

Bulletin No. 22-04

To: Fiberon Customers, Fiberon Sales, Customer Service, Quality, Supply Chain, R&D, Marketing
From: Product Management Team
Date: 10/12/22
Subject: Scratch and Chip Repair

Repairing Scratches and Chips

While Fiberon decking is resilient, some outside sources can damage it. Certain minor issues can be fixed with a soft bristle brush or heat gun – this is not a guaranteed fix. Or, since Concordia PE composite decking is reversible, you may opt to remove the chipped / scratched board, flip it over and re-install it.

If you're not sure what the best course of action is for your particular situation, we recommend contacting our Technical Services staff [via email](#).

Tools needed:

Heat gun

Heat-resistant gloves

Soft bristle brush (not recommended for Concordia Symmetry Collection, Sanctuary or Good Life decking.)

Soft Bristle Brush Method

Using a soft bristle brush in the direction of the grain is a safer way to go. Start with light pressure and increase as needed, keeping in mind that getting too aggressive can give the area a burnished sheen at the repair site. This should dull down over time.

Heat Gun Method

Make sure deck is clean and dry. Begin heating of the deck using a heat gun set to 900 degrees Fahrenheit, working in small sections if it is a larger area affected. Keep the gun at least one inch away from the deck surface and keep the gun in motion over the area to prevent overheating of the surface in any one area. If you overheat the surface, it can lead to scorching, bubbling or blistering of the polyethylene capping. You will start to see the surface scratch fade visually from the deck surface. When the scratches begin to fade, back the heat gun away to prevent from overheating the area. Return the heat source if no further fading is seen.

Using a heat gun may result in a sheen over the repair site. This should dull down over time.

Attention:

- Overly aggressive continuous brushing will result in a sheen with any of our products. This will be more noticeable on darker colored decking. With weathering, the sheen will diminish over time.
- With the heat gun, extreme care must be taken to ensure the surface doesn't get too hot, or all small details will be smoothed out. Practicing on scraps or in an inconspicuous area is highly recommended.
- If there are gouges that go below the capping into the core of the material, the heat gun can help with the appearance around the gouge but the core will still be visible.

