



# Planter Guidelines and Warranty Information

Follow these guidelines to ensure the long term structural integrity of your planters along with the warranty requirements. Ignoring this information could void your product warranty.



## Installation Guidelines

### **LEVEL SURFACE**

Planters must be placed on level ground so weight is distributed evenly across the entire base of planter to avoid any long term structural damage.

### **TRANSPORTATION**

Care must be taken when moving planters into position to avoid damage. Do not drag or roll planters into place.

### **ELEVATION FOR ADEQUATE DRAINAGE**

Planters must be raised off the ground to ensure proper drainage and ventilation under the planter. The use of pot feet (either drainage cell or 10mm plastic packers) under the planter will ensure the planter is evenly supported at its base and avoid excess water build up in the bottom of the planter. The pot feet must be of adequate size and evenly spaced around edges and middle of planters without blocking drainage holes.

### **GOOD DRAINAGE**

We recommend using a course drainage gravel, drainage cell and geo-fabric to ensure adequate drainage and filtration. Ensure drainage holes are suited to planter size or an approved drainage regulator is used to avoid structural damage and plant failure. Do not block the drainage holes with irrigation or power cords. White sand can be used at the bottom of the planter to help filter discoloured water and reduce staining from water runoff. Planters are not designed to hold water, so do not plug the drainage holes.

### **LIGHT WEIGHT SOIL**

A light weight soil mix is recommended to avoid excess weight in the planter and drainage cell with geo-fabric liner inside wall of planter to help protect against invasive root systems penetrating the walls of the planter.

### **PLANT CONSIDERATION**

When selecting plants, consider the plants root size and requirements compared with the planter size chosen as damage caused by plant roots are not covered by warranty.



## Planters aren't warranted when;

- They are holding water or where drainage has been restricted.
- Improper installation has occurred.
- Improper handling or storage has occurred.
- Incorrect application of paint or sealant without written endorsement.
- The product is not used as intended or the product is modified by plugging, cutting or drilling without written endorsement.
- There has been movement, distortion, settling or collapse of ground below.

Hairline/Non Structural cracks are common in concrete products and are not covered under this warranty.

There can be a curing variance on flat surfaces of + / - 5mm with our GRC products.

GRC (Fibreglass Reinforced Concrete) surfaces can vary in look, colour and shading when oxide based and some water based paints are used. Variances are a natural aspect of the product and generally adds to its aesthetic appeal. Any colour and tonal irregularities are not covered under warranty. With normal usage our GRC products will last for many years outside of the warranty period.

Please contact WG Outdoor Life if any queries or concerns are present regarding the planters suitability for intended use prior to purchase.

## Cleaning and Maintenance Guidelines

Our GRC and Marine Fibreglass planters can be cleaned with a damp cloth and gentle, mild soap-based cleaning products. Abrasive cleaning products and high pressure water jets and hoses should not be used.

Our GRC and Marine Fibreglass products are not covered under warranty for vandalism like graffiti or damage from shopping trolleys, skateboards, bicycles and vehicles.

## Warranty Information

WG Outdoor Life provides this warranty for its products that have been purchased in Australia. The benefits provided in this Warranty are in addition to other rights and remedies of a consumer under the Australian Consumer Law, and any other laws in relation to the products to which this relates. The warranty period commences from the date of sale.

WG Outdoor Life will guarantee GRC and Marine Fibreglass products for up to three years, by way of refund or replacement, for manufacturing defects when used as intended. Where the product is not used as intended, or the product is modified by plugging, cutting or drilling and not carried out by WG Outdoor Life, or without the written endorsement of WG Outdoor Life, the warranty will be void.

WG Outdoor Life warrants every product purchased to be structurally sound, in good condition and free of defects. Should any structural defect occur under normal usage become apparent within 3 years. This Warranty covers providing you with a replacement or repair of any product that has a manufacturing or material defect that is not the result of normal wear and tear, or a natural characteristic of the material used.

Notification in writing is required within 7 days after discovering the defect, prior to any repairs or alterations. Detailed description required including pictures and proof of purchase. We will not be liable for costs associated with reinstallation including labour and removal costs.