

INTRODUCTION

Once the client's new Flexiteek deck has been fitted, it is important to ensure they are briefed on the care and maintenance of their new deck.

We would ask all distributors and agents to complete your usual deck handover by providing the client with a Care and Maintenance Brochure or text only PDF version, or links to the digital versions.

By doing this we can ensure the client has all the information they need to keep their new deck looking beautiful.

THE DECK HANDOVER

As part of the handover, you may want to ensure the client fully understands the following:

- For best cleaning results they should follow the 5-step cleaning process.
 - Use a pH-neutral cleaner like Wash and Care or Deck Buddy and follow our restricted products list.
-

THE CARE AND MAINTENANCE BROCHURE

This is a new square Flexiteek brochure, similar to the usual Flexiteek sales brochure. It is available to download for distributor use from the WEBSHOP in two versions.

Version one is a standard digital version for use on websites or to be sent via email to clients and will also be available for everyone to download via the Flexiteek.com website and all territory websites.

Version two is a printable version for distributors to print locally. There will be artwork to print stating the brochure is using 'carbon balanced paper' our preferred print option or use the other artwork to print that does not state this if the option is not available to you in your territory.



THE CARE AND MAINTENANCE QUICK GUIDE PDF

This new text only PDF is similar to what you have had before but follows the 5-step cleaning and maintenance process in the new brochure to make it easier to follow and its text only design makes it easier for you to use within your business.

It can also be given to new deck owners if you wish.



SUMMARY

By following this guidance, we believe we will ensure every new deck owner is better informed about the care and maintenance of their Flexiteek deck and reduce the number of problems they contact you about in the future.
