ECOBETEK

Technical Support

General guidance on storage, handling, site safety and maintenance

Follow product-specific instructions and local site-safety requirements.

Before-work checklist

Check the product condition, work area and safety arrangements before starting.

Product & work preparation

- Check the product, thickness, finish and batch details.
- Inspect the packaging and record visible damage on delivery.
- Prepare the required tools and compatible consumables, where applicable.
- Review the product and tool instructions for handling and processing.
- Make sure everyone understands the site-safety requirements.

Work area

- Keep the work area clean, safe and well lit.
- Provide a level, adequately supported area for temporarily placing boards.
- Use handling equipment or enough people for the board size and weight.
- Provide ventilation and suitable dust extraction where cutting is carried out.
- Check that site and weather conditions are suitable for the work.

Delivery, storage & moisture protection

Good storage reduces breakage, staining and avoidable surface issues.

Store flat and supported

Keep boards on a level surface with adequate, evenly distributed support. Avoid excessive overhang, leaning stacks and point loads.

Protect from weather

Store under cover and protect from rain, mud, standing water and site contamination. Keep the storage area clean and stable.

Avoid trapped moisture

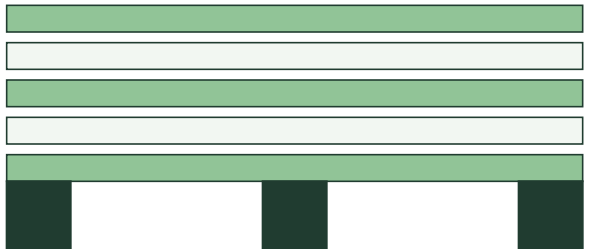
Follow the supplier's packaging instructions and avoid trapping moisture inside sealed wrapping for long periods. Once transport wrapping is removed, continue to protect boards from rain and contamination.

Inspect deliveries promptly. Record damage, wet packaging, staining or colour concerns before installation; keep batch and pallet information.

Safe handling on site

Fiber cement boards can crack if bent, dropped or poorly supported.

Flat, level and evenly supported



Lift, don't drag

Lift boards clear of the stack to protect faces and edges.

Support the full length

Use enough handlers or lifting support for the board size and weight.

Avoid Dropping, twisting, dragging or carrying long boards with unsupported ends.

Cutting, drilling & dust control

Follow the product and tool instructions and local site-safety requirements.

Work area & tools

- Use only tools and blades recommended for the product and task.
- Keep boards dry during cutting and drilling.
- Use a designated, well-ventilated cutting area and suitable dust extraction.
- Check the required cut orientation and test on a sample where appropriate.

Personal & site protection

- Check the safety instructions for the product and tools being used.
- Use suitable respiratory, eye and hearing protection as required by local rules.
- Keep other people away from the cutting area.
- Avoid dry sweeping; use a suitable vacuum or a wet-cleaning method appropriate for the site.

Cutting and drilling may generate fine dust. Select suitable dust controls and protective equipment for the task and local requirements.

Cleaning & ongoing maintenance

Start with gentle cleaning. Before using chemical cleaners or pressure washing, confirm they are suitable for the surface finish.

Routine cleaning

Use an approved low-impact method first. Mild detergent and clean water may be suitable for some finishes; test a small area and rinse thoroughly.

Avoid aggressive cleaning

Do not use high-pressure equipment, abrasive pads, solvents or chemical cleaners unless the product instructions explicitly allow them.

Inspect regularly

Check surfaces regularly for visible damage, staining or unusual changes. Record persistent issues and contact the supplier for further guidance.

Touch-up Paint & Repair

Guidance for minor chips and larger areas of damage to factory-coated boards.

Products covered

For factory-coated panels and Click, overlap and shingle cladding. This guidance does not apply to color-through boards or decking.

Small chips and scratches

Many colours use international RAL codes as a reference. For small damaged areas, ask a local paint supplier for touch-up paint in the matching RAL code. Check suitability before use.

Larger damage & colour match

For larger areas or multiple boards, consult a local paint supplier or coating contractor. RAL is a colour reference; surface finish and weathering can affect the match. Test an inconspicuous area first.