



## THE OUTDOOR LOOK

### Troubleshooting Guide Artificial Hedge Tiles

At The Outdoor Look, our artificial hedge tiles are designed for long-lasting beauty and performance. However, we understand that issues may occasionally arise during delivery, installation, or use. Below are common problems and simple solutions to help you get the best results.

#### Panels Not Lining Up / Visible Gaps

**Cause:** Panels not properly clipped together or uneven surface.

**Solution:** Ensure the interlocking connectors are aligned on all four sides. Adjust or trim panels to fit snugly. Brush leaves over joins to disguise lines.

#### Panel Edges Lifting

**Cause:** Insufficient fixings or adhesive.

**Solution:** Secure edges with outdoor-grade zip ties, screws with washers, or reapply adhesive (depending on surface). Always install on a clean, dry surface.

#### Sparse or Uneven Foliage Look

**Cause:** Panels installed facing the wrong direction or leaves flattened during shipping.

**Solution:** Make sure all panels face the same orientation. Gently fluff or brush foliage to restore natural fullness.

#### Panels Warping or Bowing

**Cause:** Installed under tension or extreme heat exposure.

**Solution:** Leave a small expansion gap during install. If bowing occurs, remove and reinstall allowing for natural expansion/contraction.

#### Accessories Coming Loose

**Cause:** Standard ties/clips not strong enough for conditions (e.g. high winds).

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

#### Still having issues?

Please contact our Customer Care team at [info@theoutdoorlook.co.uk](mailto:info@theoutdoorlook.co.uk) with photos of your installation and we'll be happy to advise further.