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## Frequently Asked Questions Altro Wood Collection™

### What is the Altro Wood Collection?

The Altro Wood collection is a range of wood-look sheet vinyl floors that consists of three products.

- i. Altro Wood Safety™ – This is a replacement for the existing Altro Timbersafe™ II product. The new product has all the qualities and benefits associated with the Altro Timbersafe II product but has more colours and is a more price competitive product
- ii. Altro Wood Smooth™ – This is a replacement for the existing AltroSmooth Ethos™ product. Like the Altro Wood Safety product this new smooth has all the qualities and benefits associated with the AltroSmooth Ethos product but has more colours and is a more price competitive product
- iii. Altro Wood Smooth Acoustic™ – This product is a new addition to the Altro portfolio and represents an important development. The product is an acoustic sheet vinyl and offers an impact sound reduction level of 18dB and is for areas where acoustic performance is crucial

### When will the Altro Wood Collection be launched?

The collection will be launched at the same time on September 30, 2013.

### How many are in the range?

The range consists of 16 safety products, 16 corresponding smooth products and 4 smooth acoustic products. Together this range offers great versatility and realism in a wood look, hygienic, robust sheet vinyl floor.

### What is the difference between the safety and smooth products?

The Altro Wood Collection has been designed to co-ordinate across the range. The 16 safety designs are the same as the 16 smooth products and the 4 selected smooth acoustic products have the same designs as their standard smooth and safety alternatives. This common design helps to enable seamless transitions between areas of varying needs, from safety to smooth to acoustic.

### Is the product homogenous?

No, The Altro Wood Collection is a heterogeneous product with a 0.7mm wear layer for the standard Altro Wood Safety and Altro Wood Smooth products and 0.65mm for the Altro Smooth Acoustic product. Extensive testing has been undertaken to ensure that the products are all fit for purpose and each product is backed by an Altro Warranty as well as the assurance and peace of mind that comes from using an Altro product.

### What is the slip rating of Altro Wood Smooth products?

The Altro Wood Smooth products are supplied with R10 classification but this is not warranted for the expected lifetime of the product. As the product wears the R10 rating is not sustained and will fall below this level and will not meet the TRRL >36 slip rating that defines a safety floor. If the area to be installed has the potential for liquid spillages or it is a wet area then the Altro Wood Safety should be installed. When wet, the Altro Wood Smooth products are not slip-resistant.

### What is the warranty for the Altro Wood Safety product?

Altro Wood Safety has a 10 year warranty and it retains its slip resistance for the full expected 15 year lifetime of the product.

### How much experience has Altro in supplying wood-look safety floor?

Altro Invented safety flooring over 50 years ago and also invented the concept of a wood-look safety floor introducing the first product back in 2006.

## Is the new Altro Wood Collection readily available?

Yes it is. The product is available directly from Altro and through many of our distribution partners.

## What is going to happen to Altro Timbersafe™ II and AltroSmooth Ethos™?

Altro Timbersafe II and AltroSmooth Ethos will both be deleted on the introduction of the Altro Wood Collection on the 30 September, 2013.

## Why change Altro Timbersafe II and AltroSmooth Ethos products?

We have listened to customer feedback in relation to our wood products and have re-engineered the range to offer the more competitive product that our customers have been asking for. The range has more colours, new visual commonality between smooth and safety versions and a new acoustic offering that combine to offer a great product that performs well and is excellent value for money

## Why have you chosen the designs that the Altro Wood Collection has?

The designs have been specifically chosen after extensive customer research to be a balance of practicality and aesthetics in both contemporary and traditional looks. The designs have been carefully crafted to offer as true to life a wood-look as possible. The colours and wood grain designs can be used to create warm, comforting and homely environments for areas such as care homes and general healthcare, as well as cool and stylish contemporary looks for education, retail and also healthcare. This versatility makes the product ideally suited for many environments where the natural look of wood is wanted.

## Do the colours co-ordinate with other ranges including walls?

Yes. As with all our ranges wherever possible we make sure our products combine to offer a high level of integration, not only with our other flooring ranges but also our walling products. This means that designers, specifiers and end users have the choices to create stunning co-ordinated interiors.

## Can I get samples?

Yes, samples are available through the usual process.

## Is the Altro Wood Collection easy to clean?

Yes, Altro Wood Safety benefits from our most advanced cleaning technology, the Altro Easyclean Maxis PUR™ Technology. This is the same system that is used with our Altro Suprema™ II product and puts Altro Wood Safety at the forefront of cleanability for safety floors.

The Altro Wood Smooth product also benefits from the Altro Easyclean PUR™ Technology and due to its smooth nature is easy to clean and maintain.

## What is PUR?

PUR stands for Polyurethane Reinforcement which is part of our formulation for improved cleanability, dirt pick up and colour retention. The Altro Easyclean Maxis PUR Technology is integral to the product, will not need replacing and will perform for the lifetime of the product.

## How “Green” is the Altro Wood Collection?

All the elements of the Altro Wood Collection contribute to reducing the environmental impact of your specification.

- Altro Wood Safety – A+ BRE Generic Green Guide Rating for Safety Flooring, full details available at [www.thegreenguide.org.uk](http://www.thegreenguide.org.uk)
- Altro Wood Smooth and Altro Wood Smooth Acoustic – A+ BRE Generic Green Guide Rating for Smooth Vinyl Flooring, full details available at [www.thegreenguide.org.uk](http://www.thegreenguide.org.uk)
- 100% recyclable pre-installation via the Recofloor take back scheme
- Contains a bioplasticiser from a renewable resource
- Free from phthalate plasticisers

## Where can I use the Altro Wood Collection?

Altro Wood Safety can be used in most areas where underfoot safety is needed.

Altro Wood Smooth can be used in areas where appropriate risk assessment has been done and the need for a safety floor is not present. However if the area being considered has the potential for liquid spillages or it is a wet area then a safety floor should be specified so that slip resistance can be guaranteed in both wet and dry conditions.

## Is there anywhere I shouldn't use the Altro Wood Collection?

Altro Wood Smooth products should not be used in areas where there is the potential for liquid spillages or in wet areas. When wet these floors are not slip-resistant. In such areas an Altro safety floor should be specified such as the Altro Wood Safety product.

Altro Wood Safety isn't suitable for use in showers or wet rooms where bare foot traffic is found. In such areas Altro offer other specialist products such as Altro Aquarius™ and Altro Marine™. Other than these areas, Altro Wood Safety can be used in most internal environments where safety and aesthetics are needed.

## Can I use the Altro Wood Collection over under floor heating or under floor cooling?

Yes, all products within the Altro Wood Collection can be used in association with under floor temperature conditioning, just like all other Altro safety floors.

## What certification does the Altro Wood Collection have?

A full list of the certification achievements can be found on the back of the relevant sample card or on the Altro Website, [www.altro.com](http://www.altro.com). Three key ones, however, are:

- Altro Wood Safety - Slip TRRL >36, DIN 51130 R10,
- All Altro Wood products - CE labelled (EN 14041) and Fire – Class Bfl s1 EN 13501

## Are there any special installation requirements?

No, there are no special installation requirements. All products within the Altro Wood Collection have all the benefits of flexibility and ease of installation you associate with other Altro floors. The edge planks have an appropriate additional width that allows the necessary cutting in that is recommended in all installations. More information can be found on the Altro web site by looking at the Altro Wood Collection "Alignment Guide" [www.altro.com](http://www.altro.com).

## Where can I get more information on installation techniques?

Further information can be found on our website including handy hints video clips, as well as cleaning instructions and installation guides. [www.altro.co.uk](http://www.altro.co.uk).

## How does the Altro Wood Collection cope with chemical and other common forms of staining?

The product formulation and Altro Maxis Easyclean PUR/Altro Easyclean PUR cleaning technology combine to give excellent chemical and staining resistance from most common chemical contaminants such as alcohol hand gels. Please contact Altro for further information about specific chemical resistance.

## How is the Altro Wood Collection supplied?

All products within the Altro Wood collection are supplied in 40m<sup>2</sup> rolls (2m x 20m). The weights vary between the different products

- i. Altro Wood Safety – 2.66 kg/m<sup>2</sup>
- ii. Altro Wood Smooth – 2.66 kg/m<sup>2</sup>
- iii. Altro Wood Smooth Acoustic – 2.75 kg/m<sup>2</sup>