

Technical document

# Exterior Slat Wall Panels

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Section 1

# Range Overview





## Range overview

Designed for both indoor and outdoor use, these panels bring the warmth of natural wood without the maintenance. Completely waterproof and UV-resistant, they'll keep their stunning colour for years without cracking or fading!

Imagine transforming your bathroom into a spa-like oasis or adding a sleek, modern touch to your outdoor space. With an easy DIY installation, you can enhance any area with minimal effort.



Section 2

# Product Specifications

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## 2.1 Product Information

### Exterior Slat Wall Panels

Product Details

#### Key Benefits

- **Waterproof:** a fully waterproof panel
- **Great value for money:** sold as a two-pack of panels with free delivery
- **Aesthetic appeal:** adds a modern, sleek appearance with 3D wood grain texture
- **Easily installed** with screws and joists
- **Low maintenance:** easy to keep clean and doesn't rot.
- **UV-resistant:** no need to worry about colour fading or needing to replace.
- **Versatile:** can be used inside in bathrooms, outside on the exterior of buildings or use double-sided to create a secluded area in your garden while maintaining airflow.

|                    |                                                                                                                                                                   |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Uses               | Decorative slat wall panelling, that can be used outside and in your home. Suitable for commercial and residential use.                                           |
| Material           | WPC (Wood plastic composite); Composite with wood embossed texture.                                                                                               |
| Finishes           | <b>Oak, Black, Grey and Birch:</b> 3D wood grain surface texture; UV-resistant wood embossed texture.<br><br><b>Walnut:</b> Brushed surface texture; UV-resistant |
| Pack size          | Two interlocking panels                                                                                                                                           |
| Care & maintenance | Wipe clean with water, can use a pressure washer but a low setting is advised to prevent early wear and tear.                                                     |
| Mounting surfaces  | Exterior wall panels and/or joists can be mounted on all flat surfaces including brick, concrete and plasterboard.                                                |
| Warranties         | 12 years residential and 8 years commercial.*                                                                                                                     |



\*Please note the warranty would be void where you are not using our accessories or adhering to our terms and conditions.

## 2.2 Product Dimensions

### Exterior Slat Wall Panels

| Image                                                                               | Product name                                      | Item no | Available Sizes | Dimensions per panel           | Dimensions of 2 panels joined   | Coverage per panel  | Coverage per pack  | Weight per panel | Weight per pack |
|-------------------------------------------------------------------------------------|---------------------------------------------------|---------|-----------------|--------------------------------|---------------------------------|---------------------|--------------------|------------------|-----------------|
|    | Plaank Exterior Slat Wall Panels<br><b>Birch</b>  | COC-03  | 3m              | 3000mm(L) x 192mm(w) x 26mm(D) | 3000mm(L) x 364mm(w) x 26mm(D)* | 0.576m <sup>2</sup> | 1.14m <sup>2</sup> | 8kg              | 16kg            |
|    | Plaank Exterior Slat Wall Panels<br><b>Black</b>  | COC-03  | 3m              | 3000mm(L) x 192mm(w) x 26mm(D) | 3000mm(L) x 364mm(w) x 26mm(D)* | 0.576m <sup>2</sup> | 1.14m <sup>2</sup> | 8kg              | 16kg            |
|    | Plaank Exterior Slat Wall Panels<br><b>Grey</b>   | COC-03  | 3m              | 3000mm(L) x 192mm(w) x 26mm(D) | 3000mm(L) x 364mm(w) x 26mm(D)* | 0.576m <sup>2</sup> | 1.14m <sup>2</sup> | 8kg              | 16kg            |
|    | Plaank Exterior Slat Wall Panels<br><b>Oak</b>    | COC-03  | 3m              | 3000mm(L) x 192mm(w) x 26mm(D) | 3000mm(L) x 364mm(w) x 26mm(D)* | 0.576m <sup>2</sup> | 1.14m <sup>2</sup> | 8kg              | 16kg            |
|  | Plaank Exterior Slat Wall Panels<br><b>Walnut</b> | COC-03  | 3m              | 3000mm(L) x 192mm(w) x 26mm(D) | 3000mm(L) x 364mm(w) x 26mm(D)* | 0.576m <sup>2</sup> | 1.14m <sup>2</sup> | 8kg              | 16kg            |

\*Because these panels interlock with a tongue and groove position, the overall width of the panels once installed reduces by 20mm.  
For assistance with calculating quantity, please contact us.

\*Please note the warranty would be void where you are not using our accessories or adhering to our terms and conditions.

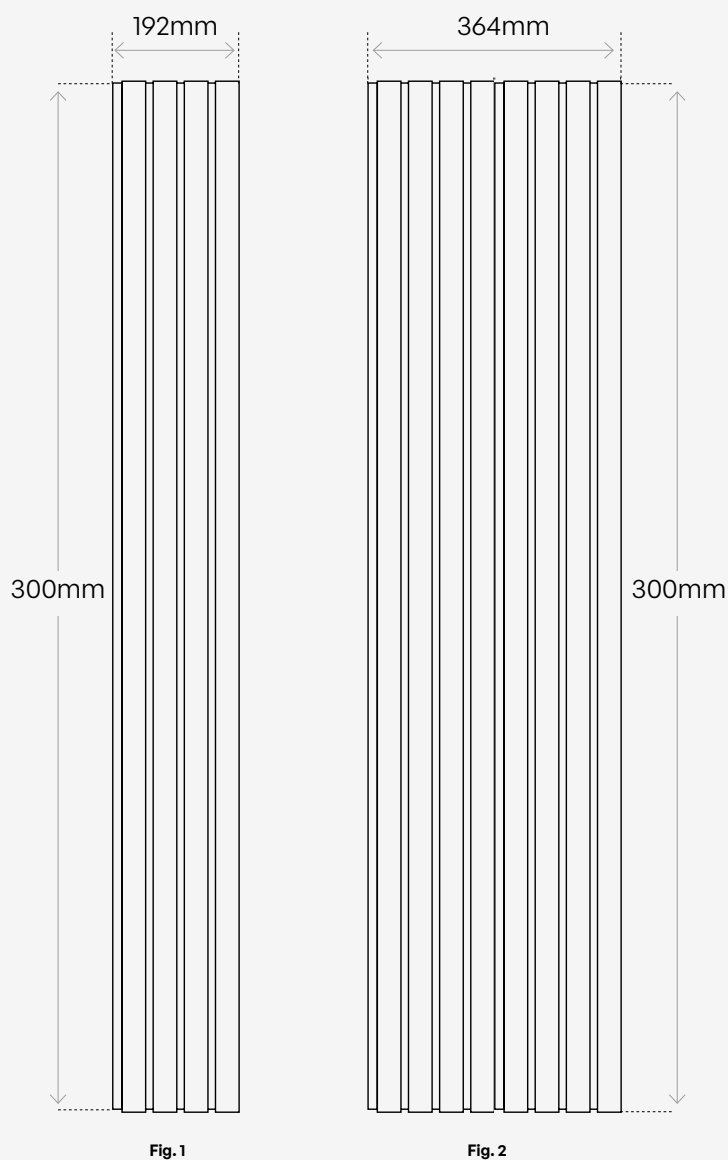
## 2.3 Product Technical Drawings

### Exterior Slat Wall Panels

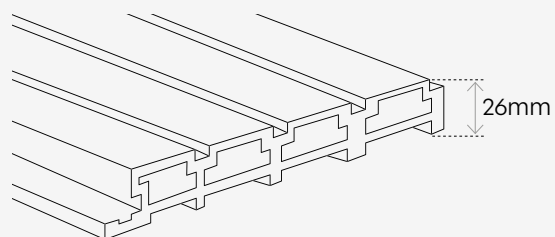
**Please note:** Fig. 1 shows the width of one panel not installed. Fig. 2 shows the width of both interlocking panels installed. Because these panels join with a tongue and groove position, the overall width of the panels once installed reduces by 20mm. For assistance with calculating quantity, please contact us.

Single panel

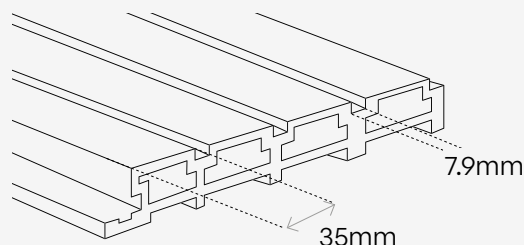
x2 panels joined



Depth dimensions



Slat dimensions





## 2.4 Product Dimensions

### Exterior Corner Trims

| Image                                                                               | Product name                                 | Item no | Uses                                                  | Material                                                              | Quantity per pack | Available Sizes | Dimensions per piece             | Weight per piece |
|-------------------------------------------------------------------------------------|----------------------------------------------|---------|-------------------------------------------------------|-----------------------------------------------------------------------|-------------------|-----------------|----------------------------------|------------------|
|    | Plaank Exterior Corner Trim<br><b>Birch</b>  | CL-01   | Capped corner trim for finishing external panel edges | WPC Composite<br>Flat Surface identical colour to exterior slat panel | 1 piece           | 3m              | 3000mm (H) x 56mm (W) x 51mm (D) | 1.9kg            |
|    | Plaank Exterior Corner Trim<br><b>Black</b>  | CL-01   | Capped corner trim for finishing external panel edges | WPC Composite<br>Flat Surface identical colour to exterior slat panel | 1 piece           | 3m              | 3000mm (H) x 56mm (W) x 51mm (D) | 1.9kg            |
|    | Plaank Exterior Corner Trim<br><b>Grey</b>   | CL-01   | Capped corner trim for finishing external panel edges | WPC Composite<br>Flat Surface identical colour to exterior slat panel | 1 piece           | 3m              | 3000mm (H) x 56mm (W) x 51mm (D) | 1.9kg            |
|    | Plaank Exterior Corner Trim<br><b>Oak</b>    | CL-01   | Capped corner trim for finishing external panel edges | WPC Composite<br>Flat Surface identical colour to exterior slat panel | 1 piece           | 3m              | 3000mm (H) x 56mm (W) x 51mm (D) | 1.9kg            |
|  | Plaank Exterior Corner Trim<br><b>Walnut</b> | CL-01   | Capped corner trim for finishing external panel edges | WPC Composite<br>Flat Surface identical colour to exterior slat panel | 1 piece           | 3m              | 3000mm (H) x 56mm (W) x 51mm (D) | 1.9kg            |

## 2.5 Product Dimensions

### Exterior Accessories for Install

| Image                                                                               | Product name                                 | Item No | Uses                                                               | Material/s | Quantity per pack | Dimensions (in) per piece   | Weight per piece | Weight per pack |
|-------------------------------------------------------------------------------------|----------------------------------------------|---------|--------------------------------------------------------------------|------------|-------------------|-----------------------------|------------------|-----------------|
|    | Plaank Exterior <b>Black</b> Joist Screws    | SS-T4   | Used to fix the Exterior wall panels to the Aluminium joist        | Metal      | 27                | 25mm (L)<br>6mm (Screwhead) | 0.015kg          | 0.405kg         |
|    | Plaank Exterior Colour Screws, <b>Black</b>  | SS-T5   | Coloured screws to match Exterior panel finish for a seamless look | Metal      | 27                | 35mm (L)<br>6mm (Screwhead) | 0.020kg          | 0.54kg          |
|    | Plaank Exterior Colour Screws, <b>Grey</b>   | SS-T5   | Coloured screws to match Exterior panel finish for a seamless look | Metal      | 27                | 35mm (L)<br>6mm (Screwhead) | 0.020kg          | 0.54kg          |
|    | Plaank Exterior Colour Screws, <b>Oak</b>    | SS-T5   | Coloured screws to match Exterior panel finish for a seamless look | Metal      | 27                | 35mm (L)<br>6mm (Screwhead) | 0.020kg          | 0.54kg          |
|  | Plaank Exterior Colour Screws, <b>Walnut</b> | SS-T5   | Coloured screws to match Exterior panel finish for a seamless look | Metal      | 27                | 35mm (L)<br>6mm (Screwhead) | 0.020kg          | 0.54kg          |

Section 3

# Installation Guide

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## 3.1 Before you start



### Safety

When dealing with any type of construction project, it is necessary to wear appropriate safety equipment to avoid any risk of injuries. When handling, cutting, and installing, the following safety equipment is recommended but not limited to: gloves, a respiratory protection mask, long sleeves, pants, and safety glasses.

Prior to installing any composite panels system, it is recommended that you check with local building codes for any special requirements or restrictions. The diagrams and instructions outlined in this guide are for illustration purposes only and are not meant or implied to replace a licensed professional.

Any construction or use of wood plastic composite (Hereinafter referred to as WPC) product must be in accordance with all local council building permits and legislation. The consumer assumes all risks and liability associated with the construction and use of this product.

All installation technical parameters are based on our current knowledge and experience - our information cannot guarantee applicability to all installation environments and regulatory requirements.

For specific applications (such as high-rise installations), environments (high temperature and humidity), or installations outside standard installation rules, it is necessary to confirm with our business personnel or on-site construction personnel, and conduct construction tests and trials to ensure compliance. Before construction, please carefully read

and check the installation instructions, technical regulations, as well as the specific regulatory requirements of each country for installation.

The correct processing and installation of products at the construction site are beyond our control and therefore not our responsibility. At the same time, we reserve the right to change the product range, application environments, and make technical modifications.

### Tools

Check that you have all the tools and equipment you will need for your project. We have curated a list of tools you will need as part of this guide, but you may find additional tools will be required for your job, such as a ladder for screwing in place taller panels. Plastic appropriate cutting blade tools may be used. It is recommended that all blades have a carbide tip. Standard stainless steel or acceptable coated screws and nails are recommended.

We offer some accessories for installing our WPC panelling. We strongly recommend using our approved accessories for fitting your panels, to avoid your product warranty being invalidated.

### Environment

A clean, smooth, flat, and strong surface is needed to install WPC products correctly. Please check with local council building permits and legislation before installing any type of wall panels.

If you are not installing the panelling the day you receive it, you must store them on a flat surface. This will prevent the panels from bowing until the installation takes place.

### Planning

It's strongly recommended to plan your desired panel layout prior to purchase. Building permits and legislation generally apply to permanent structures, defined by anything that is anchored to the ground, or attached to the house. This means most wall panels will require permits and inspections from a local building department prior to installation. We recommend drawing this site plan out ahead of time, and consulting local building codes to ensure you have the correct permits prior to your project commencing.

## Measure your space

Ensure you have enough panels for your project. We recommend accounting for 10% wastage, to allow for cut-downs and more complex jointing. Check you have enough screws, fascia boards and corner trims to complete your job. We recommend at least 5 screws to install the panel to the joists. For further specific screw count recommendations, please refer to each Product Information page.

## Construction

WPC products are not intended for use as columns, support posts, beams, joist stringers or other primary load-bearing members. WPC products must be supported by a code-compliant substructure. While WPC products are great for retrofits, they cannot be installed on existing panels boards.

## Ventilation

WPC products need to be installed on a substructure that is on a flat surface. There must be a substructure to allow for unobstructed air flow behind the panels, to prevent a build-up of moisture behind the panels. A lack of air flow behind the panels will lead to mould and condensation that damages the panels, and invalidates the warranty.

When installing the wall panels, there should be at least a 10mm (0.5") gap between the base of the panel and the ground. This is to allow for water drainage and air flow behind the panelling, to prevent moisture build up.

## Considerations for the Installation Height of Wall Panels

1. When installing wall panels on a hardened surface, the installation height from the ground should be >10mm (0.5") to allow for drainage and ventilation. Additionally, ensure that the minimum ventilation and drainage height is higher than the maximum water accumulation depth at the project site to prevent the wall panels from being submerged by rainwater.
2. When installing wall panels on a non-hardened surface such as grass or gravel, maintain a height of >50mm (2") between the wall panels and the ground. Also, ensure that the minimum ventilation and drainage height is higher than the maximum water accumulation depth at the project site to prevent the wall panels from being submerged by rainwater.



## 3.2 Tools checklist

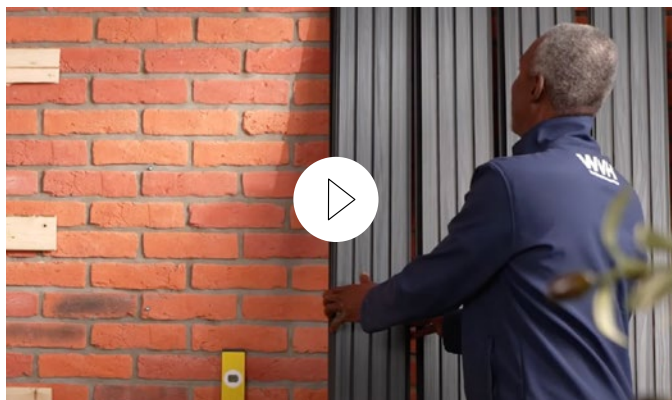
### Tools checklist

- ☐ Tape measure
- ☐ Masking tape
- ☐ Circular Saw (a table saw can also be used)
- ☐ Handheld Drill (regular or impact)
- ☐ Level

### Product checklist

- ☐ COC-03 Plaank Exterior Slat Wall Panels
- ☐ Plaank Exterior Aluminium Joist
- ☐ SS-T4 Plaank Exterior Black Joist Screws
- ☐ FE-L80 Plaank Exterior Expansion Screws and Wall Anchors
- ☐ SS-T5 Plaank Exterior Colour Screws (Colour-matched to the panels)

Watch our online video to see the installation step-by-step



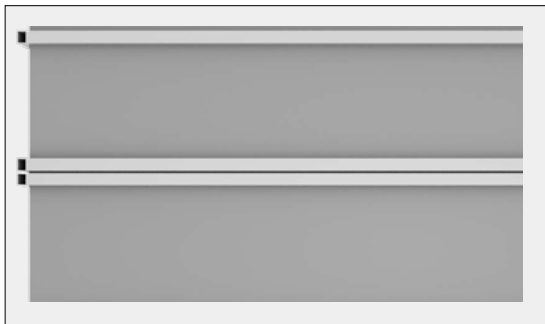
#### **IMPORTANT**

This is video is a quick reference.  
Please read instructions in full.

 Please note that some accessories may be out of stock or coming soon. You may purchase from a third party supplier as required, but please be aware this may invalidate the warranty.

## 3.3 Installing Joists

### ! IMPORTANT

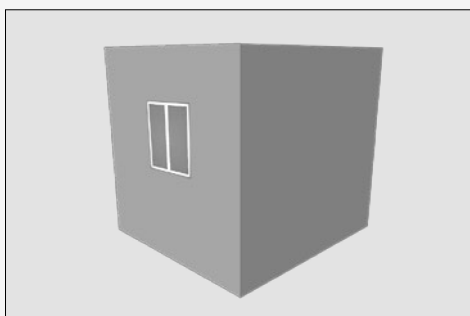


Plan the joist layout with respect to the board length. Double joists are needed at the butt seam between panels boards, so each board is on its own joist.

If joists with a hollow profile, such as aluminium joists, are used, the joist layout should be planned properly to make sure the groove side of corner trim is secured to a joist, and avoid failed fixings with screws hitting the void.

#### Step 1

Before installation, make sure the wall is smooth and solid. It's recommended to use joists made of aluminium or pressure-treated wood.



#### Step 2

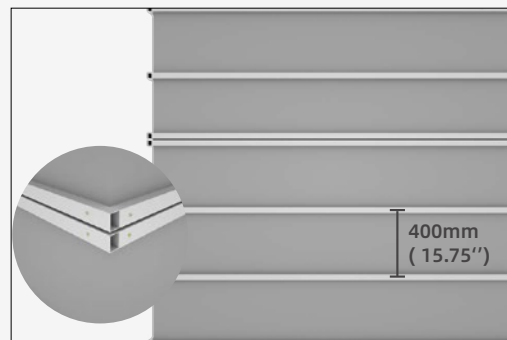
Plan the joist layout, considering the board length and direction. When joining panels at the panel ends, use two joists as per the diagram, to give a stronger subsurface to join across.

If you are installing your panels horizontally, please jump to [page 19](#) for further installation instructions.

If you are using joists with a hollow profile, such as our aluminium joists, please ensure the screw used is long enough to go through the joist and the substrate.

#### Step 3

Measure the joists, and cut to size as required using a circular saw. Ensure the spacing between the joists is no more than 400mm (15.75") apart, as per the diagram.



#### Step 4

Fix the joists to the wall with screws and appropriate wall anchors. Each screw should be no more than 500mm (19.68") apart to ensure the joist is securely affixed to the wall.



## 3.4 Installing Slat Wall Panels Vertically

### Step 1

Measure and your cut panels to the desired size.

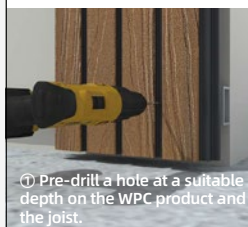
### Step 2

Starting in a corner, place your first panel in front of the joists, and screw it in place with the SS-T4 screw or equivalent. The screws should be placed in the panel slat gaps or the tongue and groove fitting system to remain hidden.

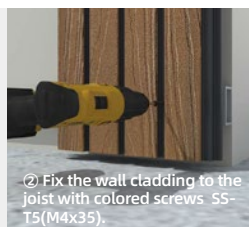
Ensure you have left a ventilation gap at the base of the panel. If installing above a hardened surface like concrete, leave at least a 10mm (0.5") gap and if installing above a non-hardened surface like grass, leave at least a 50mm (2") gap between the base of the panels and the ground.



**Always pre-drill pilot holes before driving screws to avoid damaging WPC products!**



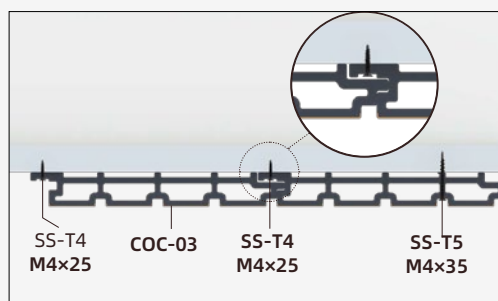
① Pre-drill a hole at a suitable depth on the WPC product and the joist.



② Fix the wall cladding to the joist with colored screws SS-T5 (M4x35).

### Step 3

Using the tongue and groove fitting system, slot the next panel into place. Affix the panel in place using the SS-T4 screw or equivalent. The screws should be installed in the groove of the panel, as per the diagram below.



Step 4 →

## 3.4 Installing Slat Wall Panels Vertically

### Step 4

Repeat the previous step across the full length of the area you are looking to cover, until you reach a corner.

When installing panels on top of each other, the butt-joint seam should allow for at least an 8mm (0.3mm) gap, to allow for expansion and contraction space, as well as promote ventilation.

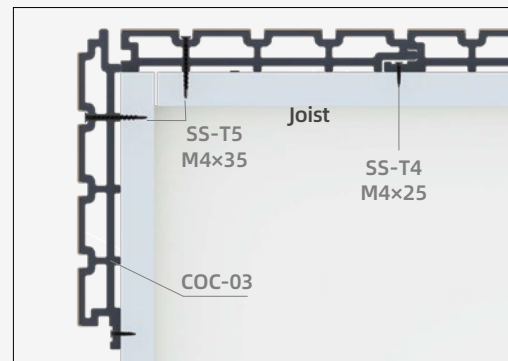
❗ The butt seam between two adjacent panels boards should be at least 8 mm (0.3") wide to promote ventilation and offer room for expansion and contraction.



### Step 5

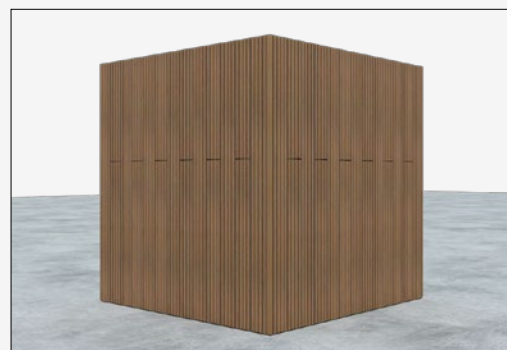
If you plan to continue your panelling around a corner, we recommend using one of our corner trims to finish the edge cleanly. For the optimal corner finish, with or without a corner trim, we recommend leaving an overhang as per the below diagram to cleanly continue the installation.

You can opt to finish snugly on the corner with two black grooves together, however this will expose the subframe and joists beneath.



### Step 6

Repeat panel installation until the area is completely covered.

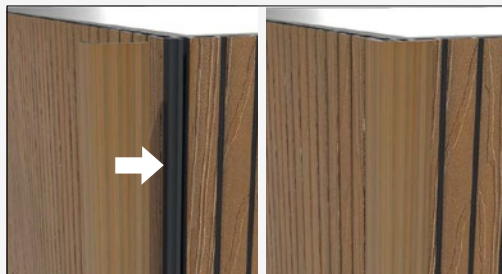


## 3.5 Installation with a Corner Trim (CL-01)

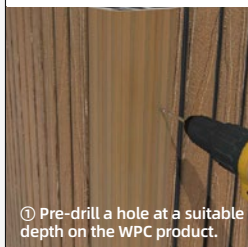
The corner trims are installed at external corners, and can be used to cap off a run of panels, hide the joist system on a flat wall, or even to finish around windows or doors.

### Step 1

Measure the length and depth of the area you are looking to cover, and trim the corner trim as required.



**Always pre-drill pilot holes before driving screws to avoid damaging WPC products!**



① Pre-drill a hole at a suitable depth on the WPC product.

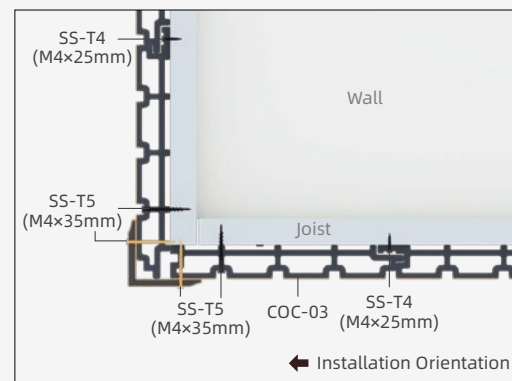


② Fix the wall panel to the keel with screws SS-T4 (M4x25)

### Step 2

Roughly every 900mm/35.43", use a colour-matched screw to secure the trim in place. We recommend using a waterproof sealant to reinforce the installation, and prevent excess moisture building up behind the trim.

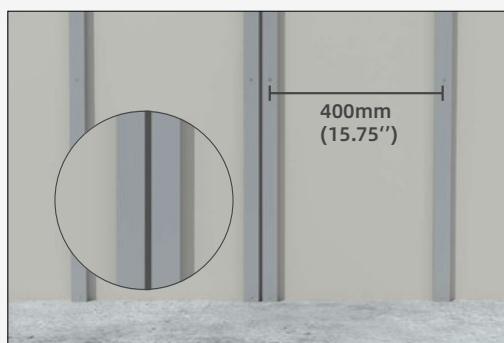
Refer to the diagram below for how the trim will look once affixed.



## 3.6 Installing Slat Wall Panels Horizontally

### Step 1

Measure and affix joists to the wall vertically. The spacing between the joists should be no more than 400mm (15.75"). The spacing between each wall anchor should be no more than 500mm (19.68") apart.



**Note:** Plan the joist layout with respect to the board length. Double joists are needed at the butt seam between panels boards, so each board is on its own joist.

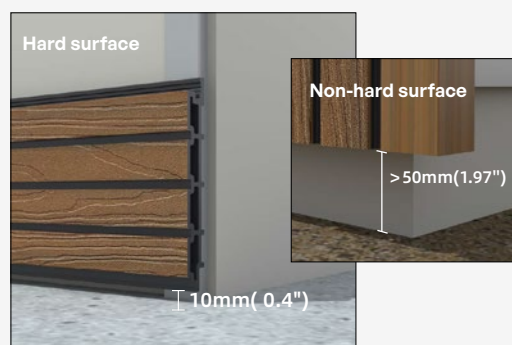


### Step 2

Measure and cut the first wall panel, and affix to the joist using the SS-T4 or equivalent screw. The first row of screws should go through the first slat gap, as per the diagram below. Ensure the groove for the tongue and groove fitting mechanism is facing upwards to make installing the rest of the panels easier.

**Note:** When installing wall panels on a hardened surface, the installation height from the ground should be >10mm (0.4") to allow for drainage and ventilation.

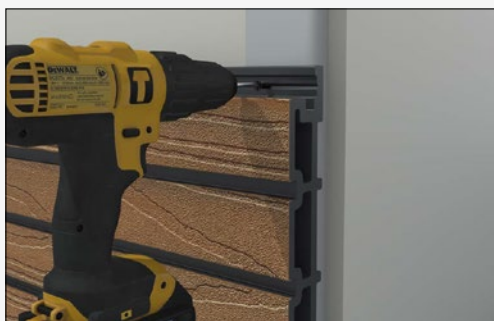
When installing wall panels on a non-hardened surface such as grass or gravel, maintain a height of >50mm (1.97") between the wall panels and the ground.



**!** Always pre-drill pilot holes before driving screws to avoid damaging WPC products!

### Step 3

Affix the top of the panel through the groove part of the tongue and groove fitting using the SS-T4 screws.



Step 4 →



## 3.6 Installing Slat Wall Panels Horizontally

### Step 4

Continue adding all the panels along the base of the install area.

When the boards meet end-to-end, an 8mm (0.3") gap is required to allow for ventilation, contraction and expansion.



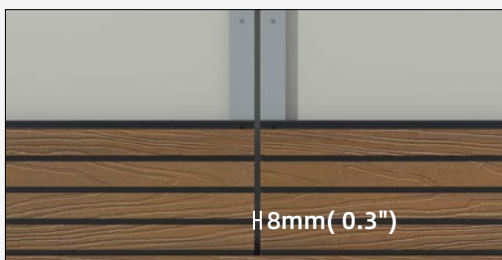
### Step 5

Install the next layer of panels, using the tongue and groove system to securely fit the panels together. Use a screw in the groove to affix the panel in place.

Use the diagram below for additional assistance fitting the tongue and groove system.



**!** When panels boards meet end-to-end, a gap of at least 8 mm (0.3") is necessary for adequate ventilation, contraction, and expansion.



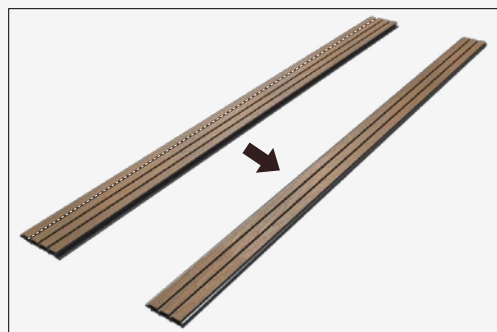
### Step 6

Repeat the previous steps to cover your area.



### Step 7

On the final layer, cut the panels to the desired height, fit into the tongue and groove mechanism, and use a SS-T4 screw in the last slat gap to securely affix the panel to the wall.



## 3.7 Installing on a Ceiling



**This task requires two people.**

### Step 1

Measure the ceiling area you are looking to cover, and install the joists.

When installing on a ceiling, the joists should be spaced no more than 350mm (13.78") apart, as more support is required to securely fit the panels.

When installing the joists, ensure the screws are no more than 500mm (19.68") apart.

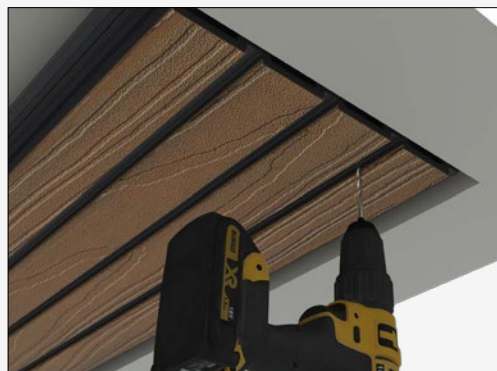


Place the first piece of panels board on the joists.



### Step 2

Cut and affix the panel to the joist using the SS-T4 screws. This screw should be installed in the first groove of the panel, to ensure the panel is securely fixed in place. There should be one screw per joist.



**Step 3** →



**Need help? Contact  
our expert team**

Call us

Email us

Live chat at

(+44) 01525-851-166

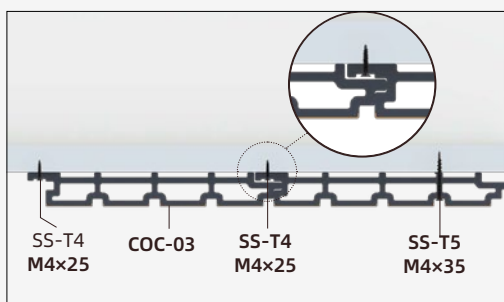
[sales@thewoodveneerhub.co.uk](mailto:sales@thewoodveneerhub.co.uk)

[thewoodveneerhub.co.uk](https://thewoodveneerhub.co.uk)

## 3.7 Installing on a ceiling

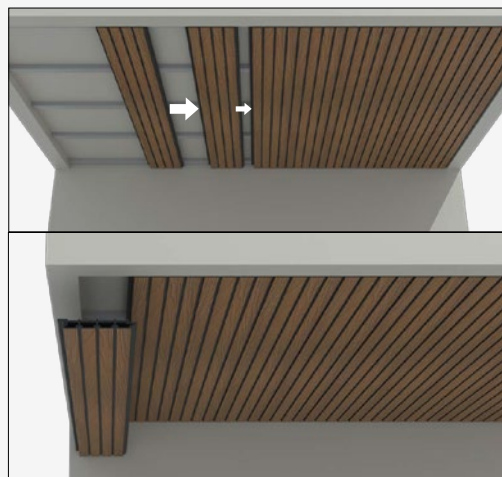
### Step 3

In the tongue and groove fitting on the other side, use the SS-T4 or equivalent screw, and affix the panel to the joist. Slot the next panel into this groove, and fix in place again with screws. Refer to the diagram below for how the tongue and groove mechanism fits together.



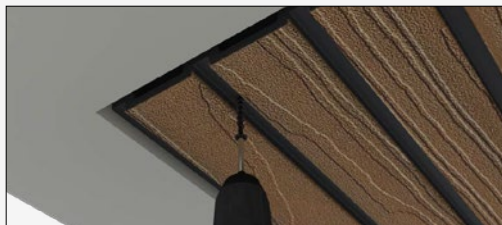
### Step 4

Repeat steps 2 and 3 to cover the desired area.



### Step 5

For the last panel, use the SS-T4 or equivalent screw in the slat gap as per the diagram below, to ensure a secure final board fit.



### Step 6

Fix the panels with self-drilling screws SST4 (M4x25) to the joist. The screws should be installed in the screw groove of the panels.



## 3.8 Installing around Windows & Doors

### Small-depth reveals



For small-depth reveals (less than 50mm/ 2in), CL-01 should be used to finish the corner.

! If you are installing the panels around a window or a door, a corner trim or fascia board will be required to cleanly finish the panel edges.

If there is a reveal of less than 50mm (2"), use the corner trim. For any reveals larger than 50mm (2"), use a fascia board.

If there is a windowsill that protrudes out from the panelling already, you do not need to add a trim or fascia board on top of it.

#### Step 1

Measure around the edge of your window, and ensure you have enough trim to finish the edge.

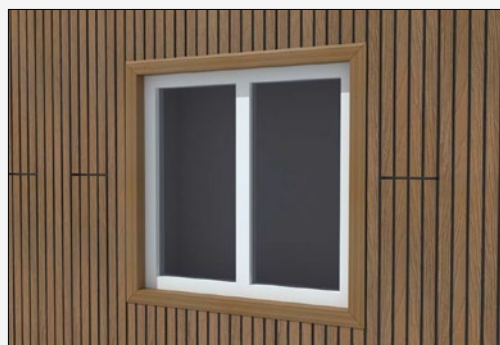
#### Step 2

Cut the trims down to size. For the best finish, we recommend using a mitre cut.

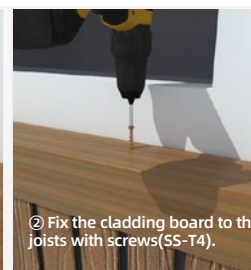
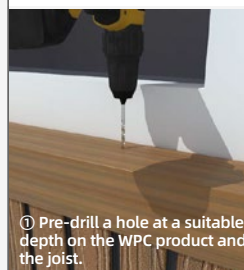


#### Step 3

Affix the trims in place using the colour-matched screws. You can opt to use a waterproof adhesive as well to ensure the trim stays in place securely.



**Always pre-drill pilot holes before driving screws to avoid damaging WPC products!**





## 3.8 Installing around Windows & Doors

### Deep reveals

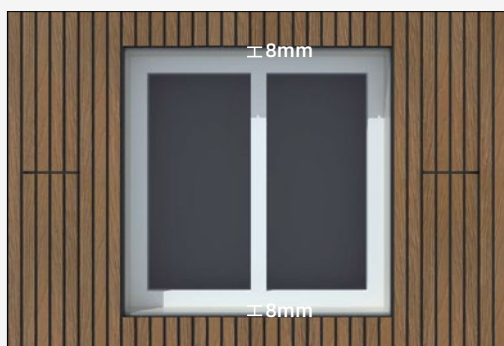


**For deeper reveals, fascia boards can be used. Trim fascia boards according to the reveal depth for the best finish.**

#### Step 1

Measure the space around your window or door, to ensure you have enough fascia boards to complete the job.

When measuring the area, make sure there is a gap of at least 8mm (0.31") between the window and the panel board for expansion and ventilation. This gap can be at the top or bottom of the window - please refer to the diagram for spacing examples.



#### Step 2

Cut the fascia boards to your required measurements. We recommend using a mitre cut on the corners for the cleanest finish.



#### Step 3

Apply a structural, waterproof adhesive to either the back of the fascia board, or the area to be covered, and affix the board in place

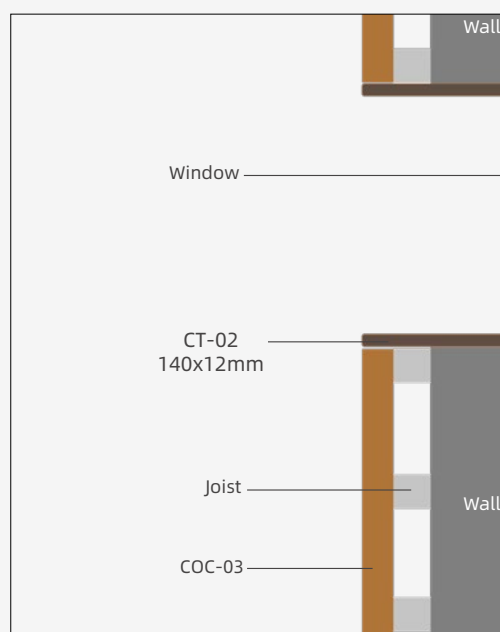
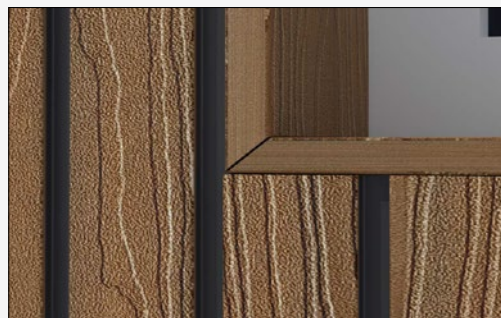
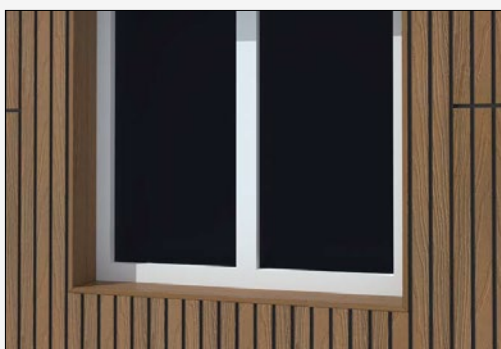
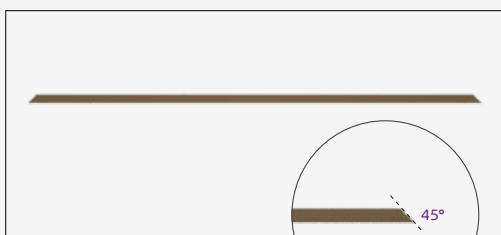
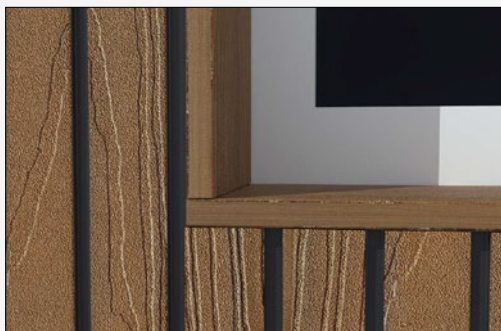


**Step 4** →

## 3.8 Installing around Windows & Doors

### Step 4

Repeat steps 2 and 3 until all window and door areas that need finishing are covered.



Finish the installation.





Section 4

# Care & Maintenance

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|     |                              |         |
|-----|------------------------------|---------|
| 4.1 | Regular maintenance          | Page 27 |
| 4.2 | Spills & stains              | Page 27 |
| 4.3 | Painting & staining          | Page 27 |
| 4.4 | Scratches & dents            | Page 27 |
| 4.5 | End of product life disposal | Page 27 |

## 4.1 Regular maintenance

For regular maintenance, the panels will need to be cleaned with water. A gentle soap can be used, but is not required. For larger panelling applications, we recommend using a jet-wash or pressure-washer to clean the area quickly. The washer should be on a low pressure setting with a wide spray angle to prevent excessive early wear. Increasing the distance between the panels and the spray nozzle will also help to prevent early wear and tear.

## 4.2 Spills & stains

For spills and stains, we recommend cleaning them up as soon as possible. Avoid using abrasive cleaners and scourers as this will damage the 3D wood grain surface. A gentle cleaner and circular rubbing motion, or jet wash on a low pressure, wide spray setting will remove most spills and stains with ease.

If this does not remove the stain, please contact our customer care team, who can provide additional advice as needed.

## 4.3 Painting & staining

As these panels are made from a WPC, they do not need to be painted or stained as part of a maintenance plan. These panels are not designed to be painted or stained, and we advise against it.

## 4.4 Scratches & dents

The panels have a high resistance to scratches and dents. Do not sand back the dent as this will remove the wood grain and surface colour. You may choose to use a colour-matched filler to fill larger dents, but you will lose the 3D grain effect in that area.

Please contact our customer care team with a picture of the scratch or dent, so the team can assist you further.

## 4.5 End of life product disposal

The panels can be disposed of at most recycling centres, however we recommend checking if you need a special permit to enter with bulky construction waste. There are also some restrictions on the type of vehicle that can dispose of this type of waste, so please consult your local centre for specific guidance.

## Section 5

# Frequently Asked Questions

# Frequently asked questions

## Product

### Can I get the panels in bigger/smaller sizes?

Our exterior wall panels come in a 3m length. They can easily be cut down to cover a smaller area, and joined together to cover a larger area as required.

### Are these panels weatherproof?

Yes! Our exterior slat panels are completely waterproof and UV-resistant, ensuring they withstand rain, sun, and varying temperatures without fading, warping, or deteriorating.

### Can the panels be used in a bathroom or kitchen?

Absolutely! While they're designed to handle outdoor conditions, they're also perfect for high-moisture areas, or places that have direct contact with water.

### Are the colours accurate?

We have made every effort to display as accurately as possible the colours of our products that appear on this website. However, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the actual goods, and advise purchasing a sample beforehand.

### Will the colour fade over time?

No! Thanks to UV-resistant technology, the colour remains vibrant and is guaranteed not to fade in the first 10 years, even after years of sun exposure.

## Installation

### How do I install the panels?

We recommend installing the panels on pressure-treated wood, with a small gap at the bottom, to allow for proper drainage. Please refer to the installation video and guide for in-depth installation guidance.

### Can I hide wires behind the panels?

Yes - since the panels are installed on joists, you will have plenty of space to hide wires.

### Can these panels be installed on any surface?

You can mount the panels on all surfaces including brick, concrete and plasterboard. We recommend wherever possible, to install joists (wood or aluminium) on the surface first.

## Care/ Maintenance

### Do I need to treat or maintain the panels outside?

Nope! Just jet-wash/pressure-wash on a low setting with a wide spray angle, preferably from a distance, to prevent early wear and tear.

## Shipping/ Returns

### How do the panels arrive?

The exterior wall panels are shipped in boxes, with two pieces in a box.

### Do you deliver the panels?

We do, and we offer free delivery to mainland UK! You are also welcome to collect directly from our warehouse in Leighton Buzzard, Bedfordshire.

### What is your return policy?

You can return unused Exterior panels within 30 days after delivery.

### What is the warranty on the exterior panels?

12 years residential and 8 years commercial. [See page 30 for details.](#)

### Can I use other hardware other than Plaank hardware?

Yes, other hardware and accessories can be used with the exterior panels. However, please be aware that using third-party accessories can void the product warranty. If the product you are after is out of stock or unavailable, please contact our customer care team who can advise further.

## Section 6

# Warranty

# Exterior Panelling Warranty

This limited warranty is made for and provided by The Wood Veneer Hub®, referred to as WVH® hereafter, for the Plaank by WVH brand.

Please read this warranty carefully before purchasing, using or installing your Plaank by WVH product. The purchase and/or use of any Plaank by WVH product constitutes acceptance by the purchaser and/or user of agreement to these terms.

This limited warranty applies to products purchased from an authorized distributor of Plaank by WVH or WVH® itself. This warranty shall not apply to products installed in countries where no authorized distributor is located and such products are sold 'as is' and without warranty of any kind. This includes any implied warranty or condition of merchantability or fitness for a particular purpose.

This limited warranty, in section 4, sets forth a binding arbitration clause and class action waiver. The clause and waiver will impact how the purchaser and/or user must proceed in resolving any warranty dispute with WVH®.

## Section 1: Limited Warranty

WVH® warrants to the original purchaser ("Purchaser", "you" or "your") of the Plaank by WVH products noted below that, for the specified Warranty Period, such products shall, (a) under normal and proper service conditions, (b) when installed in accordance with Plaank by WVH's written instructions (c) remain free from material manufacturing defects and will not crack, splinter, delaminate, rot, or suffer structural damage from fungal decay when used and maintained in an above-ground application. and (d) resist colour fading, the Plaank by WVH product is designed to resist fading, no material is fade-proof when subjected to years of exposure to ultraviolet (UV) rays and

the elements, or exposed to, or direct or indirect contact with extreme heat sources including reflected sunlight from low-emissivity (Low-E) glass.

For purposes of the Limited Warranty, the "original purchaser" means the individual or individuals who were the owners of the real property upon which Plaank by WVH product was installed.

The term of the Limited Warranty ("Warranty Period") for different products in the Plaank by WVH collection are different.

As to the warranty terms of Plaank by WVH Exterior Wall Cladding: The Warranty Term ("Warranty Period") for the Plaank by WVH Exterior Wall Cladding Series shall be twelve(12) years for residential use from the date of original purchase, and eight(8) years for commercial use from the date of original purchase.

Plaank by WVH written instructions are available from a WVH® representative or the WVH® Official website at: [www.thewoodveneerhub.co.uk](http://www.thewoodveneerhub.co.uk)

In the event of a failure of the above-described WVH® products within the applicable Warranty Period as warranted above, when properly installed, used and maintained in the manner required by this Section 1, WVH® will replace the nonconforming item in the manner set forth in Section 2 below.

The Limited Warranty set forth herein is the only warranty (whether written or oral, express or implied) WVH® makes for the above described Plaank by WVH products. The Limited Warranty is subject to all terms and conditions stated herein and no one (including but not limited to a WVH® dealer, installer, reseller, agent or employee) is authorized to modify, expand or add to this limited warranty. WVH® makes no other representation, guarantee

or warranty regarding any Plaank by WVH product. No one is authorized to make any representation, guarantee or warranty on WVH®'s behalf, and WVH® shall not be bound by or liable for, any representation, guarantee, warranty, or condition with regard to any Plaank by WVH Product other than as expressly stated in this Limited Warranty.

This limited warranty comprises WVH®'s sole and entire warranty and obligation in connection with Plaank by WVH products. WVH® disclaims and excludes all other warranties, express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, quality, condition, suitability, or performance. All implied warranties, including merchantability and fitness for a particular purpose, not effectively disclaimed are limited to the applicable statute of limitations, but in no event will extend beyond the applicable warranty period. WVH® excludes and will not pay for any incidental and/or consequential damages. Under no circumstances shall WVH® be liable for any damages (of any nature or description whatsoever) which exceed the actual purchase price of the defective product as adjusted on the basis of the prorated warranty schedule provided herein.

## Section 2: Claims Procedure

In order to proceed with a warranty claim against WVH®, the Purchaser must send to WVH® a copy of this warranty document, a copy of original proof of purchase, and photos or other supporting evidence of the defective or nonconforming WVH® product. All warranty claims should be forwarded to the WVH® office address. The purchaser's original proof of purchase must be from WVH® or an authorized Plaank by WVH product dealer. The proof of purchase must show (a) the date of the original purchase and (b) that sufficient Plaank by WVH product has been purchased to cover the number



of linear feet or meters claimed to be damaged. All warranty claims must be received by WVH® within the applicable Warranty Period and in no event later than thirty (30) days after any discovery of a possible nonconforming nature of or other failure of the Plaank by WVH product.

Upon discovering a possible defect of any Plaank by WVH product, Purchaser shall, at Purchaser’s sole expense, make temporary repairs or cordon off the area in order to fully protect all property and persons that could be affected. Purchaser is not authorized to make any permanent repairs or remove any of the Plaank by WVH products prior to WVH® having confirmed its claim investigation and, should Purchaser violate these requirements, such violations shall serve to invalidate and terminate the Limited Warranty provided by WVH®. No Plaank by WVH products shall be returned to WVH® unless directed and authorized by WVH® in writing to do so. Any removal or disposal of defective Plaank by WVH products shall be at Purchaser’s sole cost and expense.

Section 3: General Conditions, Exclusions and Limitations

Purchaser’s sole remedy, and WVH®’s sole liability to Purchaser, for (a) any claim whatsoever relating to the Plaank by WVH product, (b) any claims arising out of the marketing, purchase, installation, use, storage, possession or maintenance of Plaank by WVH products (whether such claim arises in contract, warranty, tort, gross negligence, negligence, strict liability, statutes or regulations, or otherwise) or (c) any claims that the Plaank by WVH products failed to perform as warranted above, is and shall be limited to WVH®’s replacement of the defective Plaank by WVH product. WVH® shall not be responsible for the costs associated with the installation of the replacement Plaank by WVH product or the disposal of the defective Plaank by WVH product.

WVH®’s obligation to provide replacement product shall only be in an amount equal to the volume (linear feet or meter) of defective material as listed on the Prorated Warranty Schedule contained herein or the number of defective Plaank by WVH products. WVH®’s replacement obligation allows WVH® to provide products as close in colour, design and quality to the original installation as reasonably possible, in WVH®’s discretion and determination. Purchaser acknowledges that WVH® does not guarantee an exact match as colours and designs may change. In WVH®’s sole and absolute discretion, WVH® may, at its option, elect to refund the percentage of the original purchase price listed under Recovery on the Prorated Warranty Schedule in lieu of replacing the defective product.

Under no circumstances whatsoever shall WVH® be liable for any direct, indirect, incidental, special, consequential, punitive, exemplary, statutory, special, or other, damages based upon the Plaank by WVH products or resulting, directly or indirectly, from any defect in the Plaank by WVH products, including, but not limited to damage to, diminution in value of and/ or loss of use or enjoyment of, any property or part thereof, whether based on contract, tort, strict liability, statute,

regulation or otherwise, even if WVH® is expressly advised about the possibility of such damages. Some states do not allow the exclusion or limitation of incidental or consequential damages in certain circumstances, so the above limitation may not apply to you.

1. Purchaser must provide physical evidence to replace defective products.
2. WVH® refund the portion of the original purchase amount that is defective in quality in monetary terms.
3. The compensation percentage is calculated according to the original purchase price of the defective product.
4. The Limited Warranty does not cover and WVH® shall not be liable for any of Purchaser’s transport installation, removal or reinstallation costs.

WVH® does not warrant against and is not responsible for, and no express or implied warranty shall be deemed to cover, any condition attributable to, in whole or in part, to: (a) improper installation of Plaank by WVH products, (b) failure to abide by WVH®’s written instructions, (c) failure to comply with any and all applicable laws or building codes, including but not limited to improper structural support, fastening, ventilation or gapping, (d) use of Plaank by WVH products beyond normal use or in an application not recommended or permitted by WVH®’s written

| Percentage Recovery | 8 Years (Commercial) | 12 Years (Residential) |
|---------------------|----------------------|------------------------|
| 100%                | 0-1 years            | 0-3 years              |
| 80%                 | 2-3                  | 4-6                    |
| 50%                 | 4-5                  | 7-8                    |
| 25%                 | 6-7                  | 9-11                   |
| 10%                 | 8                    | 12                     |

instructions and applicable laws and building codes, (e) movement, distortion, collapse or settling of the ground or the supporting structure upon which W VH® Products are installed, (f) defects in or failure arising from decking structure resulting from water caused by improper installation, workmanship, maintenance or repair, (g) any Act of God (including, but not limited to, flooding, hurricane, tornado, wind, earthquake, lightning, hail, etc.), (h) discolouration, fading, spotting or staining from or caused, in whole or in part, by mould, mildew, other fungal growth, organic materials, metallic oxides or particles (including but not limited to rust or corrosion of any fasteners), dirt, other atmospheric or environmental pollutants, foreign substances such as grease or oil, chemicals (including but not limited to those found in cleaners), or normal weathering (defined as natural efflorescence, exposure to sunlight, weather and atmospheric conditions which causes any coloured surface to gradually fade, flake, chalk, or accumulate dirt or stains), (i) damage resulting from casualty, fire or exposure to heat sources such as cooking devices or retro-reflective surfaces, (j) the application of paints, stains, surface treatments or other chemical substances including but not limited to cleaners or pesticides, (k) fading, flaking or other deterioration of any paints, stains or other coatings placed on the Plaank by W VH Products, (l) climate change, environmental conditions, static electricity or any cause beyond the control of W VH®, (m) variations or changes in colour of W VH® products, (n) improper handling, maintenance, storage, abuse or neglect of Plaank by W VH products by Purchaser or any other party, (o) ordinary wear and tear.

No warranty is given with respect to any fasteners other than the Plaank by W VH Fasteners. Other fasteners, whether approved fasteners or otherwise, are subject to only the warranties provided by the manufacturer of the fastener and Purchaser's sole warranty and remedy is with that manufacturer.

Purchaser and/or Purchaser's contractor or representative is solely responsible for determining the suitability of any Plaank by W VH products for Purchaser's property and for the installation and use of any Plaank by W VH products. Purchaser and/or Purchaser's contractor or representative shall be solely responsible for determining whether the Plaank by W VH product meets the requirements of any applicable building or safety code or similar regulation relating to Purchaser's property. Purchaser acknowledges that W VH® does not provide architectural or engineering services. W VH® makes no express or implied warranty or representation as to the suitability of the Plaank by W VH Products for, or actual performance, capabilities or operation of the Plaank by W VH Products at, Purchaser's property or under the conditions of Purchaser's use.

All warranties provided by W VH®, whether express or implied, and including the Limited Warranty, are void if any one or more of the following applies or occurs: (a) the Plaank by W VH product is not installed, maintained and/or used strictly in accordance with W VH®'s written instructions, (b) the Plaank by W VH product is not installed in accordance with all applicable laws, codes and regulations; (c) the intentional or unintentional misuse of the Plaank by W VH product, whether foreseeable or unforeseeable; (d) the failure of Purchaser to properly and/or timely maintain or repair the Plaank by W VH product; (e) the failure by Purchaser to provide timely notice to W VH® of any failure or defect of the Plaank by W VH product.

#### **Section 4: Binding Arbitration and Class Action Waiver**

This section applies to any dispute between you and W VH® relating to your Plaank by W VH product which is not resolved as part of the warranty claim process. Purchaser may not proceed with any dispute resolution alternatives until and unless W VH® and Purchaser fail to resolve Purchaser's claims during

the warranty investigation process. "Dispute" will be given the broadest possible meaning allowable under law.

In the event of an unresolved warranty claim, Purchaser must provide written notice to W VH®. Such written notice must (a) include a written statement of the facts, (b) provide the name, address and contact information of the party giving it and (c) the relief requested. You must send any Notice of Dispute by registered mail to W VH®. Purchaser and W VH® agree to attempt resolution of such dispute through informal negotiation within 60 days from the date the Notice of Dispute is sent. After 60 days, Purchaser is authorized to commence arbitration.

If you and W VH® do not resolve any dispute by informal negotiation, any effort to resolve the dispute will be conducted exclusively by binding arbitration. You are giving up the right to litigate (or participate in as a party or class member) all disputes in court before a judge or jury.

Any proceedings to resolve or litigate any dispute in any forum will be conducted solely on an individual basis. Neither Purchaser nor W VH® will seek to have any dispute heard as a class action, private attorney general action, or in any other proceeding in which either party acts or proposes to act in a representative capacity. No arbitration or proceeding will be combined with another without the prior written consent of all parties to all affected arbitrations or proceedings.

This Limited Warranty will be governed by and construed in accordance with the laws of the State of California, without regard to conflicts of law rules. All claims, disputes, or controversies arising out of or relating to this Limited Warranty, or the breach thereof, shall be submitted to arbitration in Orange County, California, by a single arbitrator, mutually agreed to by both parties. Such arbitration shall be administered by JAMS and conducted in accordance with the Construction Arbitration Rules of JAMS.

## Section 7

# Certifications

For product certifications, please contact our customer service team at [sales@thewoodveneerhub.co.uk](mailto:sales@thewoodveneerhub.co.uk)

## Section 8

# Contact us



# Need help?

## Contact our expert support team

We're here to help you create your best exterior space. Whether you have questions about our products, need expert advice, or just want to chat about your project ideas, we'd love to hear from you. Our friendly team is ready to provide clear, supportive guidance every step of the way.

Call our office

**(+44) 01525 851 166**

Press 1 for Customer Service, Press 2 for Sales

Email the office

**[sales@thewoodveneerhub.co.uk](mailto:sales@thewoodveneerhub.co.uk)**

Use live chat at

**[thewoodveneerhub.co.uk](https://thewoodveneerhub.co.uk)**

(Click the pop-up in the bottom right of the screen)

Office Opening Hours

|                  |                  |
|------------------|------------------|
| <b>Monday</b>    | <b>9am – 5pm</b> |
| <b>Tuesday</b>   | <b>9am – 5pm</b> |
| <b>Wednesday</b> | <b>9am – 5pm</b> |
| <b>Thursday</b>  | <b>9am – 5pm</b> |
| <b>Friday</b>    | <b>9am – 5pm</b> |
| <b>Saturday</b>  | <b>9am – 1pm</b> |
| <b>Sunday</b>    | <b>Closed</b>    |

