

## LIVING WITH YOUR HARDWOOD FLOOR

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### Q1. WHY IS THE HUMIDITY OF A HOUSE SO IMPORTANT WITH WOOD FLOORING?

Keeping the humidity at recommended level is essential to a “healthy” home environment and for keeping a great hardwood floor. Wood is a natural material that reacts to changes in its environment. So it is important to keep humidity at recommended levels at all times, even when the home is unoccupied. Excess moisture causes wood to expand, and insufficient moisture causes it to contract.

Maintain a relative humidity in your home between :

- 30-80% if you have an EXPERT Lauzon hardwood floor;
- 35-65% if you have an engineered Lauzon hardwood floor;
- 35-55% if you have a solid Lauzon hardwood floor.

### Q2. WHY HAVE GAPS APPEARED BETWEEN THE PLANKS OF MY FLOOR THAT WEREN'T THERE BEFORE?

Typically, 'gapping' occurs when the humidity in the house falls below the recommended level. This causes a drying of the floorboards that results in slight shrinkage, creating gaps between the boards. You will often see this in the winter, especially in houses with dry heat. One way of mitigating the situation is to increase the humidity in the home.

### Q3. SHOULD I HAVE A HUMIDIFIER IN MY HOME IF I HAVE HARDWOOD FLOORING?

That depends a lot on the climate where you live and type of heating you use in your home. In more temperate climates with variable humidity they aren't really required, but in cold, dry regions where homes are heated in winter, humidifiers can be very helpful, not just for the floors but for the comfort of people, plants and pets, too.

### Q4. MY FLOORING LOOKS LIGHTER OR DARKER IN COLOR THAN THE SAMPLE I VIEWED IN THE STORE, IS THAT NORMAL?

Wood react to oxygen and light; so do the demo panels at retail store. Out of the box, your wood floor can be a slightly different color. Once installed, when exposed to light and oxygen, your wood floor (even treated with stains) will slowly match the panel you saw when you made your choice.

### Q5. HOW CAN I PROTECT MY FLOOR FROM SCRATCHES?

Use felt protectors or barrel-type coasters under all furniture to protect your floor against scratches and indentations. Do not use plastic coasters. The use of area rugs (around sink, dishwasher, under kitchen chairs and other similar areas) is strongly recommended to protect flooring from water and heavy traffic. Don't forget to replace your felt protectors or barrel-type coasters often as they harden with time.

Beware of sharp objects and damaged high heels that can permanently scratch your floor. Spiked-heel shoes, especially those in poor condition, are highly damaging to hardwood floors. Encourage your family and visitors to remove them. Refrigerators and other heavy objects should never be moved without proper floor protection. Place them on a rug, wrong side up, and slide the rug.

### Q6. MY ORGANIK FLOOR CHANGED COLOR. IS THAT NORMAL?

The color tone characterizing the Organik Hard Maple Natura is achieved using a natural reactive coloration process involving no use of pigmentation.