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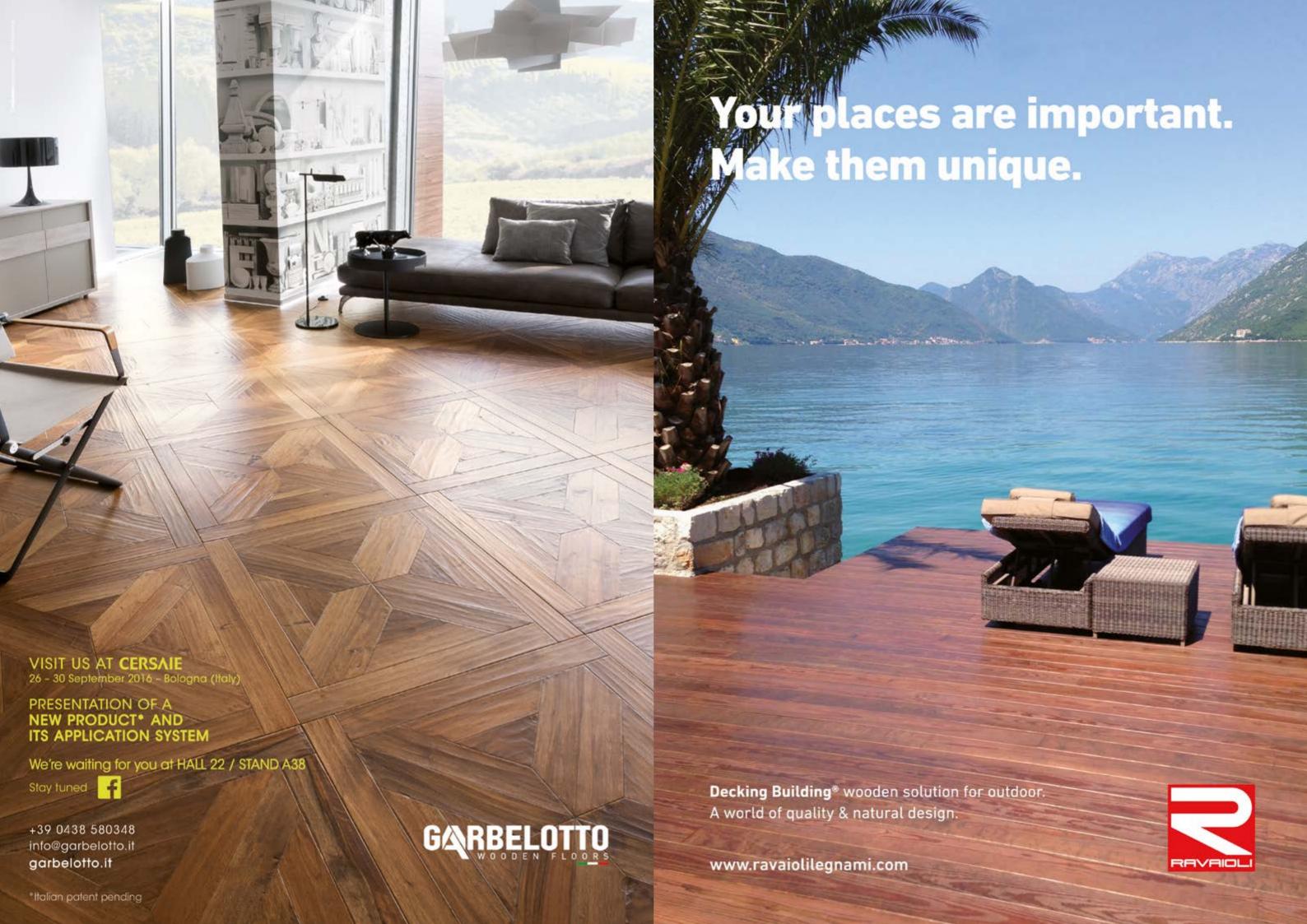
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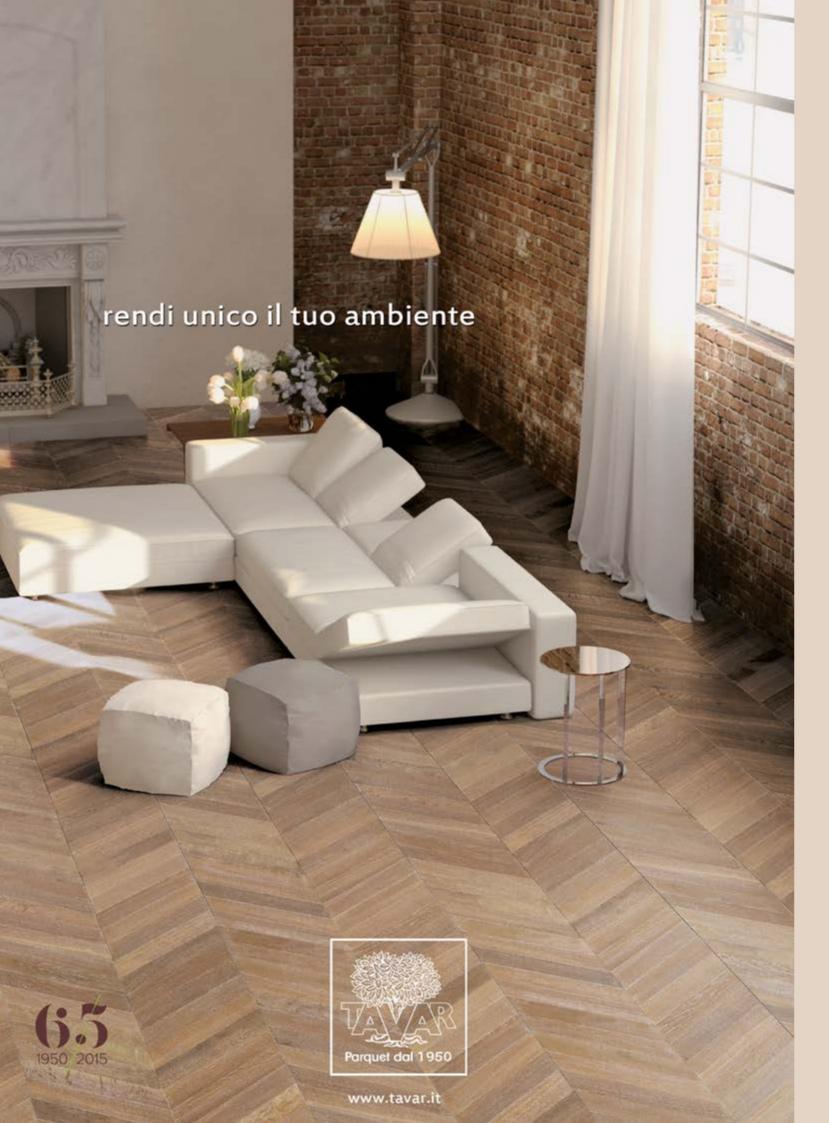
September 2016

The VVOOd experience



















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PROTERRACE

Profiles for terraces and balconies

UV resistant powder coated aluminum profiles designed to finish and protect the edge of tiles installed on terraces and balconies. Proterrace profiles have a vertical section that finishes the edge detail and a built in lower flap that sheds water away from the structure. These profiles have a punched flange to facilitate its bonding to the substrate and optional water draining holes to remove any water that may have infiltrate the coverings and need to be elinated. (Drain Version Only)

COLOUR RANGE

RAL 9010





RAL 7038































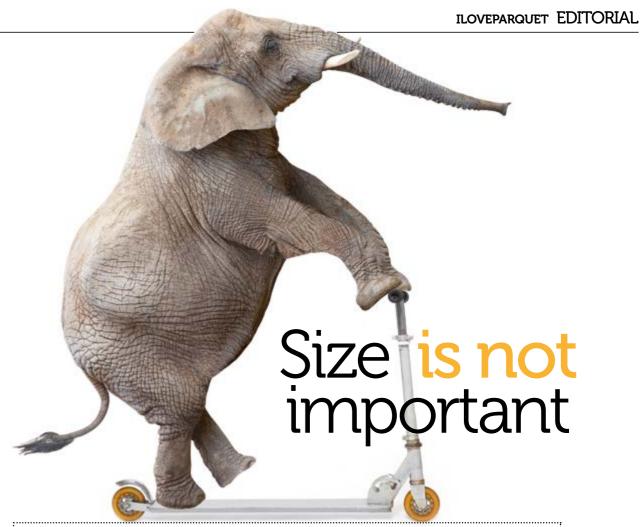




RAL 8019







FEDERICA FIORELLINI

Of course there is an economic crisis (we've been talking about if for years now). For sure, those with broad shoulders feel it less (or so it seems). Certainly anyone who sells large quantities on a widespread market feels it more. But if the only thing that counts is size, the elephant would be the king of beasts. I think the thing to do is be aware of your own strengths and realise that you can be the lion. It's easier said than done, but we still have time. Is it enough just to believe this? I don't think so. We need to strengthen our skills, have a mind open to new opportunities, be flexible and be willing to "suffer", that is to do things that require some effort. Then we also need the humility and desire to form networks, to build broader, stronger shoulders through unity and working towards a common objective. We did it at the Fuorisalone in Milan with the Italian Association of Timber Floor Layers and a group of manufacturers. In the "Parquet Art Gallery" we met the challenge of taking a product like parquet out of its context and presenting it in a new, out of the ordinary way which went beyond the usual

conventions and placements. Parquet (along with everything which is normally used to lay it) became a work of art, rising from floor to wall, to be looked at in close-up, touched and photographed. It was even more successful than expected. I don't know if this means that the manufacturers who exhibited will sell more, but I am sure (and I saw this with my own eyes) that we touched people emotionally. Anyone who passed through Via Tortona 12 during the Salone del Mobile exhibition, will have talked about the experience and become a potential promoter of timber flooring.

Going back to my initial metaphor, I think small can be beautiful in terms of speed and adaptability. So, why don't we try to change attitudes? In I Love Parquet, we have tried. Since 2014, we have been building bridges to unite different skills, suggesting new points of view and sharing experiences through honest and open information, with the objective of increasing the potential in a sector which has all the right cards in its hand to play a major role in the building and interior design market. We are lions!







DISCOVER CHIMIVER EVOLUTION Download now the new APPs





















about woodtech forum egypt

event sponsors

Woodtech Forum

Sports Hall in Ras el Bar - Damietta 26 - 27 November 2016 www.woodtech-forum.com

Woodtech Forum: a meeting point for the professionals of wood

In the city of Damietta, in Egypt, on ovember 26-27, 2016 will take place the first professional event - forum for the wood and furniture industry. WoodTech Forum is the new conference and exhibition for professionals

in wood and furniture that will be held in the center of the Egyptian furniture cluster (72% share of the country's production). In WoodTech forum will take places peeches, presentations and case studies by prominent speakers coming from international institutes and organizations with themes such as: innovation in the wood processing sector and new materials, modern furniture production processes, new sales and marketing methods in accessing new markets, market research on global furniture trends, modern design.



Domotex 2017

Deutsche Messe - Hannover 14 - 17 January 2017 www.domotex.de

Domotex 2017, innovations for carpets and floor coverings

Preparations for Domotex 2017 are already in full swing. Held from 14 to 17 January in Hannover, Germany, the world's leading trade fair for carpets and floor coverings is all about innovations, new trends and new business. And almost eight months out from opening day, demand for display space is looking decidedly strong. "Providers from all around the world will exhibit at Domotex in order to leverage the show's strong international profile and gettheir 2017 business

year off to a promising start - commented Deutsche Messe Managing Board member Dr. Jochen Köckler -. Domotex will once again be true to form as the global innovation driver and flagship event of the carpets and floor coverings industry", he said, noting that around 85 percent of the show's available exhibition space had already been booked. Visitors at Domotex 2017 will be floored by an extensive array of new materials, colors and designs as they explore the rich and varied lifestyle options and modern interior design possibilities presented by the new rugs, textile and resilient floor coverings and parquet, wood and laminate products on display. "Whatever product innovations and collections will be sweeping the market in the coming season, visitors willsee them first at Domotex - remarked Köckler -. This will be impressively evident in all 12 exhibition halls".



The International Surface Event 2017

Mandalay Bay Convention Center - Las Vegas 17 - 20 january 2017 tisewest.com



The International Surface Event: demos, inspiring trends, key manufacturers, industry supback in Las Vegas

The International Surface Event (TISE) is the largest North American event serving the floor covering, stone & tile industries. The International Surface Event is comprised of the Surfaces,

StonExpo/Marmomacc Americas and Tile Expo events. Together, these three world-class tradeshows feature **expo** four impressive days of the newest products, hands-on manufacturers, industry suppliers, along with unmatched education and networking. Held annually each year in Las Vegas, TISE brings together buyers and sellers from all over the world to see the latest products, trends, services and technologies.



Architect@Work United Kingdom

Olympia Exhibition Centre - London 25 - 26 january 2017 www.architect-at-work.co.uk

Architect@Work in UK Architect@Work team is already gearing up for the 2017 edition in London next january. The event represent a unique exhibition concept which focuses on innovation and networking in a trendy and lounge-like atmosphere.

Architect@Work gives the opportunity to get into contact with architects, interior designers, engineering bureaus, project developers, technical services, towns & district councils. Architect@Work London 2017





INSPIRE YOURSELF

AREA DESIGN is our reserved space for those who are searching for inspiration and don't follow trends in order to create them. It is a tool to use every day to find the right idea for plans and projects.



BASSANO PARQUET SRL Via T, Speri. 10 36022 Cassola (VI) - Italy Tel. +39 0424.220726 Fax +39 0424.220942 www.bassano parquet.com info@bassanoparquet.com





MILANO ARCHITETTURA DESIGN EDILIZIA

MADE Expo 2017

FieraMilano - Rho (MI) 8 - 11 may 2017 www.madeexpo.it

MADE Expo 2017: new and bigger

Following on from its successful 2015 edition (1,450 enterprises, of which 279 international firms and over 208,000 attendees, of whom 36,000 from outside Italy), MADE expo 2017 is poised to strengthen its role as the key event for building industry recovery, which in Italy is underway at last. Once again in 2017, four halls combine to create a single overarching specialist system for design, building

MADE Building Envelope and Windows, MADE Interior and Finishings, and MADE Software Technologies and Services.

The fair programme is more appealing than ever, with the return of events that have attracted thousands of industry professionals to the Fair – the BuildSmart arena, the Forum Serramenti, and MADE4Contract for contract business with a focus on finishings and surfaces - along with brand new innovation-led opportunities such as MADE for StartUP, a project that pursues the ambition of uniting creators while fostering innovation in architecture and the construction industry.



Surface Design Show 2017

Business Design Center - London 7 february - 9 february 2017 www.surfacedesignshow.com

Surface Design Show 2017: see, touch, explore

Surface Design Show 2017 is the perfect place to explore the latest trends in surfaces for the built environment. Taking place from 7-9 february at London's Business Design

Centre, over 150 exhibitors will be showcasing the best in exterior and interior surface design giving visiting architects, designers and specifiers the chance to discover the latest trends for 2017.

Since its inception in 2005 the show has become the destination for industry people to see, touch and explore the latest materials, gain new insights and understand how environmental considerations are impacting architecture and interior design.

Wood species: Oak Surface process: Brushed

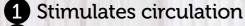


TEOREMA

COME AND DISCOVER THIS NEW MARDEGAN LEGNO MASTERPIECE AT CERSAIE FAIR IN BOLOGNA 26/30 SEPTEMBER 2016 - PAD 22 STAND B6

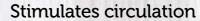


REASONS WALKING BAREFOOT PARQUET



- Relaxes
- 3 Develops muscle
- 4 Is a natural massage
- 5 Is healthier
- 6 Helps healing
- Protects from toxic substances







Relaxes



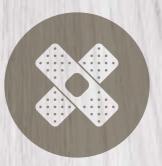
Develops muscle



Is a natural massage



Is healthier



Helps healing



Protects from toxic substances



Show Cooking Edition



Virgola

This stunning wooden designer Knife block from Italian brand Casa Bugatti is a beautifully crafted accessory for the kitchen worktop. Constructed from a curved piece of dark ash wood and plexiglass windows, it includes five high quality forged steel Bugatti Ergo Knives. T www.casabugatti.com

Marmore collection

This precious chopping board is born from the union of marble and wood. Each piece is unique and handmade. In photo Carrara marble and Oak wood.



OH MY Wood in all its forms: energy, character, charm



in this bread bin, features a tough, durable construction, a non-slip base and a high-quality beech lid. www.josephjoseph.com





I love pasta

This rolling pin is a large, straight, wooden cylinder created by two souls: Antonio Arico's "drawings" and his grandfather's "handwork". Photo © f. zaminga

www.antonioarico.com

Kitchen

A modular hanging kitchen with working tops, front panels and unit doors in solid oak - a kitchen that champions the warmth of this timeless material.

www.lago.it

Door mouse

This adorable, squeaky door wedge is ideal for keeping a door open. Made from machined beech with leather tail.

www.alavit.co.uk



Tea Trolley

Natural lacquered birch with white ceramic tiles, rattan basket, white wheels for this Tea Trolley designer by Alvar Alto. www.artek.fi







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Over the last 30 years, we have been producing high-quality products for roofing, foundations and raised floorings. An extensive range of fixed and adjustable supports capable of meeting all kinds of requirements, with a full range of Jack Supports, MegaMart, extensions with millimetre adjusting and interchangeable heads for any type of flooring.

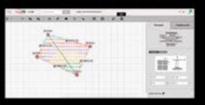
MegaPro is a software that allows you to define your project and calculate the bill of materials of the Impertek supports required for laying your raised flooring.





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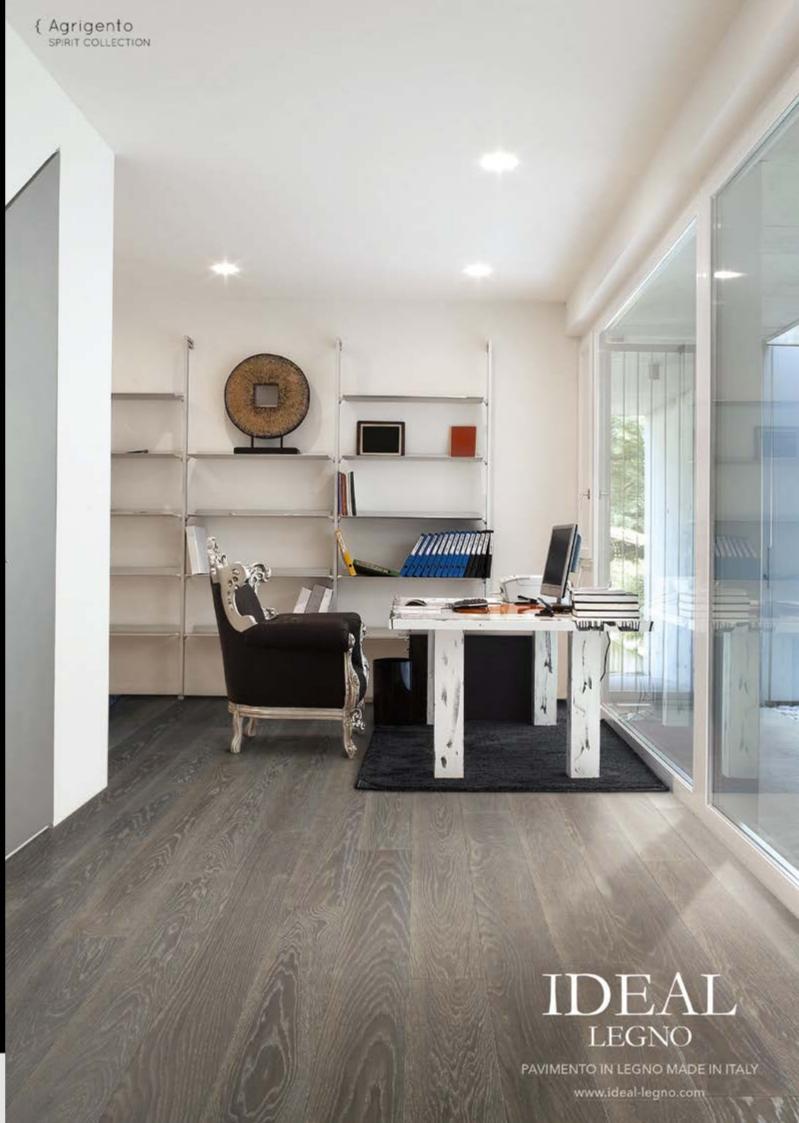






14-17.09.2016 GalaBau 2016 Nürnberg Germany hall 3 stand 3-627





Rêve Parisien - Belle Epoque Collection: the wood as art piece. It's about playing with geometries creating something new, that could attract the consumers, always looking for something that could be special and unique. This collection is realized mixing squared elements framed by narrower planks crisscrossed one to each other creating a particular intersection between the elements. This pattern, made with stained oak, remind the parquet traditionally used in the old Venetian Villas. www.ideal-legno.com

SMALLIS TIENS BIG



«Small dimensions allow to create different combinations and to work with unusual geometries».

Sandro Marigo, Ideal Legno marketing manager, research and development



20202222222

Maybe a little in contrast with the market trends in recent years, we offer a review of small format parquet... To play and experiment with wood, to make the space protagonist









PAGE **31**







Optical Wood

In a period when almost all wooden floors producers offer big format products to "enlarge rooms", Ali Parquets bets everything on small format. The sixties are the starting point: the desire of freedom and the winds of change, miniskirts and hot pants, micro-pois and optical art which makes you see

what is not there. The architects Elisabetta Bartolucci and Michela Sanchi of the co-design studio were inspired by all these features while containing in a fast, simple, clear and concrete message an image which has got all characteristics for becoming iconic, with all the essence of that period but with an extremely modern taste.

The inspiration while projecting the floor is the op art, the art which turns into vision and existential journey, looking for new trends. The surface proposed by the studio offers the perfect optical illusion, getting to the tridimensional depth just using kinds of wood with different colors and finishes.

www.aliparquets.com





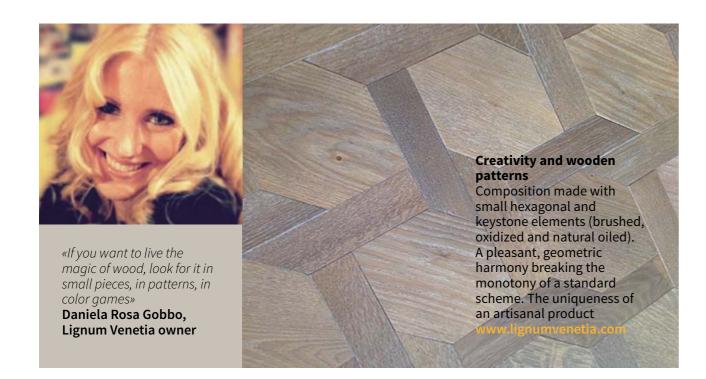
Modus installation layout. Indeed, thanks

«Modus is prefect to say: 'Also little is beautiful'». Elia Bolzan, Friulparchet owner

When choosing a wood floor it is important to consider size of the area to pave that could not be wide and not suitable for big wood tables. So, considering this, Friulparchet have created Modus, two or three layered pre-finished wood floor, having an important but restrained size. Choose of dimensions of this modular wood planks was smartly considered, in order that with this product was possible to have many different possibilities of

installation layout. Indeed, thanks to it multiple dimension between width and length, can be installed at herringbone, perpendicularly, at English way, classical, running or others. Noble layer is made on European Oak from Slavonia, wood specie well known for its beautiful veins, in Unica class, enclosing natural features of wood. All this is enriched by a brushing process, followed by natural oiling or lacquering processes. Modus size is mm 15 x 300 x 600.

www.friulparchet.eu



Small particulars make the difference

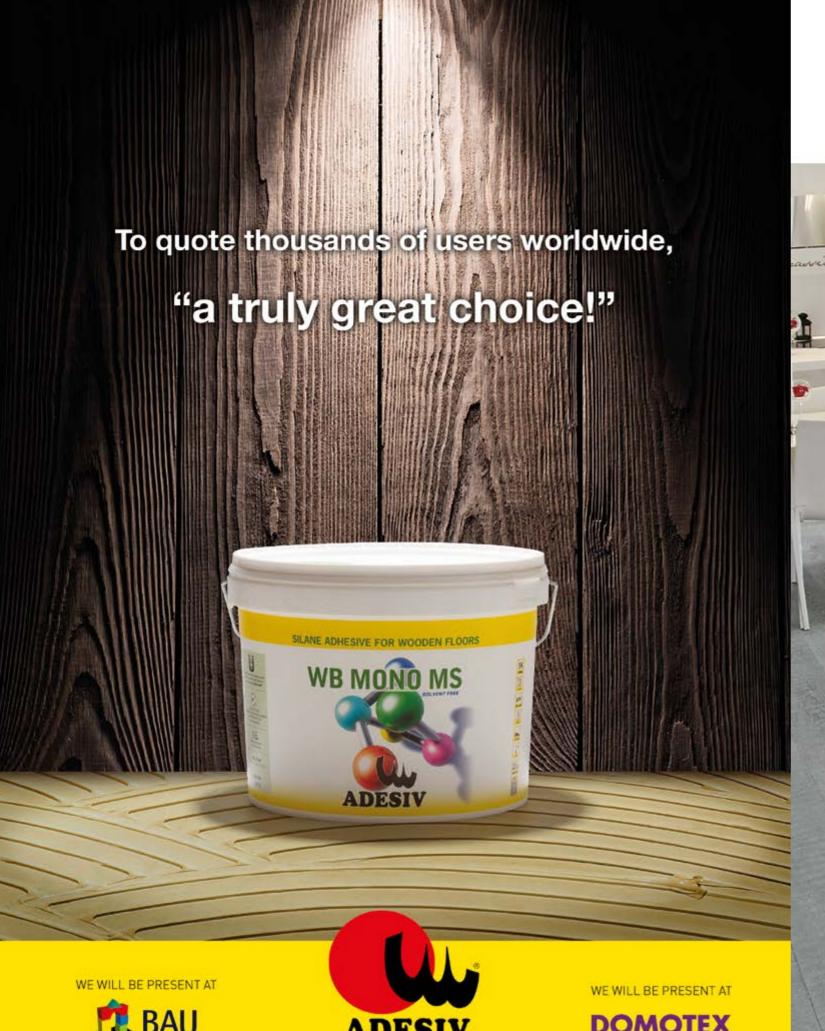
La San Marco Profili is specialized in working with details: well knowing that small particulars make the difference, the firm is accustomed to search for perfection in great detail that however stand out.

The mission of La San Marco
Profili is to harmonize the place without overcome it. Following this thought the company created all its accessories, both veneer and solid, in

different woods and colours. A wide range of products such as Basolino skirting, Quadro skirting, skirting Frames and our Piattina model to offer an ideal solution to satisfy every customer's requeriments. And last, but not least, the new flush-with-thewall system, a skiritng studied for this particular installation system that is able to catch it with an elegance that always distinguishes La San Marco

www.lasanmarcoprofili.com











DOMOTEX











he museum is located on Marseille's seafront next to a seventeenth century stronghold, Fort St Jean. Built upon the Greek and Roman vestiges of the antique city-state, the Fort is charged with history and includes a chapel which dates back the twelfth century.

Rudy Riciotti's classic monolithic design is built around a perfect square; each side of the building is 72 metres. An inner square of 52 metres per side forms the heart of the museum and comprises the exhibition and conference halls. The inner structure, which is composed of steel and glass, has been covered with a delicate ornamental skin of filigreed concrete. The same innovative material has been used to create 308 treeshaped pillars that stand at over 8 metres high and form the vertical structure of the building. This patterned concrete skin opens the building to natural light and views of the sea allowing the marine atmosphere to pervade entirely the inside of the building. Furthermore, the lace veil of concrete on the outside of the building creates intricate shadow patterns that can be seen as "a projection of the bumpy and irregular sea bed" comments Ricciotti. He goes on to say his Museum is, "open to the sea, to draw a horizon where the two shores of the Mediterranean can meet".

The Museum is organised on three levels with an array of exhibitions, an auditorium and a bookstore. The rooftop is a particular feature and is set to become an iconic venue for the city with





beautiful panoramic views of the sea and harbour. At night a lighting scheme designed by Yann Kersalé creates a magical atmosphere with shades of blue and turquoise.

AMERICAN ASH

The top floor roof decking, which spans a width of 24 metres covering an area

of 1600m², is made from heat-treated American ash, supplied by Bingaman and Son Lumber Company in Pennsylvania, USA. The top deck sits along the pedestrian route running through the Museum and across Marseille's historic seafront, so with a constant flow of pedestrians a heavy duty decking solution was essential. "We asked the general contractor to come up with a decking solution that could withstand an average load of 250 kg/m²" explains Tilman Reichert, the project architect. Eric Durand from Roofmart, the contractor in charge of supplying the heat-treated ash decking comments, "The architect was looking for solutions that would avoid him specifying tropical

hardwoods; initially he wanted to try heat-treated pine but was not happy with the results of the initial trials. The quality of the heat-treated ash we were delivered was first class. When the architect saw the samples he was won over both by the aesthetic appeal of ash with its characteristic grain but also its dimensional stability and long lengths (20 x 140)." The thermal modification process uses a high temperature in a controlled environment permanently altering the wood's chemical and physical properties. This limits the ability of the wood to absorb moisture, so products are more dimensionally stable and less prone to cup, warp and twist with changes

in humidity. The thermal modification process also removes the nutrients in wood that would otherwise provide a food source for insects and wood-destroying fungi. This increase in dimensional stability and decay resistance significantly extends the service life and reduces maintenance needs of the decking. Given its marine environment, the deck is highly exposed to weathering from the sun, rain and sea spray so will be monitored to assess its performance over time. Tilman Reichert the project architect comments: "We believe that ash with its long wood fibre will offer greater resistance to wear than pinewood". The decking is laid on

a traditional system of

boarding joists to allow the insulation membrane directly under the wooden decking to be well ventilated. The boards were nailed not screwed which is visually more pleasing. AHEC European Director David Venables says, "The Museum of European and Mediterranean Civilisations is a superb example of the use of newer technologies of hardwood durability enhancement. There's a developing market for thermally modified hardwoods in Europe and this project publically showcases their potential. By processing wood produced from America's well-managed hardwood forests, thermally modified hardwood provides a quality, environmentally friendly and sustainable

alternative to imported tropical hardwood species." The weight of the 24 metre wide rooftop terrace contributes to stabilising the concrete pergola above it through a clever system of stainless steel cables. The vast veil surrounding the terrace is made up with the same intricate filigreed concrete that covers the sides of the building. It rests on 15 metre wide concrete cantilever beams that sit on top of the main vertical pillars of the building. On the outside of the building the cantilever beams carry the weight of the external ramps that lead up to the terrace through long stainless steel braces that span the whole height of the building. Stainless steel cables have also been fixed

export markets, concentrating on providing architects, specifiers, designers and end-users with technical information on the range of species, products and sources of supply. In addition, AHEC also produces a full range of technical publications.

www.americanhardwood.org.

from the wooden deck to

restaurant managed by local

the cantilever beams which overhang above the terrace by 4 metres to stabilise the whole canopy structure above the terrace.

A WALK THROUGH THE HISTORY AND AROMAS OF THE MEDITERRANEAN

The roof terrace offers visitors an inclined walkway made up of 115 metres of bridges travelling out from the roof of the building and crossing the harbour basin. This links the Museum to Fort Saint-Jean which hosts the main

restaurant managed by local cooking celebrity Gérald Passedat. In time the fort will house a further 15,000 m2 of museum exhibition space. Furthermore the open public spaces around the Fort have been redesigned to showcase a unique botanical collection of Mediterranean plants along a landscaped promenade. Another footbridge leads visitors to le Panier, the oldest and most traditional neighbourhood in Marseille with endearing narrow streets and steep steps.





La nostra passione sono i pavimenti in legno













FEP: FACING THE FUTURE WITH OPTIMISM

TEXT ANNA BARONI European Federation of the Parquet Industry indicates that the global European market experienced a slight growth in 2015

European production

he big players in European parquet met in Thun (Switzerland), Friday, June 17, to draw some conclusions on the European wood flooring market at the 60th FEP (European Federation of the Parquet Industry) General Assembly. The consolidated data provided by member companies and affiliated national associations indicates that the global European market experienced a slight growth of 0.5% in 2015. Though the results show some variation from country to country. Compared to 2014, the overall consumption figures in 2015 point to an increase by 0,48%. As far as production is concerned, the trend already witnessed in the previous years, namely the strategic choices made by several producing companies to relocate their production in European countries outside the FEP territory, was once again confirmed and reinforced. The production in FEP territory upturned by 2,61% to almost 64 millions

square meters, while the

outside FEP countries is at an estimated 14,6 millions square meters. The total production in FEP territory rose by 2,61% to a volume of 63.982.220 m². Taking into account the total production in Europe (FEP countries + EU outside FEP) implies that production in 2015 rose by 3,59% and exceeded 78,5 million m². Consumption in the FEP area improved by 0,48%, to a level of 75.768.490 m². It is important to note that maritime pine and softwood are no more considered in French estimations of parquet consumption and production, time series have been revised

accordingly.

The 2015 total parquet

production per type

from 2010 onwards,

whereby multilayer

comes in first with 79%

being followed by solid

(including lamparquet)

with 19% (compared to

22%) and mosaic at 2% of

(compared to 76% in 2014),

remains similar to the

picture already presented

the total cake. In absolute production figures by country, Poland maintains its top position at 20,32% despite a slight decrease in production. Sweden consolidates its second place on the podium with 16,63%. It is followed by Austria at 14,23%, which took the last position on the podium from Germany. Consumption in the FEP area rose by 0,48% to reach 75.768.490 m² compared to 75.404.400 m2 the year before.

In terms of consumption per country, Germany

maintains its first position with 23,46% and is still followed by France at 10,38%. Sweden completes the podium with 9,71% and is followed by the Nordic Cluster at 8,72%. Italy with 8,25% was not able to keep its fifth position taken by Switzerland (8,37%). The per capita parquet consumption remains the highest in Switzerland (0,76 m²), followed by Sweden at 0,75 m² and Austria (0,72). In the total FEP area, the consumption per inhabitant remains stable at 0,19 m² in 2015.

PRODUCTION AND CONSUMPTION DEVELOPMENT 2015							
	Production development 2015/2014	Consumption development 2015/2014					
AT	1,26%	0,00%					
BE	16,67%	3,00%					
СН	-3,07%	1,89%					
CZ	-7,24%	0,00%					
DE	-7,25%	-1,55%					
ES	10,44%	0,96%					
FR	0,10%	5,85%					
HU	-2,10%	7,00%					
IT	4,19%	-1,96%					
NL	15,53%	3,65%					
PL	-1,29%	-2,03%					
RO	0,18%	0,00%					
SK	14,05%	0,58%					
DK/FIN/NO	11,90%	-11,26%					
SE	14,53%	14,29%					
FEP	2,61%	0.48%					



OUTLOOK FOR 2016 & 2017

After several years of hardship for the European Parquet Producers and the overall negative developments in both consumption and production, the sky has somewhat cleared up in 2015 positively impacting the global result. The EU economic indicators point towards a continuation of a slightly positive trend and the generally encouraging reports received from a majority of FEP member countries after the first quarter of the current year fuel the hope for better times ahead. Two additional factors seem to be of crucial

times ahead.
Two additional factors seem to be of crucial importance in the given context: the raw material supply situation (especially for oak); the degree of success in "lifting" parquet to the level of being an indispensable product in interior decoration and thereby moving it to the earlier stages in the consumers' decision process. "From previous

detailed marketing surveys



PRODUCTION PER TYPE 2015

1 LK 111 L 2013			
mosaic	2%		
-solid	19%		
-multilayer	79 %		

that FEP has conducted – said European Federation's President, Lars Gunnar Andersen - we know that parquet has a very high desirability coefficient. It is sustainable, made from a renewable raw material and should be valued as a long-term investment. Focused consumer education seems to be a sine-qua-none on the road to success".

(*) As of 1999, figures shown represent total market in FEP area. No distinction is made between "traditional" and "new" member countries. (**)Best estimates according to information received from FEP affiliates (***) Please note that maritime pine and softwood are no more considered in estimations of French parquet consumption and production, time series have been revised recordinally.

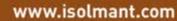
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		000 M ²	+/-%	000 M ²	тот.	+ / - % TOT
	1990	35.634	3,09%		35.634	
	1991	35.294	-0,95%		35.294	
	1992	37.977	7,60%		37.977	
	1993	40.396	6,37%		40.396	
	1994	44.972	11,33%		44.972	
	1995	49.798	10,73%		49.798	
	1996	50.578	1,57%		50.578	
	1997	53.836	6,44%		53.836	
	1998	58.308	8,31%		58.308	
	1999(*)	64.774	11,09%		64.774	
	2000	69.812	7,78%		69.812	
	2001	75.621	8,32%		75.621	
	2002	76.741	1,48%		76.741	
	2003	81.039	5,60%		81.039	
	2004	91.453	12,85%		91.453	
	2005	93.977	2,76%		93.977	
1	2006	95.911	2,06%		95.911	
	2007	98.334	2,53%		98.334	
	2008	82.724	-15,87%		82.724	
,	2009	65.522	-20,79%		65.522	
	2010	68.500	4,54%		68.500	
1	2011	69.630	1,65%		69.630	
7. !" 5.	2012	66.266	-4,83%	7.000	73.266	
n S	2013	65.027	-1,87%	10.000	75.027	2,40%
d n n	2014	62.357	-4,11%	13.500	75.857	1,11%
n y	2015	63.982	2,61%	14.600	78.582	3,59%

FROM THE MARKET DOSSIETZ



Like IsolDrum PU Radiante FR, conceived to achieve high impact sound reduction and moisture barrier performances. It has a high level punctual conformability that makes it suitable in case of uneven screeds. This product is coated with an high vapour resistant aluminated film.

Via dell'Industria, 12 - loc. Francolino - 20080 Carpiano (Mi) - Italy - Tel. +39 02 9885701- Fax +39 02 98855702 - clienti@isolmant.it









environments with a wide range of applications.





INIMITABLE PROFILES

CUT SAW. AN ORIGINAL RANGE IN LINE WITH CURRENT TRENDS A RANGE OF PROFILES THAT BRINGS OUT THE TRUE FEEL OF WOOD IN A NATURAL WAY.



Because customers will know. Learn to

look at yourself in the mirror

and recognize what you truly

believe in so that you exude

passion and empathy

TEXT

DAVIDE GABRIELLI

paying attention to detail, to the needs of buyers and sellers, to all the insignificant (for many, maybe too many, people) details which, when put together to forge a business relationship can make the difference between a positive or negative outcome. I love seeing customers look excited and curious when they enter a shop. Buying is, and always should be, pleasure, gratification and satisfaction. It is normal that if someone goes into a sales outlet to look at what's on offer, it's because they think they can find what they need inside. The bigger and better the presales phase, the more open the customer's attitude. It is also interesting to see how a customer's enthusiastic gaze and attitude can slowly be extinguished, becoming expressionless as emotion changes into rationality. Why does this happen? What is it that derails the possible positive outcome?

T / ve always been curious,

LET'S HELP OUR CUSTOMERS TO BREAK THE ICE

Customers need a clear. precise and ordered response to their needs. So they feel more at ease in an environment with these characteristics. However, most importantly, they need to be welcomed in the right way, to be helped to break that famous ice which always exists at the start of a relationship and to find another person who is equally curious, positive and willing. Finding passive, negative people is not a pleasure and it is even worse to be met by people terrified because "today there have been fewer customers, and this is bad". It is interesting to hear people say this, because this fact, apart from being subjective, is not linked to any qualitative analysis. So what if 50 people came in before, were they all good customers? Were they all reliable? Did we earn something from them? If this was not the case, it would have been better to have 25 of the right kind, don't you think? But this is

THE AUTHOR

Davide Gabrielli has specialized in marketing and in each one of its phases, from analyzing company identity to the positioning of the product in the market, from the planning of sales strategy to its implementation at the point of purchase and sales network.

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another story. To go back to our customers, if they are dealing with someone who is afraid, transmits fear and therefore puts the other on the defensive, it will be an uphill struggle to establish a business relationship.

Another point to remember: customers are not there to satisfy the needs of sales people, they are there to satisfy their own needs.

CUSTOMERS DON'T BUY WHAT YOU ARE SELLING, SO WHY ARE YOU MAKING IT?

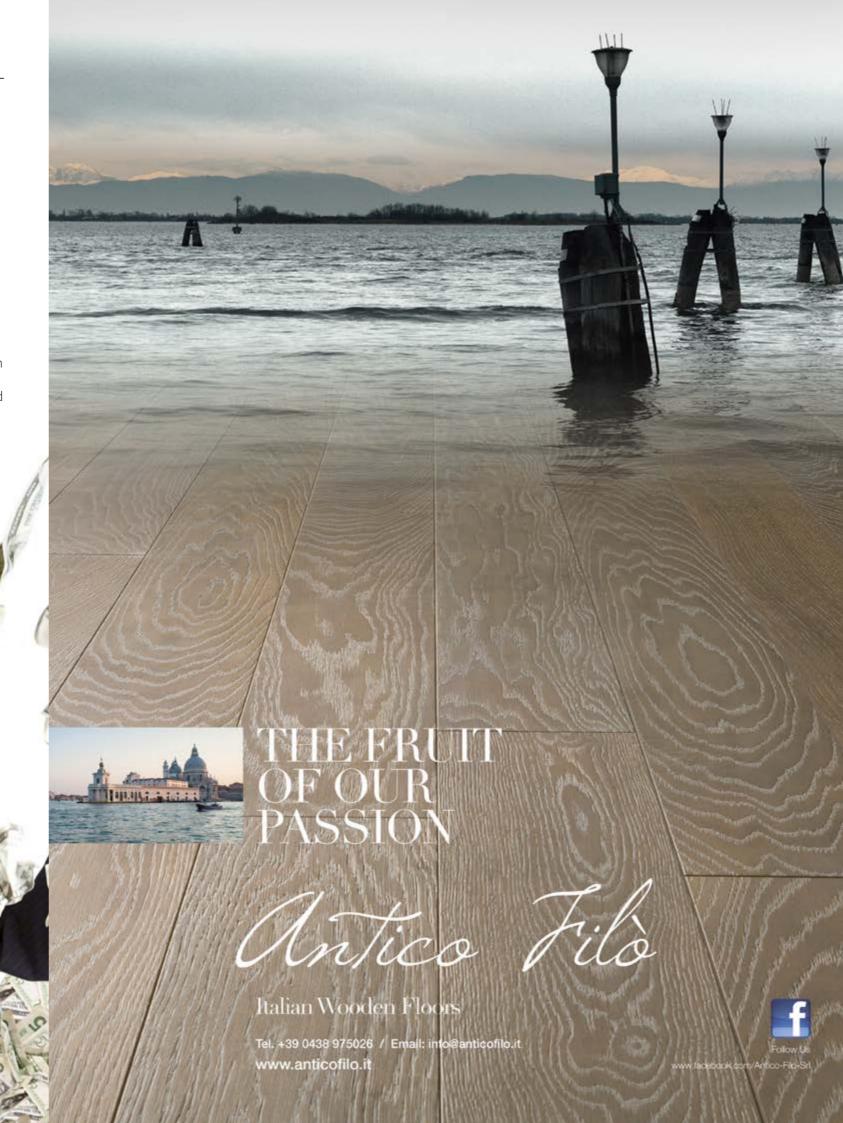
When customers realise a salesperson is not prepared and in particular, has not really made the right choice from the range of products and brands, they become totally rational. The seller has simply wanted to put as many arrows as possible in his quiver without any coherence. Remember customers don't buy what you sell, but why you make it. Why have you experts in the field chosen one brand over another? Why have you not chosen other products? Sometimes it is incredible listening to some sales

people, because you can tell instantly that they do not believe in the product or in the brand - they are not totally mad about them ... they are selling because something or someone is forcing them to. But do you really think it is possible to sell something you do not believe in? Do you think someone who adores music could convince someone else to go and play tennis? Or would it be easier to persuade them to consider music as a hobby?

LOOK AT YOURSELVES IN THE MIRROR

Carry on selling and carry on making a lot of effort with little result. Or, learn to look at yourselves in the

mirror and recognize what you truly believe in. Prune the other branches which are non-productive and, worst of all, which put you in such a negative state that you transmit confusion and unreliability. If your shops are visited constantly by regular customers who think like you do and your sales closures are over 50%, with adequate margins, that is without using discounts as your main selling point, my advice would be "don't touch anything and carry on as you are". You are on the right road and all you have to do is not stray from it.



ILOVEPARQUET PRODUCTS

PROGRESS PROFILES: COMFORT, DESIGNAND INOVATION

Prodeso Heat e **Proshower System** transform the way to enjoy the bathroom

TEXT ANNA BARONI

oday more than ever, the bathroom has become the main place for wellness and relaxation, a peaceful oasis where reigns the combination of functionality and aesthetics. Progress Profiles, Venetian company leader in the field of technical profiles and decorative finishing, offers true innovative systems that revolutionize the way we live the bathroom.

For instance, Prodeso Heat. The new floor heating is perfect to rediscover the pleasure of walking barefoot. Farewell to moisture and cold tiles. In few minutes,

Prodeso Heat donates heat to the environments guaranteeing a considerable reduction in installation costs, the dispersions of heat and therefore an important energy saving. Moreover, thanks to the special membrane Prodeso Heat Grip - unique on the world market with its design newly renovated that ensuring a better grip - the laying of the coatings will be perfect and faster. Prodeso Heat can be placed in only one day, and even on an existing floor; also it can be placed only in areas that require it and thanks to the special thermostat the heat can be

controlled and programmed even from outside the house, differentiating the areas of the dwelling, without waste. To give an exclusive design touch to showers and sinks, Progress Profiles offers Proshower System, is a water collecting duct system with floor flush available

in 5 different lengths and

equipped with 6 different

stainless steel finish grids (They are all made of steel and impervious to any corrosion). The particular slope of the system, makes the water flowing towards the drain, thus avoiding malodorous stagnation, and ensuring an easy cleaning of the siphon.

In the end Progress Profiles offers Profoil, a blue

waterproof polyethylene membrane laminated with synthetic felt. It is particularly suggested for waterproofing floors and surfaces in moist environments, such as shower cubicles, laundry rooms, and Turkish bath cabins covered with ceramic and/or mosaic, to prevent transmission of moisture and water.

PROLISTEL: ALUMINUM, **STEEL AND BRASS**

Moreover Progress Profiles has introduced a new line of decorative profiles, called Prolistel, made of aluminum, steel and brass. The variety of finishes is so broad that it can satisfy any kind of color or contrast coordination: the possibilities for

customization are endless. Prolistel Channel is an aluminium profile to decorate wall and floor coverings in ceramic, mosaic and natural stone. Its special F shape section, allows the realization of a decorative joint between tiles in the width of 12 mm. The profile can be used as track for fixing the glass elements of the shower.

O

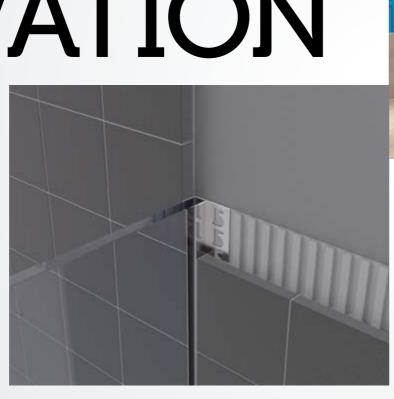
Thanks to these innovative systems by Progress Profiles the bathroom not only will become friendly, usable and customizable with trendy finishes, but also will become a modern environment where the quality of materials is combined with the latest technology.

A HIGH-PROFILE COMPANY

H

An example of cutting-edge entrepreneurship with determined goals and a forward-looking action plan aiming at seizing the latest trends in the sector. All this is proved by over 30 years of success in the international market, a steadily increasing turnover, and a solid business context, which, as of today, boastsover 100 employees and over 100 collaborators, and network of over 120 high-profile national and international agents, and two headquarters abroad to promote Italian high quality through a bold internationalisation policy. A dynamic policy that is expressed in the participation in the most important trade fairs, as well as in an active confrontation with all the subjects and spaces of development, which are challenged with great enthusiasm and will to grow. www.progressprofiles.com

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INDOVATION TO BE CONTINUED



Impertek, which always pays attention to ongoing technological innovation, provides its customers with actual support, customised and easy to use, revolutionising the concept of online estimates.

TEXT TITO FRANCESCHINI

mpertek, a leading manufacturer of products for the construction industry for over 30 years, continues its innovation process. The Italian company, with headquarters near Venice, has become a positive example of "Made in Italy" production, with a smart and exponential growth in a market accounting for 60% of exports abroad. From Europe to Asia. from the Middle East to Africa. from the USA to Canada, the Impertek brand is valued for its quality, cutting-edge technology,

development and its fast and effective organisation. Impertek offers a wide range of products, from roofing components to components for foundations, from fittings for tunnels to fixing components, from equipment to special items for construction sites. But the company's flagship is its vast selection of supports for raised floorings. An extensive range of fixed and adjustable supports capable of meeting all kinds of requirements, with a full range of Jack Supports, MegaMart, extensions with millimetre adjusting and interchangeable heads for any type of flooring. A series of constantly evolving products, for any type of flooring, from decking

customised product

to ceramic floorings, with unique and innovative features, created to facilitate the work of the layer. The wide ranges of Jack Supports and MegaMart are developed in smaller groups with similar characteristics, such as roofing for smaller or greater heights and adaptability of the head, which can be replaced according to the type of flooring used. Height adjustment also with part of the floor already laid, and the option to choose the most suitable type of head to meet the needs of a specific site become a real support for the layer; the fact that heads are interchangeable makes it easier to purchase compatible supports also in different projects or projects that change as the work progresses.

"STARTING TODAY, WE ALSO DEVELOP YOUR PROJECTS"

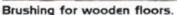
Impertek, which has always provided its customers with tangible support, has recently further extended the actual concept of customer "support" by creating a new product that goes completely

beyond its production standards: MegaPro, a web application to design laying with the entire range of jack and MegaMart supports for external floating floors. Accessible directly online, MegaPro has all the potentials of a website, including ease of use and constant updating. By logging in to a reserved area, exclusive for each customer. you can access a workspace to design the laying of supports on the basis of your own fully customisable technical drawing. The tools available replicate real ones, which are essential for a technical drawing table: drawing board, ruler, zoom, editing, etc., with the option to show the heights of each section. The supports are chosen from the full range of Jack Supports and MegaMart and you can quickly set the characteristics of the flooring on which you are working. Moreover, a unique and key feature is that MegaPro allows you to save your projects and generate, for each one, specifications with details of the supports used. More informationa at www.impertek.com











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Adjustable wheels.



Extra weights.



Power led light.



K4: new 4 headed planetary with hidden and protected gears.



Opera Ungherese

As the name suggests, Oximoro Opera Ungherese is a three-layer wooden flooring produced with rustic oak that is proposed with herringbone geometry to evoke the elegance of the past. With a size of 1848x305 mm, brushed and light smoked, it is finished with natural oil for a classic effect or with natural grey oil for a more modern appeal.

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Silence is golden IsolDrum HD is a High Density HQPO polyethylene insulating underlay coated with a high vapour resistance PE film. The product comes with adhesive overlapping flap (for about 10 cm) to connect and seal the sheets. Installation of IsolDrum HD allows high acoustic and mechanical performances. This product is especially recommended in case of moisture or rising moisture from the underlying layers. Impact Sound Reduction: $\Delta Lw = 20 dB$ Thickness: Approx. 2 mm Size: Rolls of 1 m x 15 m equal to 15 m² www.isolmant.it



WB Mono MS performance plus

Monocomponent silane adhesive specifically for gluing all types of wooden floors on cement-based subfloors or on pre-existing non-absorbent floors (marble, tiles, agstones, wood surfaces). Technical characteristics: 100 % MS Technology - High performance - Suitable for gluing all types of wood ooring - Easy to clean - Free from isocyanates and ammines -Solvent-free - Water-free - ISO 17178 compliant: elastic. www.adesiv.it



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HBR 400



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Controllo con visualizzatori digitali.

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RULLI DI PRESSIONE / INNOVATIVE

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Spessore lavorabile 3-400 mm.

Allowable thickness range is 3-400 mm.







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