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Technical Service Bulletin #5 v1.2

Issued: Lighter / Stain / Bevel

RE: Superior Hardwood Flooring by HSL stain and finish in the bevel

The purpose of this bulletin is to provide information and standards regarding the stain and finish in our products and how they apply differently in our bevel.

Superior Hardwood Flooring by Herwynen Sawmill Ltd. strives to provide you with accurate and transparent information regarding our products. We understand that certain aspects of our flooring may raise questions, but we want to assure you that these are natural occurrences and not defects.

During our finishing process, when the product is sanded, we are unable to sand the bevel. This results in the grain remaining closed, and the stain naturally appearing lighter in the bevel, while finish in the bevel may appear brighter.

The subtle variation in color and sheen at the board edge is a natural result of the micro-beveling process. Because the bevel is machined into the wood while the surface is sanded flat, the two areas possess different surface textures. This can cause the stain and topcoat to reflect light differently, particularly when viewed from specific angles in your home. These variances are a standard, intentional aesthetic characteristic of the product's profile.

While this occurrence is noticeable across all our products, it may be more prominent with certain colours or stain options. Additionally, the following points can contribute to the visibility of this phenomenon:

- **Lighting in your home, whether natural or artificial.**
- **Direction of the installation vs. lighting in your home.**
- **Time of day.**
- **Species of the flooring.**
- **Cut of the flooring (flatsawn, riftsawn, quartersawn, live sawn).**

However, we want to emphasize that the same finishing process has been applied to the bevel, even though it may appear lighter and / or brighter.

Rest assured that the appearance of lighter bevels and stain in our flooring is not a defect but rather an industry standard. This phenomenon does not impact the sustainability or warranty of our products. We are committed to ensuring your satisfaction and stand behind the quality and durability of our flooring.

THE SUPERIOR FLOORING TEAM
Superior Hardwood Flooring by HSL