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## CUSTOMER INSTRUCTION

### Engineered Timber Floor Installation Guideline

#### **IMPORTANT:**

Please read the following information and instructions in their entirety before proceeding with the installation.

- To ensure the full benefit of your warranty, these installation guidelines and maintenance instructions must be followed.
- Timber flooring in all styles is beautiful products with natural variations in colour, tone and grain. We cannot warrant against colour variations with a floor, or variations between samples and the installed floor. These natural variations are not considered a complaint or fault.
- Sub-floors must be dry, level and clean.
- It is the sole responsibility of the installer/owner to determine if the job site's sub-floor and environmental conditions are suitable for the installation of all styles of flooring and accessories.
- The room and flooring must be properly acclimatized to temperature and humidity conditions.
- Installers. Inform your customers of the details in sections "Installers – advise your customers of the following".
- Work out of several cartons at the same time to ensure colour and shade mix.
- Do not install over radiant heat, all warranties are void if installed over radiant heat.
- Not recommended in laundry and bathrooms or other high moisture areas.
- Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.

#### **INSTALLERS – ADVISE YOUR CUSTOMER OF THE FOLLOWING:**

##### *SEASONS: HEATING AND NON-HEATING*

It should be realized that wood floor dimensions will be slightly affected by varying levels of humidity within your building. Care should be taken to control humidity levels with the 30%-60% (no greater than 60%) and 15°-23° Celsius temperature range. To protect your investment and to assure that your floors provide lasting satisfaction, we recommend the following.

- Heating Season (Dry) – a humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Heaters, fireplaces and expanses of glass in particular tend to create very dry conditions.
- Non-heating Season (Humid, Wet) – Proper humidity levels can be maintained by the use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to water during this inclement weather conditions.

***Exposure to extremes of temperature or humidity (as above) will effect timber flooring. It is important to note that floors exposed to extreme conditions may fail and as a consequence void the manufacturer's warranty... It is recommend to protect any flooring from such extremes, that blinds, curtains, awnings, window tinting and/or use of temperature/humidity control devices are good measure to regulate the indoor conditions.***

#### **INSTALLER/OWNER RESPONSIBILITY:**

Timber flooring is manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be from manufacturing or natural.

- When flooring is ordered, at least 5% must be added to the actual square metreage needed for cutting and grading allowance.
- The installer assumes all responsibility for final inspection of product quality. This inspection of all flooring should be done before installing it. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. If material is not acceptable, do not install it and contact the seller immediately.

#### **WARRANTY:**

The manufacturer warrants solely to the original purchaser that their product in the original manufactured condition is of merchantable quality fit for the purpose intended in compliance with *The Trade Practices Act*. The product is free from manufacturing faults, defects in milling, dimension and grade if it is installed and maintained according to industry installation guidelines.

#### **CLAIMS:**

- In the instance of the need for a warranty claim, only those authorized by the manufacturer can determine the validity of the claim. Installers, retailers or agents are not permitted to alter any aspect of the warranty.
- Claims must be submitted in writing with original proof-of-purchase or documents to the original place of purchase.

**For full warranty details including exclusions and claim procedures, please refer to your retail outlet where the product was purchased.**

#### **CUSTOMER CARE + MAINTENANCE GUIDE:**

Proper maintenance is the key to ensuring the everlasting beauty of your flooring investment. A properly maintained floor significantly increases the likelihood of a satisfied customer and the floors continuing beauty for years to come.

Regardless of how the floor has been finished, there are certain steps that must be taken to maintain the beauty of all types of floors. The following are some excellent guidelines for protecting and maintaining your timber flooring investment.

Your new flooring has been designed with low maintenance in mind; please follow these simple steps to achieve many years of satisfaction from your floor.

#### **GENERAL MAINTENANCE:**

- Regularly clean the floor with a dust mop, soft bristled broom, soft bristled vacuum cleaner or wood floor mop
- Every floor must be dust mopped, with a cleaning vacuum brush head or swept with a soft bristle broom, as often as necessary to remove grit and dust from the surface.
- Walking on sandy or dirty floors is the fastest way to damage the finish and this applies to either hardwood timber flooring
- The key to your flooring long life and good looks is periodic cleaning and refinishing when necessary
- Damp foam squeeze or Enjo (or similar brand micro-fibre mop which can be purchased from all good hardware stores) mop well, squeezed only, **never use a wet mop** as excess water can seep between the boards causing a variety of problems not covered by the manufacturers warranty
- Blot up spills on your timber floor and dry it up immediately by using paper towels or a foam mop then dry with a clean soft cloth or towel
- Restore shine if required with an electric buffer and soft, dry pad but do seek professional advice with this type of equipment
- Hardwood is living and breathing long after it has come from the source, therefore controlling the humidity level in your home is very important regardless of the type of flooring. Hardwood floors remain stable between 40%-60% humidity. Less than 40% such as in drier climates could cause the product to contract and shrink. With Tongue and Groove installation this could cause gaps between boards, and in more severe circumstances can cause cracking. Alternatively, floors living in relative humidity over 60% will take on moisture and expand causing cupping. Climatic changes occur naturally, and the supplier or manufacturer is not liable for any change in the nature of the goods as a result of such changes.
- It is very important that the flooring remains within the allowable humidity level. Controlling this level can be by the use of a humidifier available from all good hardware stores, levels can be adjusted by putting on the heater or air conditioner for short periods to make the adjustment.
- Good ventilation is also extremely important. Don't leave your building locked up tight without any ventilation particularly during the hot summer months as this causes a build up of heat that cannot escape. Conversely long periods of wet conditions can cause mould inside, a heater on for a short time can assist this adjustment.

#### **PROTECTION MAINTENANCE:**

- To help guard against scratches and dents, place protective pads under furniture legs and chairs. Make sure the protective pads are large enough to distribute the weight evenly. Use at least 25mm wide soft vinyl or rubber roller when necessary
- Office chairs with castors should roll on a carpet piece to prevent scratching from grit and breaking down the finish
- Floor mats that “breath” must be placed at the entrance to the outdoors to collect dirt or sand that can damage your floors. Check that the backing is non-rubber, non-abrasive and will not chemically react with the floor’s finish. Rubber will heat and change the colour of the floor
- Oil from asphalt driveways or roads will tend to leave a stain, be sure to clean shoes and entry mats well and regularly
- No hardwood flooring is completely dent or scratch proof, ideally enact a “no-shoes’ policy as much as reasonably possible to maintain the life of your flooring finish
- Keep any pets’ claws closely trimmed to avoid scratching the surface coating, this is particularly important with cats
- Place a drip pan under potted plants, don’t over water, but allow airflow underneath the pan

### **PREVENTATIVE MAINTENANCE:**

- **Do Not** use scouring powder or pads, was, oil, soap, common household or abrasive cleaners on timber flooring
- **Do Not** use a steam mop to clean the floor, excessive heat will eventually cause any flooring to split
- **Do Not** use a wet mop, damp or micro-fibre mop
- **Do Not** use a vacuum with a beater bar
- **Do Not** walk on the floor with spiked heels, shoes that need repair or ill maintained stiletto heels or athletic cleats
- **Do Not** drop heavy objects onto the floor as all hardwood flooring will dent lift
- **Do Not** drag or roll heavy furniture, particularly those on small rimmed casters as all hardwood flooring will mark or dent. Ideally casters should sit on a protective furniture cup
- Re-arrange rugs and furniture periodically to ensure your floor ages evenly. The suns ultra-violet rays can age and oxidize most flooring causing a darkening effect, or if subjected to strong sunlight through ordinary glass (not double glazed) the colour could fade and/or cup. This applies to all floors, whether timber, bamboo, carpet or vinyl.
- Extended exposure of timber flooring to open or combustible fires, bar radiators or direct sunlight can cause structural and/or surface damage to the flooring and it is recommended that (a) flooring within a 450mm radius of any fireplace be protected by a non-combustible hearth and (b) direct sunlight should be filtered by sheer curtains or verandah overhangs. **Do Not** leave any flooring exposed to direct sunlight for extended periods as this could cause the boards to become structurally unstable over time.

### **PLEASE REMEMBER .....**

Generally, any damage caused to flooring over time is in the finish. Scratches and dulling are natural and should be expected. Using a ready to use waterborne cleaner/finish that revives the finish should provide continued protection against wear should your floors require it later.

In the future you may wish to re-polish your floor to bring it back to the brand new look you once had. There are many dustless systems available that allow this to be done without turning your home and lives upside down. You will need to check with a professional sander/polisher for this application.