

CUSTOMER INFORMATION

Dear Customer,

Congratulations on your purchase— you have chosen a product that will retain its quality and relevance for a long time ahead! Building materials, decorations and coverings made from natural wood are a long-term and highly rewarding investment that will serve you for many years in return for your trust and care.

Wishing you to enjoy the product of your choice as long as possible, in addition to recommendations of the Installation Guide supplied with your product we would like to respectfully suggest that you follow several simple procedures in order to help your parquet flooring preserve its magnificent looks and excellent properties.

Due to its material and build your parquet floor has superb technical characteristics which, however, are vulnerable to certain environmental conditions.

Your parquet's enemy No. 1 is humidity, to which wooden floors are particularly sensitive. Never expose the parquet floor continuously to moisture and always protect it from direct contact with liquids. If this happens in spite of all precautions, remove the moisture from the surface as quickly as possible, dry the surface and ventilate the premises thoroughly.

Excessive mechanical stress can cause permanent changes to the product's appearance. Protect your parquet floor from strong impacts and scratching, as well as from static loads caused by heavy objects (e. g. furniture) placed on the floor without using floor felt pads. Apply protective pads with rolling chairs or tables and avoid intensive point loads, such as spike heels.

Do not use solvent-based and caustic detergents for cleaning your parquet floor. Use only products specifically recommended for parquet cleaning.

Do not expose your parquet to excessive, direct or radiated heat and protect it from frost.

As a natural living material wood remains in motion — wooden floors shrink and swell depending on the changing humidity and temperature conditions. Like other wooden building products, your parquet is breathing and ageing together with its environment; one of the signs of this process is occasional squeaking caused by wood rubbing on wood due to wood flooring moving against itself. By using appropriate pads and maintaining stable temperature and humidity conditions this phenomenon can be somewhat reduced, though not completely excluded.

If due to wear — either because of continuous use, or as a result of extraordinary loads — the top (finishing) layer of the parquet system should get damaged, its integrity should be restored as soon as possible, because unprotected wooden elements significantly loose to finished elements in durability and resistance.

In case you have any questions regarding the proper use of your parquet flooring, feel free to turn to your agent or contractor or seek expert assistance in the brand outlet stores.