

# APPROVED INSTALLER FAQS

**Jacksons**  
that lasts  
Fencing, Gates & More

**Jacksons  
Fencing**   
APPROVED INSTALLER



## ✓ What causes swelling and shrinkage?

The cell structure in timber stores water which is gradually released or absorbed depending on the level of temperature and humidity. This effectively changes the volume of the timber and naturally the parts closest to the surface will dry more quickly than those closer to the centre. Splitting in the timber is part of the natural drying process in hot weather and in some cases; these splits may reduce or 'heal' in wetter conditions and should not be viewed as flaws. Expect freshly treated timber to shrink by as much as 8% in width and 0.3% in length. Due to the natural structure of the timber these changes can sometimes also cause some twisting or distortion which we are unable to predict in manufacture but have no effect on the structural integrity of the finished article.

## ✓ Tell me about the wood that Jacksons use

Softwood is a natural material with outstanding qualities including strength with elasticity, weight bearing ability, thermal insulation, weather resistance and much more.

We use high quality softwood timbers from sustainable sources and have achieved certification under the environmental chain of custody schemes of both the FSC (Forest Stewardship Council) and the PEFC (Programme for the Endorsement of Forest Certification).

The timber we use is selected both for its suitability for purpose and our Jakcure treatment process.

However, wood is not a manufactured product and will include natural characteristics which are not flaws but part of its beauty.

## ✓ Why is there variation in colour?

Every tree is different in form, colour and grain and even within the confines of a cut length will allow the Jakcure treatment process to penetrate differently. Colour differences will usually become less pronounced over time but a consistent flat colour without variation will never be achieved.



## ✓ When do knots occur?

Knots are present where branches have been cut from the tree before it is peeled and sawn. Knots should be expected on finished products but we do carefully select our timber to minimise their presence and size in highly visible parts of our products.

## ✓ What is resin?

Resins occur naturally within softwoods and in the process of drying, may rise to the surface. Resin causes no harm to the timber or the Jakcure process and can be removed if required by scraping when it hardens or wiped off with a rag soaked in turpentine.

## ✔ What level of surface finishing should I expect from your peeled timber?

We use timber specially selected for its suitability for our Jakcure treatment process in the manufacture of our Special Post and Heavy Rail Fencing, Straining Posts and Mixed Cleft and Round Fencing Stakes and while we make every effort to 'peel' all of the bark from the timber, due to the natural irregularities of a log it is not always possible to do so. It is perfectly normal for to find occasional small patches of bark on the surface of a post or rail, these are not faults and will not detract from the effectiveness of the Jakcure process or the durability and performance of the item.

You may also notice, on occasions, a line of indentations along the length of a post or rail, these marks are made by the harvester when the tree is felled and most are removed with the bark, but some do remain. Once again, these are not faults and will not detract from the effectiveness of the Jakcure process or the durability and performance of the item.

## ✔ Why is there variation in colour?

On planed products, we aim to plane all faces of the component parts to achieve a smoother finish than can be achieved with sawing alone to achieve consistent dimensions. The machines and materials we use are designed to produce products that are fit for purpose, not a 'cabinet maker' finish. Very small regular undulations or ridges may be seen on the surface in certain light conditions. Contrary to popular belief, the process of planing does not reduce the risk of splitting, in fact because of the smooth surface; splits may actually appear more prominent. Occasionally small areas of the surface may exhibit a sawn rather than planed finish where a section of the material is missed by the planer's blades. We try to identify and remove components which have large unplanned areas that could detract from the overall appearance of the product once installed. Any dimensions quoted on planed products are 'nominal' due to the variation in size of sawn timber supplied to us and the rate of swelling following our Jakcure treatment process.

## ✔ What level of surface finishing should I expect from your sawn timber?

Sawing is used to 'square' the timber and achieve a uniform size, within tolerances. It is sawn in high volume in high speed mills before being supplied to us. We expect to remove any bark; however, sawn timbers will have loose fibres on the surface and may exhibit some marking from the saw blade.



## ✔ What is the 'spotting' that may be seen on the surface of the timber?

You may occasionally see small green or white spots on the surface of Jakcure treated timber. These are tiny specks of resin on the timber surface that have been dyed by the treatment which are not detrimental to the product and can usually be wiped-off with a damp cloth.



## ✓ Why is it that some small sections of the timber are rougher than the surrounding area?

The small patches of 'rough' timber is the result of fraying which sometimes occurs on sections of timber where the wood fibres naturally run against the working direction of a planer or saw blade. Fraying will not affect the performance of the finished product.

## ✓ Can I paint Jacksons timber products?

Our timber products are Jakcure treated to provide a 25-year guarantee against wood boring insects and all types of rot and do not require any additional treatment throughout their service life in normal usage save the use of our brush applied end grain treatment on any timber cut during installation or damaged in use.

However, should you wish to stain or paint our timber, our advice is to buy the best coatings you can afford and please follow the guidelines below:

1. Assemble the product and let the timber dry thoroughly through several weeks of dry weather
2. Use a microporous finish that allows the timber to breath
3. Thin down the first coat of finish and allow it to dry
4. Build up the finish with 3 or 4 full coats depending on the depth of finish required
5. Read and follow the manufacturers' instructions on the tin
6. Remember, you shouldn't expect to achieve a 'mirror like' gloss finish, our timber is selected and treated for outdoor use in harsh



## ✓ The Jakcure Process; the ultimate modern softwood preservation, its benefits and what it means to you

Jakcure is Jacksons unique ISO 9001 accredited process that allows preservative to penetrate deep into the timber through total immersion and vacuum pressure. We are so confident in our Jakcure process that we back it with a 25-year guarantee against all wood-boring pests and all forms of wet and dry rot.

Jakcure conforms to B5 8417 and will not soil hands or clothing. It is harmless to man, animal and plant life. Non-inflammable and non-corrosive, it has no unpleasant odour and does not reduce the strength of timber or make it brittle.



**Jacksons  
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