



RESYSTA FAQ'S (Frequently Asked Questions)

1. I have seen other plastic woods, what makes Resysta different?

There are hundreds of types of plastic wood decks available of varying quality. However Resysta is unique, no wood is used in its manufacture. Common plastic wood products which use wood in their mix will most likely suffer from the effects of the wood content. Effects like greying, cracking, warping and rough surfaces. Additionally common plastic woods normally use a high degree of Polyethylene mix, giving the product a synthetic look and feel and making it difficult to work with especially when it comes to joins and glued connections. Resysta does not have any of these problems.

2. So what is Resysta made from?

Resysta is a high tech composite made from bio-waste and rice husks (hulls). Currently there are three different Resysta patents pending.

3. If Resysta is such a new product how can I trust it and trust all the promises you make?

In fact Resysta is not a new product. In 1996, two brothers from Singapore set about developing a material that looked like wood but which had no wood in its make-up. It was green technology at its best. They spent two years experimenting with different bio-waste and cereal waste fibres that could produce a product that looked like wood, felt like wood and could be machined, drilled, cut, sanded and glued like wood, but would have none of the downside of wood; cracking, splintering, warping, swelling, rotting, insect resistant. In 1998 they produced their first commercially viable product and landed the contract for one of the fishermen piers in Hong Kong harbour. To this day the pier remains in excellent condition. Since then customised decks have been installed in many worldwide locations.

4. How long will it last and what are the guarantees?

We offer a 15 year guarantee on the decking in a private home and 10 years on the material in a commercial area. This guarantee applies to the Resysta material itself and this is against warping, cracking, splintering and rotting. However as it is a composite material it could last up to 20 or 30 years.

5. Do I need to maintain it?

Everything, especially outdoors needs cleaning and maintenance. Even your windows need regular cleaning. The better you care for a product the better it will last. We suggest you clean your deck with water a couple of times a month or more if you see a build up of dirt or atmospheric pollutants. As far as maintenance goes, this is minimal with Resysta and very dependent on where the deck is situated, its use, the look you want and what kind of varnish or oil was applied in the first place. When the time comes to refresh the look of your deck, simply clean it, sand it and reapply Resysta recommended varnish or oil. Both of which are inexpensive and easy to apply.

6. Can you recycle it?

Absolutely, you can return it to us and we will return it to the manufacturer for recycling back into Resysta

7. Does it have a green rating?

Prof. Dr. Karl Stetter from the University of Rosenheim (Plastic University) says in his assessment of Resysta that its one of the friendliest products he has met. In his official evaluation of Resysta he states, ***‘For the named applications, Resysta provides perfect preconditions owing to its exceptional tensile and impact strength, resistance to temperature, humidity, sun, and insects and in its generally substantial inert composition. Unlike wood, Resysta is swell, splinter and crack-free, does not grey or fade and is resistant to fungal decay. Products made of Resysta are therefore very durable without requiring special care and maintenance. This material is a real alternative to tropical wood. Furthermore products made of Resysta have an especially beneficial eco-balance and bear positive hygienic properties’***. For now it does not have an official green rating as it is a brand new product, but we are very happy with the Professor's assessment.

8. So how eco-friendly is Resysta?

What you really need to understand is how the rain forests of the world, in South East Asia, South America and Africa are being destroyed for the supply of tropical hardwoods. And a lot of this is used for furniture and decking. As the forests are destroyed the quality of the hardwoods like Balau and Teak get worse and the prices get higher. Try it for yourself and you can be assured that if the quality of hardwood is anywhere near decent it comes from an illegal source. It's actually criminal what goes on in the rain forests and one of the best solutions is Resysta. A product that looks and feels like tropical hardwood, has none of the weathering problems and uses bio-waste as its raw material. Think about it?

9. What official tests have been done on Resysta?

To make sure Resysta meets all its promises many tests have been done on Resysta. These include comprehensive tests by TUV (Technischer Überwachungs-Verein), Bureau Veritas and ASTM International. Technical data sheets on these tests are available on request.

10. Where can I find Resysta products?

Resysta furniture is only available through MBM showrooms – phone Customer Care Line 086 222 626. Resysta decking can be viewed at any MBM showrooms but can only be purchased directly from Resysta Africa (Pty) Ltd at 60 Kinghall Ave, Epping 2. 7460 (Cape Town) – **Ph 021 5355021** and from 1st Sept 09, at 71 Tsessebe Crescent, Corporate Park South, Randjespark, Midrand. 1683 - **Ph 011 314 8592**

11. What kind of weathering can we expect?

Because of Resysta's unique properties the effects of the weather are minimal. Some of the key points from all the testing carried out on Resysta are the following;

- After 24 hours in water, changes to length, width and thickness is 0.1%
- In temperature extremes from -25°C to +45°C a 4 meter length of Resysta showed a total movement of less than 6 mm.
- Resysta decking with a runner distance of 250 mm recorded a breaking point at 5 800 Newtons (5 800 kg)
- After 500 hours UV testing Resysta faded a mere 1.5%

Therefore maintenance requirements are very, very low. But like all things we suggest you clean it regularly and take care of your investment.

12. What kinds of care products are there and is it possible to use substitutes?

We provide a range of maintenance and care products. We recommend you use only those products approved by Resysta

13. What different colours/shades are available now and in the future?

For the furniture, only the teak colour is available for now. For decking three different colours are available – Burmese Teak (natural wood look), Siam Teak (darker wood colour) and Aged Teak (aged grey teak colour). Additionally teak oil, as approved by Resysta can be used on the decking.

14. Can Resysta break and can items be repaired? E.g. broken slats, arms fabric, and hardware?

Yes Resysta can break. Broken furniture slats, arms, legs etc are not repairable. On certain ranges fabrics are replaceable and all hardware is fully replaceable. In the unlikely event of a section of Resysta decking breaking, this can be replaced.

15. What kind of quality problems are likely to happen?

Again this depends on the how well you care for your products. If the surface scratches or is badly marked through an accident or neglect, it is a simple process to sand the problem area and repair it with our Resysta Base Coat and or Finish Paint.

16. Has the product been patented?

Yes, there are three different patents pending.

17. Why is it so expensive?

Its not expensive if you firstly compare it to an A grade tropical hardwood and secondly if you consider the guarantee you are getting and the minimal maintenance required.

18. We understand what it is made from but how is actually made.?

Once the Resysta raw material formula is perfect, it is extruded. Currently we have over 30 different profiles.

19. How long has it taken to develop?

Experiments with the first basic composition, using bio-waste and rice husks (hulls) started in 1996. Three years later after much trial and error and the first Exwood (mother of Resysta) installation happened.

20. What is the hardware used and what is the guarantee on it?

For Resysta furniture, Stainless Steel 304 is used for all hardware. We guarantee this for three years. Depending on where the furniture is located the hardware will tarnish and deteriorate over time, especially so in coastal conditions. However it is easy to replace and parts are readily available.

21. Is Resysta fire proof?

Resysta carries a fire resistant rating of B2 level. This means under intense heat it will smoulder but will not burst into flames. Most other synthetic wood composites will burn like a like a candle. Not Resysta.

22. Will it get hot in the sun?

Yes, Resysta does get hot in the sun in a similar way to tropical hardwoods.

23. Is it safe for pets/children to chew or lick?

Yes it is perfectly safe and already meets 2014 European standards. Resysta is toxin free.

24. What other RESYSTA products are most likely to be available in the future?

Wherever wood is used, Resysta can be used. There are number of experiments underway and we will keep you informed of progress.