



OPERATIONS & MAINTENANCE

Modular Fence System

Product care, cleaning guidance and limited warranty



APPLICABLE PRODUCTS

All Greenwood Fence modular fence and gate designs using composite or vinyl infill with aluminum framing

DOCUMENT CONTROL

GWF-OM-MOD-001
Revision 5 | September 8, 2026

Care that protects the system

Greenwood Fence modular fencing is designed for low-maintenance service. This guidance applies to Greenwood Fence fence and gate designs using composite or vinyl infill with aluminum posts, rails and framing. Periodic inspection and prompt removal of dirt, mineral residue and construction debris will help preserve system appearance.

Recommended cadence: inspect and clean in spring and fall, and whenever localized staining or debris is observed.

Routine inspection

Composite and vinyl infill

Check for accumulated dirt, organic debris, stains and residue. Confirm that infill surfaces and drainage areas remain unobstructed.

Thermal movement clearances

Verify that composite and vinyl infill boards retain their side-channel clearance within the aluminum posts. Boards must remain free to expand and contract horizontally through seasonal temperature swings; never drive screws or fasteners through infill boards into the post channels.

Aluminum posts and rails

Inspect exposed surfaces for dirt and buildup. Clean with the same mild-soap solution described below, applied with a soft sponge or cloth.

Gate operation and hardware

Inspect gate hinges, latches and drop rods semiannually. Clean moving mechanisms of dirt and apply a dry-film silicone or PTFE spray lubricant; avoid petroleum-based grease, which attracts grit. Check total operating clearance: 1-3/4 inches for single gates and 2-1/2 inches for double gates. Use adjustable hinges to correct minor latch misalignment. Post settlement or structural movement must be evaluated by the installer. Confirm horizontal infill boards remain seated and drainage channels are clear.

Site conditions

Redirect sprinklers that repeatedly wet the fence with hard water. Protect the fence before nearby concrete work, masonry cutting, painting or other construction activity.

System condition

Visually review posts, rails, boards, caps and accessible fasteners. If movement, impact damage or an installation concern is observed, contact the installer before attempting structural repairs.

General cleaning

Before cleaning, hose down loose surface debris. Clean composite and vinyl infill with a mixture of gentle dish soap and hot water using a soft, non-abrasive bristle brush or cloth. Clean aluminum components using the same solution with a soft sponge or cloth. Rinse all soap thoroughly before the surface dries.

For best results, clean when direct sunlight is limited, typically early morning or late afternoon. Dry cleaned areas with a towel to reduce the possibility of mineral spotting.

Do not use abrasive pads, harsh solvents or aggressive cleaning tools that may alter the surface finish.

Targeted cleaning guidance

Pressure washing

When using a pressure washer, use a fan-tip nozzle at less than 1,500 psi and maintain a distance of at least 12 inches from the fence surface. Exercise extreme caution: improper pressure-washer use can damage an installed fence. After washing, rinse thoroughly and towel-dry each panel before direct sun can dry the surface.

Hard-water mineral deposits

Water containing elevated levels of lime, calcium, silica or rust may leave a visible white residue, particularly on darker colors. This is a site-water condition rather than a defect in the fence material. Clean deposits using the diluted white-vinegar procedure below. If exposure continues, reconfigure sprinklers to prevent hard water from repeatedly contacting the fence.

Concrete dust and construction debris

Protect all fence components during concrete placement, cutting and related construction. Concrete dust can mix with water and evaporate on the surface, leaving a white haze. This is a residue condition rather than a product defect. Use the diluted white-vinegar procedure below and cover installed fencing with a tarp during nearby work.

White-vinegar cleaning procedure

- 1** Mix equal parts white vinegar and water in a clean bucket (50/50). Mix thoroughly.
- 2** Apply the solution to the affected fence surface and allow it to remain for approximately 10 minutes.
- 3** Scrub gently for 1-2 minutes with a soft-bristle brush or soft cloth, including textured surfaces and panel joints.
- 4** Rinse thoroughly with clean water and towel-dry the cleaned area.

Depending on the severity of the deposit or stain, the procedure may need to be repeated.

Coverage at a glance

WOOD-PLASTIC-COMPOSITE PRODUCTS

20-year limited residential warranty | 10-year limited commercial warranty

Greenwood Fence LLC warrants to the original purchaser that, under normal use and service conditions during the applicable term, its wood-plastic-composite product will be free from material defects in workmanship and materials and will not split, splinter, rot or suffer structural damage from termites.

The product is not warranted to be stain-proof or fade-proof. No exterior material is entirely immune to staining, ultraviolet exposure or the effects of weather. Proper installation, care and maintenance are required.

Prorated recovery schedule

RECOVERY	COMMERCIAL YEAR OF CLAIM	RESIDENTIAL YEAR OF CLAIM
100%	0-5 years	0-7 years
80%	6 years	8-9 years
60%	7 years	10-11 years
40%	8 years	12-13 years
20%	9 years	14-16 years
10%	10 years	16-20 years

Claim notice

A purchaser who discovers an alleged defect must notify Greenwood Fence LLC in writing within 30 days after discovery and no later than the end of the applicable warranty term. The notice must include proof of purchase and a statement explaining the defect. Greenwood Fence LLC may request additional information.

If a claim is approved, Greenwood Fence LLC may replace defective fence materials with products as close in color, design and quality to the original installation as reasonably possible, or may elect to issue the applicable prorated refund. Removal, installation, labor and freight costs are not covered.

This page is a convenient summary only. The original Greenwood Fence LLC warranty reproduced in Appendix A controls.

Coverage at a glance

VINYL PRODUCTS

Limited Lifetime residential warranty | 10-year limited commercial warranty

Greenwood Fence LLC warrants to the original purchaser that, under normal use and service conditions during the applicable term, its vinyl product will be free from material defects in workmanship and materials and will not crack, peel, blister, corrode, or abnormally weather.

The vinyl product is not warranted to be stain-proof or fade-proof. No exterior material is entirely immune to staining, ultraviolet exposure or the effects of weather. Proper installation, care and maintenance are required.

Residential recovery

100% recovery for the lifetime of the original single-family residential purchaser.

Commercial recovery

RECOVERY	COMMERCIAL YEAR OF CLAIM
100%	0-5 years
80%	6 years
60%	7 years
40%	8 years
20%	9 years
10%	10 years

Claim notice

The same written-notice procedure applies: notify Greenwood Fence LLC within 30 days after discovery and before the applicable term ends, with proof of purchase and a statement explaining the alleged defect.

This page is a convenient summary only. The original Greenwood Fence LLC vinyl warranty reproduced in Appendix B controls.

Exclusions from coverage

Greenwood Fence LLC does not warrant against, and is not responsible for, any product failure, product malfunction or damage attributable to:

- 1 Improper installation of the Greenwood Fence LLC fencing system and/or failure to follow Greenwood Fence LLC installation guidelines, including improper gapping.
- 2 Use beyond normal residential use, or use in an application not recommended by Greenwood Fence LLC guidelines and local building codes.
- 3 Movement, distortion, collapse or settling of the ground or supporting structure on which the fencing system is installed.
- 4 Any act of God, including flooding, hurricane, earthquake or lightning; environmental conditions such as air pollution, mold or mildew; or staining from foreign substances such as dirt, concrete dust, grease, oil or hard-water mineral deposits.
- 5 Variations or changes in color, including reasonable fading, of Greenwood Fence LLC fencing materials.
- 6 Normal weathering due to sunlight, weather and atmospheric exposure, which can cause colored surfaces to flake, chalk or accumulate dirt or stains.
- 7 Improper handling, storage, abuse or neglect by the purchaser, transferee or third parties. The purchaser is responsible for determining the effectiveness, fitness, suitability and safety of the materials for a particular application.

Exclusive remedy

The remedies stated in the warranty are the sole and exclusive remedy for breach of warranty. The warranty does not cover costs or expenses associated with removing defective fencing or installing replacement material, including labor and freight.

Disclaimer of warranties

Except for the express written warranty contained herein, Greenwood Fence LLC makes no other warranties, guarantees or indemnities, whether express or implied, arising by law, course of dealing, usage of trade, custom or otherwise, including the implied warranties of merchantability and fitness for a particular purpose. All such other warranties, guarantees and indemnities are disclaimed and excluded from the transaction.

Limitations and administration

Limitation of remedies and exclusion of consequential and incidental damages

Greenwood Fence LLC's liabilities are limited solely and exclusively to the obligations specifically undertaken in the warranty. Under no circumstances will Greenwood Fence LLC be liable or obligated for incidental, consequential, indirect, special, punitive or other damages of any kind, including lost profits, lost sales, loss of goodwill, use of money, use of goods, stoppage of work or impairment of assets, whether foreseeable or unforeseeable, arising from breach or failure of express or implied warranty, breach of contract, fraud, misrepresentation, negligence, strict liability in tort or otherwise, except only to the extent specifically precluded by applicable mandatory law. Liability for defective products will not exceed replacement of the products or refund of the purchase price as described in the warranty.

Miscellaneous

This writing is intended as the final expression of the parties' agreement and a complete and exclusive statement of the terms and conditions concerning its subject matter. It supersedes prior agreements, representations and communications, oral or written. The warranty may not be altered or amended except by a written instrument signed by Greenwood Fence LLC and the purchaser or permitted transferee. No agent, employee or other party is authorized to make an additional warranty, and Greenwood Fence LLC is not bound by statements other than those contained in the warranty.

For warranty consideration, retain the original proof of purchase, installation records and photographs documenting the claimed condition.

DOCUMENT CONTROL

Manufacturer	Greenwood Fence LLC
Document	Operations & Maintenance Guide - Modular Fence System
Document number	GWF-OM-MOD-001
Revision	Revision 5 September 8, 2026
Revision note	Revision 5: Added gate maintenance and thermal-clearance guidance
Maintenance scope	Greenwood Fence modular fence and gate designs using composite or vinyl infill with aluminum framing
Excluded systems	All-aluminum systems using aluminum infill; refer to the separate all-aluminum O&M guide and warranty
Warranty scope	Appendix A applies to wood-plastic-composite products; Appendix B applies to vinyl products
Warranty basis	Greenwood Fence LLC Warranty (Wood Plastic Composite) and Greenwood Fence LLC Warranty (Vinyl)
Website	greenwoodfence.com

This guide combines operating and maintenance guidance with warranty references. Appendix A reproduces the original wood-plastic-composite warranty, and Appendix B reproduces the vinyl warranty. If any summary or reference in this guide conflicts with the applicable appendix or applicable law, the applicable appendix and applicable law govern.

Controlling limited warranty

The following three pages reproduce the original Greenwood Fence LLC Warranty (Wood Plastic Composite) supplied with this guide. They are included without editorial alteration so the complete issued warranty remains part of the O&M handover record.

20-year limited residential warranty | 10-year limited commercial warranty

SOURCE DOCUMENT

Greenwood Fence LLC Warranty (Wood Plastic Composite)
Effective for purchases made on or after April 15, 2022
Three-page original follows



Greenwood Fence LLC Warranty (Wood Plastic Composite)

20-Year Limited Residential Warranty /10-Year Limited Commercial Warranty

Statement of Warranty: Greenwood Fence LLC warrants to the original purchaser (“Purchaser”) that, for the period of times set forth in the following sentence, under normal use and service conditions, Greenwood Fence LLC product shall be free from material defects in workmanship and materials, and shall not split, splinter, rot or suffer structural damage from termites. The term of such warranty shall be twenty (20) years from the date of original purchase for a residential application, and ten (10) years from the date of original purchase for a commercial application.

Stain resistance and fade resistance: Greenwood Fence LLC does not warrant its wood plastic composite products to be stain or fade proof. When installed, cared for and maintained properly, Greenwood Fence LLC products are not easy to fade and stain. However, no material is stain or fade proof, especially but not only when stains result from spilled or otherwise substances that are not properly cleaned or when the materials are exposed to years of UV exposure and the elements.

For purposes of this warranty, a “Residential Purchase” shall refer to a single-family residential homeowner and a “Commercial Purchaser” shall refer to any Purchaser other than a single-family residential family.

All warranties are subject to the exclusions, limitations and restrictions set forth below.

Obtaining Warranty Performance: If Purchaser discovers a defect in the Greenwood Fence LLC fencing system during the Term, Purchaser must, within thirty (30) days from the discovery of the alleged defect but no later than the end of the Term, notify Greenwood Fence LLC in writing.

Purchaser must include in this notification proof of purchase and a statement explaining the defect. Greenwood Fence LLC may request additional information.

After reviewing all information, Greenwood Fence LLC will make a determination regarding the validity of such claim. If Greenwood Fence LLC determines that Purchaser’s claim is valid, Greenwood Fence LLC will replace the defective Greenwood Fence LLC fence materials, etc. in next orders. Greenwood Fence LLC’s replacement obligation allows Greenwood Fence LLC to provide products as close in color, design and quality to the original installation as reasonably possible, in Greenwood Fence LLC’s discretion and determination. In Greenwood Fence LLC’s sole and absolute discretion, Greenwood Fence LLC, 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.



Prorated Limited Warranty Schedule

Recovery	10-Year Commercial	20-Year Residential
	Year of Claim	Year of Claim
100%	0-5 years	0-7 years
80%	6 years	8-9 years
60%	7 years	10-11 years
40%	8 years	12-13 years
20%	9 years	14-16 years
10%	10 years	16-20 years

This warranty shall not cover, and Greenwood Fence LLC shall not be responsible for, costs and expenses incurred with respect to the removal of the defective Greenwood Fence LLC fencing or the installation of replacement material, including but not limited to, labor and freight.

The forgoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.**

Exclusions from Warranty Coverage: Greenwood Fence LLC does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any product failure, product malfunction, or damage attributable to:

- (1) Improper installation of the Greenwood Fence LLC fencing system, etc. and/or failure to abide by Greenwood Fence LLC's installation guidelines, including but not limited to improper gapping.
- (2) Use of the Greenwood Fence LLC fencing system beyond normal residential use, or in an application not recommended by Greenwood Fence LLC's guidelines and local building codes.
- (3) Movement, distortion, collapse or setting of the ground or the supporting structure on which the Greenwood Fence LLC fencing system, etc. are installed.



(4) Any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), or staining from foreign substances (such as dirt, concrete dust, grease, oil, mineral deposits from hard water, etc.).

(5) Variations or changes in color, including fading within reason, of the Greenwood Fence LLC fencing materials.

(6) Normal weather due to exposure to sunlight, weather and atmosphere which can cause colored surfaces to, among other things, flake, chalk, or accumulate dirt or stains.

(7) Improper handling, storage, abuse or neglect of the Greenwood Fence LLC fencing materials, etc. by purchaser, the transferee or third parties. Purchaser is solely responsible for determining the effectiveness, fitness, suitability and safety of the Greenwood Fence LLC fencing materials, etc. in connection with their use in any particular application.

Limitations:

Disclaimer of Warranties: Except for the express written warranty contained herein, Greenwood Fence LLC makes no other warranties, guarantees or indemnities, whether express or implied, arising by law, course of dealing, usage of trade, custom or otherwise, including but not limited to the implied warranty of merchantability and implied warranty of fitness for a particular purpose, and all such other warranties, guarantees and indemnities are hereby disclaimed, overridden and exclude from this transaction.

Limitation of Remedies and Exclusion of Consequential and Incidental Damages:

Greenwood Fence LLC's liabilities are limited solely and exclusively to the obligations specifically undertaken herein, and under no circumstances will Greenwood Fence LLC be liable or obligated for any incidental, consequential, indirect, special, punitive or any other damages of any kind whatsoever (including, but not limited to, lost profits, lost sales, loss of goodwill, use of money, use of goods, stoppage of work, or impairment of assets), whether foreseeable or unforeseeable, arising out of breach or failure of express or implied warranty, breach of contract, fraud, misrepresentation, negligence, strict liability in tort or otherwise, except and only to the extent this limitation is specifically precluded by applicable law of mandatory application. Greenwood Fence LLC's liability with respect to defective products shall in no event exceed the replacement of such products or refund of the purchase price, as described above.

Miscellaneous: This writing is understood and intended to be final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreement or representations, oral or written, and all other communication between the parties relating to the subject matter of this agreement. This warranty may not be altered or amended except in a written instruction signed by Greenwood Fence LLC and Purchaser or permitted transferee. No agent, employee or any other party is authorized to make any warranty in addition to that made in this agreement and Greenwood Fence LLC shall not be bound by any such statements other than those contained in this warranty. This warranty is effective for purchases made on or after **April 15th, 2022**.

APPENDIX B

Controlling vinyl warranty

The following three pages reproduce the Greenwood Fence LLC Warranty (Vinyl). The complete warranty is included as part of the O&M handover record.

Limited Lifetime residential warranty | 10-year limited commercial warranty

SOURCE DOCUMENT

Greenwood Fence LLC Warranty (Vinyl)

Effective for purchases made on or after January 1, 2024.

Three-page warranty follows



Greenwood Fence LLC Warranty (Vinyl)

Limited Lifetime Residential Warranty / 10-Year Limited Commercial Warranty

Statement of Warranty: Greenwood Fence LLC warrants to the original purchaser ("Purchaser") that, for the periods set forth below, under normal use and service conditions, Greenwood Fence LLC vinyl product shall be free from material defects in workmanship and materials and shall not crack, peel, blister, corrode, or abnormally weather. The term of this warranty shall be for the lifetime of the original single-family residential purchaser for a residential application, and ten (10) years from the date of original purchase for a commercial application.

Stain resistance and fade resistance: Greenwood Fence LLC does not warrant its vinyl products to be stain proof or fade proof. When installed, cared for and maintained properly, Greenwood Fence LLC vinyl products are resistant to ordinary fading and staining. However, no exterior material is stain proof or fade proof, particularly when stains are not promptly cleaned or when materials are exposed to years of ultraviolet radiation and the elements.

For purposes of this warranty, a "Residential Purchaser" shall refer to the original purchaser who is a single-family residential homeowner, and a "Commercial Purchaser" shall refer to any Purchaser other than a single-family residential homeowner.

All warranties are subject to the exclusions, limitations and restrictions set forth below.

Obtaining Warranty Performance: If Purchaser discovers a defect in the Greenwood Fence LLC vinyl fencing system during the Term, Purchaser must, within thirty (30) days from discovery of the alleged defect but no later than the end of the Term, notify Greenwood Fence LLC in writing.

Purchaser must include in this notification proof of purchase and a statement explaining the defect. Greenwood Fence LLC may request additional information.

After reviewing all information, Greenwood Fence LLC will determine the validity of the claim. If Greenwood Fence LLC determines that Purchaser's claim is valid, Greenwood Fence LLC will replace the defective Greenwood Fence LLC vinyl materials. Greenwood Fence LLC may provide products as close in color, design and quality to the original installation as reasonably possible, in Greenwood Fence LLC's discretion. In its sole discretion, Greenwood Fence LLC may elect to refund the percentage of the original purchase price listed in the Prorated Limited Warranty Schedule instead of replacing the defective product.



Prorated Limited Warranty Schedule

Recovery	10-Year Commercial Year of Claim	Limited Lifetime Residential Original Purchaser
100%	0-5 years	Lifetime
80%	6 years	
60%	7 years	
40%	8 years	
20%	9 years	
10%	10 years	

This warranty shall not cover, and Greenwood Fence LLC shall not be responsible for, costs and expenses incurred with respect to removal of defective Greenwood Fence LLC vinyl fencing or installation of replacement material, including but not limited to labor and freight.

The foregoing remedies are the **SOLE AND EXCLUSIVE REMEDY FOR BREACH OF ANY WARRANTY.**

Exclusions from Warranty Coverage: Greenwood Fence LLC does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, product failure, product malfunction, or damage attributable to:

- (1) Improper installation of the Greenwood Fence LLC vinyl fencing system and/or failure to abide by Greenwood Fence LLC installation guidelines, including but not limited to improper gapping.
- (2) Use of the Greenwood Fence LLC vinyl fencing system beyond normal residential use, or in an application not recommended by Greenwood Fence LLC guidelines and local building codes.
- (3) Movement, distortion, collapse or settling of the ground or the supporting structure on which the Greenwood Fence LLC vinyl fencing system is installed.
- (4) Any act of God (such as flooding, hurricane, earthquake or lightning), environmental condition (such as air pollution, mold or mildew), or staining from foreign substances (such as dirt, concrete dust, grease, oil or mineral deposits from hard water).
- (5) Variations or changes in color, including reasonable fading, of the Greenwood Fence LLC vinyl fencing materials.
- (6) Normal weathering due to exposure to sunlight, weather and atmosphere, which can cause colored surfaces to, among other things, chalk or accumulate dirt or stains.
- (7) Improper handling, storage, abuse or neglect of the Greenwood Fence LLC vinyl fencing materials by Purchaser, the transferee or third parties. Purchaser is solely responsible for determining the effectiveness, fitness, suitability and safety of the Greenwood Fence LLC vinyl fencing materials in connection with their use in any particular application.



Limitations

Disclaimer of Warranties: Except for the express written warranty contained herein, Greenwood Fence LLC makes no other warranties, guarantees or indemnities, whether express or implied, arising by law, course of dealing, usage of trade, custom or otherwise, including but not limited to the implied warranty of merchantability and implied warranty of fitness for a particular purpose, and all such other warranties, guarantees and indemnities are hereby disclaimed, overridden and excluded from this transaction.

Limitation of Remedies and Exclusion of Consequential and Incidental Damages:

Greenwood Fence LLC's liabilities are limited solely and exclusively to the obligations specifically undertaken herein, and under no circumstances will Greenwood Fence LLC be liable or obligated for any incidental, consequential, indirect, special, punitive or any other damages of any kind whatsoever (including, but not limited to, lost profits, lost sales, loss of goodwill, use of money, use of goods, stoppage of work, or impairment of assets), whether foreseeable or unforeseeable, arising out of breach or failure of express or implied warranty, breach of contract, fraud, misrepresentation, negligence, strict liability in tort or otherwise, except and only to the extent this limitation is specifically precluded by applicable law of mandatory application. Greenwood Fence LLC's liability with respect to defective products shall in no event exceed replacement of such products or refund of the purchase price, as described above.

Miscellaneous: This writing is understood and intended to be the final expression of the parties' agreement and is a complete and exclusive statement of the terms and conditions with respect thereto, superseding all prior agreements or representations, oral or written, and all other communication between the parties relating to the subject matter of this agreement. This warranty may not be altered or amended except in a written instrument signed by Greenwood Fence LLC and Purchaser or permitted transferee. No agent, employee or any other party is authorized to make any warranty in addition to that made in this agreement, and Greenwood Fence LLC shall not be bound by any such statements other than those contained in this warranty. **This warranty is effective for purchases made on or after January 1, 2024.**