

CARE AND MAINTENANCE FOR YOUR NEW WOOD FENCE

How long should I wait before I stain or paint my wood fence?

Typically, all wood fence should not be stained or painted until a minimum of 60 days after installation. We recommend that you check with your local paint store for the proper method of application.

Is there a way to keep my wood fence looking new?

There are several products on the market that contain a bleaching agent and when applied to wood, bring back a newer finish. Again, we recommend you check with your local paint store for the proper method of application.

What do I do if my fence requires service?

It's as simple as making a call. The information we need is your name, address, and daytime phone number and purchase date. The Bruce Fence employee you speak to will also ask you to briefly state the nature of the problem with your fence.

How long should I expect to wait for my service to be completed?

The volume of service call requests we receive is not large enough to warrant a full time service crew. We work any service calls in with the work that our installation crews do; usually, we run on a 2 to 4 week cycle. However, several factors influence this; the most important being the weather. We thank you in advance for your patience for waiting for your service work to be performed.

What types of things are covered?

Most any problem with your fence that is *directly related* to the installation is covered for service at no charge *within the first year after your fence has been installed*. One of the most common occurrences is that the gate posts settle, making the gate sag and difficult to open. This is covered by your guarantee. However, if you have piled logs or hung plants off the fence itself, causing the fence line to lean, this is not covered as it is not related to the way it was installed.

How long is my fence guaranteed?

All labor performed by Bruce Fence Co. is guaranteed for one year from installation. Materials purchased from us whether or not they were installed by us are guaranteed for various amounts of time depending on the material. You should refer to your Bruce Fence Co. brochure for these warranties.

What type of periodic maintenance should I do to my fence?

You should visually inspect the fence a minimum of once a year. Clear away any debris and check the gates to make sure they swing freely. Repair any part of the fence that may have been damaged throughout that year.

Can I buy parts to repair my own fence?

Yes we carry all the component parts for your chain link or wood fence. These materials can also be purchased separately.

If you have any further questions feel free to call us @ 783-8792.