



Trouble Shooting FAQ



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FAQ - Finger Joint Products

Products	Problem	Cause	Prevention	Repair
All	Chalking of the top coat.	<p>Poor or no maintenance.</p> <p>Lack of film-build.</p> <p>Quality of paint.</p> <p>Residual solvent.</p>	<p>Regular maintenance as per the paint manufacturer's recommendations.</p> <p>Ensure the paint is applied as per the paint manufacturer's recommendations.</p> <p>We recommend you use a paint system from a recognized manufacturer that is prepared to warrant their paints based on suitable application recommendations.</p> <p>Although very unusual, it is possible some shooks will retain a small level of solvent from the manufacturing process. As this solvent evaporates from the timber, it can cause chalking on the paint surface.</p>	<p>Wash the surface with a light detergent and water mixture, scrub lightly.</p> <p>Rinse with clean water.</p> <p>Re-painting may be needed.</p>
All	Chalking of the primer.	Timber has been exposed too long to the elements prior to top coating.	Keep timber dry before installation and then apply top-coats as per the manufacturer's specifications.	Sand back and re-prime the affected area, if bare timber is exposed then apply an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.
All	Resin Bleed.	A resin pocket near the surface of the timber has been heated by the elements enough to mobilise the resin and have it leak and appear on the surface of the timber.	Choosing lighter colours (Light reflectance value of 45 or more) or the use of "cool colours technology" will reduce the risk of overheating resin pockets.	<p>Remove paint using a heat gun to soften and then mobilize all available resin, which can then be scraped from the surface / pocket. Allow the area to cool.</p> <p>Fill any hole with an approved exterior filler, apply Shellac or a</p>

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				similar sealer product then an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.
All	Tannin Bleed.	Tannin is a natural part of the tree, although mostly contained within the timber; it can occasionally bleed from the timber after manufacturing.	Use an Alkyd based primer as per the manufacturer's recommendations.	Sand back the affected area, apply an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations. Be careful not to paint over water based paint with an Alkyd based paint.
All	Movement / straightness.	Incorrect application or framing support / blocking / nogging.	Install the timber following correct engineering design specification.	Talk to your architect / engineer / specifier.
All	Checking / Cracks.	Timber is a natural product, whilst we endeavor to remove all defects prior to finger jointing, it is possible for timber to check or crack as it settles into its new environment.	Choosing lighter colours (Light reflectance value of 45 or less) or the use of "cool colours technology" will reduce the risk of timber movement.	Ensure the affected area has dried out and then Sand back and fill using an exterior grade filler to the affected area, apply an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.
All	Paint cracks on joints.	The cut joints have not been sealed, allowing the timber to absorb moisture.	Ensure the cut ends of the timber have been sealed using an Alkyd primer. We recommend the use of mitre joints or soakers where applicable.	This can be difficult. It is likely the affected boards will need to be removed and replaced with new boards, having been sealed and installed as per the manufacturer's advice.
All	Splits around nail holes.	Nailing too close to the end of the boards. Too much pressure on the timber caused by the excessive	Pre-drill holes if necessary. Ensure you follow the relevant NZ / Australian building code requirements for type / size / length of fastener.	Sand back and fill using an exterior grade filler to the affected area, apply an Alkyd based primer then apply top coats as soon as possible, following the manufacturers

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		dimension of the fixing. Incorrect setting on the nailing gun.	Adjust nail gun settings as per the manufacturer's recommendations.	recommendations.
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All	Swelling or shrinkage around nail holes after painting.	Moisture can be caught and trapped in the nail-hole if left open too long before filling which may cause swelling, and then shrinkage as the timber around the hole returns to a normal moisture content.	Fill all nail holes immediately after installation.	Ensure the affected area has dried out and then Sand back and fill (if necessary) using an exterior grade filler to the affected area, sand flat then apply an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.
Weather Boards	Longitudinal and latitudinal Shrinkage after top coat is applied.	Top coat being applied when the moisture content of the board is too high, shrinkage occurring as the timber dries out exposing primer underneath. Dark colours can cause excessive drying/shrinkage of the timber.	Keep product dry before installation. Ensure timber is at the recommended moisture content / dimensions prior to painting. Choosing lighter colours (Light reflectance value of 45 or less) or the use of "cool colours technology" will reduce the risk of excessive drying	Wait until timber returns to its recommended moisture content / dimension, sand back the affected area and repaint, ensure any exposed timber is coated using an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.
Weather Boards	Filler.	Filler visible under top coats.	Insufficient preparation prior to application of coatings.	Sand back the affected area and repaint, ensure any exposed timber is coated using an Alkyd based primer then apply top coats as soon as possible, following the manufacturers recommendations.