristle brush.
- **Avoid:** sanding, steel wool, abrasive pads, scouring powders, aggressive degreasers, solvents, acetone, paint removers, chlorine cleaners, undiluted bleach, steam cleaners and high-pressure concentrated jets.
- **Pressure washer rule:** on capped products, use a pressure washer only for rinsing, not aggressive cleaning. Keep pressure at or below 80 bar / 1,200 psi, use a wide fan tip and keep at least 300 mm distance.

- **Capped cladding rule:** do not direct pressurised water upwards, behind boards, into joints, through ventilation openings or into the facade cavity.
- **No sanding:** do not sand capped surfaces. Sanding removes or damages the cap and can void warranty coverage.

6.2 Uncapped solid and hollow composite decking

Uncapped composite products contain natural fibres at the surface. They are durable and low-maintenance, but they behave more like a natural composite material than a capped polymer surface.

- Clean regularly to prevent organic matter, tannins and dirt from remaining on the surface.
- Use water, mild soap and a soft-to-medium nylon brush. For stubborn household stains, use a Green Plank®-approved WPC/composite cleaner after testing a hidden area.
- Do not use solvent-based cleaners, steam cleaners, steel brushes or aggressive acids/alkalis.
- Light spot sanding may only be considered on uncapped brushed boards as a last resort, in the direction of the grain, and only after testing. It may create a lighter patch until natural weathering evens the surface again.
- Never sand capped boards, embossed cap layers, co-extruded cladding surfaces or printed/coloured surfaces.

6.3 Fencing, privacy screens and vertical profiles

- Clean with water, mild soap and a soft brush or cloth. Rinse thoroughly.
- Keep soil, mulch, gravel, leaves and vegetation away from the lower edges of boards and posts.
- Avoid continuous sprinkler spray, irrigation water and fertilizer contact.
- Inspect posts, rails, caps, brackets and fixings annually and after storms.
- Do not use fencing boards as retaining walls, structural guardrails, ladders, scaffold support, lifting points or load-bearing members unless specifically approved in writing by Green Plank®.

7. Stain and Spill Guide

Problem	Recommended action
Food, drink, wine, coffee, soft drinks	Wipe immediately. Wash with warm water and mild pH-neutral soap. Rinse thoroughly.
Grease, barbecue oil, cooking oil	Blot immediately; do not spread. Clean with warm soapy water. For uncapped boards, use approved WPC cleaner if needed. Grease that remains too long may stain.
Sunscreen, insect repellent, cosmetics	Remove promptly. These products can contain chemicals that affect polymer surfaces. Wash with mild soap and rinse.
Mould, mildew, algae, moss	Remove the food source: leaves, pollen and dirt. Wash with warm soapy water and a soft/medium brush. Improve drying, airflow and cleaning frequency.
Leaf tannins, pollen, soil, tea-coloured water marks	Sweep and rinse regularly. Wash with mild soap. On uncapped products, marks often fade with cleaning, rain and sunlight but may need repeated cleaning.
Rust, metal particles, fertilizer, lawn chemicals	Remove source immediately. Do not cut or grind metal on the deck. Contact Green Plank® before using rust removers or oxalic-acid products, especially on capped surfaces.
Cement, mortar, render, plaster, stucco, concrete dust	Prevent contact. Remove immediately before hardening. Do not use acid cleaners unless Green Plank® gives written approval.
Paint, stain, sealant, adhesives, silicone, bitumen, tar	Prevent contact. Protect the surface during construction. Contact Green Plank® before attempting removal; many removers can damage composite surfaces.
Chewing gum	Harden with ice in a plastic bag, then lift carefully with a plastic scraper. Do not use metal blades.
Graffiti	Act quickly. Use mild soap first. Do not use graffiti removers, solvents or abrasive pads without written approval from Green Plank®.
Snow and ice residue / de-icing salt	Use plastic tools only. Calcium chloride-type de-icers may leave residue; rinse after thaw. Avoid abrasive sand/gravel where scratching is a concern.

8. Tools and Cleaning Products

Allowed / recommended	Use with caution	Do not use unless Green Plank® approves in writing
Garden hose, clean water, warm water, mild pH-neutral soap, soft cloth, sponge mop, soft brush, medium nylon brush for uncapped surfaces, rubber squeegee, plastic scraper.	Pressure washer at max. 80 bar / 1,200 psi with fan tip and at least 300 mm distance; approved WPC cleaner on uncapped products after hidden-area test; diluted alcohol/mineral spirit only where specifically approved for a product and stain type.	Steam cleaners, turbo nozzles, steel wire brushes, steel wool, abrasive pads, scouring powders on capped surfaces, solvent cleaners, acetone, paint stripper, PVC glue remover, undiluted bleach, chlorine cleaners, strong acids/alkalis, oven cleaner, petroleum-based cleaner, unauthorized graffiti remover.

Always read and follow the cleaning product label and safety data sheet. Do not mix cleaning products. Protect glass, metal, painted surfaces, plants, vegetation, stone, concrete and adjacent materials. Rinse overspray immediately.

9. Pressure Washing Rules

Pressure washing can permanently mark composite products when used too close, too strong or with the wrong nozzle. Use it only when necessary and always start with the gentlest method.

- Maximum pressure: 80 bar / 1,200 psi.
- Use a wide fan tip only, preferably 25 degrees or wider. Do not use turbo, rotating, pencil or zero-degree nozzles.
- Keep the nozzle at least 300 mm from the surface and keep it moving.
- Spray in the direction of the grain or board length, not across the board at close range.
- On capped decking, use pressure washing for rinsing only after brushing with mild cleaner.
- Do not concentrate pressure at board ends, hollow cavities, clips, joints, edges, cladding overlaps, ventilation openings or sealant lines.
- Do not pressure wash damaged, loose, incorrectly installed or poorly supported boards.
- Always test in a hidden area first.

10. Preventive Maintenance and Good Practice

Area	How to prevent problems
Drainage and slope	Keep water moving away from the surface. Standing water encourages marks, deposits, algae and slippery conditions.
Gaps and ventilation	Keep gaps between decking boards open. Keep substructure ventilation free from leaves, soil, mulch and stored objects.
Mats and rugs	Use breathable mats only. Avoid rubber, vinyl, latex-backed or non-porous mats and tarps for extended periods because they can trap moisture and cause discolouration.
Planters	Place planters on stands or feet so air can circulate below. Move them regularly and clean underneath.
Furniture and point loads	Use clean, non-staining furniture glides or pads. Do not drag furniture. Avoid narrow metal legs, sharp edges, overloaded wheels and point loads.
Barbecues and heaters	Keep hot objects, coals, embers, grease and burners away from the surface. Use only suitable heat protection that does not trap moisture or contain rubber/soft PVC.
Construction protection	Protect the surface during building works. Remove concrete dust, metal filings, sawdust, plaster, paint, adhesive, mud and clay immediately.
Reflective heat	Avoid exposure to concentrated reflected sunlight from Low-E glass, mirrors, metal panels or other reflective surfaces. Excessive heat can distort or damage composite materials.
Chemical exposure	Avoid contact with solvents, oils, fuel, pesticides, fertilizers, paint, sealers, bitumen, pool chemicals and strong cleaning agents.
Pets	Clean urine, faeces and food spills quickly. Trim claws where repeated scratching is a concern.

11. Snow, Ice and Winter Maintenance

- Use a plastic shovel or plastic broom only. Do not use metal shovels or plastic shovels with a metal leading edge.
- Push snow in the direction of the board length where practical. Do not chop ice from the surface.
- Calcium chloride-type de-icers may be used sparingly where needed, but they may leave white residue. Rinse with clean water after thawing.
- Avoid sand, gravel, ash and abrasive grit where scratching is a concern.
- Ice, frost and compacted snow can make any surface slippery. Restrict access or use signage in commercial/public areas where needed.

12. Commercial and Public-Space Maintenance Program

Commercial, municipal and high-traffic applications require more than occasional household cleaning. A written maintenance program helps protect the installation, reduces slip risk and avoids unnecessary warranty disputes.

Task	Minimum recommended frequency	Record to keep
Visual inspection: dirt, algae, standing water, loose boards, damaged edges, blocked drains/gaps, trip hazards	Monthly; weekly in heavy public use	Inspection date, photos, location, action taken
General cleaning of walking surfaces	Quarterly minimum; more often for cafes, entrances, shaded zones, food areas, pool/spa/marine environments	Cleaning date, cleaner used, method, staff/contractor
Spot cleaning: grease, food, drink, chewing gum, bird droppings, graffiti	Immediately or same day where possible	Incident note, photos before/after
Winter maintenance: snow, ice, de-icing residue	As weather requires	Tools/de-icer used, dates, residue rinse date
Substructure, drainage and ventilation review	At least annually and after major storms/flooding	Inspection report and repair notes
Cladding/fencing inspection: fixings, caps, ventilation, vegetation, staining runoff	At least annually; twice yearly in coastal/roadside/polluted areas	Inspection date, photos, repairs

Commercial safety note: This guide does not certify slip resistance or structural safety. In public and commercial areas, the property owner or facility manager must assess site-specific safety requirements, cleaning frequency, lighting, drainage, signage and local regulations.

13. Cladding-Specific Care

- Keep the ventilated cavity, starter profile, top/bottom ventilation openings and drainage paths open.
- Clean dust, road dirt, algae, bird droppings and atmospheric pollution with clean water, mild soap and a soft brush or cloth.
- Rinse gently. Do not force water behind cladding boards, trims, flashings, windows, doors or facade joints.
- Do not point pressure washers upward into overlaps, openings or ventilation gaps.
- Avoid chemical runoff from copper, zinc, iron, treated wood, concrete, masonry cleaners or roof cleaning chemicals.
- Keep climbing plants, shrubs and soil away from cladding surfaces unless the facade has been designed for such contact.
- Do not lean ladders directly on profiles without proper protective padding and load distribution.

14. Fencing-Specific Care

- Clean boards and posts with water, mild soap and a soft brush or cloth.
- Keep grass, soil, bark, mulch, leaves and snow piles from building up against the lower edges.
- Adjust sprinklers so they do not continuously spray the fencing.
- Inspect posts, rails, brackets, caps and gates at least annually and after strong winds.
- Do not attach heavy objects, signs, planters, ladders, machinery or gates to fencing unless the system is designed for that load.
- Clean metal hardware as recommended by the hardware supplier to reduce corrosion staining.

15. Actions That May Void or Limit Warranty Coverage

- Failure to install, use, clean or maintain the product according to Green Plank® instructions, technical datasheets and project specifications.
- Use of incorrect joist spacing, support spacing, fasteners, clips, substructure, ventilation, drainage or slope.
- Damage caused by pressure washing above the stated limit, steam cleaning, abrasive tools, sanding capped products or using aggressive chemicals.
- Painting, oiling, staining, sealing, coating or applying anti-graffiti products without written Green Plank® approval.
- Installing visibly damaged, defective, dirty or contaminated boards without notifying the supplier before installation.
- Failure to remove construction dust, metal particles, cement, plaster, paint, adhesives, grease, chemicals or organic debris promptly.
- Damage from fire, heat, reflected sunlight, hot objects, barbecue embers, heaters, machinery, vehicles, furniture dragging, point loads or misuse.
- Staining caused by external substances, blocked drainage, standing water, poor ventilation, soil/mulch contact, algae, mould, pollution or lack of cleaning.
- Modification, relocation, reuse or reinstallation of the products outside the original intended application.

16. Maintenance Records for Warranty Claims

To avoid unnecessary delays if a warranty claim is submitted, the owner, contractor or facility manager should keep the following records:

- Proof of purchase and invoice showing product type, quantity and purchase date.
- Installation address, installer name and installation date.
- Photos of the installation before, during and after completion, including substructure, joist spacing, gaps, ventilation and drainage.
- Batch labels, packaging labels or product identification marks where available.
- Cleaning and maintenance records, especially for commercial/public projects.
- Photos and written description of any issue before cleaning or repair is attempted.
- Details of cleaning products, tools and methods used.

17. Sample Maintenance Log

Date	Area / product	Condition observed	Cleaning / action taken	Cleaner / tools used	Photos / notes

18. Before Submitting a Warranty Claim

Many apparent defects are caused by surface contamination, trapped organic matter, incorrect cleaning, blocked drainage or environmental exposure. Before submitting a claim, the owner should:

1. Clean the affected area using the approved method in this guide.
2. Check drainage, gaps, ventilation, joist spacing and surrounding sources of contamination.
3. Take clear photos before and after cleaning.
4. Collect proof of purchase, installation details, batch information and maintenance records.
5. Contact Green Plank® by email or through the online claim form with photos and a short description of the issue.

Claims may be delayed or rejected where the product has not been properly installed, cleaned, maintained, documented or protected from external staining and damage sources.

19. Contact

Company	COMPOCENTRA AB trading as Green Plank®
Email	info@greenplank.eu
Website	www.greenplank.eu
Online claim link	www.GreenPlank.eu/claim

Document note: This guide is written as a practical customer-facing document. Green Plank® may update care instructions, recommended cleaners, installation instructions and technical requirements at any time. The latest published Green Plank® instructions apply.