



## Advice & Agreements

In order to ensure that your order becomes a success, we would like you to take the following advice and information into consideration.

- Your floor needs to acclimatize for 24 hours before installation and please make sure there is sufficient space along the walls. Because the floor can possibly shrink and expand.
- The optimal humidity levels for the room are between 50-65%. If necessary, a humidifier and/or opening the windows can be used to keep the humidity levels at the proper level.
- We always recommend to request a colour sample in advance. No floorboard is the same as they are products of nature, which means that colour deviations can occur between the floorboards you have ordered and you've seen in our showroom. This depends mainly on the type of wood, angle of the light and the colouring of the plank, i.e. smoked floors can be darker after installation.
- Proper maintenance of your floor is very important. Depending on the finish you will need the right cleanser, and the right maintenance product. The frequency of applying the oil can vary strongly per product and usage of the product. The average frequency is about twice a year. If you require custom advice, please contact one of our employees.
- If you have chosen a PVC floor, you will have to take into consideration that the floor can expand due to a raised temperature (from sunlight entering the room).

### **Points of attention when installation is carried out by STOX.**

We will always show up on location to measure the space. Our advice is that you are present. The measurements are required for a proper quotation. After purchasing your floor and making all arrangements for delivery and payment, these are the following steps;

- Check the delivered materials for i.e. damages
- Relay your wishes regarding the pattern i.e. herringbone
- Any alteration regarding measurements needs to be communicated to STOX a.s.a.p.
- In case of floor heating: protocol needs to be executed before installation.
- Regular skirtings: either sticky skirting or a parquet slat. In the case of wooden skirting, we can shorten the frames for additional costs.
- High baseboards: we advise to paint these for the best results. Please note, differences in height can be visible if the floor is not fully levelled.
- In case of neighbours, it is mandatory to install -10db subflooring.
- Please make sure your current base floor is levelled, room temperature and cleaned before installing the main floor. Also the space has to be cleared of furniture.