



ADVISES

INSPECTION

The customer is responsible for inspecting products before installation. If, before installation or during installation, you discover a product with obvious defects that do not correspond to the order or if, for any reason, you are not satisfied with the product, please contact TAKARA WOOD OÜ. Do not install the panels. Claims are possible up to two days after the delivery date. No claim will be accepted beyond this deadline.

The inspection must be conducted with suitable light. If, before installation or during installation, you discover a product that has obvious defects, does not match the order or if, for any reason, you are not satisfied with the material, please contact TAKARA WOOD OÜ immediately .

TAKARA WOOD OÜ accepts no responsibility for the costs of products or labor when products with visible defects have nevertheless been installed.

ACCLIMATIZATION

Acclimatization refers to the moisture content of the wood panels and support, as well as site conditions in terms of temperature and relative humidity. Incorrect acclimation can cause many problems such as buckling, contraction and / or bowl formation, or cracks after installation. Improper support preparation may make the panel unstable and cause premature damage.

SHIPPING

The products are shipped freight prepaid by freight or truck. If your order arrives damaged due to shipping, note the damage on the shipping document (CRM) before signing the bill of lading and contact your supplier immediately. Do not ungroup your order and do not install the panels.

TAKARA WOOD OÜ accepts no responsibility for the cost of products or labor when products with apparent defects have nevertheless been installed.

ACCEPTANCE

The beginning of the works is considered as an acceptance of the coating materials, the support, the place of work and installation and all variables that may affect the delivered products. No warranty claim will be accepted for panels that are visibly damaged if these panels are installed. The installed panels are deemed to be visibly acceptable.

Since wood is a natural product and not a plastic product, industry standard practices allow up to 5% shipped boards that may have milling, handling, finishing and / or degradation defects. Parts identified as having such defects should not be installed or if possible installed in an inconspicuous place where these defects will not be seen and will not affect the functionality of the walls.

INSTALLATION

The installation must be done according to the rules of the art and in accordance with the regulations in force in the place where the panels are installed and the standards set out in our installation instructions.

Before proceeding with the installation, the customer must ensure that the site and the support meet the requirements of these recommendations. TAKARA WOOD OÜ accepts no responsibility in case of failure of the panels resulting from unsatisfactory conditions on the building site and / or the support. All work involving water or moisture must be completed before the installation of panels. For any new construction or redevelopment project, the panels must be one of the last installed elements.

TAKARA WOOD OÜ is not responsible for the problems caused by the support. Pay special attention to exterior walls and plumbing. Do not install panels until new plaster and masonry have had time to dry.

TAKARA WOOD OÜ is not responsible for the moisture problems related to the site.

The tongue and groove ends of the blades and the cut-outs must be covered on site with the resin or lacquer, or CWT provided by TAKARA WOOD OÜ.

STORAGE

Store materials in a clean, dry place indoors on a flat, level surface. Do not store directly in a box on concrete or near an exterior wall. Wood panels require proper acclimation for moisture equalization prior to installation. For solid boards, acclimation can be facilitated by opening the package and separating boards into smaller lots. We recommend stacking the panels with chopsticks between each layer of panels to allow airflow on all sides of the panels. Keep the panels in the properly conditioned installation area for at least 72 hours before installation to allow the panels to adapt to the ambient temperature.

The product must be placed in the year following the date of purchase (proof of purchase to keep). Before laying, the product should be stored properly, flat, in a non-humid place and not subject to fungi and worms.

The maintenance of the products must be carried out with the appropriate products. Beyond the 5th year, to avoid too much discoloration and keep the original tone, we recommend a maintenance with a layer of resin or lacquer or CWT. The surface must be dry before saturating.

CLAIMS WILL NOT BE ACCEPTED IN THE FOLLOWING CASES

- Charred surface is fragile. Take care that once installed, the panels cannot be scratched, hard rubbed and hit, especially by furniture.
- The use of adhesive tapes not compatible with the finish. This point should be tested prior to placement and be sure to remove the strips before the time recommended by the manufacturer.
- High-pressure cleaning and the use of unsuitable cleaning products.
- Anything resulting from a fortuitous accident or force majeure, negligence, disassembly or abnormal use characterized by misuse
- Defects related to unusual weather conditions or extreme weather conditions: storm, hail, severe thunderstorm.
- The differences in appearance due to the wood species used : final renderings of charred wood, especially the "Crocodile" finish, may vary depending on the species of wood. This can not be the subject of complaints.
- The product must not have undergone any additional surface treatment before and after the installation (incompatibility problems)

- Disorder or pollution of the appearance of the resin or lacquer due to a cause other than the normal action, natural and known of the bad weather and the light of the day. In particular, the design and installation must ensure that the water must not stagnate or infiltrate by runoff or capillarity at any point in the structure.
- Any disorder resulting from contact with chemicals, gases, vapors or harmful pollutants, and in general, any abnormal environmental phenomenon
- Any surface disorder that is due to interactions with wood components (eg resin flow and node irrigation) or due to the nature of the wood (defects, dimensional variation)
- Alterations in gloss or hues that are considered as normal and unavoidable.
- Damage resulting from cracks, open joints and untreated wood surfaces.
- Damage due to friction, scraping and impact.
- The presence of resin pockets. Woods such as spruce and Siberian larch are softwoods. It is therefore normal that pockets of resin can be emptied the first years. Once dry, the resin can be removed by a slight scratching.
- The boards cupping.
- The decorative products proposed by TAKARA WOOD OÜ are products that can present significant variations in texture and color due to their very nature. This is normal.
- Similarly, the color of stains and resins used by TAKARA WOOD OÜ may change over time. This is normal.
- Any disorder related to lack of proper annual maintenance (cleaning of dirt).