



Technical Specifications for Esco engineered parquet and solid wood flooring. (2020)

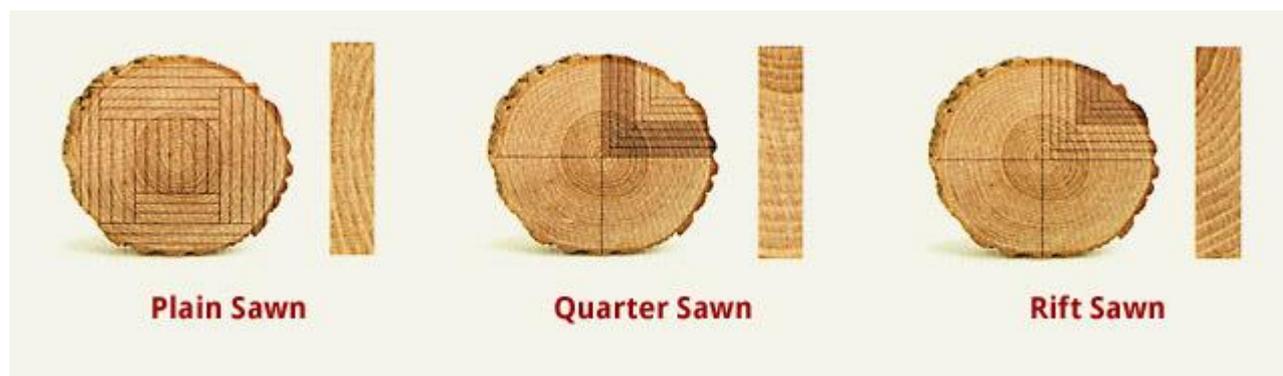
Please read through these specifications carefully. In the case of complaints, claims or dispute these Technical Specifications alongside with General Business Conditions guide the basis for handling such. Due to Esco special products, norms, specific tolerances and product identity it is important that customers are aware and informed. All ordering customers are informed by written (yearly pricelist, brochure, order confirmation and home/ webpage www.escogroup.eu) where to find these Technical Specifications therefore are being automatically accepted by the customer when ordering ESCO Products. This is also the case for customers who are buying brandless.

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1. Wood type

ESCO CZ Production s.r.o. produces high-quality engineered hardwood oak flooring and solid hardwood oak flooring made of European oak, "Quercus Robur" and "Quercus Petraea". The oak species grows in the northern hemisphere in Europe. Esco and all ESCO suppliers are PEFC and/or FSC certified for durable forest-purchase and production management as well as European CE Declaration of Performance certified. Our products are moisture controlled with a wood moisture content in engineered flooring of 7% +/- 2% and solid 8% +/-2% conform DOP Regulation leaving the Esco factory in the Czech Republic Europe. The oak material used for Esco product Emotions are not sorted out by specific color, structure, grains, texture or types of sawing (rift-quarter-plain). Oak is an organic material from "Mother" nature, the origin of the oak will influence the color variations of the products and cannot be avoided. After installation oak floor will respond to the environment and change over time due to adjustment to the surroundings and circumstances where it is installed. Engineered hardwood flooring is more dimensionally stable than solid hardwood flooring however with both please be aware of the features of oak material in general and advices given by Esco. By applying special treatments in combination with the specific wood-type, wood-style and finishing Esco creates a unique brand identity. For the engineered 3-layer floors ESCO uses a high quality European spruce "Picea" as middle layer and for the engineered Multi 2 layer the under layer is a high quality exterior crossover glued European birch "Betula".



2. Quality control

Quality control starts in the forest with harvesting at the saw-mill (Esco the saw-mill as well as external suppliers) and all products undergo strict quality controls at several steps during the production process and before leaving the factory in Europe at Esco CZ Production s.r.o. All product emotions conform to specifications, tolerances and norms of PEFC and/or FSC, CE Declaration of Performance, NWFIA Industry Guideline of hardwood flooring, German DiBT. Quality check at arrival after transport is mandatory and responsibility of receiver. In the case of deviations contact your Esco supplier or contact Esco CZ Production s.r.o.

The factory production plant is 100% acclimatized to obtain the correct balance in humidity and to regulate the moisture contents of the wooden material. Esco CZ Production s.r.o. advise relative humidity of 45-65%, below 45% up-to min. 30% and above 65% up-to max. 70% is accepted but to be average regulated and controlled as time of exposure to 45-30% and 65-70% must be minimized because with prolonged exposure shape and visual abnormalities can occur. Under 30% and above 70% relative humidity is considered as extreme circumstances and are not covered within warranty. With 5% moisture content, the product will react extreme, but engineered hardwood flooring will not delaminate as cracks and change of dimensions will occur. Solid hardwood flooring with 5% moisture content will react extreme as cracks, change of dimensions will occur. Under 5% moisture content is not covered within warranty. Esco guarantees full traceability from forest control, harvesting till the end product. Esco confirms that the oak top-layers are bonded with PVAC without formaldehyde emissions, the multi 2-layer birch plywood is bonded with phenolic glue and not with urea formaldehyde resin. Consequently, they are perfectly adapted for interior living areas and preserve the indoor air quality and conform the USA CARB norm. Deliveries must be checked on the day of arrival after transport from Esco factory to customer warehouse. When after arrival and quality check at the customer warehouse by customer are no further information regarding moisture content of the product this is automatically taken as confirmed OK meaning that afterwards claims regarding moisture content will not be approved by Esco. For checking the moisture content the customer must use a certificated measure machine which is TÜV calibrated yearly. As these machines also have a tolerance Esco demands a measure by Darrofen for legal cases.

3. Wood-Style (E.S.C.O and Specials)

From the 9 product emotions are 6 available in adjustable wood-styles depending on the dimension chosen. The wood-styles are unique Esco brand gradings that create the Esco identity. The "cosmetics" of the product emotion is superior to the wood-style and therefore the description is not always leading.

The adjustable product emotions are; Chateau, Kolonial, Pelgrim, Harfa, Harfa Vintage, Soft Tone.

The adjustable wood-style are; Elegance, Superb, Classic, Original.

The not adjustable product emotions are; Bohemia, Moravia, Karel IV.

The not adjustable wood-style are; Special Rustic, Special old.

Elegance: Dot-sized knots +- <5mm and other shape dot-knots not round shape +-< 7mm (practically knot-free), no Sapwood, no pinholes, no insects or surface molding mistakes, natural color variations are allowed, combed grain and different grain flow occasionally permitted, mineral streaks can occur in small amount due to influence oxidative natural process.

Superb: Small open filled knots allowed, round model +-< 25mm and other shape not round +-<30mm, closed medium sized healthy knots, no sapwood, no pinholes, no insects or molding mistakes, natural color variations are allowed, combed grain and different grain flow occasionally permitted, mineral streaks can occur in small amount due to influence oxidative natural process.

Classic: Partly Superb style (see above) in combination with bigger rustic circular open filled knots till +- 40mm max, cross-shaped and other shaped knots till +- <100mm, unlimited and cracks filled allowed. Closed healthy knots unlimited, in principal no sapwood allowed, no pinholes, insects or molding mistakes, combed grain and different grain flow occasionally permitted, mineral streaks can occur in small amount due to influence oxidative natural process.

Original: Mixture of 80% Classic and 20% Special Rustic.

Special Rustic: Strong rustic and very alive, open filled knots, crack and cross-shaped knots no size limit are allowed, closed healthy knots are allowed, extreme natural color variations are allowed, sapwood allowed, combed grain and different grain flow permitted, no pinholes, insects or molding mistakes, mineral streaks can occur in small amount due to influence oxidative natural process.

Special Old: Special sorted old style oak material. Very alive, open filled and not filled knots, cracks and cross-shaped knots all no size limit, extreme natural color variations are allowed, sapwood allowed, combed grains and different grains flow permitted, no planning mistakes, mineral streaks can occur in small amount due to influence oxidative natural process.

Our wood-styles are graded by hand after machining. Despite constant quality controls one wood-style might contain 5% of another wood-style. Esco does not sort out on color, texture, grains or direction of annual rings. Installer must before installing sort out on color and divide in the rooms in natural way. With smoking color treatment this is more even important.

4. Product Emotions

The Esco program has 9 product emotions and each of them has its unique design, cosmetics and treatment given by the wood-style, color, treatment and by the natural characteristics of oak. All product emotions have their specific logo and name. 80% of the cosmetics for an emotion is made by the special treatment and the oil color highlights this treatment. Esco Emotions are not to compare with products other manufacturers as they have a unique cosmetic.

Product emotions are: Bohemia, Chateau, Moravia, Kolonial, Pelgrim, Harfa, Harfa Vintage, Karel IV and Soft-Tone.

Bohemia

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
x					x				

Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x				x		x	x	x	x

Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
				7	2-6 weeks	x	optional		adjustable

Technical highlight: Surface and optic has color variations, surface lines, irregular surface smoothness and incidental rough spots shown by the oil finishing. Smoking treatment highlight surface features extra strong. Sanded surface Esco has his identity and is not to compare to other manufactures. We do not advise sanded products without bevel, if customer chose for it Esco gives no guarantee for the tolerance in thickness and height differences can occur after installation. Max width 225mm width in engineered, 185mm width in solid.-Woodstyle Special Rustic is very wild and hectic.

Chateau

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
X						x	x	x	x
Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
X				x		x	x	x	x
Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
X V4				8	2-6 weeks	x	optional		adjustable

Technical highlight: Surface and optic has color variations, surface lines, irregular surface smoothness and incidental rough spots shown by the oil finishing. Smoking treatment highlight surface features extra strong. Sanded surface Esco has his identity and is not to compare to other manufactures. We do not advise sanded products without bevel, if customer chose for it Esco gives no guarantee for the tolerance in thickness and height differences can occur after installation. Max width 225mm width in engineered, 185mm width in solid.-Woodstyle is adjustable.

Moravia

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
	X				x				

Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x				x		x	x	x	x

Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
				8	2-6 weeks	x	optional		adjustable

Technical highlight: Filled Knots and cracks because of brushing procedure are “deeper” into the surface and therefore high difference. The brushing has a standard tolerance as due to hardness and thickness boards the brushing can be variable. The brushing treatment in combination with the high volume of color parts as pigment increases the gloss degree compared to the other products. Woodstyle Special Rustic is very wild and hectic in color.

Kolonial

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
	X					x	X	x	x

Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x				x		x	X	x	x

Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
x	x(*)			8	2-6 weeks	x	optional	optional	adjustable

(*) oxidative hand oiled

Technical highlight: Filled Knots and cracks because of brushing procedure are “deeper” into the surface and therefore high difference. The brushing has a standard tolerance as due to hardness and thickness boards the brushing can be variable. The brushing treatment in combination with the high volume of color parts as pigment increases the gloss degree compared to the other products. Woodstyle is adjustable.

Pelgrim

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
		x					X	x	x

Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x				x		x	X	x	x

Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
x	x(*)			8	3-6 weeks	x	optional	optional	

(*) oxidative hand oiled

Technical highlight: Special knots are filled with ecological fuller and oiled to achieve a 100 years old look. Damages and aging features complete the old appearance, Pelgrim is an old made distressed floor. The filler will sink after oxidative drying process which will take + 3 weeks. Because of the special treatment, the floor has an old-style color variation in “spots” and the surface is irregular, rough and smooth. Woodstyle is adjustable.

Harfa

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
			X	x		x	X	x	x
Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x							X	x	x
Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
				8	3-6 weeks	x	Optional		adjustable

Technical highlights: The cross sawn can be irregular caused by the tolerance in thickness of the boards as also the shape. The cross sawn effect is based on hardness, structure, grains oak surface as also the dimensional shape board. This leads to more and less extreme cross cut lines which are shown by the oil treatment. The soft brushing and cross sawn treatment in combination with the high volume of color parts as pigment increases the gloss degree compared to the other products. Woodstyle is adjustable.

Harfa Vintage

Sanded	Brushed	Old made	Light Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
			X	x		x	X	x	x
Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x		x					X	x	x
Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
				15	3-6 weeks	x	Optional		adjustable

Technical highlights: The cross sawn can be irregular caused by the tolerance in thickness of the boards as also the shape. This leads to more and less extreme cross cut lines which are shown by the oil treatment. Harfa Vintage has less cross sawn effect as the Harfa. The soft brushing and cross sawn treatment in combination with the top coating increases the gloss degree. Woodstyle is adjustable

Karel IV

Sanded	Brushed	Old made	Cross sawn	Soft brush	Special old	Original	Classic	Superb	Elegance
		x	x	x	x				
Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
	x			x			x	x	
Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
				8	3-6 weeks	x			

Technical highlight: Karel IV is really something unique within our product range. European rustic oak with a highly distressed surface structure is mainly being produced by the hand of skilled handcraft men. The woodstyle is Special old style with knots in different shapes and sizes, distressed marks, irregular and regular water stains can occur. Every single board receives a high-quality Hardwaxoil finish and therefore an exclusive and individual look. Karel IV looks 300 years old and is extreme in style and dimension as well as in surface and cosmetics and it has the real back to basic appearance. In solid construction Karel IV is an extreme product without DIN EN norms or tolerances, therefore Esco advises to sell the solid version only with a bigger sample and point out the special optical features to the customers. With solid the height difference can be till 5mm and in engineered till 2mm. The surface is 3 times hand oiled and therefore an end maintaining

after installation is advised but not compulsory. Because the floor is hand oiled the cleaning and maintenance in the first 3 weeks should not be too intensive because the oil must harden out.

Soft Tone

Sanded	Brushed	Old made	Cross sawn	Soft brushed	Special rustic	Original	Classic	Superb	Elegance
				x		x	x	x	x

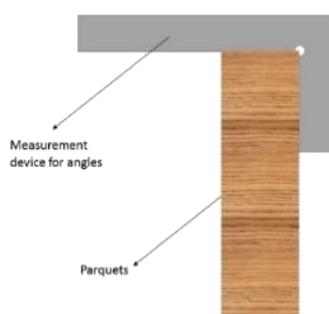
Machine oil +Top coating	Oxidative hand oil	Hydro stain	14mm solid	20mm solid	12mm 3 ply	14mm 3 ply	15mm 3 ply	15mm 2 ply	20mm 2 ply
x		x		x		x	x	x	x

Herringbone	Chevron	Pattern	Parquesco	Colors	Deliver time	V2 bevel	V4 bevel	No bevel	Filler color
x				21	3-6 weeks	x	optional		adjustable

Technical highlight: After installation Esco recommend first maintenance Osmo 3079 as extra protection. This because the colours are light. The typical oak features colourvariation and these are more noticeable and not to avoid with light colours

5. Angle

Due to the size of the boards it is to consider relative deviation. Standard DIN 13226 provides the deviation of the angle 0,2% measured on the head (see the picture below). Before installation it is strictly essential to check and spread the goods. Any doubts on deviations must be reported to ESCO immediately and prior installation.



6. Lengths

ESCO solid wooden flooring is being produced in random lengths. Thickness 20mm: 60 % longer than 1700 mm and 40 % between 400 mm and 1650 mm. The longest lengths can be max. 2500. Esco is depending in the length of the available material so with solid boards it can happen that equal length in one order can happen. Fixed lengths are available upon request; please contact the sales team for more info.

ESCO engineered flooring is being produced in random length. Thickness 14mm, 15mm and 20mm:

3-layer products come in different fix length, max. 4 each order. All lengths are separately packed. 1200mm- 1520mm, 1600mm, 1700mm, 1770mm, 1920 mm, 2120mm, 2400 mm. Regarding nestle fix packaging page 35 pricelist. Multi 2-layer products 15-20mm thickness 15% 600-1200mm and 85% 1495- 2400mm random. Regarding nestle fix packaging page 35 pricelist Fix length are available upon request, please contact the sales team for more info. Please note that because of technical and quality reason less than 1% of the length can be different as above mentioned. This is not a reason for claim.

7. Widths

Due to our raw-material purchasing system it might occur that widths can differ from the original order. The information about the exact width will be stated in the customer's order confirmation. It is possible to ask for preferred width and ESCO shall do their best to supply, however it cannot be guaranteed. The supplied width shall be stated in the order confirmation. Before the order goes into production customer can contact Esco regarding the change of width, after the order is in production Esco is not able to accept cancellations or changes from the customer's side as Esco produce after order and does not offer stock products.

Esco solid wooden flooring 120-150-170-185mm

Esco engineered flooring 78-155-190-225-245mm

8. Bevel

Our products have a standard bevel along two long sides (V2). Optional 4-side beveled(V4) and no bevel (T).

The optional V4 and T bevel can be offered depending on emotion, grading and size. Please ask the sales team

Size of the bevel depends on product range and dimensions.

9. **Tolerances T&G solid**

The tolerances for solid T&G in the area of the head edges are approx. 1 mm to ensure an easy installation of solid wood flooring.
Tongue long side 6.30-6.40mm / Groove long side 6.70-6.80mm Tolerance +- 0.30-0.50mm
Tongue head side 6.90-7.00mm/ Groove head side 6.00-6.10mm Tolerance +- 1.00mm

10. **Top-layer/ wear layer**

The top-layer engineered of the oak have a tolerance in thickness based on the special treatment and tolerance under-core material used so this is always plus/minus (+-)

11. **Filler**

For our products, we use ecological filler. Esco has standard color fillers for all emotions/ colors. With creative program customer can change color filler and there are 3 options dark, deep brown, black. This paste will cure within 2-4 days and fill the open knots and cracks. The final color optic is a mix of the color of the filler and oil as the filler will absorb the oil. A special oil-mixture is being used for our product Pelgrim to achieve its special look. This filler takes approx. 20 days to fully cure and sinks into the filled knots. If the filler is not fully cured while installing the floor Esco advises not to touch the filler. With Pelgrim changing color filler is technical not optional.

12. **Sanding (Bohemia- Chateau - unfinished)**

Esco always plane the product before further treatment, in the case of sanding Esco wants to create a certain optics which is not to compare with other brands. The optics and surface treatment for sanded products is therefore typical and original. Features after molding can be visual as this makes the sanded product an Esco emotion. Combination of oak structure, sanding and color can influence the result optically and is to accept as Esco works only with ecological products in a rustic hand-crafted style. The surface can have lines, more rough and smooth spots shown by the oil (-and smoking) treatment.
At V2 bevel, the installer must calculate a 10% waste with each unfinished order. Thus, the installer is able and was able to cut off and sort out the parts that are objectionable to him. Small elevations are not 100% likely to persist due to the technical reasons, which is why Esco also offers V4 bevel. According to the standard of the installer, semi-finished products require intermediate sanding after installation to bind oils or waxes permanently.

13. **Brushing and soft brushing (Kolonial – Moravia – Harfa – Soft Tone – Harfa Vintage – Karel IV)**

Depth of brushing depends on the structure and hardness of the wood. This will influence the overall look of the supplied flooring. Moreover, some color variations might occur and cannot be overcome. Combination of oak structure, brushing and color can influence the result optically and is to accept as Esco works only with ecological products in a rustic hand-crafted style.

14. **Smoking/ fuming**

When smoking oak floors, a certain amount of ammonia is put into the smoking chamber. The tannic-acid of our European oak reacts with the ammonia and might create darkish color and appearance. As not every piece of oak contains the same amount of tannic the color and appearance of smoked oak can vary. A customer's floor therefore can contain oak boards with lighter or darker colors. ESCO products are not fumigated to the core but +- 2mm into the surface. Smoking treatments shows the features of the surface and highlight these extra strong at the product Chateau and Pelgrim. Smoked oak will contain natural color differences and are therefore no reasons for complaints.



15. **Machine Polyx Hardwaxoil & Polyx top-coating surface**

Applies to all products machine oiled. Bohemia, Chateau, Moravia, Kolonial, Pelgrim, Harfa, Harfa Vintage, Soft Tone.

All color shades inclusive of the final top-coating are being cured through UV and oxygen. Polyx oil is **NOT** a standard UV oil as it is dried for 80% with UV and 20% by oxygen to obtain the advantages of a high quality ecological finish. The surface is dual-curing and therefore cures further with oxygen and optimizes its features (natural air drying) and therefore also repairable. In basic ESCO products are ready to install without any end maintenance or use of soaps after installation if the

floor is the last building activity, this means limited foot traffic on a finished floor at the construction side. If this is not the case than cover the floor well with protection. Be aware that the protection on top of the floor slow down the oxygen curing process and while covered do not use floor heating (radiant heating). When all construction work is finished take away protection and first cleaning/maintenance is advised with Osmo wax cleaner. When higher level of protection is required or with specific colors first maintenance Osmo 3079 (apply very thin). The Polyx top-coating closes the surface for 80% against liquids and therefore protects. This top-coating is NOT a lacquer (varnish) but an oil.

Esco has 9 products which means 9 treatments, the oil color finishing highlights the treatment. Treatment has influence on the wear and tear and therefore before making decision on product/ treatment ask the Esco supplier for advice for visual durability of the surface. Because of special treatment and colors, Harfa Vintage and Soft tone as light colors other product emotions it can be to be advised to decide for a first maintaining after installation with Osmo 3079. Esco advise to use Osmo maintenance products as shown on the leaflet in the package, the warranty for the product will not be valid when using other brands of maintenance products. Esco uses the German Osmo products which are to obtain by the official importer in your country or at Esco CZ Production s.r.o

Daily / weekly damp maintenance Osmo Wash & Care (Wischfix) in combination with mop as shown on the maintenance leaflet.

Technical highlight: No first maintenance after installation is required, exceptions when first maintenance is to advise:

- After installation because of construction activities.
- Floor is for commercial use and more extreme foot traffic and required is increase durability .
- Product emotions with light color as Basecoat, Natural White, RawLook, all Harfa Vintage and Soft Tone stained colors.

Osmo product which is advised for first maintenance and clean is Osmo Wax Cleaner.

Osmo products which are advised for first maintenance to increase durability is Osmo 3079 (apply very thin).

All Esco product emotions surfaces are to repair or to refinish. Please ask the sales team for more advice.

16. Oxidative Hardwaxoil surface

Karel IV is the only flooring product oiled and finished with 3 layers of Hardwaxoil, apply by hand and not machine top coating. After installation, a protected first maintenance is required for extra protection against wear and tear. Esco recommend Osmo 3062 or 3065 HW oil. In first 3 weeks, be careful with maintenance with water as the oil must cure/harden out and get strong. Staircases, nosing, Chevron and all other hand oiled flooring products as mentioned in pricelist we recommend Osmo 3062 or 3065 first maintaining after installation.

17. Side products – Joinery

All our joinery such as stair nosing, stairs etc. are hand-made. Prefinished, ESCO try to deliver these products in the most matching emotion as supplied floor. However, due to different batches of oak, hand-made process such as surface treatment especially smoking treatment, hand oiling, differences in overall look when compared to supplied flooring might occur. This must be considered as it cannot be claimed. As alternative Esco offers, unfinished in combination with cans hand oil and finish after installation with the possibility to influence the color at the spot or to order extra flooring material to manufacture the stairs from this material. In these 2 alternatives, the color variation can be influenced in the work.

18. Swelling and Shrinking of solid Wood 1 strip boards, Herringbone and French Herringbone

Moisture is a crucial factor for swelling and shrinking of oak, therefore always control that indoor humidity is between 45-65% (see issue 1 Wood-type) after installation. These are the best conditions for the oak material and in this environment, you avoid extreme swelling, shrinking or cracking. Not properly acclimated/ conditioned wood flooring may cause excessive expansion, shrinkage, dimensional distortion or structural damage. If the received flooring has different values in moisture content please contact your supplier for advice as this can happen due to transport and storage.

Solid wood is “working” within certain tolerances of +/- 3%. This means that if the humidity in e.g. a room is changing the width and thickness of a solid floor plank (depending on direction of annual rings) can change. Our products are being delivered with a wood moisture content of +/- 8 %. This equals approx. the climate (humidity) in European households.

Possible problems which might occur by having incorrect conditions are:

- Swelling and shrinking
- Deformation up to 1 mm on 50 mm
- Drying cracks
- Angle on the heads 0,3mm up to on 50mm width
- Long side deformation (twisting) up to 4 mm on 1000 mm length

Furthermore, we are not having any influence on the growth or annual rings which are having effects on swelling or shrinking of the wood. As there is no uniformed EU-regulation for producing solid wood flooring in wider size 1 strip boards our products differ in length, width and tolerances to standard products such as parquet. Esco products are available in solid and engineered, the cosmetics/look/emotion is 100% the same and in this way Esco offers an alternative to solid if needed.

19. Acclimatization

The goods should be stored within the room it will be installed in for 2-3 days to adapt to its climate/environment.

20. Installation

Esco hardwood flooring should be stored within the room of installation, it will be installed 2-3 days after adapting to its climate/environment. Appropriate temperature and humidity conditions are defined as those conditions to be experienced in the building after occupancy. The foil package is made for this acclimatization process as it has mini ventilation holes. Advice: the floor is the last to install, make sure that the room/building and surroundings are clean and dry and that all other construction works have been finished. ESCO engineered products are suitable for glue down on concrete and anhydrite sub floor, nailing method on sub floor and floating installation. Solid wood floors are suitable for glue down on concrete or anhydrite sub floor or nailing method on sub-construction.

Before installing check, the conditions such as moisture, product emotion, color, dimensions, the subfloor construction, air temperature, relative humidity, crawl space, room conditions and area circumstances which can harm or pollute the flooring. The building must be structurally completed and enclosed and the crawl space and basements are well ventilated and dry.

- **Floating installation concrete sub-floor:** Moisture content testing concrete subfloor without floor heating under/max 2,5% Gravimetric method (1.30% Carbide method)). Moisture content testing anhydrite without floor heating under/ max. 0,5% Gravimetric method both must be minimum 30 days old, must be clean, dry, smooth, flat-structurally, sound- free of squeaks, flat free of protruding fasteners, have proper vapor retarder, have proper underlayment, air temperature must be +/- 18° C (64.4 F) and relative humidity between 45-65% (see issue 1. Wood type and 2. Quality control). Glue applied on the upper side of the tongue, we recommend e.g. PVAC glue. Dilatation must be around the room and all the hard parts, the size-thickness depends on the type of flooring, plot sizes and dimensional changes as over floating installation usually the max area without dilatation in width is approx. 5x6 m. Any squeak and popping sounds related to floating installation is not considered as manufacturer's defect and will not be covered by our warranty. The dilatation of the final flooring must be used everywhere, where there is a dilatation of the base layer and on the perimeter of the floor and around all the rigid building structures. e.g. walls, pipes from the heaters, staircases, just all fixed building structures that do not freely move. The combination 3-layer construction, longer length of the boards and room circumstances can cause slight bowing in the length and is to accept.
- **Floating installation wooden sub-floor:** Moisture should be no more than 3% difference in moisture content between properly acclimated wood flooring and sub-floor. The sub-floor must be 20mm in thickness or thicker exterior plywood installed with long edges at the right angle to the floor joists and staggered so that the end joints in adjacent panels break over different joints. floor joist system must be properly nailed, concrete sub-floor must be clean, dry, smooth, flat-structurally, sound-free of squeaks, flat, free of protruding fasteners, have proper vapor retarder, have proper underlayment, air temperature must be +/- 18° C (64.4 F) and relative humidity between 45-65% (see issue 1. Wood type and 2. Quality control). Glue applied on the upper side of the tongue, we recommend e.g. PVAC glue. Dilatation must be around the room and all the hard parts, the size-thickness depends on the type of flooring, plot sizes and dimensional changes as over floating installation usually the max area without dilatation in width is approx. 5x6 m. . Any squeak and popping sounds related to floating installation is not considered as manufacturer's defect and will not be covered by our warranty. The dilatation of the final flooring must be used everywhere, where there is a dilatation of the base layer and on the perimeter of the floor and around all the rigid building structures. e.g. walls, pipes from the heaters, staircases, just all fixed building structures that do not freely move. The combination 3-layer construction, longer length of the boards and room circumstances can cause slight bowing in the length and is to accept.
- **Glue-down concrete sub-floor:** Moisture content testing concrete subfloor without floor heating under/max 2,5% Gravimetric method (1.30% Carbide method) and with floor heating under/ max 2.0% Gravimetric method (0.85% Carbide method). Moisture content testing anhydrite without floor heating under/ max. 0,5% Gravimetric method and with floor heating 0.3% Gravimetric method. Both must be minimum 30 days old, if necessary proper vapor retarder recommends by adhesive manufacturer before applying adhesive is advised to be used. Sub-floor must be clean, dry, smooth, flat-structurally, flat, sound-free of squeaks, free of protruding fasteners, air temperature +/- 18° C (64.4 F), relative humidity between 45-65% (see issue 1. Wood type and 2. Quality control). Advised adhesive concrete sub-floor can be flexible Silane, Polyurethane, Epoxies. Read technical specifications of adhesive manufacturer for how to use the adhesive. Moisture sealing along with the adhesive is always recommended. The dilatation of the final flooring must be used everywhere, where there is a dilatation of the base layer and on the perimeter of the floor and around all the rigid building structures. e.g. walls, pipes from the heaters, staircases, just all fixed building structures that do not freely move.
- **Glue-down wooden sub-floor:** Moisture to be no more than 2% difference in moisture content between properly acclimated wood flooring and sub-floor. The sub-floor must be 20mm in thickness or thicker exterior plywood installed with long edges at the right angle to floor joists and staggered so that the end joints in adjacent panels break over different joints square edged, kiln dried coniferous lumber, laid diagonally over joist system and properly nailed. If necessary proper vapor retarder recommends by adhesive manufacturer before applying adhesive, sub-floor must be clean, dry, smooth, flat structurally, sound-free of squeaks, free of protruding fasteners, air temperature +/- 18° C (64.4 F), relative humidity between 45-65% (see issue 1. Wood type and 2. Quality control). Advised adhesive wooden sub-floor can be flexible Silane, Polyurethane, Epoxies. Read technical specifications of adhesive manufacturer for how to use the adhesive. Moisture sealing along with the adhesive is always recommended. The dilatation of the final flooring must be used everywhere, where there is a dilatation of the base layer and on the perimeter of the floor and around all the rigid building structures. e.g. walls, pipes from the heaters, staircases, just all fixed building structures that do not freely move.
- **Nailing down sub-floor:** Moisture to be no more than 2% difference in moisture content between properly acclimated wood flooring and sub-floor. The sub-floor must be 20mm in thickness or thicker exterior plywood installed with long edges at the right angle to floor joists and staggered so that the end joints in adjacent panels break over different joints square edged, kiln dried coniferous lumber, laid diagonally over joist system and properly nailed. If necessary proper vapor retarder recommends. When used beams the distance between the sub-construction beams MUST NOT exceed 45 cm to avoid bending of the floor planks. Our solid wood planks are easy to install due to the higher tolerances at tongue and groove. Before installation the goods have to be checked thoroughly. Any squeak and popping sounds related to nailing down is not considered as manufacturer's defect and will not be covered by our warranty. We only recommend 14-20mm solid, 15mm – 20mm Engineered multi 2-layer for this way of installation. The dilatation of the final flooring must be used everywhere, where there is a dilatation of the base layer and on the perimeter of the floor and around all the rigid building structures. e.g. walls, pipes from the heaters, staircases, just all fixed building structures that do not freely move.

After installation, if you choose to protectively cover the floor, cover the floor completely and with a radiant floor heating turn off the heating off. Ask for technical recommendations at manufacturer of adhesive for covering a glued down floor. Use a covering material with a vapor perm rating of 1 perm or more to avoid trapping moisture on or within the floor. Any covering should be taped, using a low-adhesion tape, to base or show moldings. Do not tape to finished flooring. When taping paper or sheets together, tape them to each other, not to the floor. Esco does not take any responsibility and liability for external conditions, materials or circumstances concerning the sub-floor and installation work.

21. Installer and owner/ end consumer responsibility

Before installation, installer and/or end-consumer must inspect all materials carefully:

- Building must be structurally enclosed and completed, outside doors/windows must be in place as all concrete, masonry, plastering, and drywall and paint must be completed.
- Check the flooring product, wood-style- color- lengths- width- quantity- package, to be sure the correct product has been delivered in good order and condition. Do NOT install if the floor is not acceptable.
- Installer should pre-sort out the boards on color and grading to achieve an even and nice-looking result. Boards with optical obvious imperfections should be trimmed and used for hidden places or discarded.
- Installer and end-consumer take notice/reads the maintenance and technical information flyer.

- Installer is aware of the Esco technical specifications for solid and engineered hardwood flooring.
- Installer takes the responsibility to determine if the construction-site and sub-floor conditions are structurally acceptable for Esco wood flooring installation.
- Installer is responsible for the correct m² ordered and must take into notice waste in cutting in % as waste due to smaller imperfections in the oak, product mother nature, which are not to avoid and can be max 5% of the m².

After this, by installing the product the installer and end-consumer approve and accept the product. Claims after installation regarding color, wood-style, length, width, packaging/damaging, are not accepted by Esco CZ Production s.r.o. Esco does not accept any responsibility for the installer's lack of performance, quality of installation and labor. To achieve an even and nicer look we recommend pre-sorting the wood planks (in wood-style, annual rings, and lengths).

Possible damages have to be claimed immediately. By installing the floor, it is being accepted!

ESCO CZ Production s.r.o. does assume no liability for the condition of the subfloor (moisture content of subfloor, installation conditions e.g.). Subfloors in new buildings should undergo a moisture measurement according to national regulations.

22. Advices for construction

Esco advises not to install the floor too early in the time frame of total construction as the floor can be damaged or polluted by construction work activities. Dust, intensive construction activities and dirt can damage or pollute the floor in an extreme way as the floor is produced for regular normal usage. Therefore, take notice of following:

- Install the floor when all other activities are finished and the rooms are clean without extreme construction activities to avoid extreme dirt on the floor.
- When the floor is installed and there are still activities cover the floor so it is protected.
- While the floor is being covered no floor, heating can be used.
- After finishing the construction activities, the cover can be removed and it is recommended to clean and maintain (if needed see issue 15) the floor with Osmo products before using.

Esco only advises Osmo products to be used for maintaining and cleaning. All other products are not to be used and therefore only for the risk of the customer. Warranty will not be valid anymore (see issue 28)

23. Installation guideline for project floors

Esco offers at projects with certain volume a personal advice and guide service for fitters, building supervisors and cleaning staff in terms of maintenance and cleaning while building and installing. Also, Esco offers technical trainings at the factory for all professionals dealing with the installation and maintenance. Please ask the sales team for more information.

24. Under-floor heating

ESCO engineered parquet is suitable for wet construction under-floor heating. But the following subjects **MUST** be respected:

- Thermal conductivity E 12523:2000 3-layer 0,134 W/m. K.
- Thermal conductivity CSN EN 12664:2000 2-layer 0,104 W/m. K.
- The humidity in the room is between 45-65 %.
- The solid wood moisture content is 8 +/- 2%, the engineered wood moisture content 7 +/- 2%.
- No carpets as it will block the heat flow.
- With dry construction underfloor heating a conductor between underfloor heating and the floor is mandatory. Electrical floor heating you have in many types and most have a rapid change of temperature, which always results in temperature differences. It is important that the material is chosen based on quality and durability. In case of gluing, the screed (= in this case the conductor) must have properties of underfloor for gluing, i.e. minimum strength in tension perpendicular to the underfloor of 1 MPa. This ensure the stability of glued floor in case of dimensional changes. In case of floating installation(I personal would not recommend) to add e.g alu foil approved for use between floor heating and wooden flooring as conductor. The temperature as Technical Specifications ESCO, which is temperature does not exceed 40C from bottom and 29C on top floor. The power of the heating is very important. Do not exceed 100 W/m².
- Thermal conductivity CSN EN 12664:2000. The floor surface temperature shall not exceed 29 °C, due to convenience of user and health reasons is recommended not to exceed 26 °C. Extended period of high surface temperature under low air humidity causes drying out of the wood and it is also unhealthy. This natural process should be avoided by controlling the relative air humidity at level 45 % - 65%. Suitable glue for installation must be used. It is recommended to use polyurethane or Silane based glues. Avoid using alcohol based glues for this purpose. Reaction to shrinkage or cracking of wood must be immediate. If those effects occur, please set your air humidity into proper value. Long term effects of dry air or exceed temperature cannot be covered by guarantee.
- With a water-heating system the temperature shall not exceed 40 °C.
- The floor must be heated slowly. Concrete floor must be dry (up to 2,0 % MC – gravimetric method), this takes approx. 30 days. Afterwards a test trial of floor heating (approx. 21 days) before installation must be undertaken and must be according to the guide line and instructions of manufacturer of the floor heating system (ČSN 492120). After concrete floor was tested for floor heating, floor heating must be switched off and Esco products can be installed and only when moisture of concrete is max 2,0% (0,85 CM%), 0,3% (0,3 CM%) for anhydrite screeds or less. Water temperature: Every day max 5° degrees up and max up to 35° degrees. In winter time, the floor heating can be reduced and not switched off till surface temperature is 15-18° degree, when Esco product is installed, please temper the under-floor heating for at least 3 days for 15-18° degree and after this process the heating can be heated more.
- Suitable glue for installation must be used (also in T&G).
- If the under-floor heating is the main heating system the floor **MUST** not be installed floating and must be installed by gluing to substrate. We strongly recommend to also glue in T&G all 4 sides.
- If the floor is overheated in dry air condition, the wood moisture content can go below 5%. ESCO then can assume no liability for the floor.
- Humidity below 30% or above 70 % is considered to be extreme conditions. In such conditions the floor can react extreme (cracking, cupping, e.g.)

If the above stated subjects are in doubt or not adhered to the floor can deform due to extreme swelling and shrinking, crack e.g. Solid wood floors for under-floor heating are suitable only at a thickness of 14 mm, however it must be accepted that bigger gaps between the boards will/might occur as small cracks.

Wide boards 225mm and 245mm engineered multi-layer are more sensitive for influence of under-floor heating. Generally wooden flooring will always react but narrow sizes show less reaction than wider boards (in %). Therefore, it might happen, depending on the circumstances, that the board will “work/react” and dry in slightly which can lead to microscope openings between boards or to slight cupping.

25. Samples and product training

Floor samples are ONLY representation of the requested finish and due to their size cannot always show all characteristics of later supplied flooring. It is not possible to show examples of wood-styles and eventually upcoming natural wood colors in just one small floor sample. We therefore recommend getting informed in our showrooms or in showrooms of our business partners. Differences in the look of the surface between sample and supplied flooring are caused by hardness, figures, grains of the oak material, oil and surface treatment. Therefore, it is not technically possible to avoid these differences. At least 1 m² of the supplied order has to match the sample. Esco offers free of costs product trainings to understand the technical and sales concept. For this reason, Esco recommends this for every sales person which sells Esco products once a year to do so to keep their knowledge up-dated. Esco does not take responsibility for all misunderstandings or claims caused by lack of interest and or lack of knowledge of the products.

26. Dutch Design – European made

ESCO CZ Production is processing Dutch Design, European made. All materials used come from Europe. All our products are produced in our factory in the Czech Republic. By us produced solid wood floors AND our multilayer products emotions are identical in cosmetics and color as the same raw-material (European oak) is used for production as well as the total production treatment.

27. Creative Program

ESCO Creative Program allows our customers to design their own desired floor by applying extras such as hand-scraped bevel, distressing, 4-side bevel, smoking treatment, fix length or a color tone from a different range to be applied to another one. There are many more other options, please, contact our sales team for more info. Subject to availability.

28. Maintenance

Wood floors are a long-term investment that, correctly maintained, will last the lifetime of the home. Proper maintenance is required (please read maintenance flyer in each package).

- Use floor protector pads on chairs' legs, tables' legs and any other furniture's legs.
- Use standard air vacuum cleaner (do not use vacuum with a beater bar/brush).
- Use rugs at all entrances to help trap grit and absorb moisture (rugs can cause color differences after certain time caused by light exposure).
- DO NOT use extreme wet mops, ammonia and dust cleaners.
- DO NOT move heavy furniture over the floor without lifting as scratches can occur.
- DO NOT clean or maintain with steam excessive water.
- Pet nails need to be trimmed regularly.
- All shoes, especially high heels, should be kept in good repair.
- Be especially attentive to potential spill areas, dishwashers/sinks/icemakers/stovetops/household plants/Christmas tree stands and so on.

Use only Osmo cleaning and maintenance products. If other cleaning and maintenance products are used Esco CZ Production s.r.o. gives no warranty. Routine daily/weekly basic dry maintenance vacuuming and lightly damp mopping water + Osmo Wash and Care (shake and mix with water 1:10). For stubborn stains or when floor “looks” dry as well as wear spots use Osmo Liquid Wax cleaner (shake and use pure by using clean cloth to apply). Always avoid standing water.

29. Residential warranty 10 years

Esco engineered flooring must be installed by professional installers guided by the Esco technical specifications. Failures to install accordance with these guidelines and specifications will void this warranty. Esco warrants, under normal residential conditions, correctly installed and proper maintenance, its surface will not wear for 10 years from the date of purchase. Esco engineered flooring must be used under normal residential traffic conditions and all care and maintenance instructions as in Esco technical specifications and Osmo Guidelines must be followed for warranty to be valid. Using other products is not approved by Esco and may damage the floor and void the warranty. Esco sole liability on any claim see GTC 2018 issue 8.

Esco warranty does not cover the following conditions, residential exclusions:

- Scratches, damage caused by accidents, neglected maintenance, everyday wear, abnormal wear, heavy and or concentrated foot traffic, house pets, spiked heel shoes, sand, grit, abrasive substance, heavy objects or furniture rolled or dragged across the surface.
- Insect infestation after products have left the Esco factory.
- Loss of gloss, losing oil or dry stains caused by improper maintenance.
- Damages caused by failure to support furniture with the floor protectors made of non-staining or non-pigmented hard plastic.
- Squeaking, crackling, popping or such kind of noises.
- Splinter or chips on the edge of boards caused by moving heavy objects across the floor.
- Color variations, shade of texture of the floor purchased can be different as seen at sample or picture brochure.
- Color variations in oak, shade of texture, grains, structure of oak, sanding treatment, brushing treatment have direct influence on the purchased floor color.
- Wooden flooring will change color caused by normal day light and maintenance over time, this is to accept and is normal reaction. Rugs/carpets should be periodically moved to minimize this effect. Color boards will react separate due to fact described in Woodtype issue 1 that material is mix of oak from different regions. This feature will create a natural look of the floor and is to accept.
- The floor must be controlled in an environmentally structure, perfect circumstances are air humidity level 45-65% (min. and max. limits are 30-70%) and room temperature between 16-26°C (60F-80F). Esco advises a use of a humidifier or dehumidifier.
- Knot holes, worm holes, splits, heartwood, mineral streaks, and any imperfections in the surface of the floor.

- Damage due to water saturations including but limited to building leaks, plumbing leaks or overflows, leaks from dishwasher, refrigerator ice making units, wet or swamp basements/crawlspaces, concrete sub-floors that have not been cured, plywood sub-floors with excessive moisture, etc.
- Esco engineered flooring has been manufactured in accordance with accepted industry standards which permit a defect tolerance not to exceed 5%. The defect may be of a manufacturing or natural type.
- Split, cracks, in the flooring used in environments that are excessively dry or humid (< under 30% > above 70%)
- Prior to installation of any flooring, the installer must determine that the job-site environment and the sub-surfaces involved meet or exceed all requirements as stated in the installation instruction. We cannot accept any responsibility for job failure resulting from and associated with sub surface or job-site environment, climate and deficiencies.

30. Commercial warranty 3 years

Esco engineered flooring must be installed by professional installers guided by the Esco technical specifications. Failures to install accordance with these guidelines and specifications will void this warranty. Esco warrants, under normal commercial conditions, correctly installed and proper maintenance, its surface will not wear for 3 years from the date of purchase. Esco engineered flooring must be used under normal residential traffic conditions and all care and maintenance instructions as in Esco technical specifications and Osmo Guidelines must be followed for warranty to be valid. Using other products is not approved by Esco and may damage the floor and void the warranty. Esco sole liability on any claim see GTC 2018 issue 8.

Esco warranty does not cover the following conditions, commercial exclusions:

- Scratches, damage caused by accidents, neglected maintenance, everyday wear, abnormal wear, heavy and or concentrated foot traffic, house pets, spiked heel shoes, sand, grit, abrasive substance, heavy objects or furniture rolled or dragged across the surface.
- Insect infestation after products have left the Esco factory.
- Loss of gloss, losing oil or dry stains caused by improper maintenance.
- Damages caused by failure to support furniture with the floor protectors made of non-staining or non-pigmented hard plastic.
- Squeaking, crackling, popping or such kind of noises.
- Splinter or chips on the edge of boards caused by moving heavy objects across the floor.
- Color variations, shade of texture of the floor purchased can be different as seen at sample or picture brochure.
- Color variations in oak, shade of texture, grains, structure of Oak, sanding treatment, brushing treatment have direct influence on the purchased floor color.
- Wooden flooring will change color caused by normal day light and maintenance over time, this is to accept and is normal reaction. Rugs/carpets should be periodically moved to minimize this effect. Color boards will react separate due to fact described in Woodtype issue 1 that material is mix of oak from different regions. This feature will create a natural look of the floor and is to accept.
- The floor must be controlled in an environmentally structure, perfect circumstances are air humidity level 45-65% (min. and max. limits are 30-70%) and room temperature between 16-26°C (60F-80F). Esco advises a use of a humidifier or dehumidifier.
- Knot holes, worm holes, splits, heartwood, mineral streaks, and any imperfections in the surface of the floor.
- Damage due to water saturations including but limited to building leaks, plumbing leaks or overflows, leaks from dishwasher, refrigerator ice making units, wet or swamp basements/ crawlspaces, concrete sub-floors that have not been cured, plywood sub-floors with excessive moisture, etc.
- Esco engineered flooring has been manufactured in accordance with accepted industry standards which permit a defect tolerance not to exceed 5%. The defect may be of a manufacturing or natural type.
- Split, cracks, in the flooring used in environments that are excessively dry or humid (< under 30% > above 70%)
- Prior to installation of any flooring, the installer must determine that the job-site environment and the sub-surfaces involved meet or exceed all requirements as stated in the installation instruction. We cannot accept any responsibility for job failure resulting from and associated with sub surface or job-site environment, climate and deficiencies.

31. Procedure claims

- Claims must be reported by written to Esco CZ Production s.r.o sales department (information www.escogroup.eu)
- Claims can only be reported by the customer who purchased the goods directly at Esco Production s.r.o.
- Department of claims will hand over a claim- form to be filled in by customer to obtain all technical information.
- Customer needs to return the claim-form filled in completely.
- Department of claims will analyze and judge the claim and will inform customer within 7 working days.

32. Certificates

All Esco Products:

- CARB norm Composite Wood Products Ultra low emitting Formaldehyde Resins under section 93120.3 title 17 California Code of Regulations.
- Allgemeine Deutsche Bauaufsichtliche Zulassung DiBT (German Construction Regulation)
- TÜV chain of Custody PEFC CSN EN 45011:1998 CFCS 1004:2006 Revision 3
- European CE Declaration of Performance CSN EN 13226
- Thermal conductivity CSN EN 12664:2000
- Resistance Test Engineered Hardwood flooring Protocol 016-14P EN
- Slipperiness test DIN 51130 angle
- Slipperiness test CSN EN 1339
- Fire resistance Cfl.S1 and Dfl.S1 depending on thickness construction board.

General Terms and Conditions of Business (GTC)

§ 1 General Provisions

1. All contracts on the sale of products offered by us entered into by the company ESCO CZ PRODUCTION s.r.o., identification no. 26057654, with registered office in Radomyšl, Blatenská 267, PSČ 38731, Czech Republic, entered into with the Commercial Register kept by the District Court of České Budějovice under C 11428 (hereinafter referred to as "ESCO") shall be based on these General Terms and Conditions of Business ("GTC"). The contact data of ESCO are the abovementioned address of the registered office, phone number +420 383 411 211 e-mail info@escogroup.eu
2. To the extent ESCO does not expressly agree or accept otherwise in contractual documents, order confirmations or other documents, the following shall apply to all contractual relationships:
 - terms and conditions of purchase, terms and conditions of business or other agreements to which the Contractual Partner refers in an order or in other documents shall not be applicable to the legal relationship.
 - UN sales law shall not be applicable.
3. If two confirmation letters containing deviating or conflicting provisions, technical specifications, prices, quantities or other information, only the confirmation letter of ESCO shall apply at all times.

§ 2 Intermediaries, Resellers, Agents

Any person offering our products on the market are familiar with the General Terms and Conditions of Business and the product information and such persons shall comply therewith when entering into contracts. Such persons are independent entrepreneurs. Agreements entered into by them orally or by phone are subject to written confirmation of the company management of ESCO in order to be valid towards us. Customers which Agents contribute to the business of Esco have no exclusive contract by the Agent and Esco as such can take over these customers. When an Agent would stop the cooperation with Esco the customer will stay at Esco and Esco is not obligated to compensate the Agent.

§ 3 Offers, Prices

1. Offers are subject to confirmation and non-binding to the extent not explicitly nominated as binding offers by ESCO. A contract is entered into between ESCO and the Contractual Partner as soon as ESCO accepts an order by the Contractual Party by means of express declaration (order confirmation by e-mail (OC) sufficient) or as soon as the Contractual Partner receives the order confirmation through shipment of the goods. These General Terms and Conditions of Business form a part of the contract. The contract conclusion takes place in German.
2. If telecommunication means are used for the contract conclusion, the order text and the contract are not stored by ESCO and cannot be retrieved after completion of the order process and access thereto is not possible. However, the Contractual Partner can print their order data immediately after submitting their order and will receive them by e-mail. The Contractual Partner can check the order for errors made when entering the data before submitting the order.
3. The Contractual Partner agrees to telecommunication means being used for the conclusion of the contract. Costs it incurs in the course thereof (such as internet connection etc.) shall be borne by the Contractual Partner itself provided that such costs do not deviate from the basic rate.
4. The product catalogue available particularly on the website of ESCO contains all statutory information on the goods as well as on the prices of individual goods and costs in a price list and technical specifications and GTC for their return in case it is not possible to resend the goods by means of normal post services due to its nature. The contract also contains information on packaging and delivery costs. However, it only applies to goods being delivered in the territory of the Czech Republic. Oak planks form the goods.
5. The prices contained in the price list provided by ESCO (by electronic means/in writing) are net prices without VAT. Prices are valid as stated in the price list and ESCO shall be free to change the prices while the year if necessary.
6. To the extent not provided for otherwise by the contract or price list, the delivery conditions shall be "EXW" (Incoterms 2010). Accordingly, the Contractual Partner shall bear all costs, fees, taxes and risks as of transfer to the carrier.
7. Terms of payment which have been agreed upon and confirmed in writing shall be settled through the products and not transportation.

ESCO is not obliged to comply with any code of conduct and does not maintain such code on a voluntary basis.

§ 4 Purchase by Sample, Quality and Laying

1. To the extent the purchase takes place by sample, the samples provided to the Contractual Partner do not represent a guarantee that each single unit exactly corresponds with the sample as it is a natural product. This particularly applies with regard to the texture, color structure and number of knots. Deviations from the sample remain reserved to the extent these are due to the character of the materials used and customary.
 2. To the extent not agreed upon otherwise, the Contractual Partner shall bear the costs for the delivery of samples.
 3. The Contractual Partner takes note of and accepts all items in the technical specifications of ESCO.
4. The products of ESCO are sorted by hand in accordance with strict rules. Occasional sorting errors cannot be excluded and only represent a material defect if more than 5% of the order amount is affected. The Contractual Partner shall be at liberty to mix or blend such amount.

5. The Contractual Partner shall be obliged to examine the goods before laying at the latest. § 2104 of the Czech Civil Code shall remain unaffected. The Contractual Partner undertakes not to lay goods which are not in accordance with the contract in the Contractual Partner's opinion and about which the Contractual Partner intends to make a complaint. If the Contractual Partner lays the goods, it declares a waiver regarding defects which would have reasonably been detected if the goods had been properly and professionally examined before laying.

§ 5 Place of Performance, Transfer of Risks, Costs of Transportation and Take-Back

1. The address of the registered office of ESCO shall be the place of performance for all deliveries of ESCO; EXW (Incoterms 2010) as of the registered office of ESCO at the point in time of conclusion of the contract is agreed upon. This means, particularly for consumers, that the Contractual Partner picks up the goods at the registered office of ESCO, unless deviating provisions are agreed upon in the contract. To the extent desired by the Contractual Partner, upon agreement, ESCO can transport the goods itself or have them transported by a carrier to be determined by ESCO to a location indicated by the Contractual Partner; in such case, the Contractual Partner shall bear all costs and risks connected to such transportation.

2. If Incoterms 2010 EXW are applicable, the risks shall pass at the address of the registered office of ESCO upon handover to the Contractual Partner or a carrier designated by it. This shall particularly apply to the risk of transport which shall be borne by the Contractual Partner even if ESCO transports or has transported the goods to another location upon the Contractual Partner's request.

3. The Contractual Partner shall bear the transportation costs from the registered office of ESCO to the extent the parties do not agree in individual cases that ESCO performs transportation with its own HGVs.

4. A return of the goods is accepted only within 3 weeks of delivery of the goods and only for standard products (stock goods). meaning size and color combination as standard and easy to re-sell. Escos produce on order and therefore Escos will judge for each case separate. The returned goods have to be packed and must not have been laid or damaged. The freight costs of the return delivery shall be borne by the Contractual Partner. Reimbursement of the purchase price takes place via a credit to the customer account of the Contractual Partner.

5. If the parties arrange by individual agreement that transportation is organized by ESCO and that ESCO is liable for any damage occurring during transportation, the Contractual Partner is only entitled to assert claims against ESCO regarding damage occurred during transportation if the Contractual Partner can provide ESCO with the CMR bill of freight or another transportation document applicable to transportation (hereinafter referred to as "transportation document") in which the damage is stated and specified in detail at the point in time of unloading at the latest. It also must provide detailed photographs of the damaged goods at the point in time of unloading. Without presentation of a transportation document with notice of damage and the photographs of the damaged goods, ESCO shall not be obliged to fulfil claims of damages of the Contractual Partner. If an aspect of the transportation document is not specifically governed by the law, the Contractual Partner has to provide a delivery note in which the damage is indicated and specified in detail at the moment of unloading at the latest. Without an individual agreement, delivery is performed EXW address of the registered office of ESCO at the point in time of contract conclusion (Incoterms 2010).

6. ESCO does not assume any responsibility for any mistakes and misunderstandings occurring during communication between the Contractual Partner and forwarding company.

§ 6 Delivery Periods and Conditions of Delivery

1. To the extent not agreed otherwise or assured in the course of order confirmation, the delivery period for goods delivered by ESCO shall be 5 days to 4 weeks in general. Delivery periods set forth in the order of the Contractual Partner and/or the confirmation by ESCO shall always be non-binding to ESCO, unless ESCO expressly and unequivocally declares in such confirmation that the deadline is a binding deadline. All deadlines apply subject to correct and timely self-delivery, unless ESCO is responsible for incorrect or delayed self-delivery or assures binding delivery periods in writing. Self-delivery shall mean the delivery of an item from a forwarder / contractual partner to ESCO necessary to fulfil the obligations of ESCO.

2. ESCO shall be entitled to perform partial deliveries. To the extent not agreed upon otherwise and to the extent the Contractual Partner is not a consumer, delayed delivery cannot result in claims for damages, unless ESCO acted intentionally or with gross negligence. Furthermore, ESCO's compliance with its delivery obligation is conditional upon timely and proper fulfilment of the Contractual Partner's obligations. The right to object to unfulfilled contracts shall remain reserved.

3. If the Contractual Partner is in default of acceptance or if it violates other obligations to cooperate, ESCO shall be entitled to claim compensation for the resulting damage, including any additional expenses. Further claims or rights shall remain reserved.

4. If the Contractual Partner is a consumer and does not accept the goods delivered by ESCO at the place stipulated in the contract, such goods shall be resent to ESCO and the Contractual Partner shall be obliged to bear the transportation costs (transport and return transport).

5. In case of default of acceptance or violation of obligations to cooperate, the risks of accidental loss or coincidental degradation shall pass on to the Contractual Partner at the point in time in which it is in default of acceptance or debtor's default.

6. Furthermore, ESCO shall be liable in accordance with the legal provisions to the extent the delay in delivery is based upon intentional or grossly negligent contract violation in ESCO's responsibility; any fault of the representatives or agents of ESCO shall be attributable to ESCO.

7. To the extent delay in delivery is based upon grossly negligent contract violation in the responsibility of ESCO, including any other damage for which ESCO is liable, liability for compensation shall be limited to the maximum amount of the foreseeable, typically occurring damage.

8. ESCO shall also be liable in accordance with the legal provisions of the Czech Republic to the extent the delay in delivery in ESCO's responsibility is based upon culpable breach of a material contractual obligation; in such case, however, compensation for liability shall be limited to the maximum amount of the foreseeable, typically occurring damage.

9. Apart from that, ESCO shall be applicable for delays in delivery under the conditions of §6 Para. 2 of this Contract in case the Contractual Partner is not a consumer, for each complete week of delay in the course of a lump-sum compensation for delay or pays the contractual penalty in the amount of 3% of the delivery value, however, no more than 15% of the delivery value. Delivery value shall mean the price of the goods under the contract.

§ 7 Purchase Price Payment and Default

1. The purchase price shall be payable upon delivery of the goods to the Contractual Partner if not agreed upon otherwise.
2. All payments shall be effected in EUR by transfer to the account set forth in the invoice. Other currencies are accepted only after prior written agreement.
3. If a cash discount is agreed, the Contractual Partner shall only be entitled to a deduction if it has paid the due invoice amounts pertaining to other deliveries. Granting of cash discounts only refers to the value of the goods excluding VAT, freight and packaging.
4. In case the Contractual Partner is not a consumer, it shall only be entitled to offset rights if its counterclaims are determined in a legally valid manner, undisputed or have been confirmed by ESCO in writing. Furthermore, it is entitled to exercise its right of retention to the extent its counterclaim is based upon the same contractual relationship. The parties have agreed that particularly the Contractual Partner's claim for damages is regarded as controversial.
5. If, in accordance with the contract, the purchase price does not become due upon delivery of the goods but at a different point in time, the payment deadline shall be 30 days after dispatch of the invoice by ESCO.
6. A Contractual Partner who is no consumer shall be in delay regarding the payment of an invoice amount - also without reminder - if it does not pay the invoice within 30 days of the due date and receipt of the invoice.

§ 8 Obligation to Complain, Warranty and Liability for Defects

1. The defect rights of the Contractual Partner are subject to the Contractual Partner meeting its examination and complain obligations properly.
2. To the extent there is a defect of the purchased item, ESCO will either remedy the defect or deliver an additional item free from defects provided that the Contractual Partner hands over to ESCO the defective goods in the state in which it received them from ESCO. In the case of rectification, ESCO shall be obliged to bear all expenses necessary for remedy of defects meaning transportation to the extent they are not increased by the purchased item being transported to the same location as first delivered and not another location. If the defective goods were already installed due to the consumer's lack of awareness of its defectiveness, the participation portion of ESCO in the costs of installation and removal shall be limited to 15% of the value of the goods free from defects in accordance with the price stated in the invoice of ESCO. In case the Contractual Partner is a consumer, legal liability regulations shall be applicable.
3. If the rectification fails for reasons in ESCO's responsibility, the Contractual Partner shall be entitled to withdraw from the contract or to demand price reduction, at its own option.
4. Warranty rights shall be excluded to the extent
 - a) the Contractual Partner is responsible for the defect,
 - b) the defect arose from negligent handling, intentional damage, improper storage, improper laying or unauthorized reworking on the goods or
 - c) the Contractual Partner was already aware of the defect at the point in time of installation of the defective goods or should have detected the defects if it had exercised expert care (and in case the Contractual Partner is a consumer, ordinary care).
5. ESCO shall be liable according to the legal provisions if the Contractual Partner asserts claims for damages based upon intent or gross negligence of the representatives or agents of ESCO. To the extent ESCO is not blamed for intentional breach of contract, the liability for damages shall be limited to the foreseeable, typically occurring damage.
6. ESCO shall be liable according to the legal provisions if ESCO culpably violates a material contractual obligation; in such case, however, compensation for liability shall be limited to the maximum amount of the foreseeable, typically occurring damage.
7. To the extent the Contractual Partner is entitled to compensation for the damage instead of performance, ESCO's liability shall also be limited to compensation of the foreseeable, typically occurring damage.
8. The liability for culpable injury to life, limb or health shall remain unaffected; this shall also apply to any legally stipulated liability of a manufacturer for its products.
9. To the extent not provided for otherwise above, liability shall be excluded. Such regulation only applies in cases if the Contractual Partner is no consumer and/or no weaker party.
10. To the extent not provided for otherwise by means of an individual contract and in case the Contractual Party is not a consumer, the Contractual Party's claims for defects shall lapse within the periods set forth in the technical specification, counted from passing of risks, and referring to defects of the goods at the point in time of passing of risks, i.e. a deviation of the actual quality from the contractually agreed quality at the point in time of handing over of the goods to the Contractual Partner or, in accordance with EXW address of the registered office of ESCO at the point in time of conclusion of the contract (Incoterms 2010), handing over to the forwarder.
11. The limitation period in case of delivery regresses shall remain unaffected; it shall lapse no later than two months after the point in time in which the Contractual Partner fulfilled the claims of the consumer. Anyone to whom the Contractual Partner resold the goods shall be regarded as consumer.
12. If the Contractual Party is a merchant or no consumer, ESCO's liability and the Contractual Partner's claim for damages under this article shall arise only if the Contractual Partner incurs a damage exceeding an amount of EUR 1,000.00.
13. Claims for defects must be asserted with the company ESCO CZ PRODUCTION s.r.o., identification no. 26057654 (registered office: Blatenská 267, Radomyšl, Czech Republic). The Contractual Partner is obliged to include the following information in the complaint: goods complained about, order number, date of purchase, date of payment of the price, description of the defect and the claim for defects asserted.

§ 9 Total Liability

1. Any further liability for damages other than as provided in § 8 shall be excluded in case the Contractual Partner is no consumer - regardless of the legal nature of the claim asserted. This shall particularly apply for claims for damages arising from default upon contract conclusion, other breaches of duty or tortious claims for compensation for property damage. The limitation shall also apply to the extent the Contractual Partner demands compensation of useless expenses instead of asserting its claim for compensation of the damage.

2. To the extent ESCO's liability for damages is excluded or limited, this shall also apply with regards to personal liability for damages of the statutory bodies, employees, representatives, agents or vicarious agents of ESCO.

§ 10 Retention of Title

1. ESCO shall retain the title to the delivered goods until receipt of all payments pertaining to the business relationship to the Contractual Partner. ESCO can demand from the Contractual Partner, in case of the goods being resold, to inform its customer thereof and to obtain its approval.

2. If the Contractual Partner's conduct is contrary to contract, particularly in case of default of payment, ESCO shall be entitled to demand back the purchased item by written request and to rescind from the existing purchase contracts; the Contractual Partner shall comply with such request within a period of fourteen days.

3. The Contractual Partner shall be obliged to carefully treat the goods delivered; , it shall be obliged to insure the goods at its own expense against damage by fire, water and theft, based upon its original value.

4. In case of attachments or other interventions of third parties, the Contractual Party shall immediately inform ESCO in writing so that ESCO can initiate legal steps in order to protect its property. To the extent the third party is not able to compensate ESCO for legal and extrajudicial costs of an action, the Contractual Party shall be liable for the loss incurred by ESCO.

5. The Contractual Party shall be entitled to resell the delivered goods in the ordinary course of business; however, already know, it assigns all receivables of the Contractual Partner against its customers for the sale of the goods in the amount of the final value according to the invoice (including VAT) issued by the Contractual Partner, to ESCO, regardless of whether the delivered goods were resold without or after processing. Customer of the Contractual Partner means the customer from the purchase contract for further sale of the goods. The Contractual Partner remains authorized to recover this claim even after assignment. ESCO's authority to recover the claim itself shall remain unaffected thereby if the Contractual Partner does not disclose the assigned claims and their debtors. However, ESCO undertakes not to recover the claims if the Contractual Partner meets its payment obligations from the collected proceeds, is not in default of payment and, particularly, no application for the initiation of a settlement or insolvency process has been filed or there is no cessation of payment. However, if this is the case, ESCO can demand that the Contractual Partner disclose to ESCO the assigned claims and their debtors, provides all information necessary for collection, hands out all pertaining documents and informs the debtors (third parties) of the assignment, and the Contractual Party shall be obliged to undertake such steps.

6. Processing or reshaping of the delivered goods by the Contractual Partner is always performed for ESCO. If the delivered goods are processed with other items not belonging to ESCO, ESCO shall obtain co-ownership in the additional item in proportion of the value of the delivered goods (final invoice amounts, including VAT) to the other processed items at the point in time of processing. Apart from that, the object created by means of the processing shall be subject to the same provisions as the purchased item delivered under retention of title.

7. The Contractual Partner shall also assign to ESCO the claims for securing ESCO's claims against it which arise against a third party through the connection of the delivered goods with a property.

8. ESCO undertakes to release the securities attributable to ESCO upon the Contractual Partner's request if the realizable value of the securities exceeds the claims of ESCO to be secured by more than 10%; the selection of the securities to be released shall be subject to ESCO's discretion.

§ 11 Right of Revocation of the Consumer

1. If the Contractual Partner is a consumer (i.e. a natural person submitting the order with a purpose not attributable to the commercial nor independent professional activity of such person), such person shall be entitled to a right of revocation in accordance with the legal provisions.

2. Right of revocation:

Revocation instruction

Right of revocation

The Contractual Partner being a consumer shall be entitled to revoke the contract within fourteen days without stating reasons.

The revocation period shall be fourteen days as of the day on which the Contractual Partner or a third party designated by the Contractual Partner who is not the forwarder took possession of the goods.

If the contract is for several goods which the Contractual Partner as consumer ordered within a uniform order and which are delivered separately, the revocation period shall be fourteen days as of the day on which the Contractual Partner or a third party designated by it who is not the forwarder took possession of the last goods.

In case of a contract on the delivery of goods in several partial shipments or units, the revocation period shall be fourteen days as of the day on which the Contractual Partner or a third party designated by it who is not the forwarder took possession of the last partial shipment or the last unit.

In order to exercise its right of revocation, the Contractual Partner shall notify ESCO via

ESCO CZ PRODUCTION s.r.o.
Blatenská 267
38731 Radomyšl
Czech Republic
E-Mail; info@escogroup.eu
Phone: +420383 411 211
Fax: +420383 411 210

by means of a clear declaration (e.g. a letter sent by post, telefax or e-mail) on the Contractual Partner's decision to revoke the contract. The Contractual Partner can use the attached sample revocation form which is not statutory, however.

To comply with the revocation period, it is sufficient that the Contractual Partner sends the notice on its exercise of the right of revocation before expiry of the revocation period.

Consequences of Revocation

If the Contractual Partner revokes this contract, ESCO shall repay to the Contractual Partner all payments ESCO received from the Contractual Partner, including delivery costs (except for the additional costs arising from the Contractual Partner choosing a delivery type other than standard shipment offered by ESCO at the most favorable price) without any delay and no later than within fourteen days as of the day on which ESCO received the notice of revocation of the contract.

For such repayment, ESCO shall use the same means of payment which the Contractual Partner used in the original transaction, unless it was explicitly agreed otherwise with the Contractual Partner; in no case will fees be invoiced to the Contractual Partner in connection with such repayment.

ESCO can deny repayment until ESCO has been returned the goods or until the Contractual Partner delivers proof that it has resented the goods, whichever is earlier.

The Contractual partner shall resend or return the goods to ESCO without any delay and in any case within fourteen days as of the day on which it informed ESCO on the revocation of this contract. The time is complied with if the Contractual Partner dispatches the goods before expiry of the time period of fourteen days.

The Contractual Partner shall bear the direct costs of return of the goods.

The Contractual Partner must pay compensation for any loss of value of the goods only if such loss of value is attributable to handling of the goods not necessary for examining their quality, characteristics and functioning.

- End of the revocation instruction -

3. Sample revocation form (if the Contractual Partner intends to revoke the contract, please fill this form and return it to ESCO)

To:
ESCO CZ PRODUCTION s.r.o.
Blatenská 267
38731 Radomyšl
Czech Republic
E-mail; info@escogroup.eu
Phone: +420383 411 211
Fax: +420383 411 210

Hereby, I/we (*) revoke the contract entered by me/us (*) on the purchase of the following goods (*) / performance of the following services (*) [please provide a detailed description so that we can clearly identify which goods/services the revocation refers to]

- ordered on (*) / received on (*)
 - name of the consumer(s)
 - address of the consumer(s)
 - signature of the consumer(s) (only if notice is provided on paper)
- date

(*) Delete as applicable.

4. There is no right of revocation regarding the delivery of goods which is not relevant for their manufacture or individual selection or use by the consumer or which are clearly customized for the person of the consumer or for contracts on the delivery of sealed goods which are not suitable for return due to health protection or hygiene if their sealing was removed after delivery.

5. To the extent the Contractual Partner as consumer exercises its right of revocation, it generally has to bear the costs of return shipment and, if it is a contract entered into by a telecommunication means, it shall bear the costs of return shipment if the goods cannot be resented via the normal postal system due to its character.

§ 12 Copyright

All texts, images, company trademarks and other contents on the ESCO website are protected by copyrights. Any change, further processing and use shall not be permitted without ESCO's express approval.

§ 13 Data Protection

1. ESCO processes personal data of the Contractual Partner for the following purposes: for order handling, during visits to the website, contract performance and its own marketing purposes. For such purposes and subject to further conditions under this information, the Contractual Partner provides ESCO its consent to the processing of its following personal data: First name, surname, residential address, identification number, VAT number, e-mail address and , all of it for an unlimited time. Personal data is processed in automated electronic form or in non-automated printed form. ESCO is entitled to engage third parties as processor for processing of the personal data.

2. The Contractual Partner shall be entitled to have its personal data corrected, deleted or limited or maintained in accordance with the principles of data transmissibility to the extent the legal provisions for this have been fulfilled. If the Contractual Partner believes ESCO or the processor engaged by it manage the personal data in a manner incompatible with the protection of the Contractual Partner's private or personal life or in an unlawful manner, in particular, if personal data is not accurate, taking into consideration the purpose of processing, it can:

- a) request an explanation from the administrator or processor
- b) demand that the administrator or processor rectifies the defective state. In particular, it can be about blocking, correcting or removing the personal data.

If ESCO does not fulfil such demands, the Contractual Party shall be entitled to consult the regulatory authority (Úřad pro ochranu osobních údajů) based in Prague.

3. The Contractual Partner shall be entitled to revoke any approval related to data protection granted to ESCO at any time with effect for the future.
4. Personal data of the Contractual Partner will be processed by ESCO employees entrusted with such duty or by the processor who entered into a contract on processing personal data with ESCO. The processor shall ensure protection of the personal data of the Contractual Partner.
5. Personal data of the Contractual Partner shall not be provided to third parties except for the contractual processor and a service provider engaged with arranging for or performance of transportation with the purpose of performing the contract.
6. The Contractual Partner shall be entitled to access to its own personal data and to correction thereof.
7. The Contractual Partner shall grant its personal data on a voluntary basis.

§ 14 Place of Jurisdiction, Governing Law

1. To the extent the Contractual Partner is a merchant, the place of business of ESCO in the Czech Republic at the point in time of the initiation of the court proceeding shall be the place of jurisdiction.

2. All contracts between ESCO and the Contractual Partner as well as all legal relationships in connection therewith shall be subject to the respective applicable law of the Czech Republic.

3. If performance takes place in the Czech Republic and if the Contractual Party is a consumer, the extrajudicial settlement of disputes under consumer law shall be subject to the competence of the following authority: Česká obchodní inspekce based at Štěpánská 567/15, 120 00 Prague 2, identification no.: 000 20 869, internet address: <https://adr.coi.cz>. The platform for extrajudicial online settlement of disputes available at the internet address <http://ec.europa.eu/consumers/odr> can be used by the Contractual Partner for the settlement of disputes between the purchaser and the seller arising from the purchase contract. The European Consumer Centre of the Czech Republic (Evropské spotřebitelské centrum Česká republika) based at Štěpánská 567/15, 120 00 Prague 2, internet address: <http://www.evropskyspotrebitel.cz> is a point of contact under the Directive (EU) No. 2006/2004 and the Directive No. 2009/22/EC

§ 15 Severability Clause

1. If one of the above provisions and regulations is not valid, the closest valid regulation in the interest of ESCO shall be applicable.

Radomyšl, 2020