

Technical Service Bulletin #4 v1.2

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RE: Using new wood flooring to add to an existing floor in a renovation or repair an existing floor. The goal of this Technical Service Bulletin is to present supportive advice for people using new wood flooring to either add on to or repair an existing hardwood floor.

Natural variations in natural wood.

The beauty of wood is that no two pieces look exactly alike, no two trees look alike when they are cut up for lumber, and even whole stands of timber vary greatly from forest to forest. It's this variety - this natural difference between pieces of the same species of wood that makes wood so beautiful and desirable in the first place. It's also this variation that makes it difficult for us to guarantee perfect consistency from batch to batch in our flooring. Because the wood used in our flooring comes from different regions and is processed at different times of the year, colour and consistency variations are inevitable. We do, however, work diligently to make sure that every product we sell meets the criteria we have defined in our grading process.

Natural changes and aging of wood.

All wood changes colour when exposed to UV light. Even though our finish contains "UV blockers", it is inevitable that over time there will be a noticeable difference in the colour of your flooring. As a floor experience use over the years, it will exhibit signs of that use. These can include a change in sheen in high traffic areas (or because of the use of certain cleaning products), and denting/scratching from use over time. While these changes are part of the natural beauty of an aged floor, and can be either significant or slight, they will become more noticeable when placed beside a new floor.

Changes in technology and production

Superior Flooring is well known for using products and equipment that are both modern and environmentally friendly. As these technologies get updated over time, so does the finish on our flooring. These slight product changes may not be noticeable year to year, but products which are made today may not perfectly match products made several years in the past.

Communicating with your customers and understanding responsibility.

Inform your customers of all possible scenarios when they are planning a renovation. Be sure to describe variables that could influence gloss levels and the colour of the product. Comparing a current product sample to the existing floor will help your customers make an informed decision.

It is the responsibility of both the homeowner and the installer to have the final say. If either of them has any reservations or is uncomfortable with the situation, the flooring should not be installed. Be sure to insist on your customers being present on the day of installation so they can give their final authorization. As mentioned in our warranty: "The installer or homeowner is fully responsible for installed hardwood flooring". Superior Flooring by Herwynen Sawmill Ltd. does not accept claims regarding batches of floors already installed.

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