



VegTrug FAQs

Frequently Asked Customer Questions



We have been manufacturing and selling the VegTrug product range now for coming up to 8 years. Sales of the VegTrug are now well into the hundreds of thousands of units. Some of our customers call for help and we often see the same issues arise.

Generally most problems are resolved by reading the build instructions carefully and watching the build video before commencing setup of the VegTrug. Here are some of the more common questions we get asked:

1. I am trying to put the VegTrug together and nothing fits! The boards simply will not line up correctly when I try to put them on. What am I doing wrong?

Usually this problem stems from the very beginning of the build when you put the “H” of the legs together. You must leave the bolts loose. If you have tightened the bolts on the legs so that there is absolutely no play in the VegTrug when you come to attach the front and back panels they will be very difficult to fit. You need to undo the screws and undo the legs so that they are loose.

You will then be able to fit the panels correctly and it will all slot in correctly for final screws and tightening. The movement in the “H” of the legs gives you the play to get the panels fitted correctly.

Please watch the VegTrug Build video here:

<http://vegtrug.com/support/videos/building-your-vegtrug/>

2. My VegTrug Liner is disintegrating. How long should it last?

With regard to liner deterioration. The liner is designed to be biodegradable and will break down quickly when exposed to the elements. However, it should last two or three seasons without a problem if used correctly and not left exposed. Usually customers who have seen it deteriorate quickly have left the top edge outside and exposed to sun and rain and wind (usually flapping around horribly). We recommend that you tuck the liner back down inside level with the soil and you will find that it will not split or fray at all. The instructions and build video both clearly say that the liner should be tucked back inside level with the soil.

Unfortunately, this is a case of we are damned if we do and damned if we don't! We make the liner biodegradable so it breaks down in land fill, but the customer has to be aware that they must be careful about leaving the liner exposed.

In instances where the top edge of the liner has deteriorated, you can cut it off to the top level of the soil and this will solve it as the liner portion that has been under the soil and not exposed to the elements will be fine. You can buy a replacement liner. They are very inexpensive and can usually be found on our eBay shop for accessories (UK ONLY) or from your local distributor/stockist.

3. How often should I treat the wood on my VegTrug with preservative?

The VegTrug is delivered pre-treated from the factory with a water based food safe preservative so it will not need to be treated with anything for some time.

The VegTrug will need re-treatment at least annually thereafter. Of course where you live and the environment will affect how often the product needs to be treated. Drier, sunnier, hot conditions will mean the VegTrug needs more frequent maintenance.

4. What should I treat my wooden VegTrug with? Can you recommend a product?

We are often asked to recommend a preservative for use with the VegTrug and are now delighted to announce our recommendation of the Protek range of water based preservatives for the treatment of the VegTrug range of products in the UK.

Certified to BS EN 71-3:1995, the Protek range is suitable for treatment of playground equipment as well as food safe applications like VegTrug.



The added advantage is that you can choose to keep the natural finish of the wood by using the Protek 'Clear Tough Coat' product or can stain the VegTrug with any colour from the range with a single coat of the 'Wood Protector' range first and then a coat of the Clear Tough Coat to finish.

We think Protek offers amazing value for money and your choice of stain and protective finish can be used on your shed and fence as well as your VegTrug.

Better still we have negotiated a very special arrangement for our customers. If you visit shedcare.co.uk and order your Protek products, simply put in the code 'vegtrug' on checkout to receive an incredible 20% discount on your order!

For customers overseas, it is very difficult for us to have knowledge of the local brands available everywhere in the world. We would recommend that you visit your local hardware store and take some local advice. Please ensure you treat the VegTrug with a food safe, water based preservative.

5. How much soil does the VegTrug take?

Medium 1.8m VegTrug	420 Litres
Small 1m VegTrug	210 Litres
Mini 75cm VegTrug	180 Litres

Medium 1.8m Wall Hugger	310 Litres
Small 1m Wall Hugger	170 Litres
VegTrug Poppy	50 Litres

6. What soil should I use in the VegTrug?

We would recommend using a general purpose vegetable growing compost in the VegTrug. However, we would add a percentage (say 20%) of John Innes #3 mixed through the soil as this is heavier and will help maintain some moisture stopping the VegTrug from drying out.

For overseas customers, please visit a local stockist of soil and take some local advice. They should know what is suitable for your area and environment.

7. How often should I change the soil in the VegTrug?

A fully planted VegTrug in the Spring when growth is at its highest will need fertiliser added to the water in the watering can after the first 6 weeks of planting.

We recommend that the VegTrug is 'top dressed' annually to replace the nutrient lost during the growing season. This means as a minimum removing the top 12-15cm (5-6in) of soil and replacing it with new soil. This should be mixed in as far as possible.

8. Is it OK to get the VegTrug Poppy wet? What are your recommendations for keeping it clean?

The felt of the VegTrug Poppy is designed to be used in an external environment and to be wet. Particularly on the light colours we would recommend not using a coloured fertiliser when watering the VegTrug Poppy as this may stain the felt.



Should the felt get dirty, let it dry and brush the dirt off carefully.

9. How long will the VegTrug Poppy felt last?

The felt of the VegTrug Poppy has been tested in extreme hot and extreme cold environments. We are confident the felt will last for one to two seasons. Replacement felts for the VegTrug Poppy are inexpensive and available in a variety of colours.

10. Do you recommend an automatic watering system for VegTrug?

Many of our retail partners sell automatic watering systems that can be used with VegTrug. Please be careful if you install a drip system that this does not come into contact directly with the wood of the VegTrug. We would recommend a product like the Autopot Aquabox Spyder System which is not a drip system.

You can find details here:

<http://www.autopot.co.uk/watering-systems/aquabox-raised-bed-watering>

11. What are the individual covers used for?



The cover functions are as follows:

Greenhouse (PE) Cover: This functions exactly as a greenhouse would. The gardener can use this cover to bring on small seedlings in the early part of the season in the same way they would use a glass greenhouse.

Insect Protection Cover (Micro Mesh): This cover pretty much does what it says on the tin. The 0.6mm hole is designed to stop most common aphids like carrot fly or onion fly. It is also great in season for stopping birds being able to steal ripe fruit grown in the VegTrug. You can water through the micro mesh cover.

Fleece Cover: Used when the weather turns colder. If you still have plants growing in the VegTrug you may be able to extend the growing season slightly by using a fleece cover to stave off some early frosts.

Shade Cover: This is a special UV protection cover which screens 50% of the UV rays passing through it. This cover is for very harsh, sunny environments and uses branded 'Coolaroo' material developed in Australia. This cover is not available in all regions.

Please do have a look at our infomercial here which explains the use of covers:

<http://vegtrug.com/support/videos/vegtrug-infomercial-english/>

12. Why do you not sell the frame with the micro mesh or fleece covers?

We are limited in the combinations of frame and cover we can offer for sale. The retailers cannot reasonably be expected to stock all combinations of frames and covers. We therefore chose to bundle the frame with the most common cover which is the greenhouse cover. If you buy a micro mesh or fleece cover it will not come with a frame and these cannot be bought separately. You need to start with the frame and greenhouse cover and then buy the other covers that you need.

13. My frame / cover got broken in a storm is this covered under warranty?

No. We clearly state on the instructions for the frame and covers that they cannot reasonably be expected to cope with harsh weather, particularly strong winds. It is a plastic sheet which is held to the wind and will get blown away or broken. Please take steps to remove the covers when conditions are such that it is likely to be damaged by inclement weather.

For the same reason please ensure that you keep the covers clear of snow. If allowed to build up the weight will break the frame.

14. I have never grown anything before can you give me individual advice on what to grow?

We try to respond to every customer individually but cannot give exclusive growing tips for you. We do provide a great deal of free information in the 'Growers Guide' section of our website and also with our free iPhone or Android App. Here you will find advice sheets and videos from horticultural experts.

15. Can I fit wheels to my VegTrug?

The short answer is no. When filled with soil the VegTrug is very heavy. It is designed to be static and the parts 'lock' together when filled with soil. This allows the product to deal with the weight of soil.

If fitted with wheels, when rolled along, if the wheel stopped suddenly on a stone or kerb for example, the VegTrug would more than likely break. It is simply not designed to withstand the lateral weight shift that would occur in this instance.

Please note that the VegTrug warranty is voided if wheels are fitted by a customer.

16. The VegTrug is brilliant, what else do you do?

We specialise in the grow your own market and have many products available for the gardener interested in this area. Please

visit our website at www.vegtrug.com to see all of our product offerings and a world-wide list of stockists.

For any other questions please call our customer service team on +44 1206 230025

There is a wealth of further information and customer announcements on our website at www.vegtrug.com

We also have a dedicated blog / announcement site which can be accessed through our main website.

You can follow us on Facebook (we love to be liked) or follow our Tweets @vegtrug. We usually try to follow back.



The new VegTrug Barrel Planters