

Top 10 Hardwood Flooring Questions

(and answers!)



Gaylord Hardwood Flooring

Length . Finish . Service . Since 1985
www.gaylordhardwoodflooring.com

Before purchasing your flooring, your salesperson should answer these 10 hardwood flooring questions.

1. If there is a problem, who do I call?

Are you purchasing from a retailer who buys from a distributor who buys from a manufacturer? Often the level of customer service in this scenario is compromised by the multiple levels within the sales process.

At Gaylord Hardwood Flooring you deal with only one party for any problems. We manufacture and sell our own products. And we're not happy until you're happy!

2. How durable is the finish?

Durability is an important factor when purchasing a pre-finished hardwood floor. You're planning to use your hardwood flooring for decades. Many imported floors have no durability - only 3 coats of finish. Before buying any flooring, try the following:

1) Test the finish of a sample piece of flooring with 150 grit sandpaper - you will quickly see how durable the finish is.

2) Test the surface finish adhesion by firmly pressing the edge of a coin against the finish - a quality finish will dent, but not come off.

Gaylord Hardwood Flooring floors have TEN coats of titanium-oxide-strengthened polyurethane using the latest Nano technology.

3. Is there a flooring and finish warranty?

Be sure to ask this question of your hardwood flooring salesperson.

If you purchase your hardwood flooring from a retailer who buys from a distributor who buys from a manufacturer things can get confusing quickly.

Much of the hardwood flooring sold in North America is imported from Asia and South America, which causes enormous warranty problems when dealing with retailers, distributors and the manufacturer. This is not a problem when dealing with Gaylord Hardwood Flooring.

If you have to deal directly with a manufacturer in Asia regarding warranty issues you won't likely get any satisfaction.

Our floors have a lifetime Structural Warranty for manufacturing defects when used under normal household conditions.

Our floors have a 40-year Surface Warranty to the original owner when used under normal household conditions. For warranty issues you deal directly with us, the manufacturer, and we want you happy. Claims departments at large manufacturers consist of people sitting in an office reading reports.

4. What is the flooring waste factor?

Most retailers suggest that you allow a 10% waste factor, which indicates boxes contain unusable flooring. Industry standards allow up to 5% defective flooring in the boxes.

Because the Gaylord Hardwood Flooring lumber is a higher grade, our waste factor is between 2% and 3% in our Prime Grade. This reduces the installer's time sorting through flooring to see what is usable. This lower waste factor also decreases the cost/sq.foot of installed flooring. We don't put anything but useable flooring in our boxes.

5. What is the average board length?

Board length is very important to produce a beautiful floor, especially in a large beautiful room. 1' and 2' lengths of flooring produce a choppy unattractive floor. The average length of most Canadian manufactured hardwood flooring is 27-29". Be sure to ask what length of box the flooring is packed in. Most imported hardwood flooring boxes are only 3' and 4' in length. Most Canadian manufactured hardwood flooring comes in boxes up to 6.5'. Short boxes = Short Flooring.

At Gaylord Hardwood Flooring our flooring is packed in 8' boxes with random pieces up to 8' long. The average length of our prime flooring are between 40" and 50". Our engineered flooring and Live Sawn oak comes in lengths up to 12 feet.

6. What is the flooring moisture content?

Moisture content is the most important factor to consider when purchasing a hardwood floor. Installation of a hardwood floor with moisture content above 9% will lead to serious problems such as large gaps between boards.

Hardwood imported from Asia and South America can have moisture content of up to 20%, which will cause you serious problems shortly after installation.

Ensure the retailer checks the moisture content of the hardwood flooring. If the salesperson cannot check the moisture content for you, they don't understand how moisture affects hardwood flooring.

7. What does the supplier recommend for acclimation?

Ask your retailer how long the flooring should be in the home

before installation and they should ask you questions.

- Is it a new home?
- Is your heating system, HRV and air conditioning operational?
- Is it a cottage. If so, is it heated in winter?
- Do you have a basement, crawl space or is the building on piers?

If these questions are not asked, they do not understand the importance of having the answers. If the supplier simply answers, "the wood must acclimate for two weeks", then they really don't understand how wood reacts to moisture and the steps to a quality long term installation. Moisture content of your flooring must match the environment it is being installed in. The worst thing for a wood floor would be to sit in the wrong environment before installation.

At Gaylord Hardwood Flooring we strongly recommend the use of a humidistat to monitor your home's humidity BEFORE and AFTER installation. In 99% of cases the hardwood flooring does NOT need to sit on site before installation, and in most cases it can have negative effects.

8. Does the supplier offer flush floor vents and other accessories?

A lot of stores that sell hardwood flooring don't offer accessory items like vents, t-molds, reducers, and stair nosing. If a store only sells the flooring and not any products that are required for a complete installation then they are not serious about hardwood flooring.

At Gaylord Hardwood Flooring we offer matching t-molds, reducers, and stair nosing. We also offer beautiful handmade flush floor vents that are factory finished with your flooring for a perfect match. We stock the vents in the standard 4x10 size and also make custom cold air returns.

9. Does your supplier warranty their installers work?

Many suppliers do not supply or warranty the installation. Qualified installers have a huge impact on the floor's structural stability and they ensure that the end look of your huge investment is excellent.

At Gaylord Hardwood Flooring we supply installers and fully warranty their work.

10. What grade is the flooring?

Comparing the grade of hardwood can be very confusing and misleading. This comparison can only be accurate if it is made between products of the same or similar quality.

Industry standards allow 5% defective boards. Ask to open a box and see the lengths and finish. There are no industry wide grading standards for prefinished hardwood flooring. The supplier could say the flooring is "select & better" when it has all 1-2' pieces.

At Gaylord Hardwood Flooring we start with a higher grade of lumber which produces longer, straighter, clearer pieces. At Gaylord Hardwood Flooring we only put pieces that are free from defects in our prime grade boxes.

**For more information
about hardwood flooring, visit
www.gaylordhardwoodflooring.com**



Gaylord Hardwood Flooring
228 Victoria Street North . Tweed, ON . K0K 3J0

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