



Frequently Asked Questions

1) How do I contact WoodGuard?

A) You may contact us directly at our office (604.858.3375) or you can email us info@woodguard.ca

2) How do I find my nearest dealer?

A) To find your nearest dealer go to our main web page (www.woodguard.ca) and navigate to the dealer locator tab. You can also get in touch with us directly and we will help you to find your local dealer.

3) What exactly is WoodGuard made out of?

A) Woodguard uses a select grade, Fir lumber core in their products. This means we select the best pieces of Fir lumber removing any pieces prior to treatment and coating that have twists, bows, crooks, and excess wane. We then preserve the wood with an organic borate compound and follow that with the application of a pliable, non-toxic polymer coating.

4) How strong is a WoodGuard fence?

A) A properly installed WoodGuard fence is one of the strongest fencing systems on the market. All of our lumber is Fir material. Fir, although still a softwood, is used in the building industry as the standard of structural lumber before engineered and steel beams are considered. Our posts are all factory sealed on one end which will go into the ground to assure your fence posts won't rot from the ground up. We also supply a color matched GRK lag replacement fastener that has a much higher sheer and tensile strength than any other common fasteners found in a building yard. All of this adds up to a fence that you can trust to keep your best companions close to home.

5) Do I have to use your supplied GRK's, a specific fastener or fastening system?

A) No, with a WoodGuard fence you have the choice to use whichever fastener you see fit. Be it a steel ring nail, an HDG spiral nail or a stainless steel screw. Unlike Cedar or other preserved woods, borate does not react with metals. However you should consider the fact that using common steel fasteners in exterior application is not recommended.

6) Will a WoodGuard fence enhance my property value?

A) Any form of estate fencing, landscaping, or other visual curb appeal will help to add value to your property. However, some of these options require regular maintenance which may deter potential future buyers. A WoodGuard fence requires no painting and only very little maintenance which will appeal to a much broader range of potential buyers.

7) How does WoodGuard hold up in our cold winters?

A) We know, it gets cold here in the great white north. That's why WoodGuard designed its polymer to remain pliable in all temperatures. We've cold weather tested WoodGuard in -40 temperatures using a high impact method. Our polymer is guaranteed not to crack or chip.

8) I've heard of pressure treatment, but what is this borate treatment you use?

A) Conventional wood treatment process use harsh chemical treatment methods such as CCA and ACQ. These treatments contain coppers, arsenic's and alkaline, all of which are poisonous and toxic. Woodguard uses a completely organic approach called borate treatment. Boron's are a naturally occurring element that all matter on earth requires to live. But, like anything in life too much of a good thing can lead to bad things. This is the case with borate, because it is such a high concentrate of boron's it actually causes organic matter and insects to essentially overdose on boron's. If you would like more information on our treatment used please contact us and we can supply you with a copy of our borate MSDS.

9) What lengths do you products come in?

A) We stock components in white, black & brown in dimensions of 2x6x16 rails, 4x4x8, 4x6x8, and 6x6x8 posts. We stock these lengths because we've found the most common post spacing is 8' in which you would use a 16' rail in order to stagger your joints as well as 8' long posts to give you the recommended 3' in the ground. We can also coat custom lengths of lumber to suit your individual needs.

10) I just purchased my WoodGuard fence, now how do I install it?

A) Woodguard fence systems install just like wood. Therefore all you need is the most basic of tools. We recommend an auger, level, stringline, drill and skill saw. Because there are no rail pockets to line up simply auger your holes, drop in the posts, attach the rails, level and brace the two end posts, run a string from end to end bracing all posts in between then simply backfill and pack. No tricky elevations to worry about just cut your posts to height once finished and apply the supplied top cap.

11) What do I do after I've cut my rails and posts to length?

A) After you have finished cutting your rail to your desired length simply apply the pre-glued 2x6 end cap. Remember to order extra 2x6 end caps if you anticipate making extra cuts. Each rail includes two end caps. Once you r posts are cut to height you can then apply the supplied bevel top cap. UnlikeCCA or ACQ treatments there is no need to paint on more treatment, simply apply the caps.

12) Do you supply matching WoodGuard gates?

A) Woodguard does not supply pre-fab gates. Howbeit, if you are having a professional install your WoodGuard fence they will be able to manufacture a gate made of WoodGuard materials to match your fence. When building a WoodGuard fence keep in mind you will need to order extra 2x6 end caps to account for all of the small pieces and cuts to be made. If you would like more information about building a WoodGuard gate or would like to request a custom gate from factory please contact us directly.

13) I have posts that I'm still happy with for now, can I use WoodGuard rails with my existing posts?

A) Of course! Because WoodGuard is a wood product it is very versatile in its applications, including the ability to mix and match with other building products and fastener systems. We can also custom coat different lengths and dimensions to match your specific needs.

14) I have large and small animals, can I contain them all in a WoodGuard fence?

A) Yes, you certainly can. Because WoodGuard is simply a wood product with a polymer shell you are able to use virtually any hot wire and insulator system as well as the ability to staple page wire and other sorts of mesh's directly to your WoodGuard fence.

15) Is WoodGuard really worth the extra money for "low-maintenance"?

A) This depends on if you enjoy spending your summer holidays with the family painting the fence. If you take into consideration your average lumber fence won't even last the 20 years your WoodGuard fence is warrantied for. As well as the cost of paint, supplies, and hourly labor, the average WoodGuard fence will have paid for itself within the first 5 years. Ask us about our cost saving estimator to see how much you can save over the life of your fence.

16) What colors are available?

A) Our factory stocks white, brown and black, however other colors are available upon request. We can also do custom colors to match your specific project.

17) What about chipping and cracking of the coating?

A) WoodGuard polymer coating is a specially formulated non-toxic, soft and pliable material. Our warranty covers defects in the polymer such as chipping, cracking, peeling, as well as rotting or bugs of the preserved lumber on the inside.

18) Will my horses chew or crib my WoodGuard fence?

A) Woodguard products have no taste, odor or minerals. Therefore your horse should have no interest in their new WoodGuard fence. However, WoodGuard does not warranty against these kinds of wear, if you have a problematic horse we recommend the use of a Woodguard RailGuard or a hotwire system in conjunction with your WoodGuard fence.

19) How does a WoodGuard fence hold up to lawn maintenance tools?

A) As with any other fencing materials such as wood or vinyl, prolonged direct contact with weed eaters and harsh chemicals can cause unwanted damage and premature wear to the posts. Use caution when operating equipment near fence posts, especially commercial equipment.

20) If WoodGuard is such a good product why haven't I heard of it?

A) The reason you probably haven't heard of WoodGuard in its 35 years of existence is most likely because of its small distribution chain. Woodguard is a family patented product that is still owned and managed by the original inventor. Because of the small size of the family business they have only been active in their local markets around the United States Pacific North West. Woodguard has a long standing presence around their local area in places such as Hidden Hills California and Del mar Fair grounds.

*** If these frequently asked question did not answer all of your questions please feel free to contact us directly with whatever inquiries you may have, we would love to hear from you! ***