

THE OUTDOOR LOOK

Composite Decking Troubleshooting Guide

Composite decking is highly durable and low maintenance, but like any outdoor product, occasional issues can arise. This guide highlights the most common problems and how to resolve them quickly and safely.

Surface Staining

Issue: Food, drink, or oil has left a mark.

Solution:

- Clean immediately with warm soapy water and a soft brush.
- For stubborn grease, use a mild household degreaser.
- For uncapped decking, light sanding (60–80 grit, following the grain) may be used if needed.

Prevention: Use mats under barbecues or dining areas and clean spills promptly.

Algae, Moss or Mould Growth

Issue: Green or black patches making the surface slippery.

Solution:

- Sweep and hose down affected areas.
- Apply vinegar solution (2 parts vinegar, 1 part water) and scrub with a soft brush.
- For stubborn areas, apply baking soda after vinegar treatment and rinse thoroughly.

Prevention: Keep gaps clear for airflow, and remove leaves/debris regularly.

Fading or Colour Variation

Issue: Boards appear lighter or slightly uneven in tone.

Solution:

- This is normal in the first 8–10 weeks as boards naturally weather. Colour will stabilise over time.
- No treatment required.

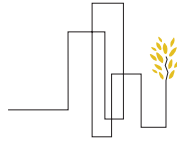
Prevention: None needed – this is a natural process.

Scratches or Scuffs

Issue: Marks caused by furniture, pets, or dropped items.

Solution:

- Minor scratches will fade naturally through weathering.
- For uncapped decking, gently buff with a steel scourer or fine sanding pad along the grain.



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- For capped decking, avoid sanding – instead, lightly use a heat gun (10–15cm away) on low setting to blend marks.

Prevention: Use protective pads under furniture and avoid dragging heavy items.

Water Pooling

Issue: Puddles form on the surface.

Solution:

- Check that the deck has correct fall for water run-off.
- Clear debris from between boards and around joists to allow drainage.
- If pooling persists, inspect subframe for blockages or incorrect slope.

Prevention: Ensure proper installation with recommended spacing and gradient.

Persistent Dirt or Mud

Issue: Traffic, pets, or garden work leaves stubborn dirt.

Solution:

- Hose down and scrub with warm soapy water.
- Use a pressure washer on a low setting (keep nozzle at least 8 inches away).

Prevention: Routine sweeping and rinsing will prevent build-up.

Icy or Slippery Surface in Winter

Issue: Frost, ice, or compacted snow.

Solution:

- Use a plastic shovel to remove snow (never metal).
- Avoid rock salt or harsh chemical de-icers.
- Use sand or a salt-free de-icing product designed for composite surfaces.

Prevention: Clear snow promptly and sweep away fallen leaves in autumn.

Loose Boards or Creaking

Issue: Movement or noise when walking across the deck.

Solution:

- Inspect fixings and tighten if safe to do so.
- If unsure, contact a professional installer to check the subframe and secure boards.

Prevention: Always use recommended fixings during installation and follow manufacturer's instructions.

When to Call a Professional

If problems persist despite following this guide, or if you notice structural issues such as unstable joists, excessive board movement, or safety concerns, contact a professional installer or our customer care team for support.