



# Why Havwoods?

Frequently asked questions about  
Havwoods and your timber floor



[havwoods.com/au](https://havwoods.com/au)

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# Are you a Designer, Builder/Contractor or a Homeowner?



- Havwoods has every resource available to assist you in the selection, purchase and installation of your timber floor

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## Havwoods Capabilities:

**Brand of Distinction:** Havwoods value add and service excellence draws a sharp distinction between Havwoods and our competitors.

**Effective tools and resources:** Havwoods has every resource and tool available to assist with the selection, purchase and installation of your floor.

**Service Excellence:** Havwoods is committed and focused on providing you a superior level of service in comparison to our competitors.

**Unrivalled Design Experience and Technical Knowledge:** With almost 200 modern, on trend colours we have the largest colour range of timber flooring available in

Australia combined with decades of Technical Knowledge Havwoods expertise is unmatched in the industry.

**Broad Range of High Quality Products Internationally Sourced:** Havwoods is a global company with global reach , managed by locals with local knowledge. This allows us to bring you the latest colours and trends in the Australian market together with the best quality products sourced from the leading producers around the globe.

**Well Established International Supply Chain:** The combined knowledge and experience of 45 years in the timber industry has led to strong and well established supply chains.



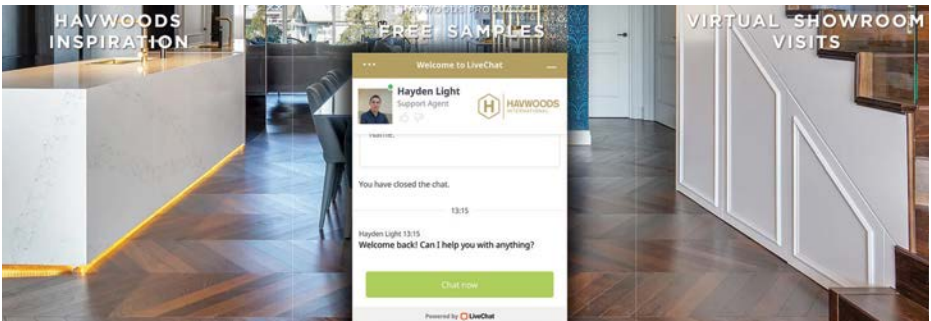
Havwoods has every resource available to assist you in the selection, purchase and installation of your timber floor



An information packed website - 180+ products, case studies, technical data and floor visualiser tool



Phone support- Customer care team members are available from 7am - 5pm Monday - Friday



Online chat function - chat to a live person who can help you with your enquiry

Havwoods has every resource available to assist you in the selection, purchase and installation of your timber floor



Virtual Showroom tours, CPD's and Webinars



Free samples available in showrooms or can be delivered to you



In-person face to face meetings

Havwoods has every resource available to assist you in the selection, purchase and installation of your timber floor



Physical showrooms and Lunch and Learn presentations



Large stock holding with quick national distribution network



- No surcharge on Visa and Mastercard. Amex accepted. (small 2.2% fee applies)



- Own it now, pay later with Zip pay.

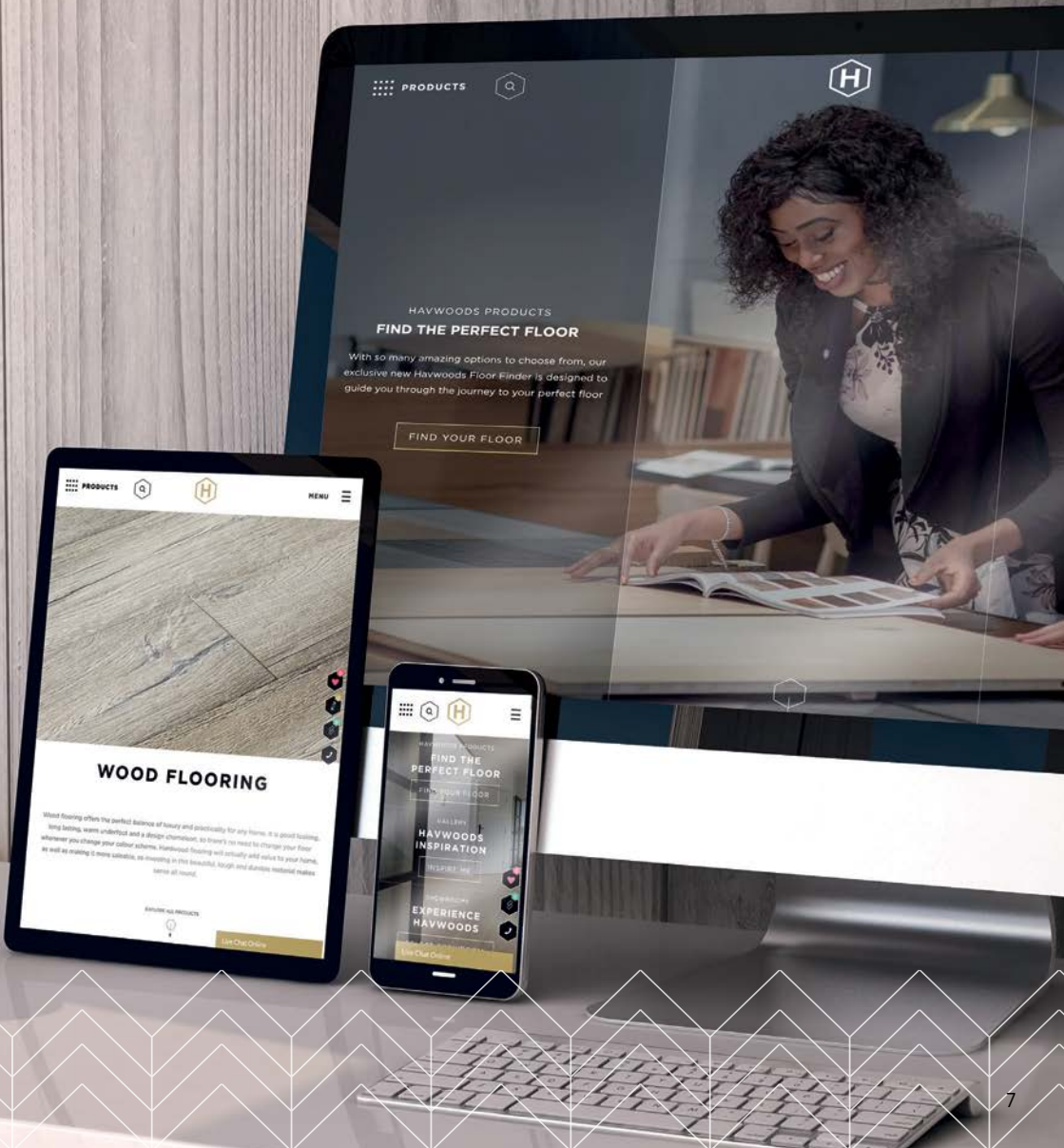


- Simply pay via EFT using your phone or computer.



- We accept payments by cash or cheque.

Easy payment options



PRODUCTS



HAYWOODS PRODUCTS  
**FIND THE PERFECT FLOOR**

With so many amazing options to choose from, our exclusive new Havwoods Floor Finder is designed to guide you through the journey to your perfect floor.

FIND YOUR FLOOR

PRODUCTS



MENU



**WOOD FLOORING**

Wood flooring offers the perfect balance of heavy and practicality for any home. It is good looking, long lasting, warm underneath and a design charmer. So there's no need to change your floor whenever you change your colour scheme. Havwood Flooring will actually add value to your home, as well as making it more suitable, as investing in this beautiful, tough and durable material makes sense all round.

EXPLORE ALL PRODUCTS



Use Chat Online

PRODUCTS



MENU



HAYWOODS PRODUCTS  
**FIND THE PERFECT FLOOR**

FIND YOUR FLOOR

GALLERY  
**HAYWOODS  
INSPIRATION**

INSPIRE ME

EXPERIENCE  
**HAYWOODS**

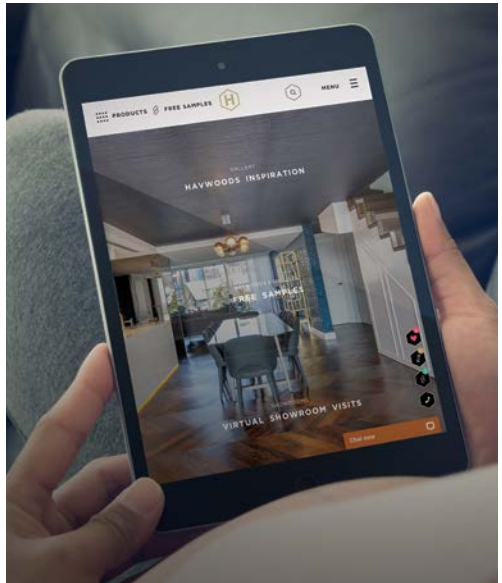
USE THE FLOOR FINDER

Use Chat Online

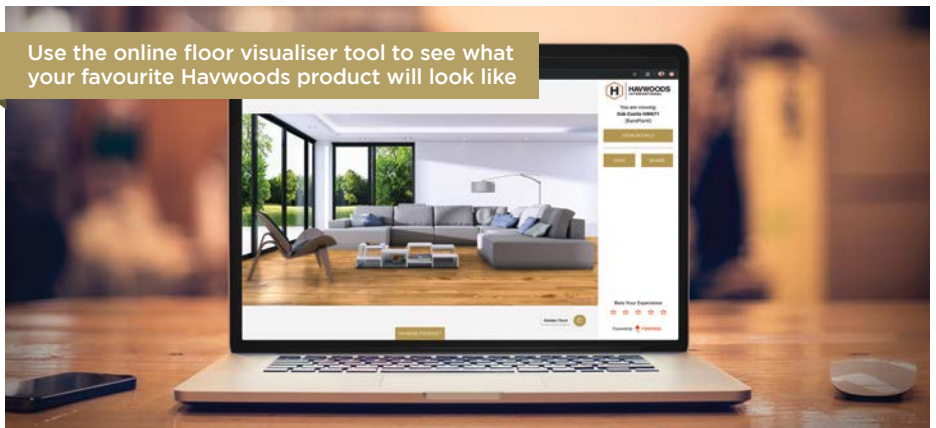


The Havwoods website contains a wealth of information regardless of whether you are a Designer, Builder or a Homeowner.

- Every product listed
- Product specifications
- Technical datasheets
- Order Samples online
- Grading Information
- Information regarding timber and what to expect in your timber floor
- FAQ's
- Case Studies for Inspiration
- Project Images for Inspiration
- Showroom locations, information and booking
- News and Brochures
- Floor Visualiser and more



Use the online floor visualiser tool to see what your favourite Havwoods product will look like





Phone: 1300 428 966



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A team of service oriented consultants are available to answer your questions and will remain in contact with you throughout the course of your selection and delivery.

Haywoods are available on the phone 50 hours per week, from 7am til 5pm, Monday to Friday.



# Experience Havwoods



To assist you in making a product selection for yourself or your client, we have 3 modern showrooms displaying our full range located at :



28 Margaret Street  
Sydney, NSW, 2000



215 Roden Street,  
West Melbourne, VIC, 3003



150 King Street,  
Newcastle, NSW, 2300

## Alternatively:

- Too busy to visit in person?
- Located in a city or a regional area we don't have a physical showroom presence?

Book a Virtual Showroom appointment from the comfort of your home or office. Speak to one of our showroom consultants , view our full range of products and request samples virtually. It is so easy!



## Face to Face Meeting with one of the Havwoods Team



Do you have a project you wish to discuss with a Havwoods Representative in the Sydney, Melbourne or Newcastle area?

Book an appointment with a Havwoods representative in your office or on-site. We will bring samples and discuss your project.

**Cannot meet in person?:** Regardless of where you are located in Australia we can meet Virtually using Video Conferencing with one of our team to discuss your requirements.

Following your meeting, arrange a showroom visit, either a Virtual Showroom appointment, or a physical appointment and request samples be sent.

Virtual meetings are available to discuss your project requirements



Haywoods product specialists can meet at your office or on-site



# Architect, Designer or Builder/Contractor?



## Wanting to expand and grow your knowledge?

Havwoods in keeping with our extensive technical knowledge offer a range of educational programs to assist you in learning more about current and relevant industry topics, products, and the product and service offering of Havwoods more generally. We do this via:

### Webinars



### CPD Training



### Lunch and Learn



# Stock Offering, Holding & Payment Terms



## Stock Offering

Havwoods has an extensive stock holding of almost 200 products ready for delivery anywhere in Australia.

If you catch us without stock of a product which does happen from time to time, we will have more in production or on the way.



## Holding stock

With a sufficient deposit Havwoods will hold your stock after order until you require on site.

Obviously we cannot hold this indefinitely but we will hold for up to 6 months – please speak to one of our team for more information.



## Easy Payment Terms

Havwoods have a range of easy payment options including EFT, Visa or Mastercard with no surcharge, Amex (surcharge 2.2%) or Zip Pay.



### Electronic Funds Transfer

#### Pay by EFT

We accept all EFT payments from all Australian Banks.



### Credit/Debit Card

#### [bpoint.com.au/pay/HAVWOODS](https://bpoint.com.au/pay/HAVWOODS)

to pay by Visa, Mastercard or AMEX. Payments by AMEX will incur an additional charge of 2.2% of your total bill.



### Zip Money

#### Pay by ZipPay

For life's bigger buys. Nothing to pay today. Up to 6 months interest free. Flexible repayments.



### In Person

Pay by EFTPOS at any of our Showrooms.

# No Stress With Havwoods



Havwoods will remove the headaches and the stress from your project by arranging and co-ordinating your timber floor from selection right through to installation.

Should you choose not to use Havwoods to oversee your installation, we recommend your floor is installed by an experienced, professional hardwood flooring installer.

**Call 1300 428 966 to find out more.**



## What our clients & contractors are saying about us



*"We have used Havwoods for many of our finest projects. The extensive range and quality of the products on offer is impressive. It makes it extremely easy for my clients to visit the showrooms and select the perfect product for their needs."*

**Anna Williams, Director**  
Your Beautiful Home Interior Designers



*"We have been working with Havwoods for almost ten years with great success. Havwoods are a professional, well organised and efficient company. Having a partnership with Havwoods adds credibility to our business."*

**Jim Glezos, Director**  
Jag Woodworks Installers



*"We are simply loving the finished product under our feet. We loved the look so much we used the product to create a wall in the master bedroom as well which looks amazing! We couldn't be happier with the level of service Havwoods provided us."*

**Evan Arnott,**  
Residential Client



# Frequently Asked Questions



# Frequently Asked Questions



## What is Engineered Timber Flooring?

An engineered floor is, quite simply, a timber board which consists of more than one layer. By placing each layer so that the grain runs perpendicularly it becomes very stable making any expansion or contraction with changes in atmospheric conditions very minimal.

The top layer of an engineered board (the lamella) is solid wood, usually hardwood, and may be anything from 2 to 6mm thick. Whilst the thicker the surface wear layer is, this does not make for a harder floor but obviously the thicker this wear surface the more times it can be sanded to remove the ravages of wear. There are various methods of construction with engineered boards however in each case the lamella is securely bonded to one or two further layers – these may be a multi-layered plywood or a solid core of either softwood or hardwood with a stabilising backing board making a 3 layer board.

Engineered boards should not be confused with laminate or veneer. Laminate uses an image of wood on its surface whilst veneer uses only a very thin layer of wood over a core of some type of composite wood product, usually fibreboard.

Engineered timber flooring is now the most common type of wood flooring used globally and the technology has enabled the production of much wider boards as well as the application of an enormous variety of really interesting finishes.



Solid Board



Engineered Board

## What are the Benefits of Engineered Timber Flooring?

- ✔ They are far more stable than solid timber planks so there is far less likelihood of eventual problems and much wider boards can be produced.
- ✔ Engineered boards are usually available pre-finished which means a reduced installation time and no surprises on site.
- ✔ Unlike the vast majority of solid timber planks, engineered boards can usually be fitted over underfloor heating (conditions apply).

# Frequently Asked Questions



- ✓ Engineered boards make far more efficient use of slow-growing, lamella layer timbers (oak, walnut, etc). Engineered boards offer alternative, easier methods of installation.
- ✓ Long-lasting: Engineered timber is well-known for its durability and stability, which means it's a much more cost-effective investment than solid timber.
- ✓ Versatile: Engineered wood floors can be seamlessly incorporated into a range of design styles and environments, which means designers and trade will please many clients by specifying engineered timber products.
- ✓ Aesthetics: The warm aesthetic appeal of engineered timber floorboards will create a design talking point in your space.
- ✓ Eco-friendly: The timber manufacturing process uses less resources than other materials. Engineered timber boards are produced using only one layer of solid wood, which means one tree can be used to produce many engineered timber floorboards than it could produce solid planks.
- ✓ Cost-effective: Particularly relevant for larger commercial projects, or open residential floor plans, engineered timber floors usually cost less than solid hardwood floors.
- ✓ Engineered flooring comes with a warranty.

## What are the Disadvantages of Solid Timber Flooring?

Aesthetics	Colour all similar within the limits of natural colour variation.	✗
Choice	Limited number of sizes and species available.	✗
Durability	On-site applied finishes less consistent and durable.	✗
Installation	Slower to install and requires sanding and polishing after install.	✗
Stability	Susceptibility to expansion and contraction.	✗
Sustainability	Solid piece of timber reducing the yield.	✗
Versatility	Limited range of applications for solid timber in their current form.	✗
Warranty	No warranty.	✗

# Frequently Asked Questions



## What Are The Different Characteristics, Features and Techniques I can expect in Timber Flooring?

Timber Flooring has many characteristics, features and techniques used to achieve different finishes and different looks.

As timber is a natural product, some are natural characteristics and features found in timber. These may include but not limited to:

- **Colour Variation.** No two pieces of timber are the same. This is one of the greatest beauties of a natural product. Colour variation between pieces / boards, variation between boxes, variation between pallets and variation between batches is normal and not a product defect. Your installer should open several boxes at a time when installing to get as even and consistent mix as possible. Colour variation is not a defect but a natural characteristic /feature of timber. If colour variation is of concern to you, your installer should be notified and asked to take additional care when installing or you should consider whether timber is the right choice for your space.



- **Knots.** A knot is a natural characteristic and feature of timber and is either the side branch or dormant bud around which the grain flows. The lower the grade of timber the more knots will be present in your floor. Knots are not defects, they are part of the timber present in various grades.



# Frequently Asked Questions



## What Are The Different Characteristics, Features and Techniques I can expect in Timber Flooring?

- **Filler.** Filler is normally always used to fill knot holes in the timber and the colour of the filler may be white, grey, brown, or black. The colour used from product to product is selected to complement the floor rather than match it and the colour is always selected to achieve a particular aesthetic appearance. Filler is not a defect but rather a technique which complements the timber to achieve a desired aesthetic appearance.



- **Sapwood.** Sapwood is the living part of the tree through which water and sap flow. It is always lighter in colour than the heartwood and certain fuming, smoking and colouring processes emphasise the sapwood since it doesn't react to these treatments to the same degree. Sapwood is not a defect but a part of the tree.





# Frequently Asked Questions



## What Are The Different Characteristics, Features and Techniques I can expect in Timber Flooring?

- **Medullary Rays, Checks & Shakes** . Medullary Rays are white ribbon – like features in timber that has been quarter – sawn, they are part of the natural timber and are not a defect. Checks and shakes usually occur at the end of a board and can be cut off during installation. These are not a product defect but again something present in the natural timber however sometimes these may not always be visible until after install. In these cases, the board will need to be cut out and replaced.

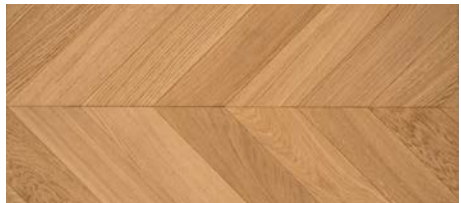


## What Are the Different Types of “Engineered” Timber Flooring?

Engineered Timber Flooring comes in various patterns including Planks, Chevron's, Herringbone/Block and Versailles panels.



Plank



Chevron



Herringbone



Diced



Versailles

# Frequently Asked Questions



## Can I install my floor over under floor heating?

Yes, in most instances engineered timber floors can be installed over under floor heating systems. Inslab hydronic systems are the safest system from the perspective of not over heating the floor however the critical thing is the temperature measured at the surface of the board.

Typically if the temperature at the surface of the board exceeds 26 – 27 deg Celcius, damage will occur to your floor. Care needs to be taken when placing rugs and furniture on the boards as these can become a heat trap and quickly increase the temperature of the floor.

## How do I avoid the pitfalls of installing an engineered timber floor during installation and following installation during the project completion phase?

A timber floor is a floor covering. As with every floor covering care should be taken during installation and following installation. Some very simple tips to follow during installation and following installation during the construction completion phase:

- Upon delivery of your flooring ensure you take your flooring inside and store in a dry place. It should not be stored outside, under tarpaulins or in garages/homes exposed to the elements.
- Ensure your subfloor is clean, dry and level
- It is very good practice regardless of your subfloor type to seal your subfloor with a moisture seal prior to installation. This is recommended in the case of concrete subfloors and essential for a new concrete slab poured during construction as well as subfloors close to the ground.
- For elevated subfloors ensure there is good subfloor ventilation. Any damp or wet areas around your subfloor can create issues with your subfloor absorbing moisture.
- Ensure installation instructions are followed however some key points:

- With a glue down installation ensure 100% coverage of adhesive using the correct trowel.
- Glue T&G boards.
- Ensure you have a minimum 200uM polythene or similar backing on the underlay when floating a floor.
- Click can be glued or floated.

- Take care to note the surface temperature requirements of the floor when installing over under floor heating.
- Leave sufficient expansion gaps around the perimeter of your floor. Install expansion gaps in the floor if your room spans are greater than recommended.



# Frequently Asked Questions



## Some tips following install during construction completion:

- Immediately after installation, thoroughly clean the floor, being sure to remove all dust particles and grit on the finish and lay a 1-2mm breathable foam product to act as a coating protection, followed by a 3mm MDF or corflute sheet to act as a hard surface protection and protect floors from indentations. (Please note if your floor remains covered and unable to breath for several weeks or months this may result in your floor sweating and cause expansion, ultimately damaging the floor. Any such damage does not represent a product defect.)
- Avoid tradesmen dragging equipment/ladders etc across your finished floor - protect your asset! Damage caused by such misuse is not a product defect.
- Do not tape your surface protection to the floor. Many tapes will damage your floor upon removal. Damage caused by such misuse is not a product defect.
- Avoid glue and paint spills, these are very difficult to successfully remove and likely you will damage your floor – damage arising from attempted removal of paint, glue or any other foreign substance spilt on the floor is not a product defect.



## Will my floor dent, scratch or mark?

The answer to this question is down to how you care for and maintain your floor. Correct care and maintenance procedures will help in ensuring the longevity of your floor. That said a timber floor is a floor covering as is carpet, tiles vinyl etc. Dirt, grit, sand, sharp objects, stilettoes, unprotected furniture and appliances, sticky tape, pets, chairs on incorrect castors will all dent, scratch and mark your floor.

In addition to regular day to day maintenance, care should be taken to protect your floor such as the use of door mats to reduce dirt, grit and sand walked across your floor, protection for the base of furniture and appliances, do not tape floor protection to the floor itself, do not wear stilettoes with damaged soles. Your warranty does not cover such damage to your floor and such damage is not a product defect.



# Frequently Asked Questions



## How do I Care for and Maintain my floor?

A lot of Care and Maintenance comes down to basic common sense. Anything abrasive, sharp and heavy dropped on your floor or walked across your floor will increase the wear and tear on your floor and in many cases it will likely lead to damage.

Simple and basic measures should be taken to protect your floor and minimize wear, tear and damage. Door mats, regular cleaning, protection for the base of your furniture and appliances, no stilettos, no pets, don't drop objects on your floor are all steps to take to avoid damage to your floor. A regular cleaning regime should be implemented to keep the floor free from dust and grit and generally looking fresh.

The correct cleaning products should be used for your lacquered or Oiled floor. Incorrect maintenance products will damage your floor and will reduce the life of your floor. Damage of the floor or general wear and tear is not a product defect.

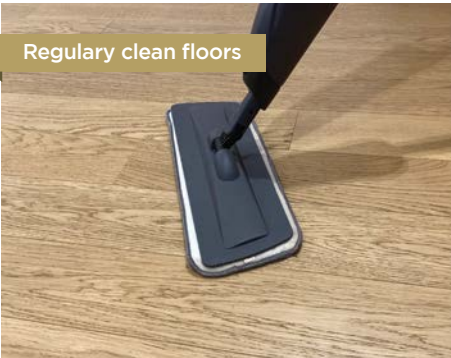
Use felt protectors on furniture



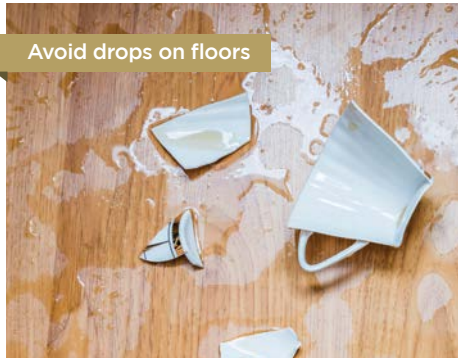
Avoid wearing stilettos



Regularly clean floors



Avoid drops on floors





# Frequently Asked Questions



## How do I Care for and Maintain my floor?

### Lacquered and Oiled Floors

There are precautionary measures you can take to ensure a long-life for your beautiful new wood floor:

**Door Mats:** Keep a door mat both outside and inside entrance doors, this will remove dirt and gravel before it is walked in, which will greatly reduce the wear on your floor. Ensure you clean the mats regularly to keep them effective at removing dirt and grit.

**Furniture:** Furniture legs should be fitted with felt pads to avoid unnecessary marks and scratches on the floor. Regularly check and clean the felt feet and replace when required. Use castor cups to protect the floor from castor damage.

**Moisture Protection:** Mop up any spills; never allow water or other liquids to lie on the floor. Please ensure that any water that is applied when cleaning becomes dry within one minute.



### Cleaning Lacquered Floors

Engineered wood flooring prefinished with a lacquer gives it a smooth, easy-to-clean surface. With any wood product it is wise to limit the amount of water that is used and we recommend regular vacuuming to control dust and prevent particles of grit from being walked into the surface. The floor can be cleaned with a well-wrung mop or spray mop system (recommended). Use a neutral detergent, maximum pH 8. Please ensure that any water that is applied becomes dry within one minute. A spillage will not mark your floor if you wipe it up immediately.

### Removal of Stains on Lacquered Floors

If you have a stain on the floor, you can try to remove it with a mild detergent (without ammonia) diluted in lukewarm water. Stubborn stains such as asphalt, rubber, oil, shoe polish, soot, chocolate and grease can be removed by washing naphtha, white spirit, or Turpentine spirit and water (50/50). Crayons, lipstick, Indian Ink, stearin and chewing gum can be removed by freezing with a spray or place a plastic bag with pieces of ice on the stain. Then scrape off carefully. Blood can be simply removed with cold water.

# Frequently Asked Questions



## How do I Care for and Maintain my floor?

### How to Look After Your Lacquered Floor

An effective maintenance program will keep the floor clean and looking great! The following information is designed to provide a starting point for such a program and is appropriate for both commercial and domestic floors.

**Dry Cleaning:** Floors should be cleaned daily using dry cleaning methods, such as vacuum or dust control mop, such as a standard anti-static dust mop.

**Damp Cleaning:** Soluble dirt should be removed by cleaning using a spray-mop system such as the Bona Maintenance Kit.

**Additional Cleaning:** Wooden floors can become scratched and dull over time and require reviving. This can be done by preparing the surface and re-applying a ready-to-use solution.



### Cleaning Oiled Floors

Engineered wood flooring prefinished with an oil gives it a smooth, easy-to-clean surface. With any wood product it is wise to limit the amount of water that is used and we recommend regular vacuuming to control dust and prevent particles of grit from being walked into the surface. Periodically the floor can be cleaned with a well-wrung mop or spray mop system (recommended). Use a neutral detergent, maximum pH 8. Please ensure that any water that is applied becomes dry within one minute. A spillage will not mark your floor if you wipe it up immediately.

### How to Look After Your Oiled Floor

An effective maintenance program will keep the floor clean and looking great! The following information is designed to provide a starting point for such a program and is appropriate for both commercial and domestic floors.

# Frequently Asked Questions



## How do I care for and maintain my floor?

### How to Look After Your Oiled Floor

An effective maintenance program will keep the floor clean and looking great! The following information is designed to provide a starting point for such a program and is appropriate for both commercial and domestic floors.

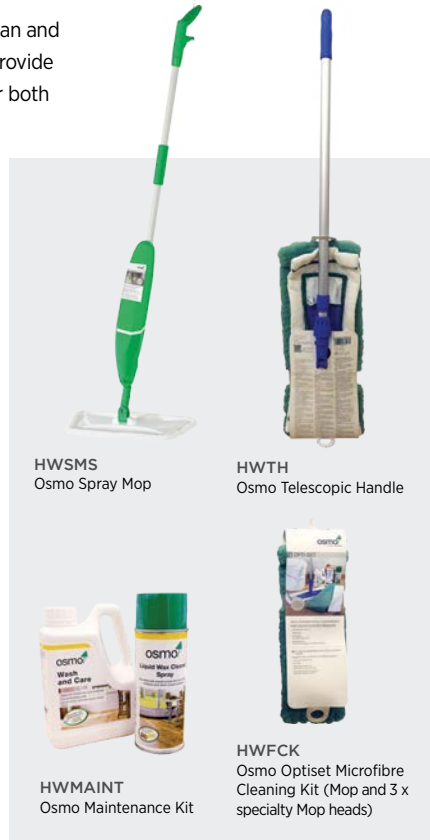
**Dry Cleaning:** Floors should be cleaned daily using dry cleaning methods, such as vacuum or dust control mop, such as a standard anti-static dust mop..

**Damp Cleaning:** Soluble dirt should be removed by cleaning using a mop system such as the Osmo Telescopic Handle with the Osmo Optiset Microfibre Cleaning Kit.

**Additional Cleaning:** Wooden floors can become scratched and dull over time and require reviving. This can be done by preparing the surface and re-applying a ready-to-use solution.

### The Life Cycle of Your Lacquered & Oils Floor

Periodically it will be necessary to re-finish previously lacquered and oiled floors. Depending on the surface condition, the degree of sanding required will vary and in some circumstances the floor will have to be sanded back to bare wood prior to oil application. Removal of all contaminates is required.



HWSMS  
Osmo Spray Mop

HWTH  
Osmo Telescopic Handle

HWMAINT  
Osmo Maintenance Kit

HWFCK  
Osmo Optiset Microfibre  
Cleaning Kit (Mop and 3 x  
specialty Mop heads)

**PLEASE NOTE:** It is good practice to keep extra boards when your floor is first installed. This allows you to simply replace any damaged boards rather than needing to sand and re-laquere or re-oil the damaged board.

# Frequently Asked Questions



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## Soiled floor?

**My floors have become very soiled, lacking in lustre and I am unable to get them clean. What can I do?**

To avoid a gradual build up of grime, please ensure the mop head is machine washed after every use. Failure to do so may result in a build-up of dirt in the grain causing overall discolouration of the floor.

Please note this is not a product issue, but a result of poor cleaning and can be avoided through correct care and maintenance procedures.



For floors that have incurred a build up of dirt/grime from intense traffic or incorrect cleaning products/procedures over time you may wish to try a machine to provide an intensive clean of the surface and remove some of this build up.

Havwoods endorse the use of the I-Mop with a soft brush and the recommended cleaning solution for your floor finish.





# Frequently Asked Questions



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## What if I Spill something on my Floor? Will it Stain or Damage the Floor?

Some products including but not limited to hand sanitiser, cleaning products and even some food products contain ingredients and chemicals which will react with the coating and stain or damage the floor. Any spill should be removed immediately and cleaned with the correct cleaning products to minimize staining or damage however this will not always be guaranteed.



## Will Moisture Affect my Floor?

Yes, moisture will affect your floor. When timber absorbs moisture, it expands. This expansion may cause your floor to cup, warp or lift depending on the extent of the moisture. When a floor dries out the boards will shrink which may cause gaps between the boards.

Whilst engineered timber flooring is far more stable than a solid timber floor, this is still timber and susceptible to moisture. Movement of your floor and changes in the appearance of your floor due to moisture is not a product defect. You should take steps to minimize the effects of moisture on your floor such as ensuring sufficient subfloor ventilation if your floor is raised off the ground, moisture sealing the subfloor ensuring your installer leaves sufficient expansion gaps around the perimeter of the floor and throughout the floor to accommodate any expansion.



## My floor is giving a ripple/band type effect. What is causing this?

This is caused by moisture – either moisture absorbed from the subfloor, humidity and atmospheric moisture or other forms of moisture. Whilst not aesthetically attractive this is not a product defect but rather an external factor affecting a natural product.



# Frequently Asked Questions

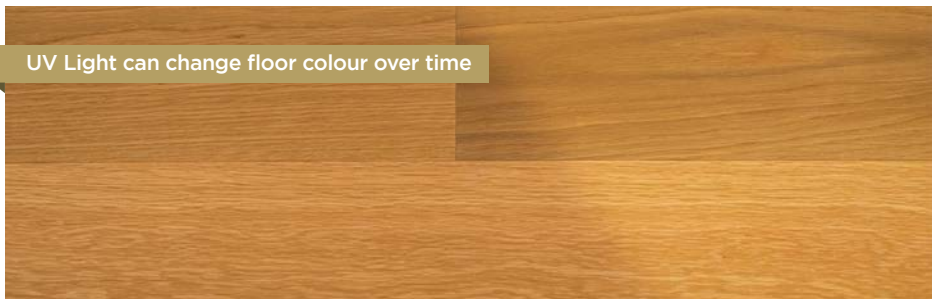


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## Will my floor change colour?

Yes, UV light will change the colour of your floor as it does with other floor coverings such as carpet. Timber is extremely photosensitive making it susceptible to colour change from UV light. UV light may also react with the coating which will change the colour of the floor. This may give a yellow appearance to some floors or a darker/deeper tone to other floors.

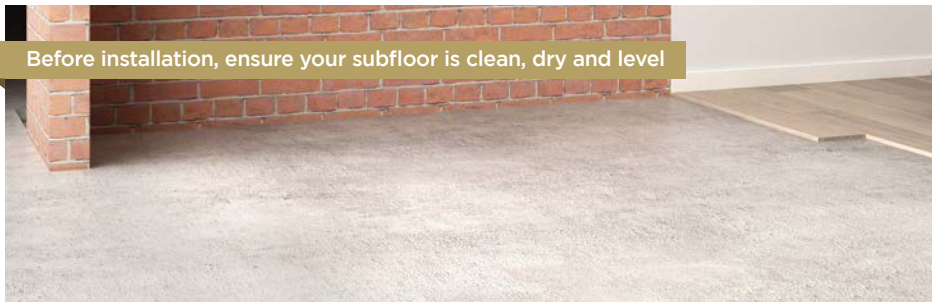
The time frame in which this will occur will vary depending on the amount of UV light your floor is exposed to. You can take simple steps to slow the effects of exposure to UV light by installing blinds, curtains and other window or door coverings. These changes in colour are not a product defect.



UV Light can change floor colour over time

## Why does my Floor Squeak or Crack?

There may be several factors causing this. The most common is an uneven subfloor. Sometimes this may be caused by insufficient expansion allowed when the floor was installed, or in the case of a floated floor it may be caused by moisture causing the boards to swell and creating a tight joint which produces a cracking sound when walked over. Squeaking or cracking is not a product defect but rather the result of an installation, site or atmospheric factor.



Before installation, ensure your subfloor is clean, dry and level

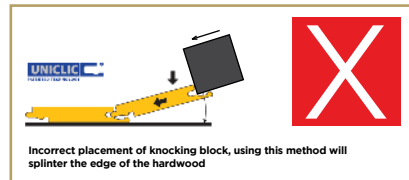
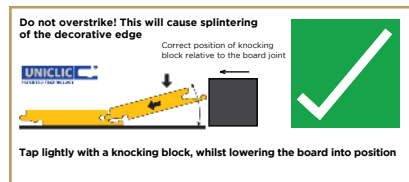
# Frequently Asked Questions



## I have splinters and chips breaking away from the edges of my floorboards, what is the problem?

This issue comes down to overstriking during installation. This is something which occurs during installation where the installer strikes the top edge of the decorative wear layer. This causes a fracture in the timber top layer which often only becomes evident after installation with foot traffic.

The fractures break away causing a splinter and a chip on the edge of my floorboards. This is not a product defect but an installation issue and should be taken up with your installer.



## What is a UV Oiled Finish?

This means the oil finish has dried in the factory under UV lights and the oil used has also been formulated to dry under UV lights. This process speeds up the drying time while also providing a superior wearing coating to standard natural oiled products. An oil tends to penetrate the timber.

## What is a Lacquered Finish?

A lacquer is a finish applied to timber which forms a film or layer on the top of the timber surface.

## What are the Advantages and Disadvantages of Oiled and Lacquered Finishes?

An oil will penetrate the timber more than a lacquer and is easier to repair however it is a softer coating and therefore may wear or scratch easier.

A lacquer by comparison forms a film over the surface of the timber and is a harder coating so will withstand general wear and tear a little better than an oil however is more difficult to repair.

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