

PLEASE READ THIS DOCUMENT IN FULL PRIOR TO INSTALLATION

PRE-INSTALLATION

Hardwood flooring is a beautiful and unique product of nature, which is characterized by distinctive variations in grain and colour. These natural variations are not flaws but form a part of the natural beauty and uniqueness of hardwood flooring. These inherent variations should be expected and serve to enhance the natural beauty and enduring charm.

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

It is necessary that the flooring is left to acclimatize in the packaging (at room temperature) for at least 48-72 hours, lie horizontal and flat - at the ideal relative humidity range of 45-65%.

The room should be dry, if the building is a new building with a concrete floor, wait until the floor is completely dry (Please check the drying time information with the supplier of the concrete). The flooring should be installed at a minimum room temperature of 18°C and a maximum of 24°C.

The greatest possible care is taken to produce your floor. However, we advise you to check the boards for visible defects such as damage, deviations in shape or dimensions. No complaints regarding these visible defects will be considered after the boards have been laid. Make sure you have good lighting while laying the floor. Obvious defects should be taken into consideration when allowing for waste.

OWNER / INSTALLER RESPONSIBILITY

The consumer and installer assume all responsibility for final inspection of product quality. If the flooring is not acceptable, contact your dealer immediately before installation. Once our flooring is installed it is deemed to be accepted.

Before beginning installation of any hardwood flooring product, the installer must determine that the environment of the job site and the condition and type of the subfloor involved are acceptable, ensuring that it meets or exceeds all requirements which are stipulated in the installation instructions which follow. We decline any responsibility for job failure resulting from or associated with inappropriate or improperly prepared subfloor or job site environment deficiencies.

The use of stain, filler or putty stick for the correction of defects during installation should be accepted as normal procedure. Should an individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece. When our hardwood flooring is ordered, a 5-10% allowance factor, depending on layout, must be added to the actual m² amount needed. For Herringbone a minimum of 10% is recommended.

Please note that our engineered floors must be installed in environments of 45% to 65% RH (relative humidity) and temperature 18-24 °C to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions are, but not limited to, surface checking resulting from low humidity, mildew or discoloration resulting from extreme sub-floor moisture.

PREPARATION

Our engineered flooring can be laid over a variety of surfaces (concrete, plywood, screed). Sub floors must be sound, dry, level, free from undulation and free from moisture. A DPM (damp proof membrane) should be a consideration.

If the base is concrete, its humidity should be less than 3% and the mortar should be evenly set. If the floor is to be laid in a new building, the rooms should be enclosed with the windows closed. All "wet" trades should be finished and the relative humidity in the premises should be between 40% and 55% - the humidity of the plasterworks and paintwork should be less than 5%.

Our engineered flooring is generally compatible with the most common UFH (under-floor heating) systems (check with your UFH supplier for further details).

INSTALLATION | FLOATED OVER UNDERLAY

For the best result take time to plan your installation before beginning.

1. Start with a clean, level floor which has the appropriate humidity for installation. To improve sound insulation and enhance walking comfort, a foam underlay should be laid at right angles to the direction of the floor being laid.
2. If laying over a concrete base, it is recommended that a polythene DPM is laid first and the moisture content of the concrete must measure no more than 8-10%. Most modern underlays come with an integrated DPM but please check with your supplier.

3. Boards should be laid lengthways pointing towards the incoming light (e.g. from a window). Plan to lay the first two rows of boards from left to right, grooved edge to the wall, with spacers between boards and the wall as well as both ends of each row.

It is vital provisions for seasonal expansion are allowed for. A gap of 12-15mm should be left around the entire perimeter of the flooring or anywhere the flooring meets a fixed point. In larger areas consider up to 20mm expansion.

Transitions trims should be employed to allow expansion in each doorway.

4. If the wall is not straight or is uneven, scribe and cut the boards to the contour of the wall. To complete the first row, measure the length of the last board (including the spacer) and saw to size.

5. If the off cut from this board is 40cm or more it should be used to begin the next row. If you do not have an off cut begin the next row by cutting a new board into two uneven lengths and use one to start the second row.

6. Use a plumb line to ensure that both rows are straight, when satisfied proceed to glue.

7. Apply D3 Wood PVA adhesive to the groove with a consistent bead. It is important to use adequate adhesive, do not spot glue. Take care not to over apply. Using the tapping block and/or pull iron, press the joints together. Allow the first two rows to settle and the adhesive to dry before proceeding further.

8. The rest of the floor can now be glued and laid.

9. To achieve the desired mix of colour's, shades and other characteristics in the final floor, and to avoid clusters of characteristics such as knots, the contents of multiple packs should be mixed during installation. Avoid grouping similar colour's and grain pattern. Ensure that the boards are all laid straight and even, leaving spacers at all edges (these will later be removed and the space created covered by skirting or beading).

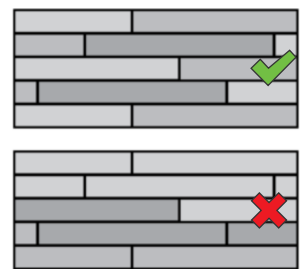
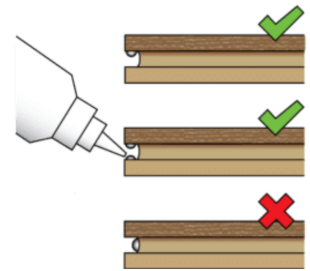
For installation of flooring planks which run in the same direction, header-joints must be staggered by a minimum of two board widths apart. It is also important to even patterns across the floor as this can cause dimensional weaknesses as the floor naturally expands and contracts.

10. It is common for there to be no space to fit a full-width board in the last row. It will be necessary to make a longitudinal cut (rip). The cutting of this last board may be helped by simply using another board as a scribe and cutting guide.

11. Press the last board into place with the pull iron remembering to put a spacer between the board and the wall.

12. Allow 24 hours for the glue to set and fully cure. Remove all spacers to leave the expansion free.

13. The skirting board or beading which covers the expansion space and gives the finishing touch to the installation, can now be fixed in place (to the wall only and not to the floor).



INSTALLATION | FULLY BONDED / STICK DOWN

For the best result take time to plan your installation before beginning.

Our engineered flooring can be glued directly to the chosen substrate. Preparation of the subfloor should be the same as above. A suitable flooring adhesive must be used and advice taken from your supplier.

When choosing a full glue down method there is no need to glue the tongues of the boards with PVA. It is recommended that a flexible adhesive is used as this will reduce the stresses transferred to the subfloor by the natural movement of the timber floor. Please seek professional advice before proceeding with this installation method as it is difficult to rectify any problems once the flooring has been laid.

UFH (UNDER FLOORING HEATING)

- > All UFH systems must be fully tested and run continuously for 2 weeks before installation can commence.
- > The UFH system must be switched off and allowed to cool before installation can commence.
- > You must read the UFH instruction and user guide before you fit a wood floor.
- > You must consult the UFH company or wood flooring company if you are not sure anything.
- > The flooring should be left 48 hours to settle and cure before the UFH maybe switched back on.
- > A gradual introduction of heat is recommended. 1-2°C per day until the optimal temperature is reached.
- > The surface temperature must never exceed 27°C.
- > It is strongly recommended to employ dual thermostat systems. One to monitor room temperature and to monitor surface temperature.

Avoid thermal shock through rapid temperature changes. Overuse of the UFH may result in splits appearing, gapping, unwanted dimensional changes, warping or delamination. Heavy rugs or similar coverings may create hotspots damaging the floor. Do not clean with water. Always use the appropriate specifically formulated wood floor cleaning product. If a problem with the UFH is identified, turn the system off immediately.

IT IS RECOMMENDED THAT OUR FLOORS ARE INSTALLED BY COMPENET AND EXPERIENCED FLOORING FITTERS. THE WARRANTY MAYBE COMPROMISED IF THE FLOORING IS NOT INSTALLED IN ACCORDANCE WITH OUR GUIDELINES.