



FLOOR BUYERS GUIDE



COUNTRY of MANUFACTURE

When purchasing a floor it is important to ask your flooring dealer, **“In what country was the product manufactured, and what is the product’s Brand Name?”** Consumers need this information to help determine actual wood species, quality, value and who guarantees the Warranty. This information is vital to determine a floors true value when comparison shopping. **You have**

the right to know in what country the flooring was made, prior to your purchase.

At TimberTown, all our flooring products are labelled stating the Country of Manufacture and the Brand Name.

China (PRC) and Import flooring products of Laminate, Cork, Engineered or Solid hardwood can represent good value for the price offered, but they should always be priced significantly lower than Canadian, USA and European products. In addition, when considering an Import floor product, ask for the manufacturer’s lacquer finish Safety Sheet. At TimberTown all our PRC/Import floors are surface finished with either **TREFFERT** Wood Coatings (treffert.com) or **KLUMPP** Coatings (klumpp-coatings.de). Ask a TimberTown sales person for a Safety Data Sheet if you require one.

Beware of Import Products wrapped up in a Canadian or European label! Some Canadian floor dealers are labelling their import products with Scandinavian or North American branding. Unlike the USA, where country of origin must be identified on the flooring boxes, there is no such law in Canada to advise consumers. Canadian Consumers Beware!



MOISTURE CONTENT (MC)

When buying Solid Wood flooring it is very important to ask your flooring dealer, **“What is the Moisture Content (MC) of the wood?”** Solid hardwood flooring that is to be installed in our dry Alberta climate must be measured at 6-8% MC. If the MC is higher than 8% your floor will likely

develop more significant gaps between boards as the excess moisture is lost and the boards shrink.

Timbertown’s Canadian and American mills certify that their woods are at 6-8% MC, prior to milling. TimberTown’s selected PRC /Import mills, ROXSTON brands, also certify that their woods are at 6-8% MC, prior to milling. The Chinese world manufacturing standard is 10-12% MC. TimberTown pays an extra fee to allow for more drying time to reach TimberTown’s tough Alberta standard of 6-8% MC. Not all Canadian importers check for the Moisture Content of their wood flooring.

When buying PRC/Import flooring it is very important to ask your dealer to use a Moisture Meter to test his product before you make a purchase. Seeing is believing. At TimberTown every sales person has a Moisture Meter.



MANUFACTURER'S WARRANTY

Do not make your floor purchase based on the length of a manufacturer's warranty. Make your purchase based on the physical properties of the product, and your estimate of its life expectancy under your particular home's foot traffic and special wear conditions such as exposure to pets, parties or wheel chairs.

Manufacturer's Warranties are usually Residential Only, Limited and Conditional. Ask for a copy of the warranty and take note of exclusions.

Manufacturer's Warranties are often for more years than the mill has been in business, so who looks after your concerns when the mill closes? It makes good sense to buy your flooring from a flooring dealer **who has been in business for as long as the warranty offered**, and who takes responsibility for the products it sells.

TIMBERTOWN SALES POLICY

We offer flooring choices for every budget. From 99c per sq.ft. to over \$12 per sq.ft. All these price ranges offer good value relative to the price being paid. TimberTown is happy to sell you the floor of your choice, but it is ultimately the Buyers decision on whether to buy the Good, Better or Best floor available at TimberTown.

NOTE: All our flooring grades allow for a manufacturer's defect allowance of 5% of total footage purchased.

TimberTown Recommended Flooring Mills

LAMINATE FLOORING

- Terhurne Flooring—Sudlohn, Germany
- Uniboard Inc.—Laval, PQ
- RiverRock Steinway Elite—Hong Kong, PRC

CORK FLOORING

- Quixote Cork—Lisbon, Portugal

ENGINEERED WOOD FLOORING

- Terhurne Flooring—Sudlohn, Germany
- Makibois Flooring—Papineauville, PQ
- Liberty Flooring—SC, USA
- Heritage Plank—Hong Kong, PRC
- Dynasty Hardwood Flooring—PRC

PREFINISHED SOLID WOOD FLOORING

- Makibois Flooring—Papineauville, PQ
- Appalachian Flooring—Cowansville, PQ
- Seasons Flooring—Ste-Cherese, PQ