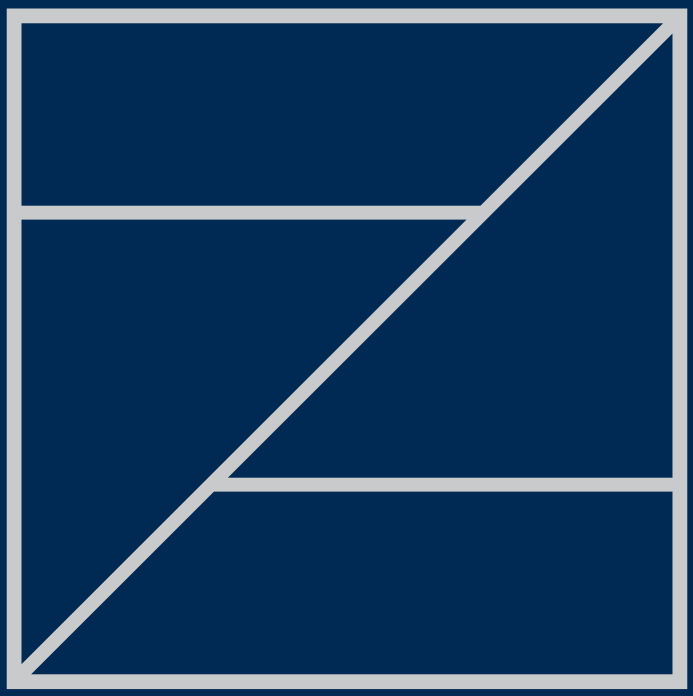


# ZENON

INSTRUCTION MANUAL FOR THE FITTING, CARE AND USE OF HARDWOOD FLOORING MADE BY ZENON SPÓŁKA Z O.O. REGISTERED OFFICE IN BRUSY

CONSTRUCTION SITE INDUCTION MANIFEST

CERTIFICATE OF ACCEPTANCE OF INSTALLATION OF NATURAL WOODEN FLOORING

BASE HEATING REPORT FOR BASES WITH UNDERFLOOR HEATING SYSTEMS

# INSTRUCTION MANUAL FOR THE FITTING, CARE AND USE OF HARDWOOD FLOORING MADE BY ZENON SPÓŁKA Z O.O. REGISTERED OFFICE IN BRUSY

## I. GENERAL PRODUCT INFORMATION

1.1. All flooring manufactured by ZENON Sp. z o.o., such as solid planks, parquet, and the surface layers of engineered two-layer boards, and others, are natural materials.
1.2. Every element and batch of our products may have various physical, chemical and decorative features.
1.3. Floors made from solid planks, parquet, or engineered two-layer boards are heat-retaining materials and provide good acoustic insulation.
1.4. Pre- finished lacquered flooring is factory-varnished and is coated with either matt or semi-matt varnish and then hardened with UV rays, with a final anti-scratch surface coat.
1.5. Pre-finished factory oiled flooring is covered with oils or wax oils.
Detailed information is available from ZENON Sp. z o.o.
1.6. Before laying the floor, the Customer is required to become acquainted with the hereby ***Instruction Manual for the Fitting, Care and Use of Hardwood Flooring made by ZENON Sp. z o.o., registered office in Brusy as well as with the Warranty Terms and Conditions.***
1.7. Failure to comply with the recommendations concerning the documents referred to in item 1.6. will result in the loss of any rights the Customer is entitled to under warranty and surety.
1.8. The products of ZENON Sp. z o.o. are designed only for direct installation indoors.

## II. PRODUCT QUALITY INSPECTION

2.1. Prior to, and during the course of installation, the Customer is obliged to thoroughly check the product for the presence of any possible defects, and to get acquainted with the hue and grain of the wood. Any defects and irregularities should be reported to the Seller immediately. In the event of installation of any product with visible defects, the Manufacturer shall be held free of any liability for damage which the Customer suffers as a result.
2.2. Installation of the flooring shall mean the acceptance of the technical condition and appearance of the purchased product.
2.3. Naturally occurring characteristics of wood, such as differences in grain, colour, mineral streaks and knots as well as creaking or any acoustic effects are not considered defects. These characteristics appear with different intensity, depending on the chosen product, selected variety as well as the class of wood, and cannot be the subject of any co mplaints.
2.4. Over time, as a consequence of exposure to sunlight, oxidizing of the product may occur and this oxidizing process may be visible on the surface of flooring products and in turn, it may cause a gradual change in the colour , [lighter and /or darker]of the floor surface.
2.5. Loss of lustre on the floor through general wear and tear of the surface during its lifetime is not regarded as a fault of the floor and cannot be the subject of any complaints.

## III. STORAGE AND ACCLIMATISATION OF FLOORING PRODUCTS

3.1. Flooring products should be stored in a horizontal position, in closed, dry, airy rooms (with efficient ventilation), in factory sealed packages. The product cannot be exposed directly to sunlight and moisture whilst in storage.
3.2. The product should be stored at a temperature of 18 - 22°C with a relative air humidity of 45% - 65%. Maintaining of the aforementioned climatic conditions will make it possible to preserve the factory humidity of the product equal to 9% (± 2%), as well as its properties, and to gain an optimal hygroscopic balance between the surroundings and the product.
3.3. Due to the necessity of acclimatisation of the flooring, prior to installation, the product must be kept in the target room, in factory sealed packaging, for as long as possible, in the conditions as defined in item 3.2.
3.4. During colder months when heating is used, if a significant decrease of the relative air humidity below the values indicated in point 3.2 occurs, air humidifiers must be used.
3.5. Storage of the product in a vertical position is unacceptable. It should be stored in a way that prevents the warping of wood.
3.6. It is forbidden to transport flooring products to an unfinished building which has not been closed in, i.e. without windows and/or doors and in which "wet work" - concrete, bricklaying and plastering as well any other wet works have not been completed and dried out.

## IV. UNDERLAY PREPARATION AND CLIMATE CONDITIONS IN THE AREA TO BE FITTED

4.1. Any underlay under the floor which is to be fitted should fulfil all requirements as determined for underlays applied under natural wood floors.

4.2. Prior to the commencement of any works, in each individual case, a specialised flooring fitter should assess and check the underlay resistance, evenness, cohesion, and humidity.

4.3. Any unevenness and dirt such as old oils, wax, grease, varnish, paint, or remnants of previous floor covering which could limit the adhesion strength – should be removed from the area before the underlay is installed.

4.4. Underlay requirements:

- the underlay must be even, permanently dry, strong, free of scratches, and contamination;
- wall humidity: below 3%,
- concrete/cement underlay humidity: below 1.8%,
- anhydrite/gypsum underlay humidity: below 0.5%,
- underlay temperature: between 15°C and 18°C,
- underlay horizontal surface - deviations not greater than +/-3 mm per 2 linear metres screed,
- underlay should have a minimal resistance of 25-30 Mpa to compression, 3.5 Mpa to trimming and 1.5 Mpa to detachment.

4.4.1. Regardless of the method and the type of installation, the humidity of the underlay must be measured before hand, using the carbide method and a CM Gerät instrument.

4.4.2. The underlay should be provided with an adequate thermal and anti-moisture insulation.

4.4.3. Cracks in the underlay should be removed using clamps and polyurethane resin, whereas weak and dusty underlays should be reinforced with epoxide or polyurethane priming; where required – a viscose expanding mat should be laid.

4.5. If a screed floor surface is uneven, it should be levelled with a puttying or levelling mass suitable for application under wood floors.

4.6. Room requirements:

4.6.1. Prior to and in the course of installation of the floor, adequate climatic conditions should be maintained – with the following parameters:

- relative air humidity: between 45% and 65%,
- room air temperature: between 18°C and 22°C.

4.6.2. Humidity and temperature in the room should be checked regularly during the whole process of flooring assembly and fitting.

4.6.3. We recommend the installation of a weather station or a moisture meter in order to enable control of the climate conditions in the room.

## V. CHEMICAL AGENTS SELECTION

5.1. It is absolutely forbidden to use dispersion adhesives to install the products.

5.2. The selection of appropriate chemical agents and the method of assembly and fitting will be the responsibility of the floor fitter; irrespective of the above, it is recommended to contact the seller to obtain necessary information regarding this matter.

5.3. Selection of the appropriate fixing agent depends on the type of underlay, dimensions of the woodblocks and planks and whether the floor is made of finished or unfinished material.

5.4. The application of inappropriate fixing agents and a weak underlay may be the reason for detachment of the flooring from the underlay.

5.5. Same brand chemical agents should be used for each project and the manufacturers' technical recommendations specified in the product technical data sheet should be followed closely.

## VI. METHODS OF ASSEMBLY

6.1. Assembly of the floor with screws/nails:

- 20 mm - as self-supporting structure on joists (supports),
- 15/20 mm – on a professionally assembled underlay made of wood boards,
- 15/20 mm – on a permanently fixed floor made of solid wood (e.g. old floor planks).

6.2. Assembly of the floor with adhesives:

- 15/20 mm - (planks more than 160 mm wide, installation on joists) on a professionally assembled underlay made of wood boards,
- 15/20 mm - (planks more than 160 mm wide, installation on joists) on a professionally prepared cement/anhydrite underlay (designed for use under wood floors).

## VII. FLOOR ASSEMBLY

7.1. Before installation, a person with relevant qualifications (floor fitter) assigned to install the product, along with the buyer or a person appointed by him, will be obliged to fill in and sign the ***construction site induction manifest*** (Appendix 1).
7.2. The product must be installed in accordance with the principles of flooring fitting.
7.3. Installation of solid planks is absolutely forbidden on underfloor heating.
7.4. Flooring can be installed on concrete, wooden and ceramic bases. Anhydrite bases are not recommended.
**7.5. Assembly with screws/nails:**
7.5.1. On underlay (floors) of solid wood.
The existing floor should be fixed stable and permanent. Planks should be laid crosswise to those existing ones. In order to eliminate air noises, an acoustic insulation may be applied, for instance cork or other material available on the market.
7.5.2. On wooden or wood like boards (e.g. OSB).
Prior to placing the underlay, the cleanliness and evenness of the base should be checked.
The thickness of the underlay should be determined by the flooring fitter.
7.5.3. On joists
Joist humidity should be the same as the humidity of the planks to be fitted.
**7.6. Assembly with adhesives:**
7.6.1. On concrete, wooden, ceramic, and anhydrite underlays (designed for wood floors).
7.6.2. In the case of concrete/anhydrite or laminate board an appropriate agent reinforcing the underlay should be used.
7.6.3. When assembling solid planks with a "pre-finished" type surface, an adhesive appropriate for ready-made floors should be used, depending on the type of underlay used and the dimensions of the planks.
7.6.4. The adhesive should be distributed on the base – never on the surface elements – with a trowel with properly matched triangular teeth. The adhesive should not be put on the tongue and in the groove.
7.6.5. Drying times of single and two-component adhesives may vary, therefore the adhesive should not be mixed and put on the surfaces greater than those which the fitter would be able to cover with planks or parquet blocks within the maximum drying time of the adhesive. The drying time of the adhesives may vary depending on the conditions in the room.
7.6.6. Planks and parquet blocks should be laid on a fresh coat of adhesive, and then they should be pressed by hand and hammered with a mallet in order to join the tongue and groove or the butting surfaces.
7.6.7. If the fitting is incomplete, the section completed prior to termination of the day's work should have some weight/pressure placed onto it to ensure it does not lift from the base floor.
7.6.8. Special attention should be paid when applying adhesive on products with finished surfaces, in order not to contaminate the surface. If any adhesive gets on the surface of the floor, it should be immediately removed with a cleaning agent recommended by the adhesive manufacturer.
7.6.9. The choice of the adhesive should be made depending on the required elasticity and adhering strength, depending on the quality of the base and the dimensions of the planks or woodblocks.
7.7. After completion of the floor fitting, the floor should be left unused for at least 2 weeks until the adhesive hardens (in compliance with the manufacturer's instructions) and until the acclimatisation of the flooring in a given room is complete.
7.8. On completion of the assembly, but not earlier than on the next day, the clearance wedges should be removed.

## VIII. INSTALLATION INSTRUCTION MANUAL

8.1. The direction of laying the planks is usually oriented in consideration of the main source of light in a room. Individual elements should be laid along the main direction of the light entering the room, subject to detailed terms and conditions following from this document.
8.2. The room width should be checked to be sure that the width of the last row is not less than 5 cm.
The length of each element should be at least 30 cm.
8.3. The first row should be adjusted by means of a chalk line or a ruler and then the elements should be laid from left to right with the tongue facing the wall.
8.4. Laying the second row can be started using the plank cut out from the first row. If it is shorter than 30 cm, a new plank should be used.
8.5. When fitting the last row of planks or woodblocks, it should be laid provisionally and the shape of the wall should be mapped. When cutting to fit, the expansion joint clearance should be preserved.
8.6. Between the assembled floor and the permanent elements of the building, a clearance of 7 – 12 mm at minimum, (expansion joint) should be allowed.
8.6.1. With regard to the assembly of engineered two-layer boards or parquet blocks on underfloor heating, the expansion joint should be 10 +/- 5 mm between the floor and permanent elements of the building.

8.7. In passages between rooms and where other types of flooring join, as well as in the case of:
- solid planks, when the floor length exceeds 8 m and the width 6 m,
- engineered two-layer boards, when the floor length exceeds 12 m and the width 8 m expansion joints should be made and then filled in with natural cork or any other elastic filler.

8.8. An expansion joint should also be allowed around all permanently fixed elements such as heating system pipes, pillars, door and window frames, built-in objects, etc.

8.9. The expansion joints should be adjusted and be appropriate for the dimensions of the room in which the wood floor is to be installed.

8.10. After completion of the assembly of the floors and when the adhesive is dry, the skirting boards should be fitted. They may not press on the floor and should not be fixed onto the planks or woodblocks.

## IX. FLOOR INSTALLATION ON UNDERFLOOR HEATING

9.1. In the event of assembly of flooring made by ZENON Sp. z o.o. on underfloor heating, the recommendations in the "Instruction Manual" and in this section should be applied accordingly.

9.2. When underfloor heating is used, only use engineered board made by ZENON Sp. z o.o. intended to be applied on underfloor heating.
- ➢ The engineered two-layer board and block of solid wood parquet are products designed to be installed on un derfloor heating.
- ➢ Planks made of solid wood should never be laid on underfloor heating.

9.3. Flooring on underfloor heating system must be installed by a floor fitter holding relevant knowledge and qualifications, adhering to technological standards.

9.4. The temperature of the underfloor heating (underlay) has to be lower than or equal to 30°C.

9.5. The temperature on the surface of a wood floor fitted on the underfloor heating must not exceed a temperature of 26°C.

9.6. The engineered two-layer boards and solid parquet blocks should be glued with adhesives of relatively wide range of elasticity and verified with respect to their usefulness for underfloor heating; in the case of doubts, the seller or manufacturer of the adhesive should be contacted.

9.7. The floors should be finished with agents (varnishes, oils, waxes, etc) verified with respect to their appropriateness for underfloor heating; in the case of doubts, the seller or manufacturer of the agent should be contacted.

9.8. When underfloor heating is installed and covered by concrete or cement-gypsum mortar, it is very important to ensure that the surfaces are completely dry (this process can take several weeks).
Wait until the base humidity is stabilised at the level required in Chapter VI.

9.9. In order to prepare the base correctly when assembling the floor on underfloor heating, the heating of the underlay should be done twice, due to the presence of residual moisture.

9.9.1. After fitting the underlay, it should be heated no earlier than:
- after 7 days – for anhydrite underlay,
- after 21 days – for cement underlay,
- respectively shorter time in the case of rapid-hardening cements (self-levelling mass) - as directed by the manufacturer of the material.

9.9.2. The underlay heating procedure should be agreed upon in detail with the flooring fitter, depending on the heating system solution, so as to ensure the correct humidity of the base onto which the two-layer engineered boards are to be laid.

9.9.3. The fitter of the underfloor heating system must fill in the base heating report for the base fitted with underfloor heating system. (Appendix No. 2).

9.10. It is recommended that protective seals are used on the floor heating, which is a simple way to check the temperature in the underlay during the heating process.

9.11. A drawing indicating the places where the seals, i.e. temperature measuring points were installed, should be appended. The use of temperature seals is to check the correct use of the floor.

9.12. In the case where an underfloor heating system is placed in only part of a room and not in the whole of it, the expansion joints should be made to separate the part of the base with the underfloor heating from the part of the base with no underfloor heating.

9.13. The screed fitter should leave information in writing for the flooring fitter about the screed moisture measuring points, and in the case of laying a floor in a room without a basement – a design of the horizontal insulation in the base which is placed on the ground.

9.14. The fitter of the underfloor heating system should leave for the flooring fitter a report on heating the underlay and the layout of the heating system pipes and their insulation as well as information on the depth of the pipes in the underlay.

9.15. Prior to installation of engineered two-layer boards and solid parquet blocks on underfloor heating, the heating should be switched off until the floor reaches room temperature.

9.16. The flooring fitter should start the assembly of the wood floor when the floor has reached adequate temperature and humidity.
9.17 The condition allowing assembly of engineered two-layer boards and solid parquet blocks on the underfloor heating is fulfilment of all conditions determined in the report on heating the base (Appendix No. 3).
9.18. Once the floor is installed, the underfloor heating system should be gradually turned on.
This decision must be made by the flooring fitter, as this decision depends on the type of the adhesive applied.
9.19. The appearance of hairline cracks between the boards is unavoidable, these appear due to low air humidity just over the surface of the floor.
It is not a defect of the boards; it is a natural phenomenon for floors made of natural wood.
9.20. No carpets should be placed on heated wood floors because a heat zone is created under the carpets - with no air exchange. Covering a wood floor fitted on the underfloor heating with carpets, furniture etc. will result in exceeding the acceptable temperatures on the surface of the wood floor and subsequently it will damage the floor - causing cracks, splits, and gaps.

## X. COMPLETION OF ASSEMBLY

10.1. Having completed the assembly, do not sand the floor for a period of up to 14 days after it is fitted, to allow the stabilisation of stresses in the product caused by its installation as well as to allow the wood to achieve a hy groscopic balance. During this period, nothing should be put on the floor and nobody should walk on it.
10.2. The floor should be sanded after 14 days of completion of the assembly; it should be sanded, filled, and polished in compliance with the floor fitting technology. Then, according to the technology and Customer's expectations, the floor should be finished appropriately, unless the types of floor do not require such processing, i.e. varnished or oiled "pre-finished" floors.
10.3. Then the assembled and sanded floor should be varnished or oiled. The type of varnish/oil as well as the amounts of these agents should be selected, always taking into account the intended use of the room where the floor is situated as well as the expected intensity and frequency of usage.
10.4. Do not use the floor before the varnish/oil coat hardens.
10.5. Depending on the anticipated floor usage, (heavy wear and tear of the varnish/oil coating), repeat the floor varnishing/oiling procedure. Follow the recommendations provided on the package by the manufacturer of the applied product.
10.6. The fitted skirting boards should be finished in the same way as the floor surface.
10.7. Within 7 days of completing the installation, the Customer shall be obliged to provide the Manufacturer with originals of the following documents prepared by the flooring fitter (Contractor):
- construction site induction manifest (Appendix No. 1),
- certificate of acceptance of the installed floor (Appendix No. 2),
- base heating report where the underfloor heating was installed (in case of installation of the floor on the underfloor heating) (Appendix No. 3).

10.8. Failure to draw up the documents referred to above and failure to provide the Manufacturer with those documents will result in the loss of any warranty.

## XI. OPTIMUM FLOOR USE CONDITIONS

11.1. Due to the hygroscopic properties of wood, wood flooring reacts to any change in surrounding conditions. The floor absorbs moisture from the surroundings and it expands when the air humidity increases, or it expels mo isture and shrinks when the air humidity decreases. This may manifest in a change of dimensions and shape of elements of individual products.
11.2. If the relative air humidity in the room is too low, the assembled floors may shrink, dry up, or crack.
11.3. If the relative air humidity in the room is too high, the assembled floors may swell and bulge.
11.4. In the rooms where ZENON Sp. z o.o. floors have been laid, the following, constant climatic conditions should be maintained:
- relative air humidity: between 45% and 65%,
- air temperature: between 18°C and 22°C,
- the temperature of the floor surface on the underfloor heating must not exceed 26°C.

11.5. Should the acceptable (min. and max.) air temperatures and /or air humidity be exceeded, the room should be provided with either sufficient additional moisture (air humidifiers) or dried out, or the interior temperature should be raised or lowered. The aforementioned activities should always be performed gradually.
11.6. In air-conditioned rooms, too low humidity may occur.
11.7. In summer, when the air humidity is greater, in the case of floors finished with waxes/oils, an insignificant oil extrusion between the elements of the floor may take place; this is a natural phenomenon.
11.8. In winter, when the air temperature is higher and the relative humidity is lower, a natural process of wood shrinking takes place and insignificant hairline cracks may appear; this is a natural phenomenon.

The table below indicates the wood humidity equivalent in relation to the surrounding conditions:

| | Relative air humidity % | Air temperature °C | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 0 | 5 | 10 | 15 | 20 | 25 | 30 | 35 | 40 | 45 |
| In winter, the relative air humidity decreases during the heating period in the room | **100** | 29,0 | 28,7 | 28.5 | 28.4 | 28.3 | 28.2 | 28.1 | 28.0 | 28,0 | 27,9 |
| | **95** | 24,6 | 24,4 | 24.2 | 24.0 | 23.8 | 23.8 | 23.6 | 23.2 | 23,0 | 22,8 |
| | **90** | 21,0 | 20,8 | 20.6 | 20.4 | 20.2 | 20.0 | 19.7 | 19.4 | 19.1 | 18,9 |
| | **85** | 19,2 | 18,8 | 18.5 | 18.3 | 18.1 | 17,8 | 17,5 | 17,2 | 16.8 | 16,5 |
| | **80** | 17,5 | 17,2 | 17,0 | 16,7 | 16,3 | 16,0 | 15,7 | 15,3 | 15,0 | 14,7 |
| | **75** | 15.3 | 15.2 | 15,0 | 14,9 | 14.7 | 14,4 | 14,1 | 13,8 | 13,6 | 13,3 |
| | **70** | 13,6 | 13.4 | 13,2 | 13,1 | 13.0 | 12,8 | 12,6 | 12,4 | 12,1 | 11,8 |
| | **65** | 12,3 | 12,2 | 12,0 | **11,8** | **11,6** | **11,4** | 11,2 | 11,0 | 10,8 | 10,6 |
| | **60** | 11,3 | 11,0 | 10,8 | **10,6** | **10,5** | **10,4** | 10,3 | 10,1 | 10,0 | 9.7 |
| | **55** | 10,2 | 10,1 | 10,0 | **9,9** | **9,8** | **9,7** | 9.5 | 9,3 | 9.1 | 8.9 |
| | **50** | 9.6 | 9.4 | 9.2 | **9,1** | **9,0** | **8,8** | 8.6 | 8.4 | 8.2 | 8.0 |
| | **45** | 8,8 | 8,7 | 8,6 | **8,5** | **8,3** | **8,1** | 7.9 | 7,7 | 7,5 | 7.3 |
| | **40** | 8,2 | 8.1 | 8,0 | 7.8 | 7.6 | 7.4 | 7.2 | 7,0 | 6,8 | 6.6 |
| | **35** | 7.2 | 7,0 | 6.9 | 6.8 | 6,7 | 6.6 | 6.5 | 6.4 | 6.2 | 6.0 |
| | **30** | 6,3 | 6.2 | 6.1 | 6.0 | 5.9 | 5.9 | 5,7 | 5.6 | 5.4 | 5.2 |
| | **25** | 5,4 | 5.3 | 5,2 | 5.1 | 5.0 | 4.9 | 4.8 | 4.7 | 4.6 | 4.5 |
| | **20** | 4.7 | 4.6 | 4.5 | 4.4 | 4.3 | 4.2 | 4.1 | 4.0 | 3.9 | 3.8 |
| | **15** | 3.9 | 3.8 | 3.7 | 3.6 | 3.5 | 3.4 | 3.3 | 3.2 | 3.1 | 3,0 |
| | **10** | 2.7 | 2.7 | 2.7 | 2.7 | 2.6 | 2.6 | 2.6 | 2.5 | 2.5 | 2.5 |

## XII. MAINTENANCE

12.1. Due to the properties of wood floors (e. g, water absorption), carrying out a first maintenance procedure (hy drophobisation) is absolutely necessary before the floor is used, but only in the case of floors finished with varnish or oil.

12.2. The type of agents and the method of maintenance should be decided by the flooring fitter and carried out with agents of the same line designed for this purpose. The information on appropriate agents may be obtained from the manufacturer of such agents.

12.3. Where the floor surface is finished by the flooring fitter, the process of the first maintenance (hydrophobisation) is not necessary.

12.4. In the case when the floor surface (finished layer) demonstrates visible wear and tear condition, or when the colour needs refreshing, the maintenance with the product from an appropriate manufacturer, which was originally applied, should be carried out.

12.5. The maintenance process should be repeated as necessary, depending on the degree of wear and tear of the finished surface of the floor.

12.6. Application of maintenance, care and cleaning agents other than those from the finishing line may cause de gradation of the protective surface layer of the floor and it may render the warranty void.

## XIII. CARE OF WOOD FLOOR SURFACES

13.1. The frequency of care activities should be adjusted to the intensity of the floor usage.
The floor surface should be cleaned systematically in order to remove any dirt which can damage it.

13.2. The floors should be absolutely protected against spilt water, mud and sand- which must be immediately removed.

13.3. Doormats should be used at the entrance to rooms with wood flooring, which allow the removal of water, grit or sand from footwear easily. The usage of internal anti-slip doormats is also recommended.

13.4. Sand and dirt collected on the floor should be frequently removed with a soft-bristled brush or a vacuum cleaner on soft wheels and with a soft brush which will not scratch the floor.
13.5. Felt pads should be placed under chairs, tables and other elements of interior fit-out, whereas protective mats under swivel chairs with wheels should be used, or special wheels with rubber tyres should be installed, to prevent scratches and dents to the floor.
13.6. The placement of flowerpots and containers with liquids which may leak, directly on to the floor, is forbidden.
13.7. Damp cleaning should use as little water as possible; the cloth must be well wrung.
13.8. After damp cleaning, on the floor surface, only residual moisture should remain which will dry naturally. Polishing is not required.
13.9. It must be remembered that the use of excess water may cause the floor to change its colour as well as warping and bulging.
13.10. Damp cleaning should use water with specialised maintenance agents from the corresponding line, in compliance with the instruction of the agent manufacturer.
13.11. If dirt is difficult to remove with a damp cloth, it is recommended to use proper cleaning agents from the corresponding line, in accordance with the instructions included on the label of every product.
13.12. If water or other liquids are spilt on the floor, they should be immediately removed from the floor and wiped dry.
13.13. Do not use alkaline agents (soap, ammonia), scrubbing agents, bleach, acids, or steam cleaners on the floor.
13.14. Furniture must not be dragged along the floor; carts or thick blankets should be used to move furniture or other objects.
13.15. Adherence to the above recommendations, and the usage of professional maintenance, care and cleaning agents as recommended by the seller, the flooring fitter, or the manufacturer should extend the life of the floor and decrease the risk of its wear but cannot exclude it completely.

## XIV. POST-ASSEMBLY

14.1. If in the future other works are carried out in the room where the floor was installed, the floor must be adequately protected with cardboard or corrugated board.
14.2. The floor should never be covered with plastic foil as the wood can become damp and warped.
14.3. Wood flooring can be renovated a few times, either by sanding and then oiling or varnishing.
14.4. The flooring fitter is obliged to provide the Customer with guidelines concerning maintenance and the usage of wood floors. These guidelines should also include the temperature and humidity in the room, appropriate for maintaining the stability of floors made of natural wood.

**BY FOLLOWING THE ABOVE RECOMMENDATIONS, CUSTOMERS CAN ENJOY THE QUALITY AND BEAUTY OF A ZENON WOOD FLOOR FOR MANY YEARS.**

**THANK YOU FOR CHOOSING OUR FLOORING.**

# CONSTRUCTION SITE INDUCTION MANIFEST

on ……

Refers to floor laying works on the base:

1. prepared by the Investor*
2. constructed by the parquet fitter*

1. Investor ……
/first name, surname, address/

2. Site description …….. floor No. ……
/detached house – with basement or on the ground, block of flats, tenement, other building (specify)/

3. Room(s) ……

4. Floor type ……
/wood variety, class, dimensions/

**Description of the base or underlay prepared for fitting wooden flooring:**

a/ type of base and date of construction ……
/define the type, such as: concrete, OSB boards, old base and the anti-damp insulation employed /

b/ base evenness ……
/measurement per 2 linear meters/

c/ base moisture ( number of samples and results) ……
/name of device used for measurements/

d/ air humidity in % ……

e/ air temperature ……

f/ installation method (gluing to the base or fixing with screws or nails)* ……

1. has the base/underlay been primed (12-24 hours prior to gluing ) ?……
2. name of primer used ……
3. name of the adhesive used ……
4. resistance of the base to detachment (in MPa) ……

g/ base temperature - in the case of installing the floor on the underfloor heating system ……

1. base/levelling moisture ……
2. type of underfloor heating system ……
3. have the temperature seals been applied (how many?)(yes/no) ……
4. has the Base Heating Report been issued (Yes/No) ……

Assessment of the base/underlay which the floor is to be installed on ……
/new/old, contaminated with an adhesive, paint, others?/

Date of tests and of measurement of moisture content (in %) of the flooring, after its being delivered to the construction site
……

Remarks: (e. g. denial of installation due to failure to fulfil the conditions for installation of wooden floors):
……

The Investor declares that the base/underlay for the wooden flooring, in rooms where the installation was ordered by the Investor, was prepared in compliance with the standards required for bases for parquets and other types of wooden floors

The manufacturer shall be held free of responsibility for defects which could result from departure from standards in force applied to bases used under parquet and other wooden floors.

The present Manifest shall constitute the basis for claiming the warranty granted for the performed installation service.

*delete as appropriate

Investor — Contractor – flooring fitter

…… ……

# CERTIFICATE OF ACCEPTANCE
# OF INSTALLATION OF NATURAL WOODEN FLOORING

CUSTOMER'S NAME/BUSINESS NAME .....

INSTALLATION SITE ADDRESS .....

INSTALLATION PERFORMANCE DATE .....

WOOD TYPE, DIMENSIONS, CLASS, QUANTITY .....

**TYPE AND NAME OF AN AGENT USE FOR FINISHING THE FLOOR SURFACE (oil, varnish, wax, other)**

**.....**

WOOD MOISTURE LEVEL PRIOR TO LAYING - in % (type of measuring device used) .....

WOOD MOISTURE LEVEL AFTER LAYING - (%) .....

RELATIVE AIR HUMIDITY IN THE ROOM .....

AIR TEMPERATURE IN THE ROOM .....

DIMENSIONS OF THE ROOM, METHOD OF LAYING .....

TYPE OF HEATING SYSTEM; DATE HEATING TURNED ON .....

CUSTOMER'S REMARKS/NO REMARKS: .....

*Date and Customer's decipherable signature* .....

CONTRACTOR'S REMARKS:

.....

The Contractor declares that he has informed the Customer about the terms and conditions of use and care of the installed floor and that he grants ..... warranty for the completed service.

*Contractor's stamp,*
*date and decipherable signature* .....

**Appendix No. 3** to

ZENON SPÓŁKA Z O.O. INSTRUCTION MANUAL

**BASE HEATING REPORT**
**FOR BASES WITH UNDERFLOOR HEATING SYSTEMS**
TO BE COMPLETED BY THE PURCHASER / (SITE MANAGER)

Purchaser.....

Site (detached house, flat, others): .....

Address: .....

Room (information on one room only) .....

Type of heating (water, electric, other): .....

Type of base.....

Date of base construction: .....

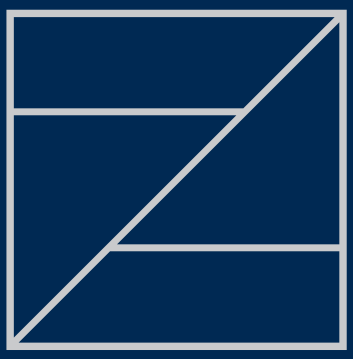
Date for commencement of heating: .....

| DAY | TO BE ADJUSTED TO: | REMARKS | DATE | SIGNATURE |
|---|---|---|---|---|
| 1 | 20 ˚C | | | |
| 2 | 30 ˚C | | | |
| 3 | 40 ˚C | | | |
| 4 | 50 ˚C | | | |
| 5-15 | The system works with the max. temperature of 50°C or the max. temperature of the installed system | | | |
| 16 | System temperature was lowered to 40°C | | | |
| 17 | 30 ˚C | | | |
| 18 | 20 ˚C | | | |
| 19 | Turn the heating system off | Take the measurement of base moisture | | |
| 20 | | | | |
| 21 | | | | |
| 22 | | | | |
| 23 | | | | |
| 24 | 20 ˚C | | | |
| 25 | 30 ˚C | | | |
| 26 | 40 ˚C | | | |
| 27 | The system was heated up to the temperature of 50°C or the max. temperature of the installed system | | | |
| 28 | 40 ˚C | | | |
| 29 | 30 ˚C | | | |
| 30 | 20 ˚C | | | |

.....
Date and decipherable signature of the flooring fitter
Stamp of the company responsible for installation

.....
Date and decipherable signature of the Purchaser or Site Manager

INFORMATION FOR THE INVESTOR:
ZENON Sp. z o.o. shall not be held responsible for any installation which is performed contrary to standards in force, including those defined in the Instruction Manual for the Fitting, Care and Use of Hardwood Flooring made by ZENON Sp. z o.o.



ZENON

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