



Knoxford Ltd t/a Portable Floormaker

Product disclaimer - wood based products

Most complaints & issues attaining to wood flooring are related to the following four factors and Knoxford Ltd t/a Portable Floormaker cannot accept **ANY** claim against warranty in these respects:

1. **Movement of the floor, due to changes in the relative humidity and temperature of the environment into which it is installed.**

Wood is a hygroscopic material. It acts like a sponge, taking up moisture and expanding when subjected to higher levels of humidity and conversely, giving up moisture and shrinking, when subjected to lower levels of humidity. Severe changes in humidity or moisture levels can also result in the cupping, bowing and / or splitting of materials.

It is critical therefor that humidity/moisture conditions on site in respect of usage and storage prior to ordering / fitting a wooden portable floor, are appropriate to that of the flooring being considered.

Bearing in mind that the temperature and humidity levels inside a building/storage area vary, both during the day and night and also throughout the seasons; wood is constantly moving. The significant movement is **always** across the grain (i.e. over the width of the boards) rather than along the grain, where movement in length is negligible.

Although our floors are manufactured with the demands and rigors of the event industry and are quite suitable in most situations, care must be taken as described above when contemplating choosing a wooden floor. If the venue conditions do not meet the required expectations then the OUTLOK® indoor/outdoor floor may be a better option.

2. **The appearance of the laid floor differing from, for instance, a sample or image or previous components.**

No two pieces of wood are exactly the same. Colour and grain texture can vary considerably within the same board, let alone between separate boards. The random occurrence of characteristics such as knots, sapwood and heart kern, are an inherent part of the beauty of any natural wood product; as are variations in colour and in texture.

3. **Scratches and / or other damage occurring to the floor.**

Wood flooring should be regarded as a piece of furniture. Provided it is looked after and cared for properly it can last a lifetime, or more. If it is abused or neglected, it will soon start to reflect such treatment.





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4. It is important that common sense is applied here; for instance if a chair or table is dragged over a piece of lacquered flooring it will result in marks or scratches. Unprotected stiletto shoes or other outdoor shoes treading dirt or stones into the floor will cause similar damage (if the flooring is close to an outside door then placing of a mat is a good idea at the entrance to the venue The pressure of a stiletto heel can immediately result in indentations and scratching of wood floors.
5. Wood floors should be swept on a regular basis with a clean, dry and soft sweeping brush. From time to time a wood floor can be cleaned with a damp (but not wet) cloth or mop then dried off quickly with a clean towel. this should be done using warm clean water. Wood floors should never be swilled with a wet mop or with a bucket of water i.e. **DO NOT SWAMP THE FLOOR WITH WATER!**
6. Please also be aware that as well as wooden products, any product that is supplied outside of the initial supply may be subject to slight colour variations which is normally minimal and only noticeable in natural light such as parquet, aluminum, powder coated and /or zinc plated products.