



The HardieZone™ System: HZ10™ Care and Maintenance Guide

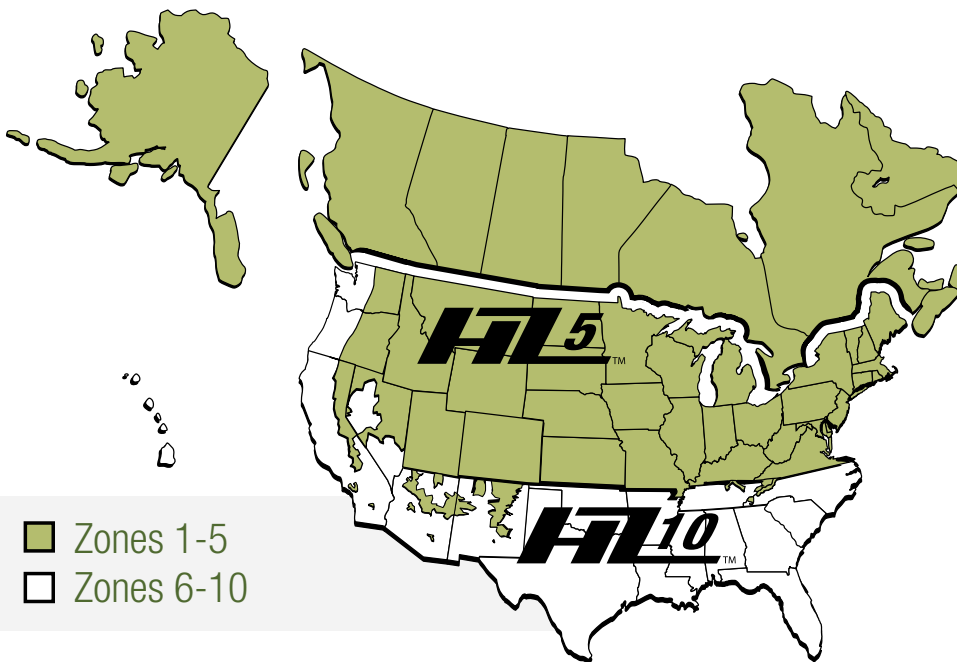
Congratulations on having James Hardie products on your home! We would like to share with you some basic information about the products and how to care and maintain them. James Hardie strongly recommends that the Homeowner understand how proper storage, installation and maintenance of James Hardie products will allow their beauty to last for many years to come.

The HardieZone™ System

Your home's exterior says a lot about you. Unfortunately, Mother Nature doesn't care. Whether it's sheets of rain, dry heat, freezing temperatures, ice and snow, or hurricane force winds, siding is under constant attack. That's why for more than three decades, James Hardie has continued to push back on everything Mother Nature could dish out.

Four million beautiful homes stand as a testament to our persistence. And as the most trusted brand of siding in America, James Hardie has taken that level of defense to an even higher level, with siding that's engineered for climate. We call it The HardieZone™ System.

We based The HardieZone™ System on the eight individual climatic variables that primarily affect long-term performance of siding. Using these factors we arrived at ten distinct climatic zones. Though different, we found common variables in certain regions, allowing us to engineer the HZ5 product line for zones 1 through 5 and the HZ10 product line for zones 6 through 10.



HZ10™ Products

Even when Mother Nature isn't very motherly, HZ10™ board delivers legendary James Hardie durability. Whether it's the hurricane-force winds and salty sea air of the coast or the brutal, humid heat of the Deep South, HZ10 board provides superior, state-of-the-art protection against the elements, season after season.

- Resistant to damage from moisture
- Resists flame spread
- Provides excellent paint performance

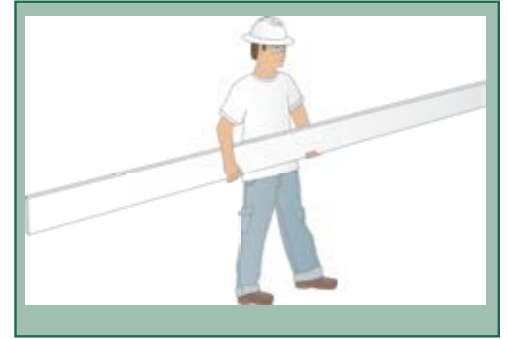
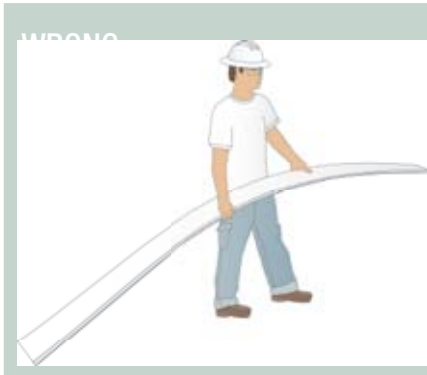
Storage and Handling

Storage and Handling

If you have hired a contractor to re-model your home with new siding or have the opportunity to watch your new home being built, it's important for you to understand how James Hardie siding should be stored and handled during construction. In general, the product needs to be kept dry before installing it on your home. Our installation instructions and this Best Practice Guide provide the installation crew and builder with clear directions on how to properly store and handle all of our products. These instructions and guide can be found on our website at www.jameshardie.com.



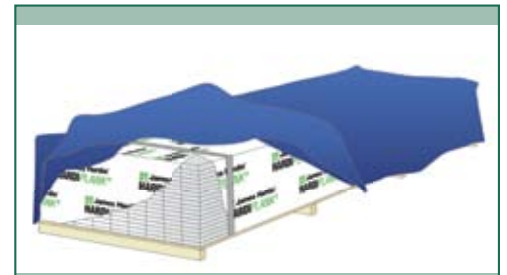
Carrying James Hardie® siding products with ColorPlus® Technology flat may cause excessive bending, which can damage the finish.



One person should hold planks on edge in the middle with arms spread apart for maximum support of the product.



Two people should always carry panel products.



If stored outside protect with an additional waterproof covering.



James Hardie products stored in their original packaging.

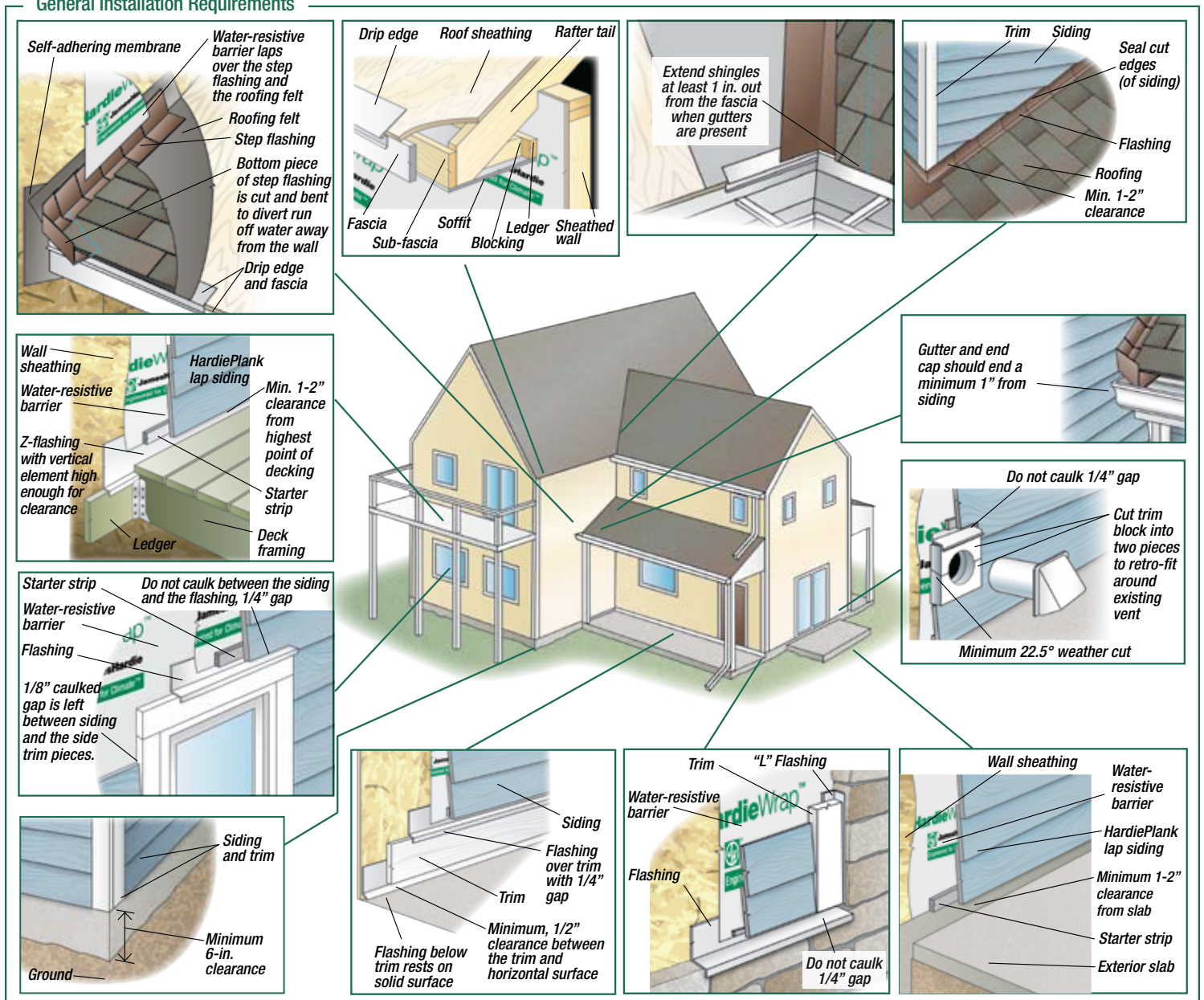
Installation

Installation

Homeowners are encouraged to take an active role during the installation of the product and work with the builder to ensure the product is installed correctly. Our installation instructions and Best Practice Guide can be found on our website at www.jameshardie.com. If the instructions are not followed when installing the products, the product only warranty could be voided. You should ask the product installer questions and bring up any areas that do not seem consistent with installation instructions. The earlier these concerns are brought up, the sooner they can be corrected.

The general installation requirements for critical areas of the house are highlighted below. For complete details on what is required to install the product, please refer to the specific installation instructions or the Best Practice guide where these construction details are discussed in greater detail.

General Installation Requirements



Cleaning and Maintenance

Water Management and Gutters

Whether you live in an area with high amounts of rainfall or an occasional thunderstorm, it is important to effectively manage the flow of water from these events for your entire home. James Hardie recommends that you have gutters and downspouts installed on your home if they were not already present when you purchased the home.

Cleaning and Maintenance

Cleaning and maintaining the exterior of your home is an important part of sustaining the beauty and value of your home. The extent and nature of maintenance will depend on the geographic location and exposure of the building. As a guide, it is recommended that normal care and maintenance tasks shall include but not be limited to:

- Washing down the exterior surfaces every 6 to 12 months with a garden hose or low pressure water spray to remove dirt and debris.
 - James Hardie Products with ColorPlus® Technology can be cleaned using water and a soft brush or rag. For stubborn dirt or stains, a mild detergent and a soft brush may be used.
 - For paint applied in the field, refer to your paint manufacturer for washing and maintenance requirements related to paint performance.
- Clean out your gutters, blocked pipes, and overflows as required.



High Pressure water blasts (e.g. pressure washers and sand blasting) will damage the surface of fiber-cement. James Hardie does not recommend these methods of cleaning. Low pressure water spray, or a soft brush are more suitable for cleaning fiber cement products.



- It is important to re-apply caulking when it has begun to show signs of wear. This can help keep moisture from getting into the wall cavity. These areas include but are not limited to penetrations, flashings, plank and trim connections and in some cases between plank joints.
 - James Hardie recommends the use of caulks and sealants that remain permanently flexible. Look for the words “permanently flexible” written clearly on the label or in the accompanying literature. For best results use an Elastomeric Joint Sealant complying with ASTM C920 Grade NS, Class 25 or higher, or a Latex Joint Sealant complying with ASTM C834. Caulking/sealant must be applied in accordance with the caulking/sealant manufacturer’s written instructions or ASTM C1193.
- It is a good practice to keep vegetation such as shrubs, bushes, and small trees trimmed back and away from the home and siding. This will also help to ensure that sprinkler systems do not saturate areas near the building.
- Ensure required external ground clearances (typically 6”) and drainage slopes are maintained. Do not in fill landscaping up to the siding.



It is a good practice to keep vegetation such as shrubs, bushes and small trees trimmed back away from home and siding.

Re-Painting/Repair

Re-Painting Siding

ColorPlus Products

- James Hardie ColorPlus® products can refresh their look by washing down dirt and debris from the siding. Note: Repainting over the top of James Hardie ColorPlus® before the 15 year limited ColorPlus warranty is expired, will void the finish warranty. However if repainting is desired, refer to our Technical Bulletin S-100 located on our website for painting tips.
- ColorPlus® touch up is used to cover nicks, scrapes and nail holes that may occur during installation. ColorPlus® touch up comes in bottles tailored to be edge coaters or touch up pens. If the touch up area is larger than the size of a dime the use of touch up is NOT recommended. Installers are advised to replace the damage siding with a new section of ColorPlus plank or panel.

PrimePlus Products

- If your James Hardie siding was originally painted after it was installed on your home, then check the original paint manufacturer recommendations for reapplication of paint.
- Do not use stain on James Hardie Products.

Repair or Patching

Dents, chips, cracks and other minor surface damage in James Hardie siding and trim products can be filled with cementitious patching compound. Refer to manufacturer recommendations for products that are compatible with fiber cement.

Use of Deicing Salts

James Hardie siding products should not come in direct contact with deicing salts. The salts may prematurely damage the finished look of the siding. James Hardie recommends the use of sand or gravel to manage snow loads near siding.



Edge Coaters or Touch-up Pens should not be used to touch-up any area that is larger than a dime.