

You have just bought a product manufactured by SRC Parquet. It is French quality and made in France. We guarantee to provide an after-sale service under normal use for 10 years from the date of its purchase.

Regardless of the after-sales service provided by the seller, he is liable for any lack of conformity of goods with the contract and flaws on the terms stipulated in articles 1641 and 1649 of the French Civil Code.

#### Implementation of the Guarantee:

(Article L2 111-12 of the French Consumer Code – Action resulting from lack of conformity lapses after two years from the date of delivery of the goods)

- The guarantee shall start as of the date on the invoice or the proof of the purchase you should retain with the present certificate.
- The installation should be carried out in accordance with all the installation instructions and the hygrometry conditions notified in our recommendations which are included with the product and according to the DTU (Standardized Technical Document) concerning the laying.
- Pursuant to article 1648 of the French Civil Code – The action resulting from critical flaws must be brought by the purchaser within two years after the discovery of the defect
- Maintenance should be done with appropriate products.

#### The guarantee shall not apply:

- If the products are not paid in full.
- If the products are stored or / and placed without respecting our recommendations which are included with the product.

## SRC PARQUET GUARANTEE

- In the event of a discrepancy in appearance between the product and samples which have not been exposed to the same UV exposure. (article L.211 of the French Consumer Code – to comply with the contract, the product must:
  - 1 - Be appropriate for the use normally expected for such an article and if necessary
    - Comply with the description given by the seller and have the qualities shown to the purchaser in the form of samples.
    - Have the qualities that a purchaser might reasonably expect given the public statements made by the seller.
  - 2 – Have the features defined by mutual agreement between the parties or be suitable for any special requirement of the buyer which was made known to the seller and which the latter has agreed to.
- If the defects were obvious and have not been reported before or during the installation. (Article L211-4 of the French Consumer Code – the seller has a duty to deliver goods which are in conformity with the sales contract and is held liable for any lack of conformity upon delivery. He is also held liable for any lack of conformity caused by the packaging or the assembly instructions or the installation if the contract says the seller was in charge of the laying or if the laying was carried out under its responsibility
- In case of intentional damage or if the damage is caused by negligence, bad maintenance or arising from accidental events, unforeseeable circumstances or case of Force Majeure.
- In case of laying in premises affected by moisture variations.
- The natural movements of wood which are amplified if the premises do not respect the

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climate conditions (very dry air when the heating is on, for instance), shall not be considered even after several years. It is therefore the responsibility of every user to make sure the level of moisture in the ambient air is between 40% and 65%. If not, the user must use a humidifier or a dehumidifier to control the level of moisture.

- In case the product was altered and /or repaired (by yourself or a third party), except for minor repairs within maintenance actions.

The 10 year guarantee does not include wear caused by punching or the deterioration of the top coat caused by the use of the premises.

#### In the case of any complaint :

- If an anomaly is detected, immediately stop the laying and contact us. Thank you for letting us know that you request action from the After-Sales Service by sending us the present certificate and the purchase invoice by registered letter with acknowledgement of receipt.
- We reserve the right to inspect the faulty product on the laying location.
- If the claim is justified, after checking the faulty product, we commit ourselves to replacing the faulty product with an identical or similar product. No damages will be paid.
- In case of any change, the guarantee shall not cover the costs incurred by the extra installation and removal of the product.

We provide you with our expert know-how and we manufacture our parquet flooring with the greatest care. This 10 year guarantee is our commitment to your complete satisfaction.

## INSTALLATION AND MAINTENANCE INSTRUCTIONS AND ADVICE

Our dedicated teams manufacture our parquet floorings with extensive technical resources. If, despite very strict quality controls, you notice a defect, then, we advise you not to lay it. Once you start laying your flooring your product shall be deemed to be accepted. Once installed, any floorboard, cannot be exchanged and the costs incurred shall not be covered.

**Reminder:** Such advice is not a substitute for the regulations and standards in force (DTU), that still have to be followed, it is not a substitute either of the standards for the using flooring.

**It is for the installer to consult and abide by the terms of the various DTU.**

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### STORAGE

The parquet must be stored horizontally in a perfectly dry and heated place. You must let it stabilize at a temperature between 15° and 25° for 08 days before installing it.

The room air moisture must be maintained between 45% et 65%, you must open the package wrapper, but leave the plastic straps.

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### BEFORE INSTALLING

The room must be completely dry, closed, the windows must be glazed, the wall plasters, seals and paints must be finished and completely dry.

The temperature must be maintained between 15°C et 25°C and the room air moisture between 45% et 65% before and during the installation.

The room and more specifically the base must be protected against any rising damp.

**The base must be :**

**Flat :** you must check levelling with a 2 meter long ruler; the deformations (holes and the bumps) must be within 2mm/m.

**Dry :** < 3% humidity for concrete slab floor and under 5% for anhydrite screed. You must check with an approved device.

**Clean :** get rid of any powder substances, dust, greasy substances. It is best to use a protection against rising damp so as to avoid any contamination through the base.

### **Specific case of a floor heating system :**

**Solid oak flooring :** In the event of a low temperature underfloor heating (<28°), make sure the maximum thickness is 14 mm and the maximum width is 130 mm.

**Semi solid oak flooring:** In the event of a low temperature underfloor heating (<28°), make sure the maximum thickness is 15 mm and the maximum width is 194 mm.

**No solid or semi-solid oak flooring can be installed on a cooling or electric floor.**

Heating must have been on at least 03 weeks before laying the flooring and stopped 48 hours before starting the laying.

The heating will be gradually turned on one week after the laying.

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### DURING INSTALLATION

First open several parcels so as to evenly spread the floor boards and thus get a smooth result when laying. For solid or semi-solid flooring (14, 15 or 21mm), only use non-water-based glue, use a notched trowel number 4 to spread it and only spread it on half a square meter at a time. The glue will be placed on the base only, you must not have glue in the joining lines of a solid oak floor. For the nailed down flooring (21 mm exclusively), the installation is carried out on flooring sleepers which are fixed on any base; space them about 45cm apart for a normal use and they will be nearer each other in case of a heavy use.

The multi-layer parquet floors can be floating or glued.

Provide an expansion joint around the whole perimeter of the room. The expansion joint must be 2mm per linear meter of laid flooring, with a minimum of 8mm.

It is strongly recommended to leave a space between adjoining rooms: it will then be covered by a threshold

strip. In case the room is wider than 08 meters, you must provide a 15 mm dividing joint.

During or after laying, never cover flooring with plastic material (tarpaulin, polyane), always use a special protection for parquet floors.

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### AFTER LAYING

**Unfinished flooring:** Wait at least 04 days until wood settles. Then, carry out sanding and apply the finishing.

**Factory finished flooring:** After 48 hours, you can use the room. We guarantee our flooring if the maintenance specifications are followed. If you lay your flooring yourself and if you do not follow the recommendations below, then, your flooring will not be guaranteed.

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### AFTER LAYING

Everyday cleaning of the SRC factory finished flooring as well as the flooring oiled by you will be done with a Hoover, then a special flooring cleaning soap will be applied with a damp microfiber mop. This special flooring cleaning soap will be used for a normal cleaning about once or twice a month. NEVER wash down your flooring (with lots of water).

After laying flooring finished by you, it is vital to treat the flooring regularly with maintenance oil or a metallising product in places subject to heavy wear (passageways, chair marks, etc...).

**Be very careful with SRC sawn wood and old wood collection as well as both metal finishing, it is absolutely essential to apply an all-purpose metallising product just after laying so as to stabilize the shades and the condition of the surface.**

A degreasing spray can also be used. It will enable you to remove fresh oil marks or the black marks left by shoes. You can use an all-purpose metallising product to maintain our SRC factory finishing. It will be applied once a year, preferably using a single-brush floor machine.

### SRC Parquet