

## **Technical Service Bulletin #4 v1.3**

**Revised:** December 2024

**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, 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. 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 the floor ages, you can expect denting/scratching and a change in sheen in high traffic areas or because of the use of certain cleaning products.

### 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 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. 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”. If either of them has any reservations or is uncomfortable with the situation, the flooring should not be installed. Superior Flooring by Herwynen Sawmill Ltd. does not accept claims regarding batches of floors already installed.

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