



(800) 219-7515 M-F 8:00am – 8:00pm EST, Sat 9:00am – 3:00pm EST

# Ordering Process and Description of Choices

## How to Order

Ordering is done online only, and you cannot find our Products anywhere else. We are here to help should you need to talk with someone. We hope that you enjoy the process to create a beautiful result you have been dreaming about.

### ORDER PROCESS

- Step 1: Decide what you want, browse and learn
- Step 2: Print out the Measuring Guide (found at FenceQuarter.com -> Resources -> How To) and measure your deck railing openings and count the number of steps you have between each post and record onto the Measuring Guide
- Step 3: Choose your product and choices and apply a location name of each section to your online choice and record onto your Measuring Guide.
- Step 4: If you wish to save your selections, please create an account so you can save your deck dimensions
- Step 5: Print out your project and verify your numbers
- Step 6: Go to check out and follow the prompts. During checkout you can upload your drawing(s) of your deck that should include the names you gave each section when you ordered. If you miss this step, no worries as you can email or fax them to us and we will put them into your online files, of which you will be able to access them at any time. Once purchased, Fence Quarter will take it from there and begin to fulfill your order.

### What you will receive immediately:

After you order we will send to you the Measure Not, initial hardware, some basic tools that come with your purchase and instructions and finally any tools you decided to purchase or rent. If you upgraded to the Fail Not Hardware System, you will also receive the Deck Frame part of the Carbon Fiber Fail Not Hardware System ready to install prior to you receiving the inserts. Your final delivery will be the pre-assembled Deck Railing Inserts all packaged up and secured to a lightweight wooden pallet.

The following guide will help you decide what options are best for you as we have explained these various choices below.

## About Our Product

Fence Quarter is the only Company in the United States that makes Wood Deck Railing Inserts. Not only that, we are the first Company in the decking industry to introduce Carbon Fiber, and the only Company in the United States to design and produce a removable Deck Railing Insert for easier maintenance. Like us so far?

We are not just another decking products company as you can tell, we are an innovator with decades of experience bringing to you a fabulous alternative to improve your decking and porch space. In fact, there is a trend to use the composite decking materials with wood railings; and still today with all the composite, PVC, metal and glass deck railing alternatives available combined, wood remains the number one choice in the United States for deck railings.

Our Deck Railing Inserts are a High Quality, well designed and functional piece of art for your deck. The construction of our Inserts is mortised and tenon throughout for a stronger, longer lasting product that will last for years to come. The lumber we use is the finest outdoor lumber in the United States for deck railing purposes with Rot, Weather and Pest resistant qualities. And finally, our hardware is designed to hold strong and last.

To add the Cherry on top, we have designed and offer new and useful tools to make your deck building experience easier and faster giving better results than you could ever have imagined.

# Know what best fits your Needs

We offer quite a few various choices from wood species, to clear vs. tight knot lumber, to Standard Sizing vs. Custom Sizing and finally from a normal insert to an insert with our Patent Pending Fail Not Hardware System.

**Lumber Choices:** Our lumber is forested here in the United States on sustainable reforested land.

There are only a handful of popular and well-known lumber species in the United States that are terrific for exterior projects like decks. These are Redwood, Western Red Cedar, Alaskan Yellow Cedar and Cypress. There are however more exotic lumber species that are sourced outside of the United States and do come with a heavier price tag. Fence Quarter chose the following two species as they both hold a tight and strong edge when cut unlike Redwood and Western. Both Redwood and Western Red Cedar edges may splinter off, hence when you purchase the balusters out of this material the edges will most of the time be rounded. Holding a tight and firm edge is important for increasing the design styles we offer.

Alaskan Yellow-Cedar:

Origins: Also known as Yellow-Cedar, this timber grows along the Western Coast of the United States from Oregon into Canada and even into Alaska, however, mostly is harvested in British Columbia, Canada. It has been harvested for well over hundred years for boat building yet has been used for many other applications such as wood carving, and decking projects to mention a few.

Color: Is a light yellow and left unfinished the color will turn to a uniform gray

Odor: Has a distinct scent similar to the smell of raw potatoes right after the tree is harvested. The odor dissipates over time and when painted it disappears all-together

Resistance: This tree grows in poor drainage areas and usually shares the soil with species such as Hemlock which helps with its natural pest and rot resistant characteristics.

Finishing: Can stain and paint. Requires an oil-based primer to hold back the tannins.



## Clear vs. Tight Knot

When it comes to building a deck railing, cost and looks are usually the biggest consideration to a homeowner, so when deciding on Clear vs. Lumber with Knots, they are both excellent choices but do come with varying price points due to the rarity of clear lumber in many of the exterior grade decking lumber choices.

When you use lumber with knots, you can have an amazing look. However, lumber with knots can have their disadvantages as well, so it is important to understand the differences before your purchase.

*Loose Knots:* Knots that have the potential to fall out and, in many cases, a large knot would not be considered tight knot. Some knots will have a different shrink rate that the rest of its lumber has and as a result the dried-out knot maybe trapped within the knots surrounding and just float around loose. With deck railings, you want to

avoid this lumber, as a loose knot or a knot that falls out reduces the integrity to your railing because lack of mass supporting a railing that is supposed to keep you from falling through.

*Edge Knots:* Edge knots are those found on the edge or corner of a piece of cut lumber and is really nothing more than the location the knot is showing on your finished lumber project. Edge knots are not all that bad but be aware that some knots could simply fall out leaving a small cavity, like for example on the edge of your baluster of your deck railing.

*PKR and Safety:* PKR or Price Knot Ratio is a visual measurement of a knot and a method to help provide a reference point to determine the strength of a baluster on a wood deck railing. For example, take a wood baluster and look for a knot. If you were to visualize cutting through the baluster at the largest point of the knot, the Knot should not take up more than 25% of the crosscut surface area. The greater the percentage the knot takes up, the weaker the baluster at that point in the baluster.

At Fence Quarter, we hand select our Tight Knot lumber and seek out the PKR parameters to give you a better tight knot product than you could ever find anywhere else.

Clear lumber makes for a much stronger product and gives you a much different look. Although it is not for everyone, Clear lumber can make for a breathtaking look. Painting a clear lumber is not always a desirable thing as much of the expense is to see the beauty of the clear lumber, hence it is highly recommended to treat the lumber is a transparent type of stain or sealer.

## **Standard Sizing vs. Custom Sizing**

Fence Quarter's products were designed for both the DIY Homeowner and the Seasoned Pro where each have their own goals. You might choose Custom Sizing because you want to save time and complete the project as quickly as possible. Whereas some might prefer a more hands-on approach to installation.

Regardless, both the Standard and Custom sizing comes pre-assembled.

In Standard Sizing you have the choice with generic lengths of the Deck Railing Inserts in increments of 1' up to 6'. In contrast, the Custom Sizing is where you measure the length needed down to the 16<sup>th</sup> of an inch and Fence Quarter ensures the best positioning of the balusters centered amongst your chosen length.

All heights of the Deck Railing Inserts are 30.5". See the document "Cross Section Height" found in Specifications under Fence Quarter's Resources tab. This document will give you a cross sectional view of all the parts and their measurement to obtain the Code Compliant 36" deck railing height.

### **Advantages of Standard Sizing**

- You cut ends to fit

### **Advantages of Custom Sizing**

- You measure all lengths exactly up front
- More Choices
- Location ID based upon your drawing and naming you choose
- Fence Quarter cuts ends for you

It might be that you order some that are Custom and Some that are Standard sizes? Each project is different.

## Fail Not Hardware System vs. Standard Design

Is the Fail Not Hardware System right for you? Our system is a Patent Pending Carbon Fiber design that does several things:

- Creates an incredibly strong connection between the Deck Railing Insert and the Deck Railing Frame by increasing the sheer value
- Allows for removal of the Deck Railing Frame without compromising the integrity of a screw hole
- Requires very few visual screws with the effect of many screws holding the system together
- Allows our wood Railing Inserts to be safer than ever before, especially when on second plus story decks and helps prevent someone from falling through
- Re-purposing - Uses recycled Carbon Fiber
- Security Screw attachments so kids can't randomly unscrew the Inserts

The strength of the Fail Not Hardware System can't be beaten as there is no wood deck railing Insert hardware available on the market today that can give you the security, strength and removability that Fence Quarter's Fail Not Hardware System can provide.

The Standard design is a pre-assembled Deck Railing Insert that literally just slips into the frame of your Deck Railing Frame sections. Then you attach with the screws provided and you are done. This design method is for most applications that do not need the extra strength and security at lower deck levels.