



Can I request for samples?
 Yes, you can request for the samples of Doozer product free of charge completely.
 First of all, let us know what you need by following contact for more helps.

How can get any answers and solutions? How can I contact ?
 Contact: +886 2 2585 3884 | Service email: service@doozer.com.tw



Website



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doozer

Wood Plastic Composite

Environmentally friendly recycled

Doozer Wood Guide to maintenance and cleaning



How to use a pressure washer?
 Please visit to YouTube or our website

Cleaning
Before

After





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NOTE! Read this before you start!

To make sure for visiting www.doozer.com.tw to ensure you are viewing the up-to-date installation, technical instructions, product maintenance and more.



Attention

Must achieve the following rules,

Otherwise any good maintenance and cleaning of our products will be invalid

1 Rubble after construction

It is important to clean and maintain the surface of floor during the construction period. Before installation, please remove the over-staked dirt, sand and concrete debris and do not stake the dusts, particles or mud, which were produced by landscape blocks or other brick / stone products, on the surface of the WPCs, to avoid abrasion.

If these materials are not removed immediately, it will be hard to clean for the new as-built floor and will destroy the surface status of the floor.

Do not cut any products on or near the WPCs. Please do not cut metal objects such as handrails on the surface of WPCs. The scraps from cuts may become embedded onto the surface of the floor, then cause damages and cannot be removed.

2 Ensure expansion joint

Please leave spaces as expansion joints around the WPC products when installing, because a temperature change will lead to heating up and down.

3 Ensure well-draining

Please ensure enough spaces between WPCs to drain and ensure that water can be effectively discharged from the WPCs, then it will avoid the possibility of WPCs lifting or deformation when being heated up and down.



Site protection

During construction, please lay the protective plates indeed, covering WPCs, to avoid stepping on and attaching dirt permanently

During construction, if the site were near the road and other building sites, please care about the dust prevention and protection work, and remove dust, clay, dirt, cement slurry and other forms of dirt timely.



Our construction team, under the drip of sweat, accomplish every project professionally. To ensure that no dust accumulation will occur after the construction completion, we will wrap to protect it carefully, make the products shown in the best condition to the customer.

To ensure that other workers can step on it at will after. This is our confidence in the product and our dedication to the work.





Maintenance

No special maintenance required!

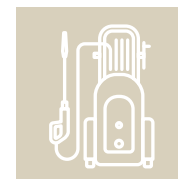
Correct maintain concepts let you understand the advantages of products

- ||| WPC products require much less maintenance than solid wood but do require some maintenance to keep them in good condition, just like car washes.
- ||| Eco-friendly WPC, Doozer Wood, requires less work – **you just need simple soap and water** to keep the product beautiful.
- ||| Please clean regularly according to your need, once a year at least.
- ||| The climatic conditions vary from country to country, rainy areas, need more frequent cleaning.



YouTube

How to use a "pressure washer"? Please visit to [YouTube](#) or our [website](#)



Q Can I paint to composite deck?

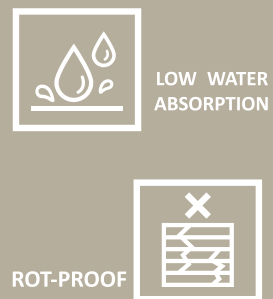
A : Our WPCs come in a variety of attractive colors and surface grains, which means that you don't need to paint or dye them. The design of these composite decks are their original color, we offer the most popular and engaging colors, so we don't recommend painting, just occasional cleaning to maintain their high-end look.

However, if you had design needs to re-paint, it is ok, but you need to ensure the use of high-quality colorants for composite wood.

Q How will the products be exposed to water?

A : Our WPCs have much less absorption rate of water than timber, reducing the possibility of long-term wetting and decay greatly.

Of course, if the construction rules are not followed correctly, the gap is not reserved for drainage properly, and the traces of long-term water accumulation will make it unattractive; and it will grow moss easily.



Q Do we need to apply protective paint / treatment / maintenance?

A : Eco-friendly WPC, Doozer Wood, does not need additional protective paint. In addition, due to the plastic content of WPC products, it does not require any further processing and is easy to clean. Without the immersion of any multiple processing, they do not lose their performance over time.

Q Will saltwater hurt WPC products?

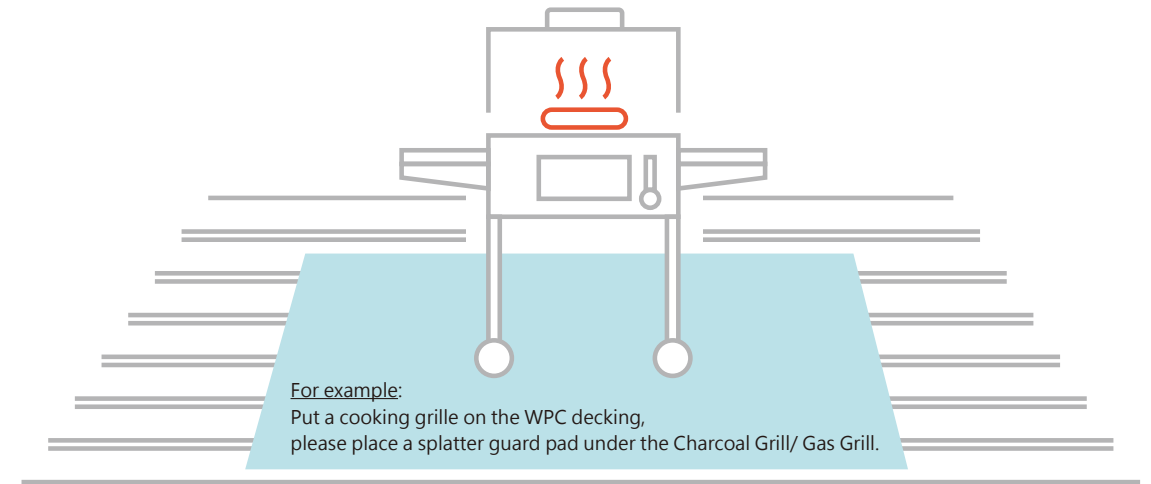
A : No saltwater was found to be harmful to WPC wood products.

Q Does the heat source cause damage?

A : It usually does not cause damage, but it may be dyed/discolored due to dripping grease. Please place a splatter guard pad under the Charcoal Grill/ Gas Grill and keep ventilated under the Charcoal Grill/ Gas Grill.

In current outdoor living circumstance, cooking grilles are very popular. If there is no proper fire prevention concept, the WPC decking surface may be damaged due to direct exposure to the flame range or excessive radiation heat, so please be careful.

(Just in Case) When there is burnt black or scratches on the decking surface, use a coarse sandpaper to rub gently.



⚠ Usage Notice

Warning If you ignore the correct concept of fire prevention, the following conditions may cause injury or damage to the product.

Do not close the fire, otherwise the WPC product may be deformed.

Do not heat the WPC decking on the fire directly.

Do not place the small stove for the cookware on the WPC decking directly (a splash pad or protective pad is required).

Do not dispose of charcoal or cigarettes that have not been extinguished on WPC products.



Q How durable is it?

A : WPC products are composite materials. Our technology ensures durability and high resistance.

The board is resistant to abrasion and withstand external pressure, weathering, biochemical preparations, saltwater and chlorines effectively.

Our WPC can be installed at high temperature 70°C ~ frost -40°C, and no matter how harsh the weather, it can't damage it.

Eco-friendly Doozer Wood, it doesn't require maintenance work, so you can save time and money.








If there is no gap or drainage during construction, then causing warpage and damages; please replace some materials.

After replacement, please note that there will be a color difference; if the original part has a slight fading condition.

While damaged and broken, please replace it immediately!

Usage Notice

Warning If you ignore the following markups, the following conditions may cause injury or damage to the product.

-  In the summer, the surface temperature of the WPC is high; please avoid stepping on it with your bare feet.
-  Please don't use sharp objects to beat.
-  Please don't put heavy objects on it.
-  Do not let it be hit by falling heavy objects and so on, and there will be damage to the brick.
-  WPC products contain resin and there will be static electricity generated by friction from walking, etc.
-  WPC boards are eco-friendly products which will fade after years of deterioration.
-  When the lighting is different, the annual deterioration of the product will be different.



Q Can WPCs be installed in the hot spring area?

Do we need any additional protection for the special ingredients in the hot spring area?

A : Ideal for use in the hot spring area No need to take any protection.
In many cases, our products are laid in the hot spring area, and there is no reaction at all.
The use of WPCs is more durable than the use of logs.

Cleaning FAQ for cleaning

WPC is designed for low maintenance,
Moss is just an attachment that does not penetrate the material of the product.



How to use a pressure washer?
Please visit to [YouTube](#) or our [website](#)

Q Can I use a "high-pressure washer"?

A : You can use a high-pressure washer with a fan to remove moss, sludge, dirt, concrete, dust or moss, which cannot be brushed out, along the texture.

The pressure of the high-pressure washer should be less than 3,000 psi.

Be sure to do the test at an inconspicuous area of WPC.

Improper use can cause damage to the surface and make the product warranty invalidate. Please be careful.

Use a high-pressure washer to perform the best cleaning results for all types of cleaning; through the high-pressure spout, it will not only clean the outdoor courtyard, the ground moss, the sludge dirt in the environment, but also save water consumption and create the value of curing WPC.

Please follow the manufacturer's instructions to **test at the inconspicuous area of WPC**, to ensure that the detergent cannot damage the surface of WPC.

Rinse the dirty water after cleaning immediately.

Otherwise, it will cause the dirt attached on detergent film to remain on the surface.

For cleaning of general dirt, please use soap and water or a mild household detergent and scrub gently with a soft brush.

Preparation tools

High-pressure washer, bucket, other suitable floor detergent, gloves

Q How do I clear dirty on my WPC products?

A : WPC is designed for low maintenance, and common dirt can be cleaned with simple liquid soapy water.

Small area of dirt

It can be cleaned in a variety of ways depending on the marks or stains you need to remove.

In the case of small areas of dirt, you can try **liquid soap + warm water** and a **soft bristled brush (or sponge)** to clean.

Cleaning on large area

When preparing for cleaning, you need to prepare a bucket of water and a brush with an extended handle and a variety of other suitable floor detergents.

However, please note that if you are cleaning under direct sunlight, be aware that ultraviolet and sun exposure will dry the surface quickly.

Please be careful that you do not let the detergent to dry or evaporate on the surface of the WPC when your scrub.

In general, it is best to let the clean area be soaked in detergent about 30~60 seconds.

After brushing or scrubbing, rinse with water thoroughly.

First, it is important to choose the right brush which not only cleans the surface, but also does not damage or passivate the surface of the WPC.

In addition, it is recommended to choose: **car wash sponge**.

Because the car wash sponge has a larger gap, it can take dust and sand away easily.

When cleaning with a brush, please **brush along the texture direction** and brush hard **along forward direction** to avoid damaging the surface moderately.

Please use diluted mild liquid soap and water for regular maintenance and clean.

Key points of cleaning

In addition to the removal of dirt, another key point is to prevent pollen or other substances (such as grass, soil, fertilizer, leaves, water) from accumulating in the gap, because these substances may have water, then the water will become food source for moss, so that they should be removed regularly to prevent the grow of moss.



Reminder

About cleaning products

- ||| Regular maintenance and clean are with mild water (pH 5 to 8).
- ||| If some stains or marks may require stronger cleaning products such as alcohol, petroleum or bleach diluted to five percent (5%), etc.; in this case, it is also a riskless method to carry out the cleaning test at scrap pieces or the inconspicuous area of WPC, to ensure that it does not damage the surface.

Preparation tools

Bucket, soft sponge, short brush, brush with extended handle, liquid soapy water, other suitable floor detergent, gloves





Q Will there be a watermark on the floor?

A : Water stain marks can be appearing on any WPC boards. We usually find two kinds of water marks: one is exposed to rains; the other is water splashing under normal conditions and these watermarks usually disappear.

These two types of watermarks are more prominent when the newly installed WPC is exposed to direct sunlight for the first time (weeks, months). The visibility of the watermark is affected by the following factors: as mentioned above, how dirty the WPC is and how fast the watermark is drying in warm weather. Of course, it can be disappearing without traces quickly; if you are worried about that you can use the speedy absorbent cloth for vehicles (absorbent fiber wiper) or other water-absorbing machines (e.g. professional carpet cleaning machine, blowing machine, scrub sweeper, three-in-one vacuum scrubber) to dry the WPC quickly.

Both types of water marks / stains will disappear over time naturally, unless you have a recurring problem, **that is, water will fall on the WPC constantly.**

Do not place rain gear, washings, etc. on the WPC directly.

After raining or watering, the surface is easy to slip and be careful when walking.

Preparation tools

Speedy absorbent cloth for vehicle (absorbent fiber wiper), professional carpet cleaning machine, blowing machine, scrub sweeper, three-in-one vacuum scrubber



LOW WATER ABSORPTION





Q Are there any special cleaning methods for Rubber Series (for Knee-protection surface material – elastic rubber) products?

A : The Doozer Rubber Wood is coated with a layer of rubber on the surface; **please do not use a degreasing detergent with strong degreasing ability;** instead to use clean water and mild soapy water solution. Because the degreasing detergent with strong degreasing ability, it may melt the rubber and damage the surface. Do not use acetone or other solvents.

For example: do not use the following

Citrus or lemon oil have strong compatibility with oils and fats. Although you can separate oil stains by cottons, since the powers of oil removal and dissolution of them are too strong, it will cause the skin to be degreased and dried when they touch the skin directly. It is impossible to clean direct on the lacquered objects, as a variety of plastics and rubbers; otherwise, it is easy to cause the surface layer to fall off and dissolve.

Q What should I do the floor getting scratched?

A : Like the wooden floor that the WPC will get damaged or punctured, and the surface may also be scratched. **Eco-friendly Doozer Wood** can withstand potential damage; all of our series products are scratch-resistant to protect the activity space from the impact of nicks, cracks and scratches.

It is most likely to cause major surface scratches and product damage, so please try not to install WPCs in the following places.

- There is on an uneven, unsound place like dirt floor; on the unsound foundation.
- The places where are vehicles and bicycles pass, such as parking lots.
- The environment is for towing heavy objects, such as on the sidewalks and arcades.
- Avoid installing at escape routes that will hinder evacuation in the event of a disaster, emergency exit, etc.

Q How remove the fragments and debris?

A : It should be used to remove surface debris and impurity grit by vacuum cleaners, brooms, water spraying, etc.

Because WPCs contain wood power will be on the material surface, there is no need to remove.

d To remove dirt under special circumstances, please use small pieces of WPC to test the following recommended cleaning methods.

|| Chalk line

Current eco-friendly chalks use calcium carbonate (CaCO_3) instead of traditional calcium carbonate. It is a non-toxic substance with less dust, and can be metabolized by the human body normally.

Open-air chalk writing is easily removed by rain.

|| Ice and snow

For snow or ice removal on the WPC deck, you can use a plastic shovel without metal edge. When removing, be aware to use care and caution which the metal shovels or plastic shovel with a metal leading edge may damage your deck surface.

For ice removal, calcium chloride or rock salt can be used to melt the snow on the surface. These products may leave a white residue that can be removed by normal cleaning methods.

|| Oil / grease / food

Clean it up immediately! At the beginning, wash off the oil stains with water first, to remove the oil stains from the plastic wood floor immediately.

For the oil stains that have stayed on WPCs for a long period, please use a detergent, dishwashing detergent, toothpaste or kitchen oil cleaner to wash off the grease.

If organic solvents such as lamp oil, gasoline, etc. are attached, wipe them off as soon as possible, otherwise it will cause dyeing or discoloration.

|| Sugar drinks / colored drinks

Our products have a much lower absorption rate for water than wood. However, it should be removed for sugar-containing drinks immediately.

If the colored drinks were not washed with absorbent cloth and washed with a large amount of water immediately, the stains will penetrate WPCs and cause discoloration and dyeing.

|| When grilling, there is burnt black on the floor surface

When there is burnt black or scratches on the surface, use a coarse sandpaper to rub gently.

|| Moss / dirt / impurity sand

There is moisture-containing dirt at the bottom of the flowerpot or at the accumulation of other substances (e.g. grass, soil, fertilizer, fallen leaves, stagnant water) because of the presence of moisture in these substances, and the moisture-containing dirt will become a food source for the moss, so it should be removed regularly, to prevent the growth of moss.

Keeping a clean, ventilated, dry surface is the best way to control moss.

Please strictly follow the construction rule, and the water can be effectively discharged between the board and the board (board and bottom).

Moss is just an attachment that does not penetrate the material of the product.

It is recommended to use a high-pressure cleaner to remove.

|| Spot

If you use mineral water or hard water for cleaning, spots may appear on the surface of the product after drying.

To remove spots, use white vinegar or floor polish cleaning product and wipe gently.

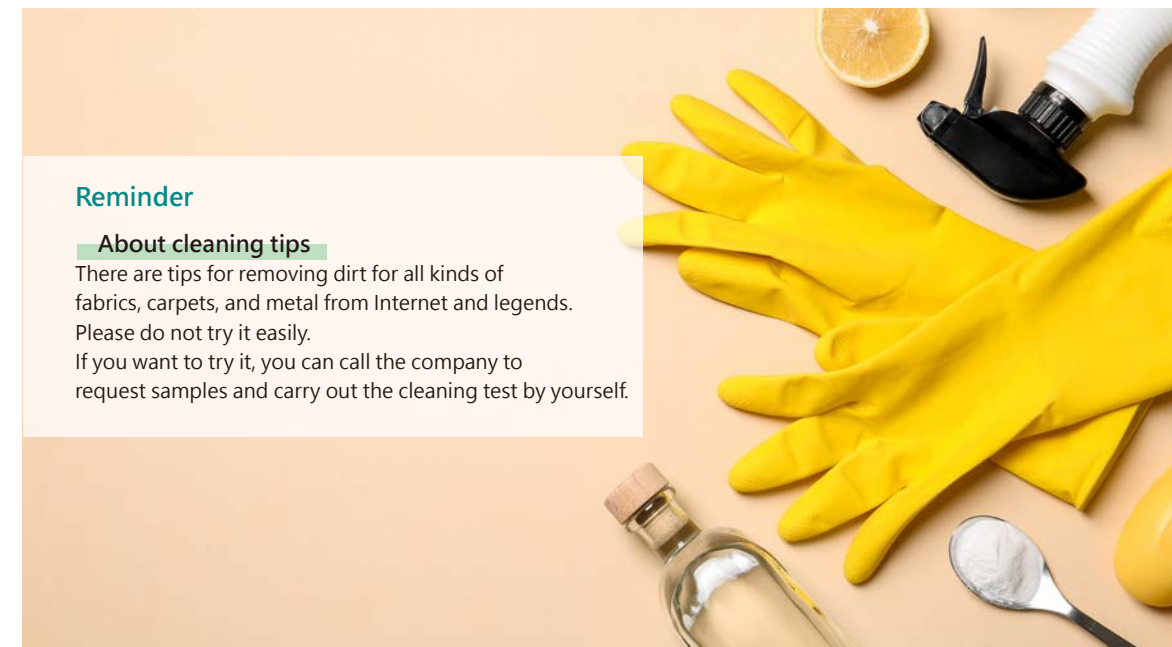
Reminder

About cleaning tips

There are tips for removing dirt for all kinds of fabrics, carpets, and metal from Internet and legends.

Please do not try it easily.

If you want to try it, you can call the company to request samples and carry out the cleaning test by yourself.



d Is there a warranty on our products?

Yes, we believe that our products have high quality standards and can guarantee your usage.

If you install it according to our installation guide correctly

(Construction Rule: Please following to Assistance and Installation Manual.)

the hollow series and solid series have a warranty period.

For full terms and conditions, please refer to the warranty terms or call to contact our professional customer service personnel.

Let us know what you need by following contact for more helps.

How can get any answers and solutions? How can I contact ?

Contact: +886 2 2585 3884 | Service email: service@doozer.com.tw



d About these guides

Be sure to read and follow the manufacturer's specific instructions before using any cleaning products. It is also a riskless method to carry out the cleaning test at scrap pieces or the inconspicuous area of WPC, to ensure that it does not damage the surface.

These guidelines may not cover every care and maintenance program encountered, please call +886 2 2585 3884 for other questions related to maintenance, cleaning and keeping.



Do you need help in your installation?

Please visit our Maintenance and Cleaning Guide or our website.

If you need help, you can call our customer service at:

TEL | +886 2 2585 3884

Taiwan time | 08:30 ~ 12:00 AM

13:00 ~ 17:00 PM

Email | service@doozer.com.tw