

1. What is HardieDeck™ made of?

HardieDeck™ system provides a highly durable low maintenance deck, with a modern contemporary appearance. It combines specially machined 19mm thick fibre cement decking boards with a specifically designed aluminium Fast-track fixing system that provides the concealed fastening mechanism.

2. What lengths do HardieDeck™ boards come in?

HardieDeck™ boards and edging board come in 3m lengths and weigh around 19kg per board.

3. Can I install HardieDeck™ without the Fast-track fixing system?

HardieDeck™ is only warranted if it is installed with the Fast-track fixing system. This fixing system is specifically designed to provide additional strength and durability and cannot be omitted or substituted with any other fixing system.

4. Will HardieDeck™ expand/contract as it heats/cool?

Similar to most fibre cement products, HardieDeck™ will expand as it heats and contract as it cools; however, the amount of expansion and contraction is minimal compared to other decking materials.

5. How hot will the surface get?

HardieDeck™ boards will heat up slower than a typical deck, but will retain heat for longer. The paint colour selected will affect the surface temperature of HardieDeck™. Darker paint colours usually absorb more heat than lighter shades or a clear seal option.

6. Is HardieDeck™ a watertight system? Will water be able to drain?

HardieDeck™ system is not intended to be a watertight system. Some moisture will go through the jointers in the form of droplets. It is best practice that decks have a fall of at least 1 in 100 away from the building to facilitate drainage. Refer to HardieDeck™ system installation guide for further information.

7. Can I install HardieDeck™ around pools and in coastal areas?

HardieDeck™ can be installed around pools and in coastal areas. However, stainless steel fasteners must be used. The frequency of cleaning the deck must be increased. For further information refer to HardieDeck™ system Care Instructions available at HardieDeck.com.au.

8. Can I drill holes into the Fast-track fixing system to aid water drainage?

It is not recommended to drill holes into the top strips as this may compromise the system's integrity as well as the bushfire (BAL) rating of HardieDeck™ system.

9. What is the slip resistance of HardieDeck™?

The slip resistance rating of HardieDeck™ varies depending on the coating system selected. Ensure paint or sealer selected for HardieDeck™ achieves the slip resistance classification suitable for the application. For decking boards installed in high slip areas e.g. swimming pools, it is recommended to use a paving paint with slip resistance aggregate to achieve minimum rating of P4 (see table below). James Hardie has tested in accordance with AS 4586 and SA HB 198:2014 - "Guide to the specification and testing of slip resistance of pedestrian surfaces" for selected standard paints and sealers (Table below). Refer to the National Code of Construction (NCC) for further details on slip resistance requirements for ramps, landing and stairs.

HARDIEDECK BOARD COATED WITH:	CLASSIFICATION (WET PENDULUM)	CLASSIFICATION (DRY FRICTION)
Paving paint	P4	D1
Paving paint + Slip resistant additive	P5	D1
Clear sealer	P3	D1

Note: The ratings shown in the table above are based on a sample set of paving paints and sealers, and may not be representative of the entire range available in the market. Visit HardieDeck.com.au or call 13 83 53 for information and advice.

Recommended Applications: P1 Internal (Dry) P2 Internal (Sometimes wet) P3 Internal and External (Sometimes wet) P4 Internal and External (Frequently wet)
P5 Special high risk cases D1 Suitable to use in all dry applications

These FAQ's should be read in conjunction with the current technical product literature.

For more information about performance, installation, warranties and warnings call 13 83 53 or visit HardieDeck.com.au.

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10. How should I clean my HardieDeck™?

HardieDeck™ should be washed with a soft bristle broom and warm soapy water regularly. In particularly dirty environments, dry sweep regularly to avoid scratching from dirt and debris. For information on the recommended frequency of cleaning, please refer to HardieDeck™ Care Instructions available on HardieDeck.com.au.

11. How easily does the painted surface of HardieDeck™ scratch?

Paving paints are designed to be trafficable and have a higher resistance to wear and tear than architectural paints. However, they are not impervious to scratching and marking. It is recommended to use protective mats, furniture pads or rubber stops on the bottom of the outdoor furniture and minimise dragging of heavy objects such as furniture, barbecues or planter stands.

12. What type of paint or sealer should I use?

James Hardie® recommends a selection of water-based paving paints, tintable sealers and clear sealers for HardieDeck™. The recommended paving paints and sealers have been tested and approved by James Hardie® to ensure suitability. For an updated list or recommended paints and sealers, visit HardieDeck.com.au or call us on 13 83 53 for information and advice.

13. If I choose the clear seal option, do I have to worry about stains?

There are different types and brands of clear sealers available for HardieDeck™. Stain resistance relies heavily on the application you intend for your deck. For example, if you intend to use your deck for entertaining friends and family, there is a risk of food and drink spills, so stain resistance is very important. Leaves, dirt, bird droppings and potted plants may also stain your deck. If a stain occurs, clean it immediately with a solution of hot water and detergent. Refer to HardieDeck™ Clear Seal Instructions for a list of recommended products and general information on clear sealers.

14. Can I re-seal my HardieDeck™?

Ensure that the surface is thoroughly cleaned and fully dry prior to re-sealing. Stubborn stains may be removed or lightened by spot sanding. The sealer can be applied directly over the top strips. For more information, refer to HardieDeck™ Clear Seal Instructions available on HardieDeck.com.au.

15. Can I paint over the clear seal option?

Clear sealers are designed to repel moisture. Therefore, application of any water-based paving paint over the sealer is unlikely to work well. You will need to carefully sand the surface back to remove the clear seal, or wait until the sealer has worn off before painting. Visit HardieDeck.com.au or call us on 13 83 53 for information and advice.

16. How often should I re-paint or re-seal my HardieDeck™?

Frequency of re-painting or re-sealing HardieDeck™ depends on several factors - how often it is used, the amount of exposure to elements, mechanical wear and tear, corrosive environments e.g. swimming pool chemicals. Wear and tear on painted surfaces is easily identified and will indicate when the deck needs to be re-painted. Clear sealed decks require re-painting when dark patches form after rainfall or washing down the deck. Refer to coating manufacturers for more information on re-painting frequency.

17. What should be done when re-painting or re-sealing HardieDeck™?

When re-painting or re-sealing, ensure that the surface is properly cleaned - sweep away all dirt and debris then wash the surface to remove any oil and grease spots. Apply masking tape over the snap-in cover strips prior to painting or remove the snap-in cover strips and replace them with new cover strips after re-painting. For further information, please refer to HardieDeck™ Care Instructions available on HardieDeck.com.au

Note: The snap-in cover strips may be purchased separately in packs of 5.

18. What warranty is offered for HardieDeck™ system?

HardieDeck™ system is warranted for a period of 10 years. Third party paints and sealers are not warranted. Please refer to HardieDeck™ system Warranty for full terms and conditions are available at HardieDeck.com.au.

For any other questions related to HardieDeck™ system installation and finishing please visit HardieDeck.com.au or call 13 83 53.