

Installation & Maintenance Guide

Local hardwood flooring from the Sonian Forest / Version 20231011



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INTRODUCTION

Thank you for choosing local and sustainable hardwood flooring. The objective of this guide is to support the project owner and his team during the installation and maintenance of our product. Please read all instructions carefully before beginning installation.

This document summarizes the most relevant elements contained in the CSTC technical information notes (in particular the NIT 269 and NIT 272) as well as the various European standards relating to wood flooring referenced below. This guide does not replace neither the CSTC NITs nor European standards; these must be known and applied during the installation and maintenance of the floor covering.

PRODUCT SPECIFICATIONS

Local hardwood flooring is a range of floor coverings as defined by NIT N°269 of the CSTC and the European standard NBN EN 13226. The precise specifications of the product is indicated in the Technical Fiche and includes the following elements:

- The type of product (tongue-grooved hardwood flooring according to §2.2.4.4);
- The dimensions of the elements;
- The wood species;
- The quality of the wood (according to European standard NBN EN 13226, B55);
- The possible preservation of wood according to STS 04.3;
- The finish (according to NIT No. 272);
- The installation method (according to NIT No. 272).

According to European standards, all information relating to dimensions and corresponding tolerances is valid at the time of first delivery of the product. They may possibly be subject to modification. In accordance with European standards, dimensions are indicated for a humidity level of 9%, unless otherwise specified.

RESPONSIBILITY OF INSTALLATION COMPANY AND PROJECT OWNER

Before installation, the installation company and owner must ensure that the work environment and subfloors meet the minimum conditions specified in this installation guide.

According to NIT °296 of the CSTS, for a solid hardwood floor the manufacturing tolerance on the dimensions of the elements as well as on the admissible deformations are ± 1.0 mm on the thickness and width of the boards and ± 2.0 mm along their length for hardwood floors. For tongue-grooved solid wood floors, the dimensions and admissible deviations are defined by the European standard NBN EN 13226 [B55] and the NIT °296 §2.2.5.6. Any deformations that occur after the product is taken out of the air-tight plastic wrapping or due to improper storage or handling are the responsibility of the installation company or project owner.

Before installation, the installer and the owner must carry out the final inspection of the grade, color, manufacturing quality and finish of the wood boards to ensure that the floor to be installed conforms to the product bought.

Any installed, processed and/or treated board will be considered accepted by the installer and the owner, whether or not the latter is present at the time of installation. When ordering the quantity of hardwood needed for a floor, you should add a surplus to compensate for losses caused by cutting.



PREPARATION

Storing wooden flooring can only be considered if the indoor climate conditions are suitable and remain sufficiently constant. Failing this, it is preferable to deliver the floor covering directly to the site conditioned at its equilibrium humidity (in general, $9 \pm 2\%$, see table 25 of NIT 269) taking into account the so-called normal ambient climate conditions. The sealed plastic packs containing the floor boards should be stored in the room where the flooring will be installed at least 48 hours before installation. The packs should be ideally stored in the centre of the room. Make sure to leave a space of 10 cm between the floor and the packs and place them at a minimum distance of 30 cm from the wall. Do not place them near an exterior wall. This period will allow the wood to acclimatize to the recommended indoor environmental conditions.

- The installation of solid wood flooring must be the last step in a construction or renovation project (tiles and interior coatings must be finished and dry);
- The heating system must be functional and the air temperature in the room must have been maintained at $\pm 22^{\circ}\text{C}$ for a week; the air temperature cannot be lower than 16°C , or ideally 18°C ;
- The premises to be covered with wooden flooring cannot contain significant humidity;
- Windows and glazing must be installed and the premises protected from bad weather;
- Sanitary and heating installations must be watertight;
- The subfloor must be dry and the basement well ventilated to avoid damage caused by a source of humidity;
- When installing in a basement or on a concrete slab, ensure that all parts or objects adjacent to the ground [walls, subfloor, pipes, etc.] are waterproof. Use vapor barrier products before or during installation to increase waterproofing;
- Always maintain the relative humidity level ideally between 40 and 55% (maximum between 30 and 60%);
- Prepare a sketch of the installation to better plan the installation, avoid errors and minimize loss;
- Determine the wall or starting point;
- Determine in which direction the boards will be installed (perpendicular to the joists or at a 45° angle);
- Remove baseboards, door sills and old floor covering if applicable;
- Using a suitable oscillating tool, remove the necessary space at the bottom of the door frames, which will allow the hardwood slats to be inserted under the stops. The “back and forth” saw should be avoided;
- To optimize the visual appearance, use several packs at the same time and mix the boards to ensure a variation of colors, shades and lengths;
- From the start, select the boards that match most harmoniously with any transition moldings.

Recommended tools and accessories

- Vacuum cleaner or broom
- Hammer
- Scraper
- Nail punch
- Leveling bar
- Lever bar [crowbar]
- Level
- Square
- Moisture tester for wood (and concrete, if necessary)
- Miter saw
- Clamp bar
- Hardwood Flooring Nailer
- Finitec and Carver maintenance products
- Finishing nailer
- Handsaw, or oscillating tool
- For nailed or stapled installation
 - Drill and 2mm drill bit
 - Finishing nails
 - Floor screws
 - Nails for mechanical fixing of floor elements must meet standard NBN EN 10230-1
 - Recommended nailers and staplers:

Primatech <ul style="list-style-type: none"> ● Pneumatique P210 with 38 mm nails ● Manuelle H300 with 44 mm nails 	Powernail <ul style="list-style-type: none"> ● Pneumatique 445 with 44 mm nails ● Manuelle 45 with 50 mm nails
Bostitch <ul style="list-style-type: none"> ● Pneumatique MIIIFN with 38 mm nails ● Manuelle MFN 200 with 50 mm nails 	Senco <ul style="list-style-type: none"> ● Pneumatique SHF50 with 38 mm nails ● Manuelle SHF15 with 44 mm nails

PROCEDURES TO FOLLOW

Wooden subfloor or dry screed

In the case of a story floor resting on wooden floor beams, a wooden subfloor is generally used (see NIT 272, §2.1.2.4).

Using a wood humidity tester, ensure that the humidity level of the wooden subfloor does not exceed 9% and that it does not differ by more than 2% from that of the floor which will be installed. If the humidity level is too high, find the source and correct it if necessary, delay the installation of the floor, increase the heating and ventilation and install a vapor barrier between the subfloor and the floor.

- The subfloor must be composed of plywood with a minimum thickness of 16 mm, or approved 19 mm “OSB” particle board, if the structure includes joists centered every 400 mm. Floors covered with wood-based panels must meet the requirements set out in standards NBN EN 12871 [B13] and NBN EN 13810-1 [B14].
- Structural condition: Firmly screw the subfloor to the joists to prevent movement and cracking. Replace the existing floor or subfloor that may have been damaged by water or have structural weaknesses.
- Level: The surface must be flat. The admissible deviations in flatness of the support are shown in the table below. If necessary, sand the elevations with 20 sandpaper or correct the unevenness.
- Dry: The humidity level of the subfloor must be within the limits recommended above.
- Clean: The subfloor must be well swept, smooth and free of debris, staples, exposed nails, old adhesives or other dried products.

Concrete screed

The concrete subfloor must have dried for a minimum of 30 days, but preferably between 45 and 90 days. Using a concrete moisture tester, check for the presence of moisture. If you detect excess humidity, a calcium chloride test should be performed.

According to NIT 272 (§2.2.3.1), the humidity level of a cement-based screed must not exceed 2.5% (without underfloor heating) and 1.8% (with underfloor heating). The humidity level of an anhydrite-based screed must not exceed 0.5% (without underfloor heating) and 0.3% (with underfloor heating). If the humidity level exceeds these values, install a complete concrete waterproofing system [sealant and adhesive], preferably the products manufactured by Bostik, Franklin or Sika. You must consult the manufacturer's documentation for warranty conditions and the limitations of these products and follow recommendations as well as its installation methods.

If the concrete subfloor is directly in touch with the ground, it must have been insulated under the concrete slab as well as sealed with a vapor barrier film or a waterproofing membrane (anti-capillary). The installer and the owner have full responsibility for checking the humidity and waterproofing levels of the concrete screed and for ensuring that it is and remains within the recommended limits throughout the life of the floor.

The surface must be flat. Permissible deviations in flatness of the support depend on the length of the slat and the method of installation of the wooden floor covering and are defined in NIT 272 (§2.2.2.3).

Installation patterns

For the installation of tongue-grooved parquet floors, the most common patterns used in Belgium are the following (NIT 269, §2.2.4.4):

- with alternating irregular end joints
- “à l’ancienne” (with boards of variable width and length)
- with alternating regular butt joints
- in ladder form.

Other less common arrangements exist, for example: herringbone, double herringbone, checkerboard (straight or diagonal), Hungarian stitch, reverse Hungarian stitch, Versailles.

The width of the perimeter expansion joint of a solid parquet floor depends on the width of the room and the anticipated woodworking. The theoretical values are shown in the table below.

Theoretical width of the perimeter joint of a solid wood floor.

Width of the surface to be covered with wooden floor boards	Initial humidity of the floor boards			
	9 %		10 %	
	Movements of the wood (“nervousness” of the wood)			
	Small	Medium	Small	Medium
	Largeur du joint de pourtour			
4 m	8 mm	18 mm	4 mm	12 mm
5 m	10 mm	23 mm	5 mm	15 mm
6 m	12 mm	27 mm	6 mm	18 mm
7 m	14 mm	32 mm	7 mm	21 mm
8 m	16 mm	36 mm	8 mm	24 mm

Choice of installation technique

Our product can be installed on the ground floor and upstairs on wooden underfloors. The floor boards can be nailed or stapled to a wooden subfloor using a nailer or stapler for wooden floors.

The table below provides an overview of possible installation techniques for wooden flooring. The choice of technique is based on the type of flooring, the dimensions of the floor elements and the room, the characteristics of the support, the desired acoustic performance, the possible presence of an underfloor heating system, etc (NIT No. 272, §2.5.2).

For nailed or glued installation of tongue-and-groove parquet, we recommend the use of a mosaic underfloor in order to optimize the dimensional stability of the product. Mosaic parquet floors used as underflooring are generally made of lower quality oak wood; their thickness is 8 mm. The sub-parquet is glued to the screed using a glue compatible with both the material of the sub-parquet and that of the screed. Before gluing the

sub-parquet, the screed should be cleaned and, if necessary, a primer or leveling coat applied (NIT 272, § 2.5.4.1.2, p. 35).

Choice of installation technique for wooden flooring (see NIT No. 272, §2.5.2).

Parameters to consider	Installation technique		
	Nailed installation	Glued installation	Floating installation
Materials under the wooden flooring	on wooden beams or continuous support (panels, sub-parquet)	on concrete screed or sub-parquet	Not recommended
Dimensions of a continuous surface and peripheral expansion joints (§ 2.3.4.3, p. 24)	Limited to 10m	Limited to 10m	Not recommended
Flatness of sub-floor (§ 2.2.2.2, p. 12)	structural tolerances (NIT 189) [C3]; wedging of the joists floor: flatness class 3 parquet: flatness class 2	underfloor: flatness class 2 floor covering: flatness class 1 (e.g. sand the sub-parquet)	Not recommended
Cohesion of the sub-structure (§ 2.2.4.1.2, p. 18)	the support (wooden beams, joists) allows mechanical fixing (nailable)	high cohesion of support ($\geq 0.8 \text{ N/mm}^2$)	Not recommended
Acoustic performance (§ 4.5 of NIT 269) [C5]	sound insulation can be improved by using a flexible underlay and a floating screed; the resonance box effect can be reduced by installing acoustic insulation between the joists	to insulate from shock impacts, a floating screed is recommended	Not recommended
Underfloor heating (§ 4.1, p. 55)	Not recommended	Not recommended	Not recommended
Planchers sportifs (§ 4.2, p. 62)	Compatible	Not recommended	Not recommended

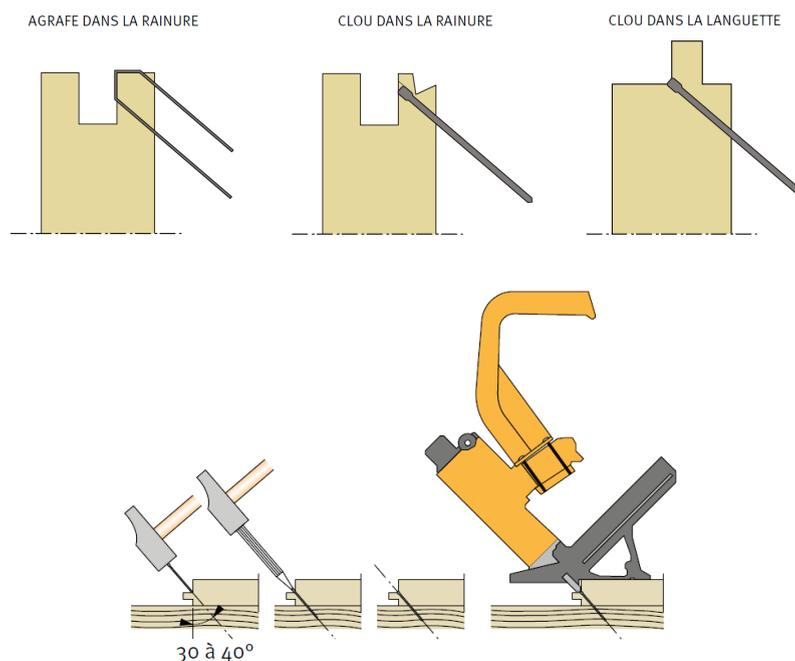
INSTALLATION BY NAILING

Step 1 – Draw the starting line

- Draw a guide line parallel to the starting wall, taking into account the width of the floorboards. The line corresponds to the space reserved for the expansion joint and the tongue of the floorboard. To determine the width between the wall and the guideline, you can refer to the table above showing the “Theoretical width of the perimeter joint of a solid wood floor”.

Step 2 – Installing the floorboards

- It is very important to start straight and square. Use the longest and straightest boards to facilitate alignment.
- Select floorboards carefully. Those with undesirable imperfections must be recut, and boards with undesirable color variations can be relocated to a less visible location.
- Install the first board perpendicular to the wall to your right. The tongue side of the board is placed along the starting line, and the groove side faces the starting wall. The bottom wall moldings or plinthes will later hide the nail heads.
- To hide the nails, they can be inserted into both the tongue and the groove. Nailing in the tongue, however, offers an additional guarantee of good fixing, the elements passing through more material than in the groove. In addition, the risk of breaking the lower side of the groove is relatively high in the latter case. See diagram below.



Nailed installation of floorboards (cf. NIT N° 272, § 2.5.3.5).

- Install the next boards working to the left until you need to cut the last board to complete the row.
- The floorboard selected to complete the first row should be of sufficient length to begin the second row with the remaining end, which will minimize losses caused by cutting. Leave a space between the wooden wall and the end of the last board of each row to allow expansion of the floor (see table above to determine the recommended space).
- Start the second row with the remaining end which should be at least 150 mm longer or shorter than the board used in the first row. The offset of the transverse joints from one row of boards to the other must be at least 150 mm. Avoid the effect of alignment or too regular succession of the joints.
- The first rows of boards must be nailed by hand using a sharp-nose finish nailer due to the wall obstructing the use of the flooring nailer. The nails should be fixed along the length of the tongue approximately 100 mm apart from each other.
- Subsequent rows are installed in the same way, but using the flooring nailer. [See above drawings for using the nailer.] The nails or staples must be approximately 200 to 250 mm from each other, and more than 75 mm from the end of each blade.
- The last 4 or 5 rows will need to be installed the same way as the first rows due to their proximity to the wall. You may have to shrink the boards that run along the wall to leave the space needed for the expansion joint.
- The extremely precise cutting of the floorboards may require the use of a wooden core (“strapping block”) to properly fit them into each other.

Step 3 – Installation of moldings

- If applicable, install transition moldings, stair nosings and reductions.

Install the plinthes and quarter rounds if necessary, making sure to nail them to the walls and not to the floor as this will allow the natural movement of the floorboards.

- Keep a few packs with floorboards in reserve for possible repairs in the future.
- Once installation is complete, vacuum thoroughly.

INSTALLATION BY GLUEING

Step 1 – Draw the starting line

- Draw a guide line parallel to the starting wall (see the table above to determine the width of the space between the wall and the first board).
- The section between the starting wall and the line will become the work area for the start of the installation and will be the last part of the floor to be covered. This measure will prevent you from shrinking the last row of boards while leaving the space required for the expansion joint.
- Nail guide slats inside the work area, along the line. These guide slats will serve as a support point for the installation of the first boards.

Step 2 – Application of the glue

- Choose the type of glue according to the type of support according to NIT 269, §3.4.4. The glue needs to be sufficiently elastic to allow for the natural movements of the wooden floorboards.
- Apply the adhesive by sliding the trowel at a 45° angle. The adhesive that will be deposited between the teeth of the trowel will correspond to the quantity necessary to apply.
- Do not spread the adhesive on an area that takes more than 2 hours to cover. The adhesive may dry out and no longer provide good adhesion. See the information on the adhesive container. The reaction time for adhesion varies from one manufacturer to another. It can also be affected by the temperature and relative humidity in the room.

Step 3 – Installation of floor boards

- It is very important to start straight and square.
- Select floorboards carefully. If necessary, cut and relocate in a less visible place the boards with less desirable appearance.
- Using the work area, install the first board next to the wall perpendicular to your left, leaving the necessary space for the expansion joint. The tongue side of the board should be against the slat. Press the board into the adhesive.
- Install subsequent boards working to the right until you need to cut the last board to complete the row.
- The floorboard selected to complete the first row should be of sufficient length to begin the second row with the remaining end, which will minimize losses caused by cutting. Leave the same width determined above between the wall and the end of the last board of each row.
- Start the second row with the remaining end which should be at least 150 mm longer or shorter than the board used in the first row. The offset of the transverse joints from one row of boards to the other must be at least 150 mm and at least the equivalent of the width of the floorboard. Avoid the effect of alignment or too regular escalation of the joints.

- Engage the end of the groove in the tongue of the floorboard and lower it as close to the adjacent board as possible. Slide the tongue side into the groove, then press onto the board.
- Subsequent rows are installed in the same way as the previous ones.
- When the covering of the main section of the floor is complete, remove the guide slats, then carry out the installation in the work area in the same way. Fit the last row of boards using the lever bar, remembering that it is necessary to have a space for the expansion joint.
- If you are installing an acoustic membrane, it must be glued to the subfloor, and the wooden floorboards must then be glued to the membrane using the same recommended adhesive.
- The extremely precise cutting of the blades may require the use of a “strapping block” to properly fit them into each other.
- Do not apply adhesive in the grooves of the boards, which would prevent perfect fit with the next row of boards.
- Avoid getting your fingers dirty with the adhesive to minimize cleanup. During installation, immediately wipe off adhesive in contact with the floor surface using cleaning towels or Bostik's Ultimate Adhesive Cleaner. If adhesive persists, use a solvent.
- Use adhesive tape to hold the floorboards in place. This will prevent movement of the boards which would cause gaps between them during installation.
- After installing a section of the floor, it is recommended to use the roller as prescribed by the adhesive manufacturer [approximately 45 to 68 kg] to ensure better contact of the boards with the adhesive. Wrap the roll with a protective film to avoid damaging the floor surface and use it during the active period of the adhesive.
- Keep a few packs of floorboards in reserve for possible repairs in the future.
- Once installation is complete, vacuum thoroughly.



FINISH

We strongly recommend testing the envisaged type of finish on sample floorboards so as to verify the color, texture and overall appearance of the finish on the product. We can provide you with samples of recommended finishes and/or samples of untreated boards so that you can test other types of finishes.

Finishing can only be undertaken if the climatic conditions are adequate, that is to say close to the ambient conditions which will subsequently prevail in the premises. A climate that is too dry or too humid can affect the application of the product, its polymerization and its final performance. Overall, the optimal application conditions correspond to a temperature of 20 ± 2 °C and a relative humidity of the air between 30 and 60%. Before implementation, the finishing products must be stabilized at the temperature of the premises.

If certain finishing work (ceiling, painting) is not completed in the room after the parquet finish has been applied, it must be protected with a vapor-permeable material (fabric or cardboard). Any waterproof film (tetrapack, for example) should be avoided which would block humidity in the parquet floor, causing swelling and damage. Likewise, the use of waterproof adhesive strips and contact glue for the temporary implementation of these protective films should be avoided.

A sufficient waiting period, generally a minimum of 10 days, is however required to allow the finishing coats to dry (see manufacturer's instructions). The application of a protection on a freshly finished parquet floor (oil, wax or varnish) is never recommended, as it risks weakening the finish during the hardening phase, sometimes irreversibly, thus causing a reduction in its overall performance as well as aesthetic problems.

Sanding

After the installation of all floorboards, the entire area is sanded with a fine grain (>150).

Polishing

In general, the sanded and dusted floor is first treated with a primer (pore filler), in order to obtain a surface with uniform absorption and closed cells, which will better resist stains.

The filler must be spread evenly with a short-haired painter's roller, a cloth or a stainless steel spatula. During the first pass, the filler is applied transversely to the direction of the fibers; the second application is carried out in the direction of the fibers.

The wax is then applied, which, after drying, is polished by hand or machine. Prior sanding may be recommended depending on the product used (see the technical sheet of the polish). It should be noted that polishes containing silicone do not allow the subsequent use of varnish.

Oiling

This finishing system generally consists of oil and soap based on vegetable oil and fat (linseed oil, soybean oil, coconut oil, etc.). The oil is applied by brush, roller or machine, in a uniform layer, in the direction of the wood fibers. Depending on the product and the expected result, the wood can be polished by machine after a short

impregnation time. It may be necessary to repeat the operation without letting it dry. Excess oil should then be removed.

Once the oil has been applied, the drying time mentioned by the manufacturer must be respected (generally between 4 and 72 hours depending on the product). During this period, it is forbidden to walk on the floor covering. Curing time is generally 3 to 10 days (depending on the product). During this period, the soil cannot be treated with water.

The oil can have its natural color or be pigmented. Maintenance will be done with a natural soap-based product, maintenance oil or wax in accordance with the manufacturer's instructions. Cloths and tools should be cleaned immediately after use. Preserved while soaked in oil, they are likely to ignite. If it is not possible to clean them, they can be stored in water. It is forbidden to throw away a cloth soaked in oil without rinsing it with water.

Varnish

Varnishing includes the application of a layer of varnish followed by drying, sanding, dusting and the application of a second or even third layer of varnish. Depending on the product used, the prior use of a primer may be recommended (see manufacturer's instructions).

For two-component systems, you must respect the recommended dosage, mix the components well according to the manufacturer's instructions and apply the varnish within the prescribed time.

To ensure optimal adhesion, the second coat must be applied within the set time frame, after light sanding. A possible third coat (preceded by light sanding) may be recommended depending on the product used and/or the intended use.

The parquet varnish is applied with a roller, obliquely to the direction of the fibers. It is distributed regularly by crossing the passages of the roller, most often ending in the direction of the fibers. To this end, it is advisable to follow the instructions of the varnish manufacturer, particularly with regard to the number of coats to be applied (coat thickness) and waiting times.

The total thickness of the dry layer is very important for the wear resistance and watertightness of the finish. It is therefore essential to respect the efficiencies specified by the manufacturer (§ 3.7.3, NIT 269).

Varnishes are low maintenance, but require periodic complete renovations. Maintenance and the frequency of these renovations increase with the intensity of use.

MAINTENANCE

The appearance of a wooden floor depends on its use, its finish and the regularity of its maintenance. Regular and appropriate maintenance increases the lifespan of the finish and helps maintain the initial qualities of the coating.

Maintenance consists of normal cleaning (dusting, stain removal, etc.) and includes the use of pH-neutral products specially designed to restore the initial protection (wax, polish, oil or soap). Cleaning and maintenance products with a strong basic (alkaline) nature are not recommended for all types of finishes.

Once the coating is in service, it is possible to limit its wear and degradation, in particular by following the following rules:

- provide doormats at exterior doors and possibly a shoe cleaning area; place felt pads under chair and table legs;
- strictly avoid placing porous plant pots on the floor;
- do not move heavy objects by sliding them on the ground, but by lifting them;
- avoid stiletto heels with worn tips;
- place specific casters on chairs and office seats.

Maintenance of polished flooring

The waxed covering must be dusted regularly with a vacuum cleaner depending on the degree of dirt and at least once a week. Dusting is carried out alternately with cleaning using a slightly damp cloth. Stains and encrusted grease will be all the more difficult to remove if the floor is not cleaned regularly. It is advisable not to use water, as it turns the wood gray and makes sanding necessary. Stains are removed using a wax remover; the surface is then polished, then dried immediately, before proceeding with a new polishing. In the event of local wear, the floor should be cleaned, a new coat of wax applied and well polished.

A polished floor needs to be refinished with an appropriate wax every year or every two years depending on the traffic to which it is subjected.

Maintenance of oiled flooring

For oiled parquet floors, maintenance schedules and specific products exist depending on the nature of the oil used (natural oil or modified oil). When choosing an oiled finish, it is important to take into account that it is a complete system (oil and maintenance) that must be renewed regularly with the same oil or with the products of maintenance of the same brand.

It is recommended to dust the floor regularly depending on the degree of dirt and at least once a week, using a vacuum cleaner or a soft broom. In addition, routine cleaning using a cloth soaked in a cleaning product suitable for the oil used (soap, oil) is recommended. Stains and encrusted grease will be all the more difficult to remove if the floor is not cleaned regularly. However, the first intervention on an oiled parquet floor can only be carried out once the oil is completely dry. This period, which varies depending on the product, is generally 10 days minimum. The frequency of maintenance depends on the occupancy rate of the premises, and can vary from weekly (high traffic area) to monthly (low traffic room).

When the oiled parquet loses its shine, it is recommended to apply the oil initially used or the maintenance oil associated with it. The choice of product and its implementation must comply with the manufacturer's instructions.

Maintenance of varnished flooring

The varnished floor will be dusted regularly depending on the degree of dirt and at least once a week, using a vacuum cleaner or a soft broom. Dusting will be carried out alternately with cleaning using a cloth soaked in a suitable product, free of wax, which can be the cause of adhesion problems when reprocessing the coating.

In order to better protect the varnished floor covering and prolong its aesthetic appearance, it is recommended to apply a metallizing lotion or polish, after having thoroughly degreased the floor with a suitable product. The frequency of this treatment depends on the level of demand: it should be applied monthly for areas with high traffic, while an annual treatment will be sufficient for areas with little traffic. In all cases, it is advisable not to wait until the varnish has lost its shine before reapplying it.

RETURNS & GUARANTEE

Sonian Wood Coop controls all steps in the production process of local hardwood flooring, from tree to packaged product. We guarantee that the floorboards conform to the indicated grading and are shipped to our distributors without defects or damages. If you bought a product that does not conform to the grading indicated in the Technical Fiche or if you discover apparent defects or damages that are not due to improper storage or handling after purchase, you can contact us to claim a return and reimbursement. The contact details are provided below.

Solid hardwood is subject to natural movements and the shape, color and general appearance of floorboards can be affected through improper storage and handling, and in particular movements in temperature and humidity. This is why products that are taken out of their initial packaging (i.e. the transparent plastic wrapping with our logo) cannot be returned and no reimbursement can be claimed. Products without apparent defects or damages cannot be returned.



Grown, designed and made in Brussels.

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