

AROLLA CARE AND MAINTENANCE INSTRUCTIONS

Because it is important to us that our customers benefit in the best possible way from the unique indoor climate as well as the energy efficiency even after the completion of their AROLLA Home and to maintain this in the long term and sustainably, we at AROLLA have a specific approach: the AROLLA Way ® - a basic design for the creation and maintenance of your AROLLA Home.

In order to maintain the excellent indoor climatic properties of the CLT elements and the natural appearance, there are a few points to keep in mind. The most important hints and instructions are summarized below. Feel free to contact us for further information!

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! Important:

During assembly, the elements are handled with great care to avoid damage and dirt. Special attention is paid to closed surfaces on the exterior wall elements. Open spots in the surface, such as at wood joints or missing knot stubble, must be repaired or supplemented immediately after the wall has dried out, if necessary. Should this be the case, please contact us.

CARE INSTRUCTIONS FOR AROLLA CLT SURFACES

Delivery & Packaging

ROLLA CLT elements are supplied with a UV and weather protection film. This protection should remain in place for as long as possible and at least until the building is installed, as unprotected CLT surfaces - when exposed to the weather and UV radiation - can change color within a very short time, such as yellowing and/or water stains. After installation, the use of diffusion-open interior paints with UV-blocking effect is recommended. Please refer to "Interior surface treatments".

Indoor Climate and Appearance

Thanks to the diffusion-open system and the hygroscopic property of solid wood (i.e. the ability to absorb moisture from the air), humidity peaks in an AROLLA- Home can be balanced out so that a pleasant indoor climate is maintained all year round.

However, it must be emphasized that solid wood is a natural material and - even if it has been technically produced - reacts accordingly to climatic influences. This means that cracks can naturally form on the surface and if the AROLLA CLT is exposed to untreated sunlight and UV radiation, the surface may darken somewhat over time.

After moving in, please note that the humidity in each room should be between 45% and 65%. Room humidity outside of this range will not affect the life or structural properties of the CLT panels, but may cause cracking or localized moisture accumulation and affect appearance.

Regular airing is recommended during the colder seasons, but only for shorter periods of time. Please note that prolonged airing leads to a reduction in already low humidity levels and promotes the formation of gaps and susceptibility to cracking. The latter, if small - which can occur especially during the colder months of the year - should not be repaired, as they will close again when the humidity levels out during the warmer seasons.

Additional sources of humidity such as houseplants, radiator attachments and humidifiers are recommended during the colder seasons.

If the humidity is permanently below 40%, we recommend the use of humidifiers.

In addition to humidity that is too low or too high, very high room temperatures, such as those caused by vacancy, lack of shade, inadequate ventilation, or poorly adjusted heating, should also be avoided.

Please avoid coatings and paints that negatively affect the diffusion behavior of the AROLLA CLT elements and make cracks more visible.

Claddings and Floorings

For the planking (cladding) of AROLLA CLT surfaces, the use of vapor diffusion-open materials is recommended.

When using synthetic fibers or vapor diffusion-proof materials, such as carpeting or other floor coverings, note that the natural breathability of the AROLLA CLT elements may be restricted and discoloration or hidden moisture development may occur.

Also note that when using conventional cement screeds, a lot of moisture is released into the room during the dry heating process. Some of this is absorbed by the AROLLA CLT elements, which increases the moisture content of the wood. Rapid dry heating removes the moisture from the wood very quickly - among other things, this promotes cracking and can affect the appearance of the surface quality.

Inside Surfacetreatments

To ensure that the AROLLA CLT visible surfaces are protected as seamlessly as possible, it is advisable to protect the interior of the finished visible surfaces from UV radiation and possible dirt with an appropriately diffusion-open coating soon after installation. Due to the contact of UV radiation with the solid wood surfaces, the wood naturally darkens and "yellows". This can be counteracted with UV-blocking paints to give the CLT surfaces as uniform and clean an appearance as possible. If desired, the interior paints can also be pigmented to provide color accents. It is important that the desired coating is open to diffusion and does not influence the natural behavior of the AROLLA CLT surfaces. The processing guidelines and manufacturer's instructions for the products used must be observed!

Outside Surfacetreatments

For the best possible weather protection, AROLLA CLT elements are usually produced and supplied with top layers on the outside in larch. Larch is the most suitable European wood for use in weathered areas. In order to also provide the best possible protection for the exterior surfaces against the weather and environmental influences, we recommend the use of diffusion-open exterior coatings such as SIOO:X wood preservative. The coating is applied in several layers and ensures a very even and extremely resistant wood surface. The processing guidelines and manufacturer's instructions for the products used must be observed!

! Important:

Due to the large number of possible applications and processing conditions, individual requests or changes to the original AROLLA CLT flooring or painting are not covered by the warranty. For further information, please contact us through our usual channels.

CARE INSTRUCTIONS FOR AROLLA SOLID WOOD FLOORS

Proper cleaning and maintenance of AROLLA solid wood floors is less complicated than you might think: a few simple steps and the solid wood floor will remain as beautiful as on the first day.

Cleaning of solid wood floors

Daily cleaning of a solid wood floor is best done with a broom or a vacuum cleaner. If you do reach for the vacuum, make sure you use a special brush attachment for cleaning wood floors that won't scratch the surface.

When it comes to water and floorboards, less is definitely more. Since wood floors and water have a limited compatibility, if you mop too damp or even wet, water residue will remain in the floorboard joints, which can cause damage. If something has spilled out, mop it up as soon as possible to avoid damage to the wood from prolonged exposure to moisture.

It is a dangerous misconception that particularly persistent dirt can only be removed with particularly aggressive cleaning agents. Scouring agents and preparations containing chlorine and ammonia not only attack the dirt, but also the surface treatment of your solid wood floorboards. The same applies to steam cleaners: these are not suitable for cleaning. Ideally, clear water and a good mop will do the trick. For hard stains, add a small amount of a mild detergent to the cleaning water, preferably one that has been specially developed for cleaning parquet flooring.

Oiled solid wood floors

With oiled solid wood planks, the pores of the wood are not closed, allowing them to continue to breathe. This guarantees you a healthy indoor climate. However, the surface is more sensitive to moisture and stains. Therefore, oiled solid wood planks must be cleaned regularly with a damp cloth and, if necessary, with wood floor soap, while the oil is usually reapplied every 1-3 years.

Tip: Always use the cleaning series offered by the manufacturer.

Waxed solid wood floors

Like oiled solid wood planks, waxed planks should be cleaned with a damp cloth. Since waxed solid wood planks form a film layer on the surface, it is important to preserve it. Therefore, always make sure to use the appropriate care products and remember to renew the wax layer from time to time.

Tip: Look for the appropriate products for the respective surface in the specialized trade.

Varnished solid wood floors

Lacquered solid wood planks are better protected against penetrating moisture and dirt due to their closed wood pores. This makes them particularly easy to care for - vacuuming and just moist wiping are sufficient. On the other hand, contact with sharp-edged objects or aggressive cleaning products should be avoided, as this can damage the lacquer.

Protection is the best care

To protect your solid wood floorboards from damage in places that are particularly exposed to wear and tear, it is advisable to use protective mats. For example, right next to an apartment or patio door, under the stove, sink or office chair. While the wooden floor in the other rooms is usually safe from street dirt and small stones hiding in the soles of shoes, in the above-mentioned areas it is tending to greater damage, so it is best to equip furniture such as tables and chairs with felt pads.

Also, don't put your plants directly on the floor, try planting carts or similar structures instead.

Sanding of solid wood floors

Even the best and most careful maintenance cannot prevent the surface of your solid wood floors from wearing down over time. Damage and scratches are inevitable even with the greatest care, so it is advisable to give your floor a refresh after about 10 to 15 years.

Tip: Have the top layer of your solid wood floors sanded by a professional to maintain a flawless surface like the first day.

WOULD YOU LIKE TO KNOW MORE ABOUT MAINTENANCE AND CARE?

Scan this code with your cell phone and you will easily find all the information.

<https://care.arolla.at/qr/1>

