

CHOOSING AND BUYING THE RIGHT HARDWOOD FLOOR

Q1. WHICH ADHESIVE SHOULD I USE TO INSTALL MY LAUZON FLOOR?

The end user and the installer are responsible to select the proper adhesive and the moisture barrier (if needed and sometime combined) to ensure that your engineered Lauzon floor to perform properly. In any case Lauzon will be responsible for the performance of these products. Any claims concerning the performance of these products will need to be submitted to the manufacturer of the products.

Lauzon recommends that the adhesive respect the followings:

- That it can be used for the installation of this type of Lauzon flooring product (size, composition and construction);
- That it is supported with a complete adhesion warranty;
- That it contains no or low VOC (volatile organic compound);
- That (if needed) can be used in combination with radiant heat floor.

In the case of a sealer-adhesive (1 + 1 or 2 in 1 products) Lauzon recommends that they respect the followings:

- That it can be used for the installation of this type of Lauzon flooring product (size, composition and construction);
- That they don't allow any moisture emanation in excess of 4.5 pounds (4,5 lb/1000 pc/24 h) per the ASTM 1869 calcium chloride test method;
- That it is supported with a complete moisture barrier warranty;
- That it is supported with a complete adhesion warranty;
- That it contains no or low VOC (volatile organic component);
- That in the case they are two different products, they are compatible together;
- That (if needed) can be used in combination with radiant heat floor.

Lauzon recommends following these products manufacturer installation guidelines, especially when it comes to the trowel to use.

Q2. WHAT ARE THE BENEFITS OF HARDWOOD VERSUS OTHER TYPES OF FLOORING?

Hardwood floors are a very sound investment for your property. While the initial outlay can be higher than some other sorts of flooring, hardwood floors are remarkably durable, comfortable, beautiful and can even improve the air quality of your home. Hardwood floors are a natural product derived from renewable sources that are sustainable. No other material can replicate their natural warmth and beauty.

Q3. WHAT IS A JANKA RATING?

The standard assessment of a species' hardness is the Janka Test. The following Janka scale shows the relative hardness of each wood species. For normal residential use, the hardness is not usually a critical decisive factor. Manufacturers have no control on species hardness, it's natural.

Q4. HOW IMPORTANT IS THE HARDNESS OF THE WOOD?

Wood hardness can be an important factor, but the quality of the finish is even more important. With our Titanium finish you will have a crystal clear surface at highlight the natural warmth of the wood, even in low lustre gloss levels, while providing unsurpassed abrasion resistance. The Titanium finish is dynamic flex, that means the finish will bends and resists cracking when everyday objects fall on the floor.

Aluminum oxide finishes (which are the industry norm) are more brittle and tend to crack when everyday items fall on

the floor. When cracking occurs, water penetrates into the wood creating ugly black stains in the wood. Lauzon Titanium finish is more flexible and provides superior protection and keeps your floor looking great over time.

Q5. WHAT IS THE BEST COLOR TO AVOID APPARENT SCRATCHES?

The lighter your wood is, scratches and dust will be less visible on your floor. Also, choosing hardwood flooring with a lot of character tends to have the same effect.

Q6. WHAT'S THE DIFFERENCE BETWEEN SOLID AND ENGINEERED FLOORS?

Lauzon prefinished solid hardwood flooring is unmatched for its extraordinary beauty and timeless elegance. This type refers to 100% wood and can be sanded up to 3 times and refinished over the years if needed. Due to the organic nature of this material, solid hardwood is more susceptible to environmental changes. The precise milling and expert craftsmanship of a Lauzon solid hardwood floor will ensure a problem-free installation when installed on and above grade level.

Engineered floorings combine the classic appearance of solid hardwood with the added benefit of technology to create more stability in any area of your home. They are generally faster to install. They offers greater stability under humid conditions such as in kitchens. They are suitable for condominiums and basements and any installation over a concrete slab. They allows for wider and longer planks which is sought after in expansive spaces. Certain Lauzon engineered constructions are available with a square edge or perfectly milled Micro-V edge. They are radiant heat compatible.

Q7. WHAT ARE THE DIFFERENT INSTALLATION OPTIONS?

There are four basic installation techniques for hardwood flooring.

- Nailed & Stapled – the boards are fastened to a plywood subfloor using cleats or staples.
- Glued down – the boards are glued to the subfloor with a special wood flooring glue.
- Floated – the boards are glued to each other, but not to the subfloor below. The entire floor 'floats' on a cushioned underlay.

Q8. CAN I INSTALL HARDWOOD FLOOR OVER AN INFLOOR RADIANT HEATING SYSTEM?

Lauzon engineered floors are approved for use over radiant heat. However it is important to respect the recommended temperature levels to avoid damaging the floor.

Q9. WHAT IS SUNSHIELD? AND IS IT ON ALL OF YOUR FLOORS?

Most Lauzon floors with Titanium Finish have an integrated protection against the harmful yellowing effects of the sun called Sunshield. This UV protection is especially important in natural or very light shades in species like maple, red oak, ash and birch, which are the most prone to yellowing. However, some species such as cherry, black walnut, Santo Mahogany and others, attain a rich, intense hue over time when exposed to light which is highly desirable.

Q10. DO YOUR HARDWOOD FLOORS CONTAIN AN ANTIMICROBIAL AGENT (ULTRA-FRESH OR MICROBAN)?

Yes, our Titanium finish (with and without the Pure Genius agent) contain the Ultra-Fresh antimicrobial additive.

Q11. WHAT IS THE COMPOSITION OF THE ANTIMICROBIAL ULTRA-FRESH ADDITIVE?

The Ultra-Fresh antimicrobial additive is incorporated and polymerized into the finish. It therefore cannot be separated or integrated by humans, causing a reaction. We add it to our Titanium finish to reduce potential microbial and bacterial growth on the floor's surface.

Active agent: Many people are concerned about triclosan, which Ultra-Fresh has never contained. Instead, this technology uses octylisothiazolinone (OIT), licensed by Health Canada and the Environmental Protection Agency (EPA) in the U.S.

Q12. CAN USING THE ULTRA-FRESH ADDITIVE LEAD TO THE GROWTH OF HIGHLY-RESISTANT BACTERIA?

No. Well aware of the possibility that prolonged exposure to bacteria, even through an antibacterial agent, can spread highly-resistant bacteria, Ultra-Fresh manufacturers periodically change the additive version so as to prevent this possibility.

Q13. WHAT ARE THE SPECIFICITIES OF THE BIANCO HARDWOOD FLOOR

The wood color variations have an effect on the specific hue characterizing the Bianco Hard Maple hardwood flooring. Therefore, it is not uniform. The Engineered NextStep 5 3/16" flooring features more color variations and wood natural characteristics than other products available in this color.

Should Bianco color boards need to be replaced following their initial installation (i.e. after localized damage), it is possible that the newly installed boards don't show the exact same color tone. It is possible that a slight difference persists over time considering the nature of the coloration process, along with the natural variability of the wood itself. Therefore, Lauzon does not warranty the complete seamless reproducibility between production lots for the Bianco color. That is why we recommend you order 5% extra when you buy your Bianco hardwood floor.

Q14. WHAT DOES TORREFIED OR THERMALLY MODIFIED WOOD MEAN?

Thermally modified wood – also known as roasted or torrefied wood, gives everyday species a richer hue, similar to that of exotic wood species. Unlike surface stains that color and protect only the surface layer of the wood, torrefaction affects the wood entirely through to the core. That means torrefied wood can be processed, cut or sanded without losing any of its properties. Cut ends remain protected, and scratches and cracks are much less apparent and are lighter.

Q15. WHAT IS TIME WORN FLOORING?

Conventional hand scraped hardwood provides an intense texture to hardwood floors. The aggressive scraping that gives it its high lustre can sometimes cause clothes and fabric to snag. Lauzon wanted to offer a new direction in hand-scraped hardwood — something with a more subtle pillowing and a lower gloss level. It gives the wood a turn-of-century look, reminiscent of wood planks on a barnyard door and that is why we have adopted the term 'time worn'

Q16. WHAT IS WIRE-BRUSHED FLOORING?

Wire brushing a floor involves brushing the wood with large rotary wire brush causing the wood grain to open up and resulting in a two-toned look and a unique texture. Not all wood species are suitable for wire-brushing, the most common species is oak, both red and white. It is not only a product that looks great, but textured hardwood offers many practical benefits. For the builder, it helps minimize the appearance of damage caused by tradesman during home construction. And for the consumer, a textured floor is a lot more forgiving than smooth surfaces to the hazards of everyday life. Kids rough-housing and pets can damage a smooth, high-gloss hardwood floor.

Q17. WHAT IS OUR ÉCHO TEXTURE?

Our new Écho texture enhances and gives life to the natural grain of the wood, lending your floors a subtle depth. The silky surface plays with the shifting light of the room, revealing wavy patterns and masking them in a natural shift from perceptible to imperceptible.

Q18. WHAT IS A PRIVILEGE RETAILER?

A privilege retailer is a premium retailer where you can have access to specials offers, promotions and exclusive products. Please ask your retailer for more details.

Q19. WHAT ABOUT LAUZON IMPORTED PRODUCTS?

Lauzon Urban Loft and Homestead series are imported products that are manufactured in third party partner mills under constant coaching and supervision by Lauzon's engineering team. These series are designed in Quebec and manufactured in order to achieve or exceed Lauzon's recognized high quality standards and technical specifications. Both series feature our proprietary Titanium finish which is the ultimate finish on the market; the top layer is made out of solid sawn lumber; they comply with the CARB2 regulation and they are made out of hardwood harvested according to the strictest environmental standards.

When we decided to partner with a third party, we looked around the world and identified overseas qualified producers that would be able to produce these textured hardwood floors that would meet our strict quality standards in a sustainable fashion. The partners we chose benefit from world-class facilities filled with ultra-modern equipment with which they produce engineered hardwood flooring with excellent performance. We have long term agreements with these partner and put so much trust in them that we are calling these products our own and do not hesitate to back them with our Lauzon 35-year warranty.