



Care and Maintenance for a Long Lasting Wood Floor (Storage, Installation, Maintenance)

STORAGE

Keep wood floor in original packaging and in dry and well ventilated conditions, away from humidity.

INSTALLATION

Carefully monitor the compliance of the material within eight days of receipt and always recheck before starting the installation.

Check the suitability of the premises where the installation will be performed and confirm the following parameters:

- * **% of wood humidity: 7/12%;**
- * **% of environment : 45%-65% (35%-75%);**
- * **% of humidity of the substrate : max.2% of the weight (1,5% with floor heating system);**
- * **air temperature: 50°-95° F**

At certain latitudes with extreme climatic conditions, some exceptions are allowed to the parameters above. Please make sure that there is no evidences of moisture on the substrate and / or walls, doors and windows must be correctly positioned.

If the job site does not meet the necessary requirements do not to start the installation until these items are corrected. It is essential to maintain the values in the parameters outlined above to prevent the floors (natural material) from amplifying the normal process of "settling." Excessive changes in temperature, humidity, etc. can amplify the process. Always provide a space of at least 3/8" (10mm) to allow an expansion joint along the entire perimeter of the area to be covered.

Heating or cooling systems must be covered with at least 1 1/2" (40mm) of cement.

If not properly insulated they could cause dimensional changes of the product.

After the installation it is important not to exceed a heat level of 75 ° F to avoid possible deformation of the parquet. In order to protect the environmental parameters listed above, it may also be necessary to bring the relative humidity of the environment within the allowed values: 50% -65%

For the bonding of all collections we recommend (Excluding floating installation in formats that allow it) using only a two-component adhesive (recommended materials produced by reliable companies and of course certified to be free from harmful emissions).

For all sizes that allow floating installations, we recommend the use of foam underlayment. Again, always check the conditions of the site and, if placed on an existing floor, make sure that it is perfectly clean and well anchored to the substrate.

MAINTENANCE

Our handmade finishes provide excellent protection from dust and accidental drops of cold liquids, therefore cleaning and maintenance do not require excessive time and care. It is only necessary to vacuum and wash the floor with a soft cloth and a mild neutral detergent solution.

The use of excessive amounts of water could cause high liquid absorption, damaging the wood and blackening the bevels.

Avoid long period of direct sunlight. Prolonged exposure can create a significant color change (natural oxidation of wood) and an excessively "dry" surface.

No need for wax and oils for collections with a varnished top coat. Use only the recommended products for your specific floor. We recommend the use of protectors (felt) under the portion of the furniture making contact with the hardwood floor (tables, chairs, etc).

It is very important to remember that the best care of a wood floor begins with the installation and continues every day with respect to environmental parameters (temperature and humidity).

In the event of prolonged absence from home, try to maintain an acceptable temperature to avoid excessive expansion of the floor. Apart from exceptional circumstances, any changes should return to normal (with a bit of time) after the normal conditions are restored.

WARRANTY

According to the parameters and precautions set out above, all of our flooring collections can last a lifetime. And, unlike other materials, hardwood flooring will never go out of fashion.

Excluding circumstances independent of our control (such as problems related to installation or background, flooding, improper maintenance), Designtra insures that with appropriate maintenance and respect of the environmental requirements described above, all of our wood flooring is guaranteed for a period of five years from date of purchase. (Normal wear and tear of the floor not included.)

This warranty shall be applied by law to appropriate and adequate use of the product (residential use) and is void if anomalies or defects of the floor are caused by a failure to comply with the requirements previously described. For uses other than those for which our collections are designed we reserve the rights to analyze with our technical experts the intended use of the floor and site conditions. Damage caused by pets (wear, stains, etc.) are not covered by warranty.

We are not able to honor complaints about product quality after installation.