THE OUTDOOR LOOK

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Troubleshooting Guide

Artificial hedge tiles and panels

Our artificial hedge tiles are designed for long-lasting looks and performance. Issues can occasionally arise during delivery, installation or use. Below are the common problems and simple fixes to help you get the best result.

Panels not lining up / visible gaps

Cause: panels not properly clipped together, or an uneven surface.

Solution: make sure the interlocking connectors are aligned on all four sides. Adjust or trim panels to fit snugly, and brush leaves over the joins to hide them.

Panel edges lifting

Cause: insufficient fixings or adhesive.

Solution: secure the edges with outdoor-grade cable ties, screws with washers, or reapply adhesive, depending on the surface. Always install on a clean, dry surface.

Sparse or uneven foliage

Cause: panels installed facing different directions, or leaves flattened in transit.

Solution: make sure all panels face the same way. Gently fluff or brush the foliage to restore its fullness.

Panels warping or bowing

Cause: installed under tension, or exposed to extreme heat.

Solution: leave a small expansion gap when installing. If bowing occurs, remove and refit the panels, allowing for natural expansion and contraction.

Fixings coming loose

Cause: standard ties or clips not strong enough for the conditions, for example high winds.

Solution: upgrade to heavy-duty ties, screws with washers, or panel fixing kits for a secure installation.

> **Still having issues?** Email our Customer Care team at info@theoutdoorlook.co.uk with photos of your installation and we will be happy to advise.