

floor protector FAQ's

stairbox

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FAQ – Question Catalogue:

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Question:

Is working with the stairbox complicated?

Answer:

A measuring instrument from which you want the highest performance in terms of accuracy and needed reliability, certainly dictates a short familiarisation period.

You will certainly have the required confidence, latest after the **personal training session** with us that you look forward with pleasure to your next stair measurement.

Fast – sure - easy, that is our motto

Even if you have not worked with the stairbox for several weeks, you will easily and quickly find your way with our intuitive to use program and technology.

And besides, we're still here for you and are happy to help!

- with a detailed and Illustrated manual
- short film as introduction
- remote service via internet

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Question:

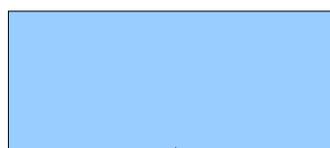
Which step forms can **be** measured with the stairbox?

Answer:

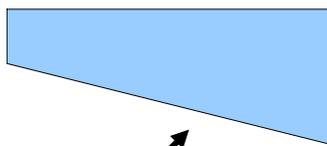
A few examples...

- + Steps of all types with straight step edges
- + Steps with visible and straight step edges
- + all straight or winder step types
- + Steps with angled or rounded cut indentures
- + winder block steps with straight step edges
- + straight block steps with visible side edges

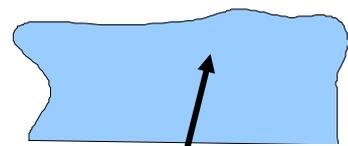
Step forms



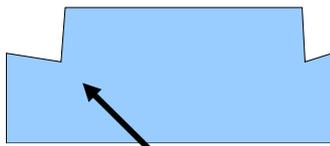
straight step front edge



winder tread



curved



angle



rounded step side

Question:

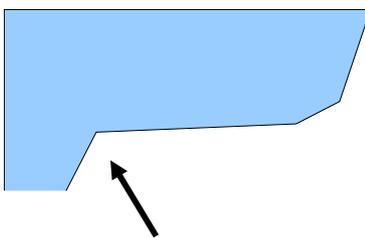
Where is the use of the stairbox unsuitable for measurement?

Answer:

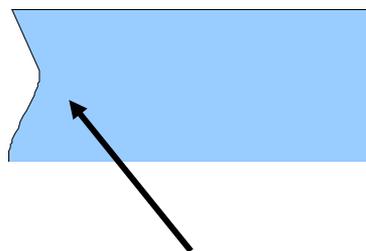
A few examples...

- Steps with visible edges and strong internal roundings
 - a tight radius can not be cladded with parquet
- Steps with bends on the step front edge
 - curved step front edges can not be made
- Steps with rounded step front edge
 - rounded step front edges can not be made

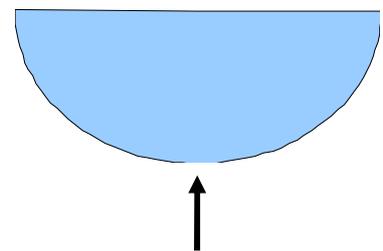
Step forms



step with bends
step front edge



visible rounded step sides



round step front edges



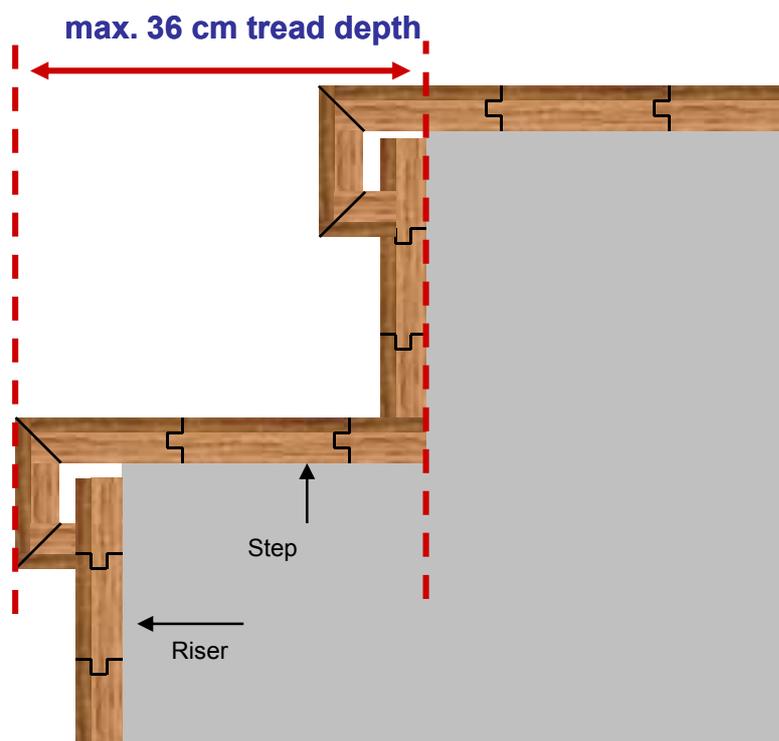
Question:

What is the depth of a standard step?

Answer:

A standard step has a tread depth of **up to 36 cm**.
Greater sizes will incur a surcharge (upon request).

Example:





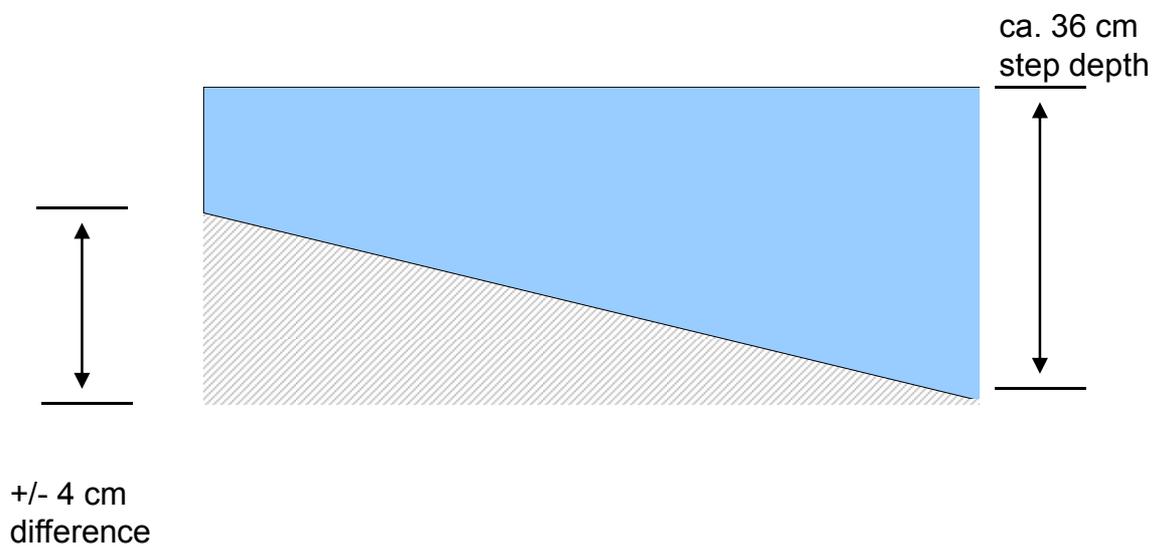
Question:

From where does a winder step begin?

Answer:

A winder step starts from an edge difference **of more than 4 cm** as measured from the left step edge and then the right step edge.

Example: Step depth right = 36 cm
Step depth left = 32 cm
Difference = 4 cm





Question:

Do you have examples of lateral stair edge trim?

Answer:

To give you a better idea of our capabilities, we gladly present for clarity some examples of what we can do.

The least visible side edge of a step = the total material thickness of the step (parquet + foundation).

Or – the step side edge cladding will be made the same as how you select for the step front edge i.e. 40 mm thick.

Example:

15 mm Parquet without HDF under construction = 15 mm visible side edge

11 mm Parquet +3 mm HDF under construction = 14 mm visible side edge

9,5 mm Parquet +3 mm HDF under construction = 12,5 mm visible side edge



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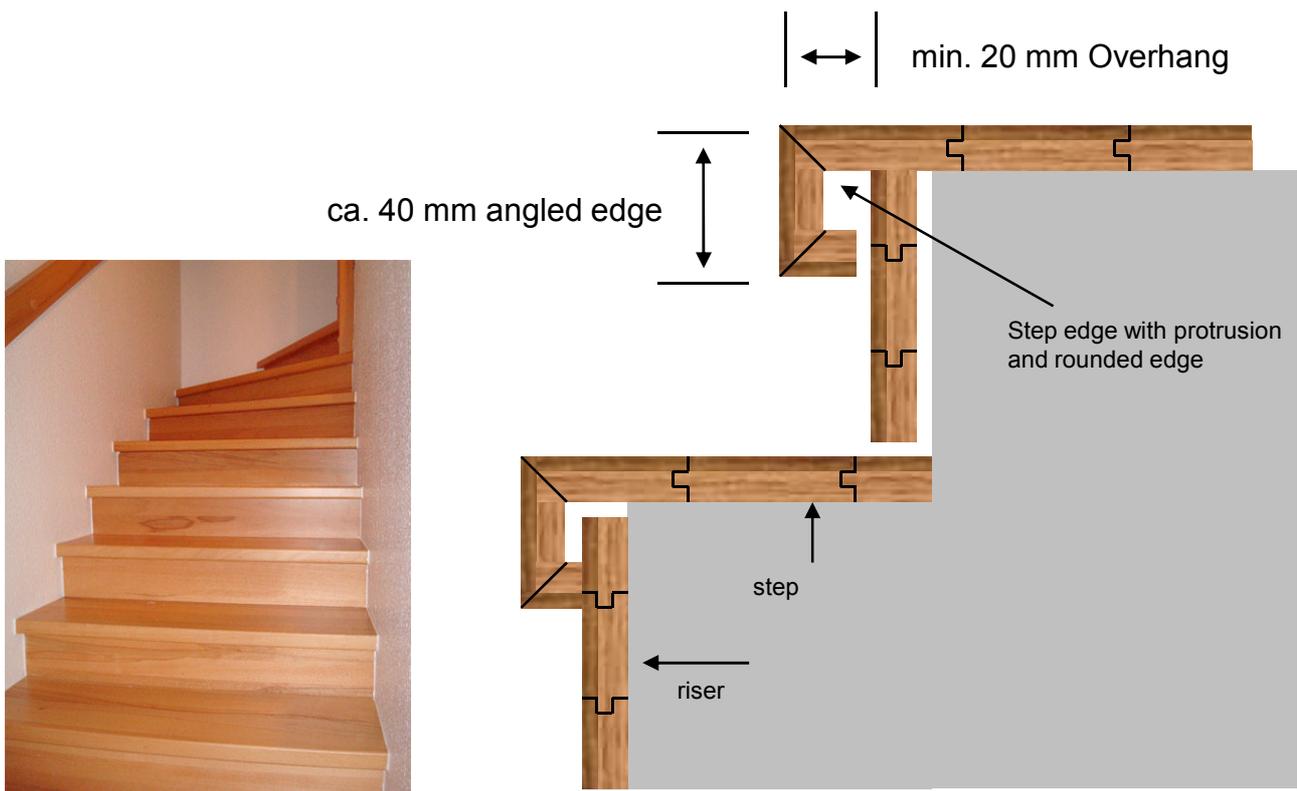


Question:

Do you also offer step edges with projection?

Answer:

We are happy to offer a classic step version of the so-called stair nose with overhang. Thereby the step is constructed of multiple rows of parquet laid together and folded twice at the step front edge (each at a 90° angle).



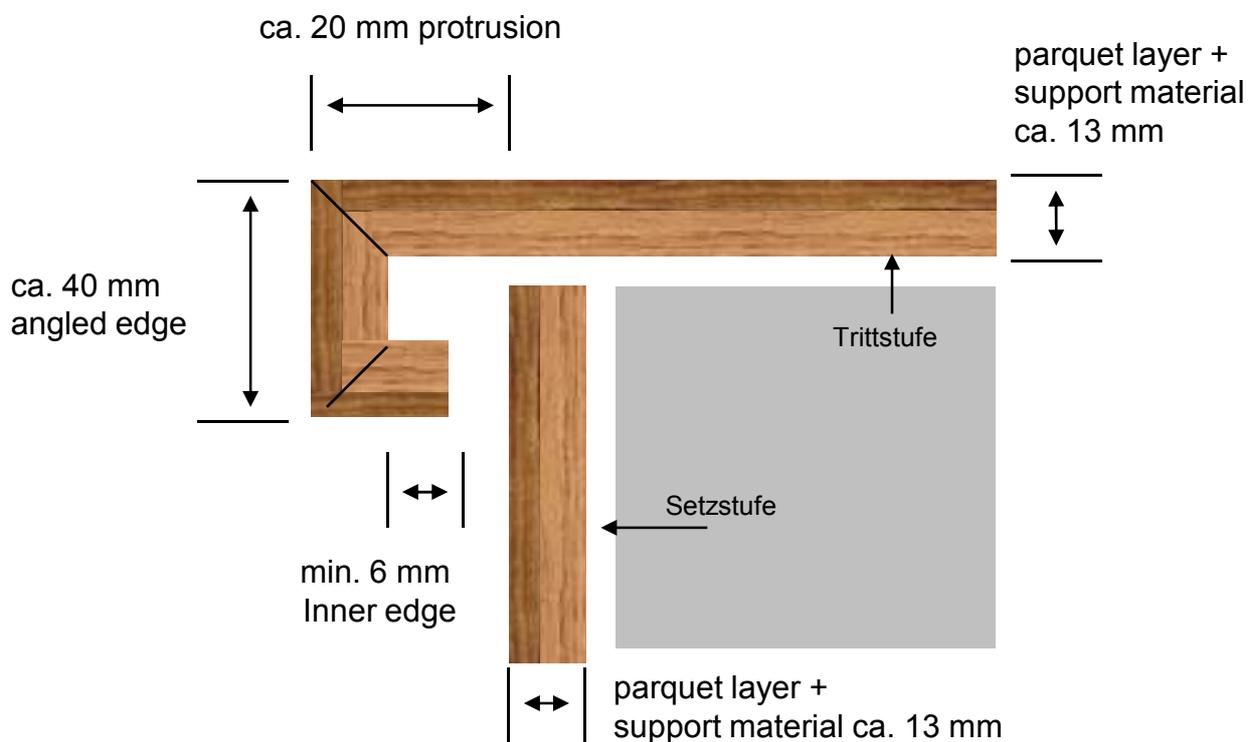


Question:

What is the composition of the step protrusion?

Answer:

The construction of our step edges with an overhang is structured as shown below. Here, the step is made from several rows of parquet and then folded twice at the step edge (2 x each at a 90° angle). This results in our stair nosing with **standard-overhang/protrusion**.





Question:

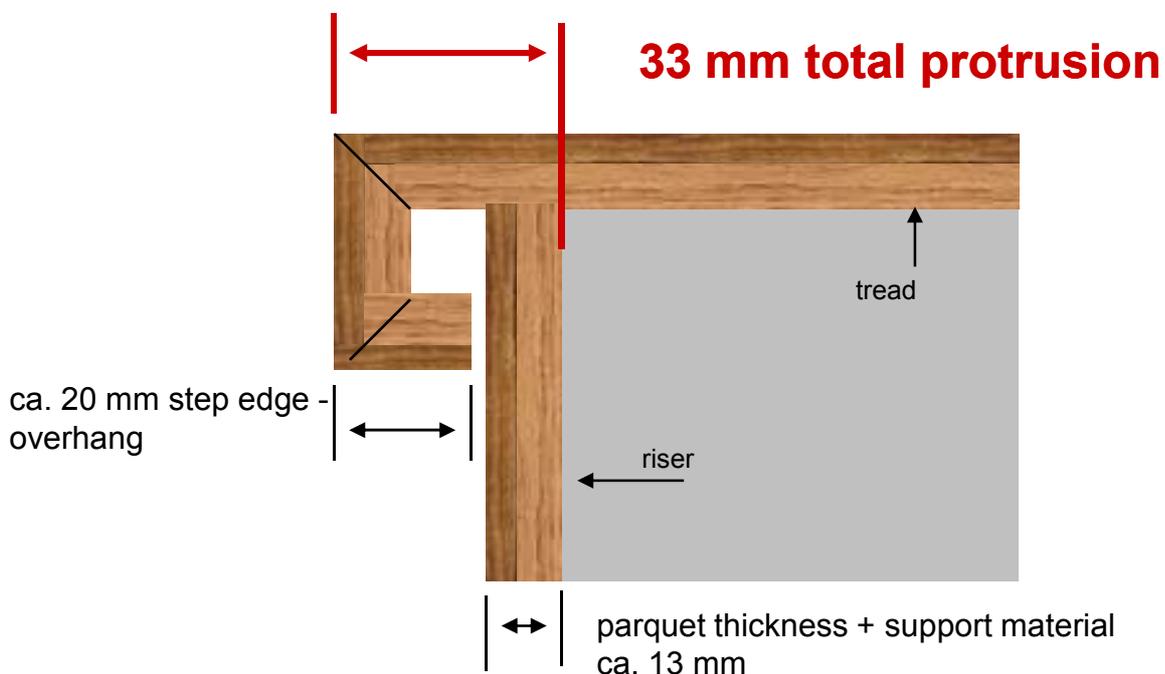
How is the step projection calculated?

Answer:

The construction of our stair nosing with an overhang is calculated as described below. The stair edge - protrusion (min. 20 mm) is added to the riser including the parquet thickness (i.e. 10mm) and the support material (at least 3mm). This results in the overall protrusion which is registered in the **Project Properties** as step front edge overhang.

Example Calculation:

Stair overhand 20 mm + parquet thickness of the riser 10 mm + support material of the riser 3 mm = **33 mm**



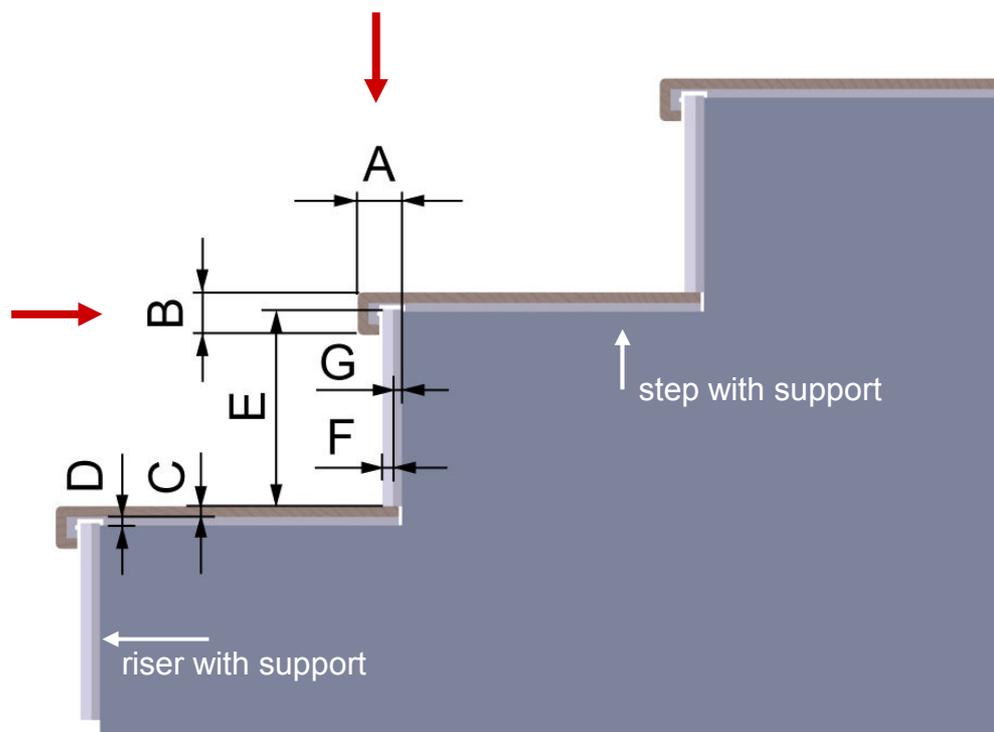


Question:

Why is the step projection needed?

Answer:

The so-called **Step Edge Protrusion** is necessary, for example, to cover the inserted riser and to form the classic **step edge nose**". Hereby, the **step** is made of several rows of joined parquet and folded twice (each time with 90° angle) around the step front edge (incl. support). This results in a **stair edge protrusion (A)** of at least 20 mm and a **stair edge height (B)** of 40 mm.





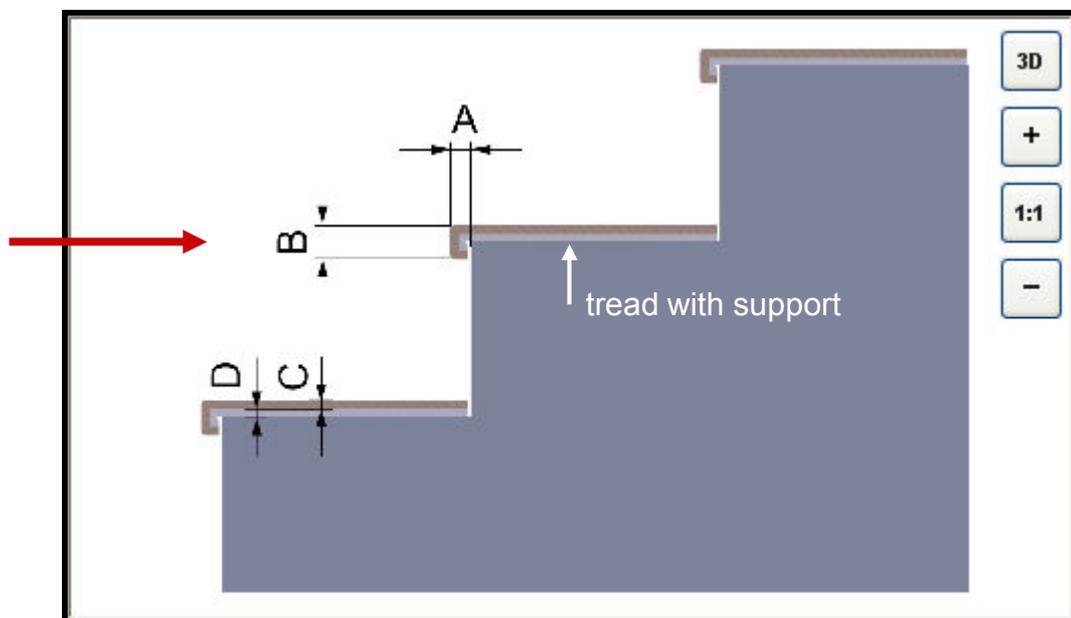
Question:

How **thick** can a step be manufactured?

Answer:

The so-called **stair edge height** is design with a standard of 40 mm and thus corresponds to the classical step edge „nose“. On special request, it is also possible to make a stronger thickness such as 60mm and thereby create a plank appearance that can be made without a riser. This desired thickness should be entered in **Project Characteristics** in the mask „**Remarks**“ as a special request.

Please contact us with details, we will gladly provide you with a quote.





Question:

Can we also order the risers?

Answer:

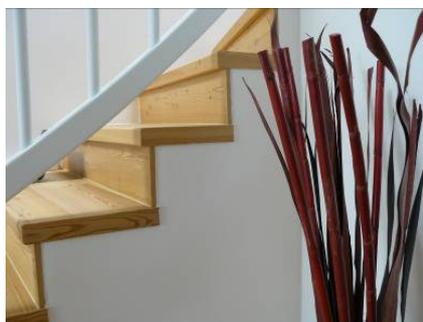
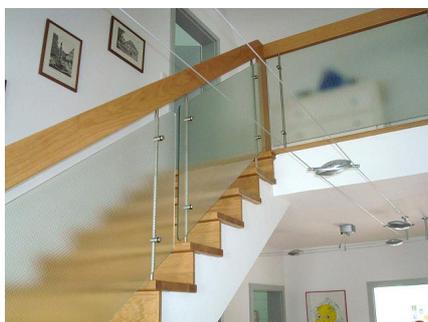
We will gladly supply you a matching **riser** to the requested step.

Enter in our **stairbox measurement-Software** in the mask Product Characteristics „**risert/fascia board**“ the necessary number of risers and determine on site the required riser height.

We will make a riser to match each measured step. Thanks to an **additonal 50 mm reserve** in the length, you can fit the riser with ease on site.

How to measure a riser correctly is explained the FAQ „**How is the riser calculated correctly**“.

We are gladly available for any questions or special requirements.



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Question:

How is the riser calculated correctly?

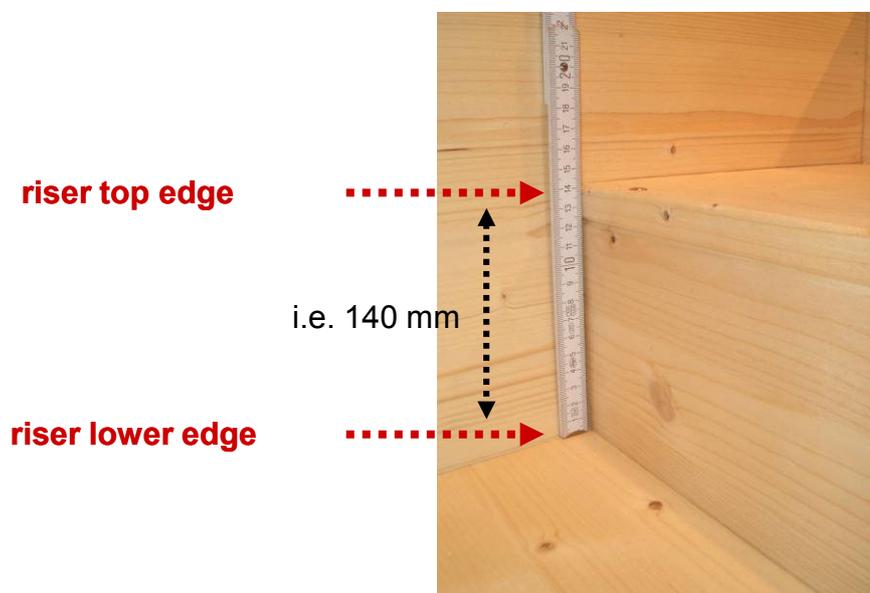
Answer:

The so-called **Riser** is calculated as follows:

Place the meter stick on the lower tread surface (raw tread without covering). Measure with the meter stick until the next riser to edge (raw tread without covering). The height less the desired parquet material (incl. Support) gives the riser height.

Example:

Measured riser height 140 mm – parquet material 14 mm (11 mm + 3 mm support) = **126 mm required riser height**





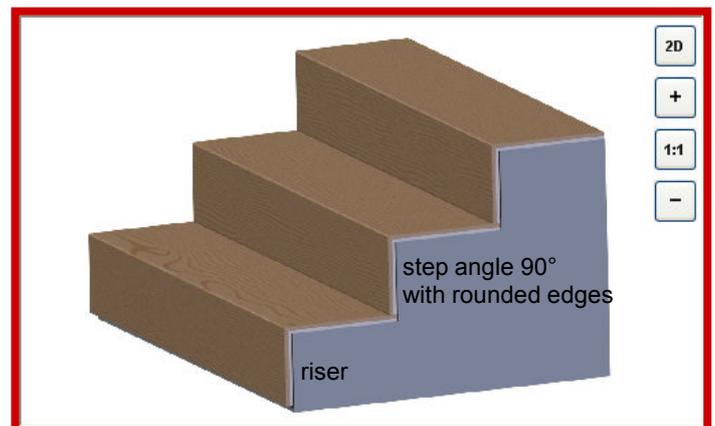
Question:

Are modern block steps offered?

Answer:

We will be glad to offer you a modern step version of the so-called block step. Here, the **tread** is made from multiple of rows of combined parquet and folded around the edge of the tread edge (90° Angle).

The **riser** will be delivered in accordance with your length information also in a multiple row combined parquet with a length extension (ca. 5 cm) and a width extension (ca. 3 cm). This will also an optimal fit of the risers on site.





Question:

How are block steps delivered and installed?

Answer:

The block step is delivered in two parts. The **Tread** is composed of multiple rows of combined parquet produced with a complete step edge (90° angle) including a groove connection.

The **Riser** is supplied according to your provided lengths also made from multiple rows of combined parquet and with a length excess (ca. 5 cm) and width excess (ca. 3 cm) including a tongue connection.

This way you can join both parts and fit the complete step optimally on site. Just glue it and finished!





Question:

Are block steps with visible side edges available?

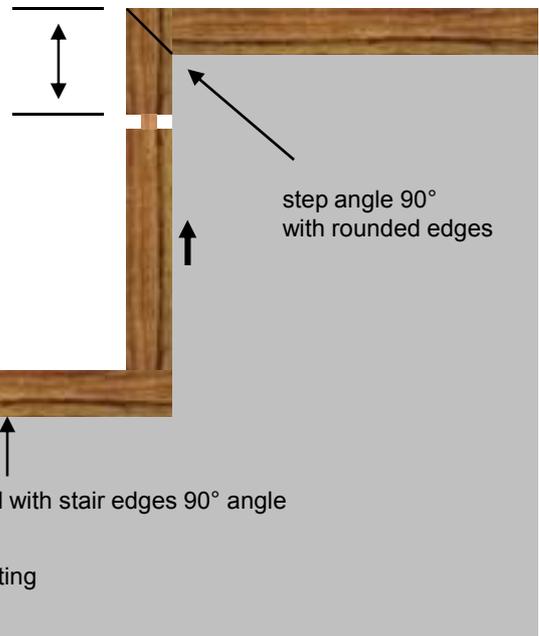
Answer:

We are pleased to offer you a modern step version of the so-called block step. Here, the **Tread** is made of multiple rows of combined parquet and the tread edge is folded (90° angle).

A finishing of the side visible edges – provided that they have straight edges – is possible for a surcharge. See our price list. We will gladly discuss possibilities with you.



ca. 40 mm angled edge





Question:

Can block treads also have a „**round**“ visible side edge?

Answer:

No – the production of a block tread with a **visible - rounded side edge** is not possible for us!

We have no possibility to take a straight piece of hardwood and form it into this visible indenture.

visible round tread sides





Question:

Are block steps also available for „**curved**“ stairs?

Answer:

Yes – the production of a block step with **winder step forms** is possible!

Enter in the mask **Project Characteristics** your wish for „Block steps“ and create a measurement.

Please observe!!

A processing of the visible side edges of a winder block step is **not** possible for us.





Question:

What does a visible side edge with protrusion look like?

Answer:

The construction of our visible side edge with overhang is made matching to the step front edge.

Thereby the step side edge overhang (min. 20 mm). This results in a total protrusion, that is entered **in den project characteristics** as Tread or Step edge protrusion.





Question:

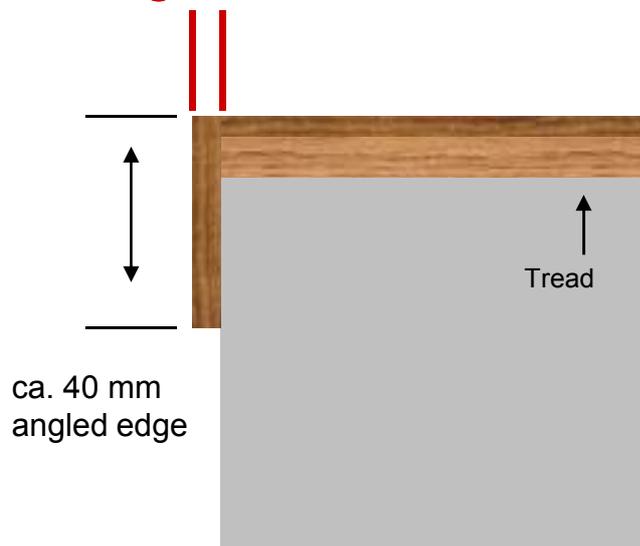
What does a side edge look like?

Answer:

The construction of our visible side edge is made matching in height to our step front edge..

For this, the side edge is glued with the cover layer thickness (ca. 3-4 mm) of the processed parquet.

**visible
side edge 4 mm**





Question:

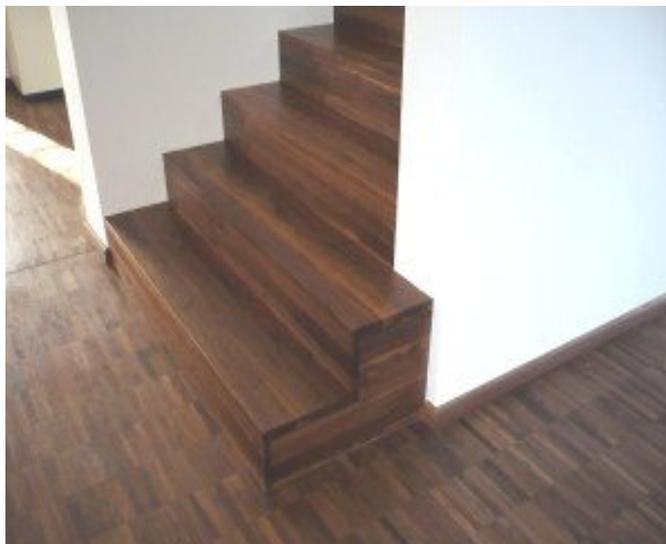
Can I order a step with 2 or 3 sides cladded?

Answer:

Straight and freestanding stairs are a particular challenge by construction. With the stairbox we measure the dimensions of the steps and the exact dimensions of the riser height. In the mask „project comments“ there is sufficient space for all special explanations on how the steps should be made.

Measure the desired side edge processing completely and make a sketch with a photo, so that any queries can all be discussed in detail.

We will gladly provide you with a quotation to help in making your decision.





Question:

Can landings be offered?

Answer:

Large connecting platform surfaces with a side length **greater than 100 cm x 100 cm**, are fitted with parquet on site. The conversion of our production facility for making such large single dimensions would be too extensive and the logistical risk too high.

The solution:

Enter your measurement of the tread edge width of the step on the platform. For this tread edge we supply only the step edge that we have produced, which you can fit on site.

tread edge width



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Question:

Can the stairbox also measure angled steps?

Answer:

The stairbox **cannot take measurement** by very zigzag step shapes. The angled corners cannot be reached by the measurement pin. **In addition we cannot manufacture steps with angled front edges.**

Solution:

The measurement with the stairbox is done in this case so that in the space for additional comments, these steps are described with the extraordinary length and step depth measurements (measured using the traditional form). The necessary shapes for the step must be made with a mitre cut and the step must be made to fit on site .

You can speak to us, when a prospective customer wants a winder stair construction. Together, we can create an attractive quotation.





Question:

How can an angled step be production on site?

Answer:

The stairbox **cannot be used by measurement** on winding step front edges. We cannot produce a winding step front edge! We produce a tread nose with „excess dimension“ – so that you can adjust the tread on site.

Solution:

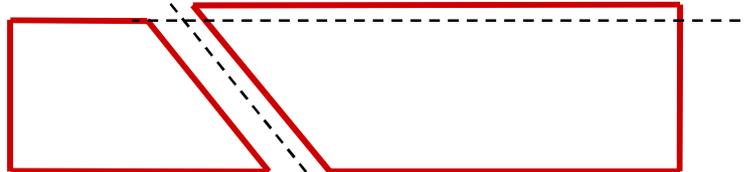
Step 1

Order tread with oversize



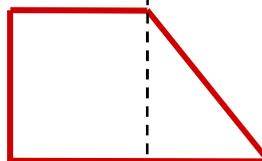
Step 2

Transfer angle and cut off



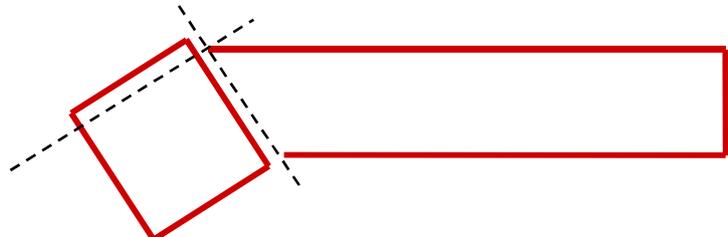
Step 3

Match Corner pieces, create new groove and insert blind tongue



Step 4

Glue the tread in place





Question:

How is the surface of the steps sealed?

Answer:

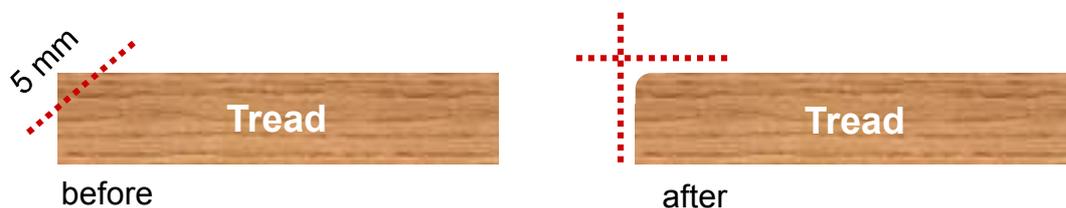
We should receive the identical parquet wood floor for production of steps as what you are using for your parquet installation.

That means that we will use the same material for step production as what you have offered your client for the flooring.

The benefits are:

- identical parquet
- matching colour shade
- indistinguishable surface appearance

In order to best protect the step edge, it is produced with a **chamfer radius of 5 mm** (rounded) This edge processing is performed very precisely and receives a finish sanding in our factory. Dependent upon the particular order, we give a process finishing touch with suitable staircase lacquer or oil systems.





Question:

What is the difference between a contour and a point measurement?

Answer:

There are **2** different ways to take stair measurement using the stairbox dependent upon the requirements.

A Contour measurement

for steps with curved side panels and odd longitudinal edges, conspicuous rounded cuts or other curved indentures. The step is **exactly** traced **millimetre increments** with the measurement pin. This is the **best measurement method** – **always use it when possible!**

A Point measurement

For steps with straight side walls and longitudinal edges. The step measurement for example is divided into 4 or 8 measuring points and between every two measuring points a **straight line will automatically connect the two points**. **Fast Method**. Important for visible side edges!

Example:



1. Contour measurement



2. Point measurement





Question:

Can a step be production without a foundation?

Answer:

Basically, a step can be produced without a support construction!

The step support construction with a minimum of 3 mm thickness is made in our production using an MDF panel for 2-layer parquet. It gives a higher stability for the step.

By a step made of 3-layer parquet with a minimum of 15 mm thickness we can use any support or if desired it can be eliminated entirely.

Fundamentally, a support is required for the overall stability of the step and is therefore highly recommended from the perspective of the warranty.





Question:

Can stairs also be made with mosaic or solid parquet?

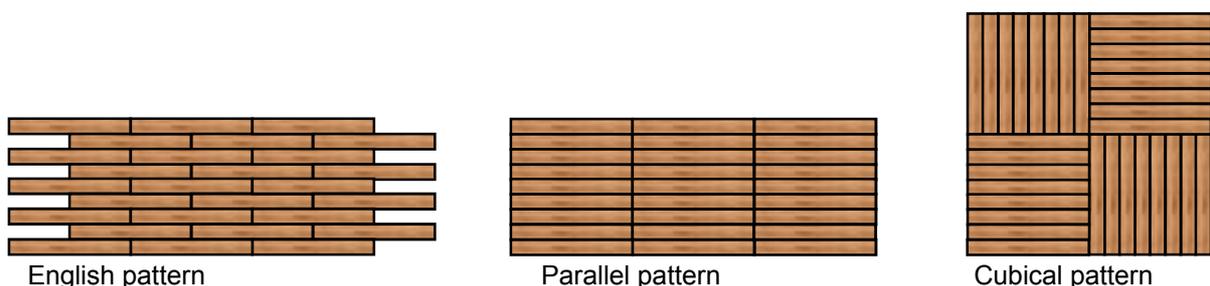
Answer:

Basically, it is technically possible to produce stairs from virtually all floor covering materials.

Mosaic parquet flooring consists of many small panels that need to be glued together at the sides for a stair construction in order to provide a sufficient stability for enduring use. **This process is extremely complex and therefore quite costly.**

Therefore, it is recommended in such a case, to use an alternative construction for example a massive tread.

Contact us when a potential client demands a stair construction based on mosaic parquet. Together, we will provide them with an interesting quotation.





Question:

Can measurement data also be used elsewhere?

Answer:

We developed the stairbox so that could offer our customers and interested parties a first hand quotation for stair construction.

Our conceptual approach with the stairbox currently does not foresee the involvement of other producing companies such as sending them production data.

Conclusion:

Exclusively „Bauwerk“ offers stair constructions that have been measured with the stairbox to include the step production from one company.





Question:

I have several parquet manufacturers in my portfolio, can I also make a measurement for this?

Answer:

Currently in the stairbox data bank you will find the full product range of the flooring manufacturer.

A measurement can naturally be taken. A step production is however restricted to the complete product collection of the parquet manufacturer.

Conclusion:

floorprotector provides a quotation for stairs measured with the stairbox – for products of the parquet manufacturer from first hand.





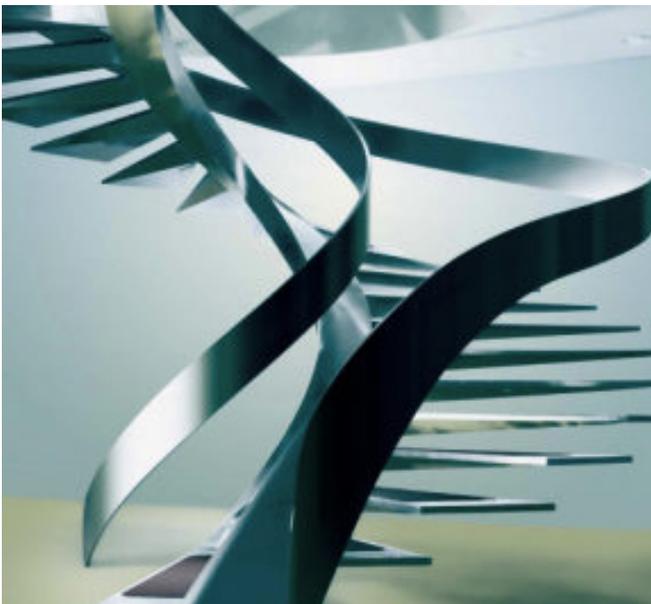
Question:

Can you also measure flat **metal plates** with the stairbox?

Answer:

Basically, you can stably place the stairbox on a straight front edge and take measurement. In order to install steps in or on metal plates with a perfect fit, it is best to have a consultation and a detailed project information including some pictures of the measurement.

We will gladly supply you a quotation



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Question:

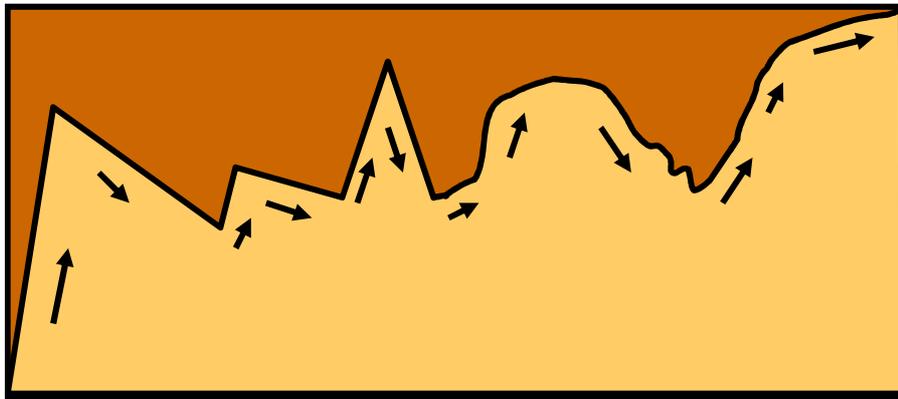
How is the exactness of the stairbox guaranteed?

Answer:

For checking **the accuracy** of the stairbox measurement, there is a so-called **Master measurement**. This master measurement is mathematically exact specified and certified by us.

In our engineering department several test measurements are performed with each stairbox on the master measurement for **Quality Assurance**.

Only when all the data point match exactly is the stairbox released for shipment to you. This ensures maximum accuracy and is **guaranteed by us**.



Master measurement with different angles and curve radius





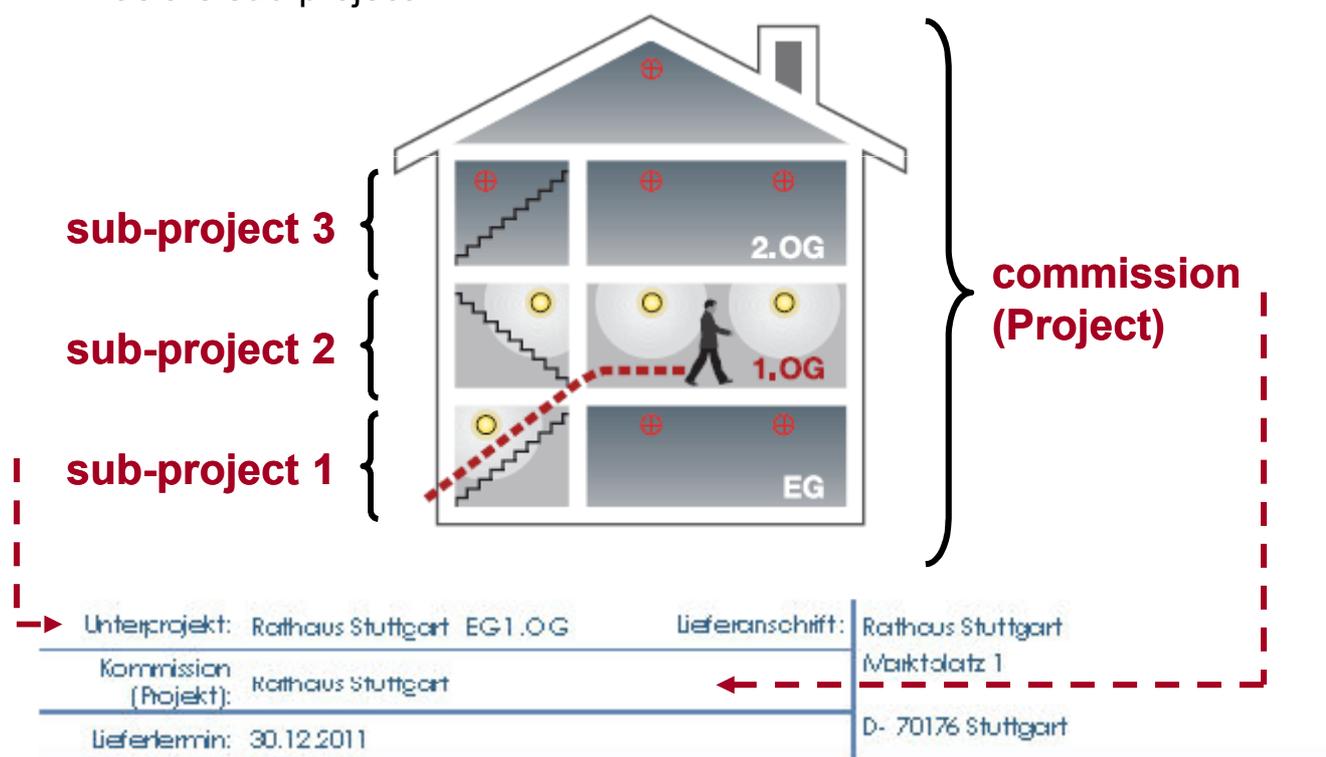
Question:

How is a main project with sub-projects properly organised?

Answer:

In the following example you will see a house = commission (Project) consisting of several levels/ storeys. Each level / storey will be identified as an independent sub-project of the commission (Project) and registered as an independent „New Project“.

The commission (project) will be noted in the PDF Order Form as well as the sub-project.



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Question:

Where do I find the contact person in the project properties „Contact“?

Answer:

Description of the Order PDF address data.

Order Recipient		Contact person and Stairbox customer	
AUFTRAG			
An:	Bauwerk Parkett AG	Von:	Herr Jochen Bischoff
Telefon:	+41 (0)71 747 74 75	Telefon:	+49-711 112233
Fax:	+41 (0)71 747 74 74	Datum:	29.11.2011
Betreff:	Auftrag	Seiten:	3
Unterprojekt:	Rathaus Stuttgart EG-1.OG	Lieferanschrift:	Rathaus Stuttgart Marktplatz 1 D- 70176 Stuttgart
Kommission (Projekt):	Rathaus Stuttgart		
Liefertermin:	30.12.2011		

Name of the commission (Project) and the eventual sub-projects

Delivery address





Question:

Can I order step edges only?

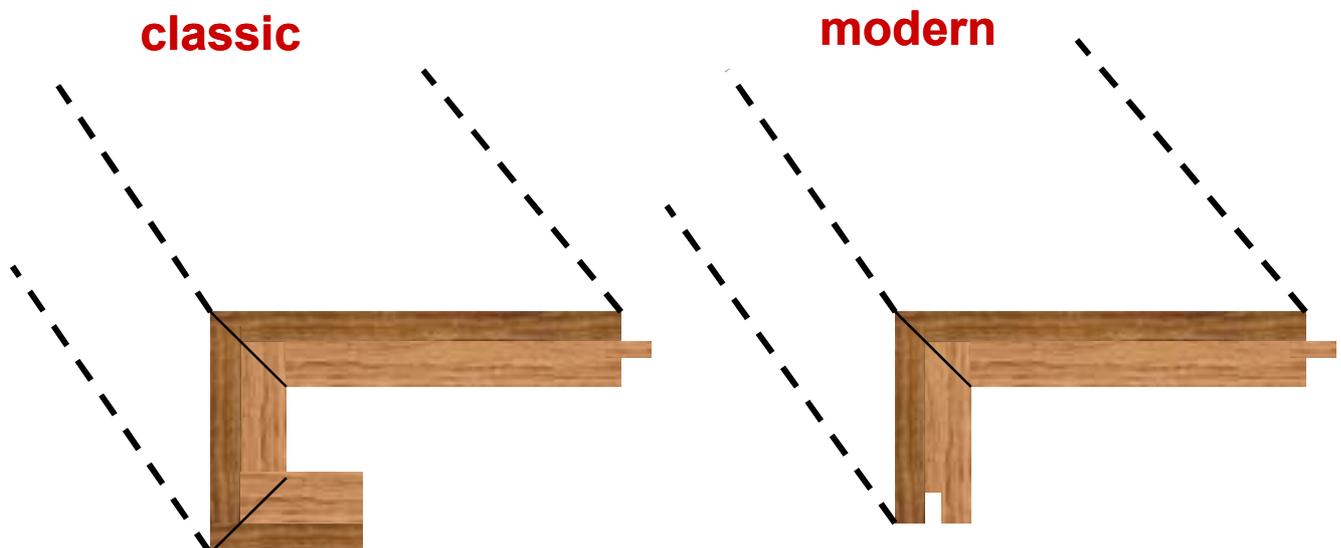
Answer:

Yes,, in Menu Special wishes, Project characteristics, you will find two different stair nosing types that are available: **classic und modern**.

Please fill in the required quantities and desired lengths as well as your desired profile. If necessary, space is available in the „comments field“ for your additional remarks.

classic means step edge with overhang – traditional.

modern means step edge with 90° Angle – Block step!





Question:

How are individual step edges produced?

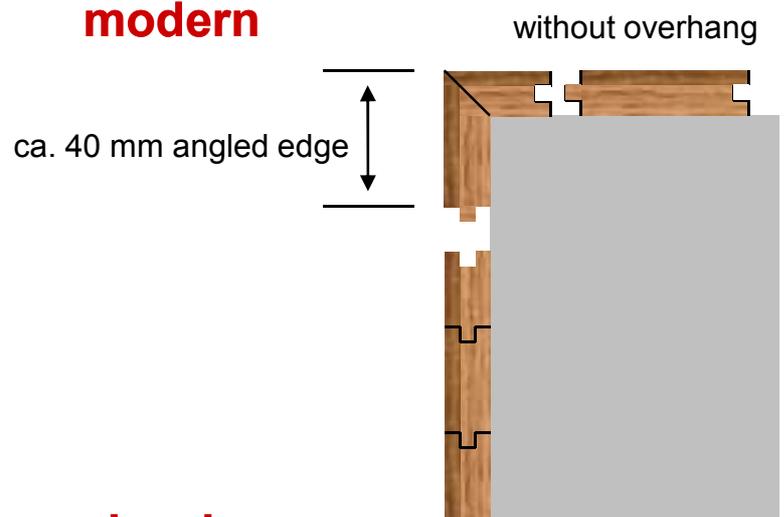
Answer:

The two different step edge profiles - **Modern** and **Classic**, both made from multiple parquet elements.

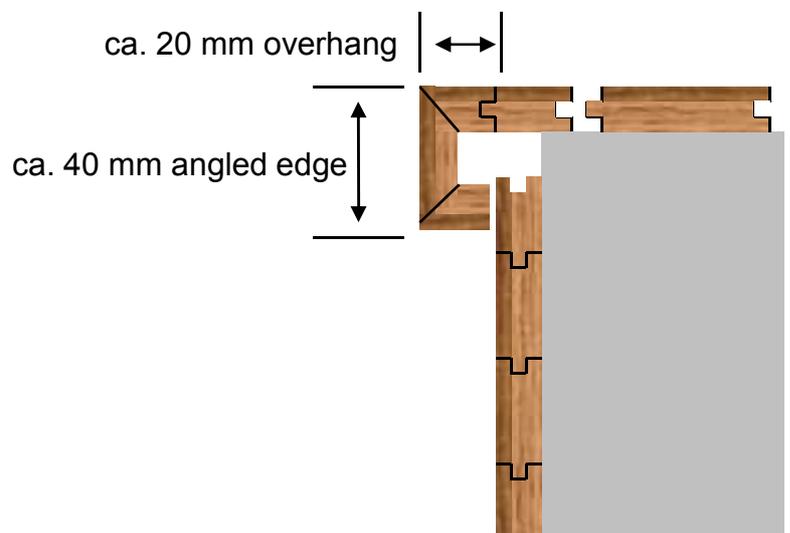
An angle edge of 40 mm height is achieved by back side frasing of the parquet elements and a subsequent folding (90°).

Two plank rows are glued together by narrow parquet elements and then also frased on the back side and then folded.

modern



classic





Question:

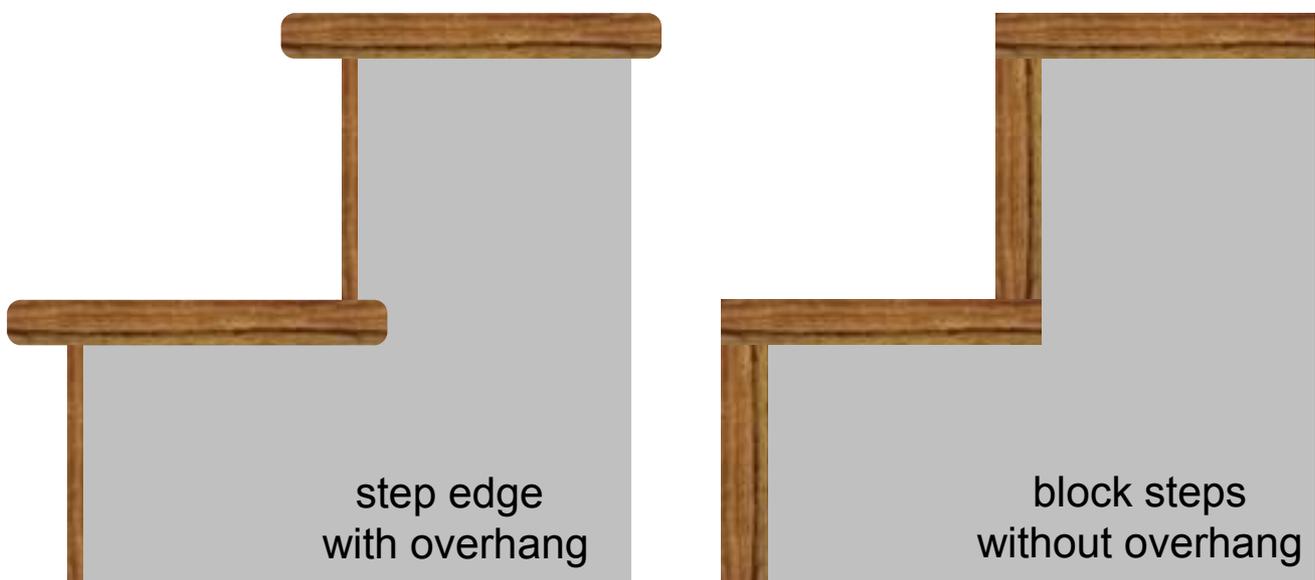
How can I order a riser with edge band?

Answer:

If risers are selected in the project properties, and finds a side edge processing in the step processing, then the production will believe, that the risers will also have visible edges and that a glue on cladding must be added.

The exact measurement of the step width is available, then this is the same measurement for the riser. The riser height is supplied with an excess of about 30 mm, so that the fitting is possible on site.

Nmake a respective remark in the comments section.





Question:

How do you help in urgent cases?

Answer:

It will be our pleasure to be of personal assistance to you on this subject.

Contact us for:

- Consultation on site
- Measurement recommendations
- Events, Presentations
- technical support

C O N T A C T D A T A

fp floor protector GmbH
Außermanzing 28, A-3033 Altlengbach

office@floorprotector.at
www.floorprotector.at
fon.: +43 - (0)2774 - 6747- 0
fax.: +43 - (0)2774 - 6747- 19

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