

Frequently Asked Questions – Window Boxes

What is your Guarantee Policy?

Mayne Window Boxes (with the exception of our Westport wood model) come with a 15 year warranty that covers any defects in materials and workmanship. Our Westport Wood Window Boxes come with a 1 year limited warranty.

What are Mayne Window Boxes made of?

Our window boxes (with the exception of our Yorkshire vinyl and Westport wood models) are roto-molded using high quality polyethylene. The resin includes built in UV inhibitors offering long lasting protection from the elements (products won't yellow or discolor).

How do I Maintain my Mayne Window Box?

To clean the product for best results use soap solution and high-pressure water. The Westport Wood Window Boxes have a water-based stained finish. For better weather protection apply a water-based clear coat to seal the wood or paint the planter the color of your choice using a paint designed for exterior use.

What is Included with a Mayne Window Box?

The window boxes (with the exception of our Westport wood model) include powder coated steel wall mount brackets with 2 steel screws per bracket. A tube of vinyl glue is included with the Yorkshire window boxes and screws and rubber feet are included with the Westport window boxes. Our Westport wood window boxes do not include wall mount brackets; optional wood mounting brackets can be purchased separately. Detailed installation and assembly instructions are included with all Mayne window boxes.

What Materials aren't Included with Mayne Window Boxes?

Potting mixes and any related planting materials are not included. Also, if you choose to install the window boxes on a brick or concrete wall, heavier duty screws (i.e. tapcons) will be required. These are not included but can be purchased from your local hardware store. For installation on siding, the use of strapping is recommended to ensure the window box is mounted securely. Decorative brackets are not included with the window boxes however, they can be purchased separately.

How Difficult will my Window Box be to Assemble?

With the exception of our Yorkshire and Westport models, no assembly is needed.

Assembly is required for our Yorkshire Window Box and is fairly simple. The Yorkshire is sold in 5 sections, the base, front and back panels and left and right end caps. A tube of vinyl glue is also provided. It is recommended that the customer test fit the pieces together before applying the glue. All Yorkshire Window Boxes come with detailed instructions and technical support is available to help you with assembly. A video tutorial on how to assemble a Mayne Yorkshire Window Box can be viewed at <http://www.youtube.com/watch?v=mL68soOHlvY>

Assembly is also required for our Westport Window Boxes. The Westport is sold in 7 sections, the base, front and back panels, left and right end panels and top and bottom molding. Sections are to be attached using the wood screws provided; holes are pre-drilled to help the parts line up correctly. Again, installation is fairly simple, detailed instructions are provided and technical support is available by calling our toll-free number (866-363-8834) Monday to Friday, between 8am-5pm EST.

Is there Anything that I have to do to my Window Box when the Winter Season Begins?

The durable polyethylene that Mayne products are made from holds up extremely well in all types of weather conditions, so they can be left outside during the winter months. Just be sure that your window boxes are draining properly. There will always be some water left in the reservoir; that is fine. Our double-walled design will allow room for the water to expand during freezing so there is no risk of cracking. We do not recommend leaving our Westport Wood Window Boxes outside during the winter.

How Does the Sub-Irrigation Water Reservoir Work?

Mayne Window Boxes (with the exception of our Westport wood model) include a trough design creating a sub-irrigation water reservoir at the bottom of the planter. Capillary action allows water in the reservoir to soak upward keeping the soil and plant roots moist. To avoid oversaturation an overflow hole is located in the underside of the window boxes allowing excess water to drain out. Regular watering is required for the first few weeks giving the root system time to develop. Once the roots have grown down to the troughs the plants will be able to pull moisture from the reservoir creating a self-watering effect.

Can I Paint a Mayne Window Box?

While there are paints available for vinyl products, nothing has been made specifically for polyethylene. With the exception of our Yorkshire and Westport models, we don't recommend painting your Mayne Window Boxes and choosing to do so is done at your own discretion and will void your warranty. The Yorkshire Window Boxes can be painted using any paint made specifically for vinyl products and the Westport can be painted using a paint designed for exterior use. We recommend testing on a small, non-visible portion of the window box before painting the entire product.

What do I do if my Window Box is not Draining Properly?

If you find that the walls of your window box are beginning to bulge out, it is typically due to a drainage issue. Check to ensure that nothing is blocking the drainage hole. If there is nothing blocking the drainage hole from the outside, something may be blocking it from the inside. The easiest solution to this problem would be to drill an additional small hole in the backside of the window box (about 2 ¼ inches up from the bottom) for extra drainage (this is not recommended for our Yorkshire or Westport models). After the water drains from the window box, it will slowly return to its original form. If you do not wish to drill the hole, unfortunately, the only other option would be to remove the contents of the window box to clear the blockage from the inside.

What are the General Planting Recommendations?

To maximize the efficiency of the Sub-irrigation system we recommend the following steps:

1. Pour water directly into the window box to fill the reservoir. Allow the excess water to pour out the overflow hole.
2. Next, add a couple of inches of lightweight filler. This is optional but it reduces the amount of potting mix required, encourages faster root growth down into the troughs, and decreases the overall weight of the planter making it easier to move around. Some suggestions for lightweight fillers include Lava Rock, Packaging Peanuts, and Perlite.
3. Fill the planter with a potting mix to within a couple inches of the top. Regular garden soil is not recommended since it compacts too easy and doesn't allow for proper aeration or drainage.
4. Start Planting and enjoy!

How Much Soil and Water does a Mayne Window Box Hold?

The soil and water reservoir capacities will vary depending on the style and size of window box. Below is a list of all Mayne Window Boxes and the approximate soil and water reservoir capacities for each:

- Fairfield 3ft – **Soil Capacity:** 6.5 gallons / **Water Reservoir Capacity:** 3 gallons
- Fairfield 4ft – **Soil Capacity:** 9.5 gallons / **Water Reservoir Capacity:** 4 gallons
- Fairfield 5ft – **Soil Capacity:** 12.5gallons / **Water Reservoir Capacity:** 4.5 gallons
- Nantucket 2ft – **Soil Capacity:** 2.5gallons / **Water Reservoir Capacity:** 1.5 gallons
- Nantucket 3ft – **Soil Capacity:** 3.5 gallons / **Water Reservoir Capacity:** 2.5gallons
- Nantucket 4ft – **Soil Capacity:** 5 gallons / **Water Reservoir Capacity:** 3.4 gallons
- Nantucket 5ft – **Soil Capacity:** 6.5 gallons / **Water Reservoir Capacity:** 4.5 gallons
- Yorkshire 2ft – **Soil Capacity:** 5 gallons / **Water Reservoir Capacity:** 0.5 gallons
- Yorkshire 3ft – **Soil Capacity:** 8.5 gallons / **Water Reservoir Capacity:** 0.75 gallons
- Yorkshire 4ft – **Soil Capacity:** 12 gallons / **Water Reservoir Capacity:** 1 gallon
- Yorkshire 5ft – **Soil Capacity:** 15 gallons / **Water Reservoir Capacity:** 1.25 gallons
- Yorkshire 6ft – **Soil Capacity:** 18 gallons / **Water Reservoir Capacity:** 1.5 gallons
- Westport Wood 3ft – **Soil Capacity:** 6.5 gallons / **Water Reservoir Capacity:** N/A
- Westport Wood 4ft – **Soil Capacity:** 8.9 gallons / **Water Reservoir Capacity:** N/A
- Westport Wood 5ft – **Soil Capacity:** 11 gallons / **Water Reservoir Capacity:** N/A