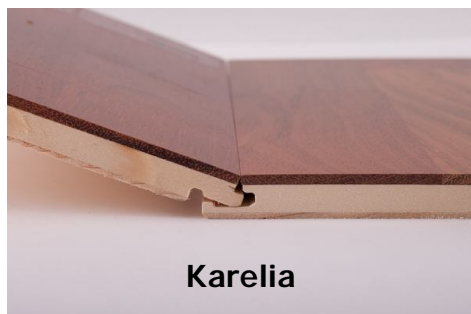


FAQ's

What is Karelia?



Karelia is a pre-finished, engineered wood floor.

Apart from a traditional solid timber floor, it is the **ONLY** other authentic wood flooring option.

What is the advantage of Karelia?

Once you know that you want an authentic timber floor there are only two options:

Solid timber floors or Karelia (Please note a laminate is **NOT** a timber / wooden floor!). There is nothing wrong with a traditional solid timber floor. However, we import and specialize in engineered timber floors (Karelia) with the following advantages:

1. Karelia is pre-finished

Unlike a solid timber floor, the finish has already been applied at the factory in Finland. That means there is no sanding and waiting time for polyurethane to dry after Karelia has been installed.

Imagine no dust and no smell! **Once Karelia is installed you can walk on it straight away!**

2. Karelia is very cost effective

Overall Karelia is more cost effective than a solid timber floor as you are saving on the additional labour and material for finishing. Every builder, chippie or handyman can install Karelia.

3. Karelia has a comprehensive warranty

Quality Floors Ltd offers a 30year warranty for Karelia in New Zealand. Please download our warranty card.

4. Karelia is very stable and designed for underfloor heating

The three layers of Karelia pre-finished hardwood floors are cross-glued to reduce natural movements to a minimum (such as shrinking or expanding due to moisture level changes - very important in New Zealand's high humidity climate). With solid timber floors dimensional instabilities are more likely.

Karelia is suitable for underfloor heating with both installation methods (glue down or floating floor installation). Please contact us **beforehand** so we can discuss your individual/specific application.

5. Karelia is sustainable & environmentally certified

Karelia is made in Finland. All Karelia hardwood species are from sustainable sources. Please download our Environment/Sustainability card.

6. Karelia comes with a ClickLoc system

Karelia is manufactured with a ClickLoc system (no T&G). This ensures a very tight interlocking of the individual floor boards. There are no joints which open up and therefore no dust can settle in the joints.

What is the difference between Karelia and a laminate?

A laminate is a fake timber floor. A photograph or print of a wood floor gets pressed/glued on an MDF/HDF (woodchip) base. The surface is then finished in clear plastic to give the appearance of a wood floor. This is the same principle a lot of kitchen units are made of. The print repeats on a regular basis, so you get the same board over and over again.

You can not sand a laminate floor and it must not get installed as a glue-down installation.

Karelia is an authentic wood floor made of 100% timber. Each floorboard comes from a different part of a tree and therefore each board looks different in pattern and colour.

Is Karelia a DIY product?

Yes it is. Every builder, chippie or handyman can install Karelia. We fully support customers by providing professional technical assistance, advising on accessories to use with Karelia and offer a free installation DVD with every Karelia purchase.

Do all products cost the same?

No. Every product has a different price. The price depends on:

- Design chosen (1-strip= dearer, 2-strip or 3-strip= cheaper)
- Timber species
- Meterage
- Current exchange rate

Can you re-sand Karelia?

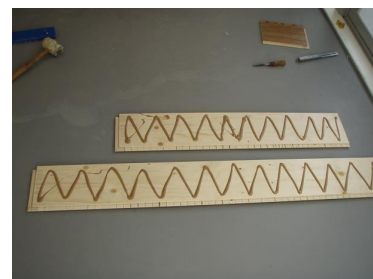
Yes, up to three times.

Can I glue down Karelia?

Yes, you can. Karelia can get installed as a floating floor installation (on top of an underlay) or glued direct onto the substrate.

We recommend glueing down Karelia in New Zealand. That does not mean you cannot install Karelia as a floating floor, but glueing is our recommendation for the New Zealand climate (high humidity) and construction (big houses).

Please call 09 443 0747 and we will explain this to you in detail.



Will it change colour after installation?

Please note that New Zealand has the highest UV light in the world.

All authentic wooden floors age or change colour when exposed to sunlight. However you do not notice the colour change when seeing your Karelia floor every day.

We do not recommend covering your Karelia floor with rugs, etc. for the first couple of months though, as this is the time the timber ages the most.

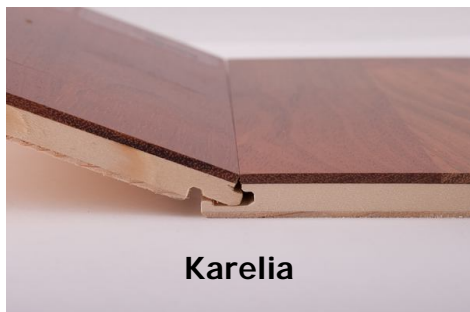
Please note that everything changes colour when exposed to sunlight: curtains, fabrics, carpets, vinyl, etc.

Does Karelia mark and scratch?

Yes, every authentic timber floor does. This is part of the character of a wooden floor and makes it authentic.

What is the thickness and wear layer?

The total thickness of the Karelia pre-finished hardwood floor is 14mm. The wear/top layer is EU Norm: 3.5mm ± 10% tolerance (hardwood layer of your choice). Middle (8mm) and bottom (2mm) layer are cross glued and made of Finish spruce (softwood).



Please note:

The wear layer (above the T&G) of a solid timber floor, once it is installed, sanded and coated with polyurethane is almost identical with the wear layer of Karelia wood floors.

Is Karelia suitable for wet areas?

Karelia wood floors are not suitable for wet areas such as bathrooms and laundries with condensation and higher levels of humidity and dampness.

Karelia is suitable for kitchens providing extra care is taken:

- Wipe up spills straight away
- Use professional plumbers to fit appliances
- Most important of all buy **quality** appliances

Is Karelia suitable for use with underfloor heating?

Karelia is suitable for use with underfloor heating when installed as a floating floor installation.

An exceptionally comfortable environment is achieved when Karelia is combined with underfloor heating, since wood flooring distributes the heat evenly into the air of the room across the entire surface of the flooring.

How do I clean my Karelia floor?

The main rule of thumb is: **do not** use excessive water!

Vacuum or dry mop the floor whenever needed.

Additional to our maintenance guide we now introduce the professional cleaning kit for your Karelia floor:



This kit is developed by Bona, a well established company from Sweden, and made especially for timber floors.

The cleaning kit contains:

- * Mop
- * Microfibre cleaning pad
- * 1 Liter wooden floor cleaner with user instruction
- * FREE DELIVERY

Price is \$79.95 incl GST

It is very easy to use: just spray and wipe!

Order via email: welcome@karelia.co.nz