

GENERAL INSTRUCTIONS: QUALITY FLOORING - ENGINEERED/SOLID FLOORING

Congratulations with your new 'Engineered/Solid Flooring'. Before starting with the installation, it is critical that you read the following instructions carefully. Failure to do so will inevitably result in problems occurring and invalidate your warranty

INSTALLER/OWNER RESPONSIBILITY:

Engineered/solid floors are a natural product and as such are subject to many variances in both colour and character, this is to be expected at all times. In order to establish a consistency of product a grading and manufacturing tolerance of 5% has been set to allow for de-selection of material if deemed unsuitable for the installation. a 5%-15% cutting or waste allowance must therefore be added to the net square meters required for the site to be installed. Each box of Engineered/Solid flooring will have 25% to 30% short boards.

The **install/owner** assumes all responsibility for the final inspection of the product prior to installation. the installer or owner must determine that the job site environment and the sub-surfaces involved meet or exceed all requirements within these instructions; claims will not be accepted if a fault was visibly noticeable or preventable prior to installation. These conditions are noted further within.

All floorings must be stored in the correct conditions prior to installing.

This product “must not” be stored on site until all sub-floors; plastering, cement work; decorating and all other wet work is completely dry.

The **owner** has final responsibility to ensure that they have received the correct species and finish that was selected in store.

The installer/owner must inspect each board and deselect pieces with defects whatever the cause, **under no circumstances should these be installed.**

Engineered/solid flooring is suitable for conservatories and under-floor heating provided that the strict guidelines are followed. Engineered/solid flooring maybe be glued or floated. It is normal practice to use stain, putty or filler stick for defect correction or minor dimension differences.

Always work from 3 to 4 packs at a time mixing boards to achieve the appearance you require, taking into consideration the texture of the wood and the natural change in colours. Each floor, even each board is an individual piece of nature, which is guaranteed to make your home a place of beauty.

Note: Keep a record of all your readings for later reference and warranty enquires. We strongly recommend you keep a record of your moisture and humidity readings prior to installation and in order to accurately determine acclimatization. These measurements “**will be**” required by the manufacturer or supplier if there are any future problems.

ACCLIMATISING YOUR NEW FLOOR:

Prior to installation, it is the installer's responsibility to ensure that the internal site conditions are stable and are suitable for the installation of the engineered/solid flooring. **A room temperature of between 18-24°C and relative humidity of between 35 - 55% must be maintained. Screed/concrete subfloors must be under 4% moisture content.** Failure to do this could cause ongoing behavioral problems with the floor and will invalidate the warranty.

The building should be fully enclosed including doors and windows and heating should be operational if there is under-floor heating in the building. All wet work must have been completed otherwise the moisture will transfer from walls floors and ceilings to the flooring.

The delivered flooring must be left in the packaging with polythene wrapping intact and only opened immediately prior to installation. the flooring should be stacked horizontally no more than 2 to 3 packs high or wide. Do not store next to radiators. Further checks must be undertaken by the installer to confirm the engineered/solid flooring is in equilibrium with the site it to be installed.

You can expect your engineered/solid flooring to be supplied at 8 % to 10% relative moisture content at the point of delivery. The correct moisture content for installation is 10% to 12%. Testing must be carried out to ensure the product is within this window. If the product has moved beyond 12% action should be taken to reduce the moisture/humidity readings within the area/product. A reputable installer will have testing equipment such as "Tramex" to check relative humidity and the moisture content of the subfloor and wood.

NEW BUILD AND RENOVATION PROJECTS:

A new installation site needs to dry out before engineered/solid flooring is delivered. There is nearly always excessive moisture on either new construction sites or major refurbishment contracts. In these instances, the wood will absorb the excess moisture; resulting in stress issues such as cupping, expanding and later contraction. Always protect against excessive moisture ingress, where it helps use dehumidification equipment to stabilize the site conditions.

"Explanation of why the flooring should be one of the last jobs to be undertaken on site; other trades can damage an excellent installation if care is not taken to safeguard against moisture ingress in hard wood floors. In new building projects moisture is introduced into the fabric throughout the construction process. **This will have to try out to below 4% moisture content before your flooring is installed.** This may take up to a day per 1mm thickness of concrete to dry out, therefore you **MUST** always take a new moisture reading of the concrete sub-floor before proceeding with the installation."

UNDER-FLOOR HEATING:

As engineered flooring differs considerably in its construction between manufacturers, not all products are suitable for installing over heated subfloors. Therefore, if installing a floor over a heated subfloor it is necessary not only to choose the correct product but also to follow the specific manufacturer installation instructions.

Products are available that can be both floated and glued down over heated concrete slab subfloors. Provided below is an outline of principles that need to be considered although installation practice must follow manufacturer guidelines.

The suitability of the slab for floor installation must first be assessed in terms of slab integrity, flatness and that it is initially at a moisture level suited to floor installation over unheated slabs. Following this further drying is necessary. If this is not done, heating of the slab will drive remaining moisture out after the flooring is installed, affecting its performance. Hence the heating system must be operational prior to floor installation and further drying of the slab achieved by applying heat for about 72 hours and then letting it rest for 24 hours. At this time a moisture vapour barrier may be considered for added protection.

Engineered flooring can then be laid as either a floating or adhesive fixed installation, in line with standard practices for the product being installed including recommended expansion allowance in both floor width and length. Forty-eight hours after installation the heating system is to be operated and temperature increased equally over a five-day period up to a maximum temperature of 27°C, and then maintained at this temperature for at least a further two weeks.

The system may then be used but be aware that timber floors should not be subjected to sudden changes and therefore temperatures should be either increased or decreased over a period of days to reach desired operating temperature with a maximum of 27°C. Some seasonal movement in the floor is to be expected and it should also be borne in mind that the floor is now accustomed to dry conditions which should be maintained when external humidity is high. Ideally an internal humidity between 35% - 55% will generally provide conditions for best performance.

SUB BASE:

This flooring can be floated on most types of flooring which is dry and level, e.g. sand and cement screeds, timber floor boards, chipboard, ply etc. when fitting to a sub base (screed, ply, chipboard etc) the sub base must conform that it must not deviate by more than + or – 3mm under a 3m straight edge in any one direction. Wooden sub structures must be sound and securely fixed. They must be a minimum of 18mm in depth in order to be supportive. (This applies to Ply or Chipboard also)

Screed subfloors must be under 4% moisture content. Above this will cause excessive dimensional change in the wood flooring resulting in problems such as delaminating not covered by the guarantee. On ground floors a surface moisture inhibitor must be laid with joints over lapped by 6 inches (150mm) or more and lapped up the wall behind the skirting board. These joints should be taped.

UNDERLAY:

Engineered/solid flooring, if floated must be installed over a minimum of 2mm foam or poly type underlay. If an acoustic underlay has been installed first and is suitable according to manufacturer's instructions for flooring to be laid directly on top, then a 2mm foam or poly type underlay is not necessary. However, if a 1.5mm cork or bitumen type acoustic barrier is used, then a 2mm foam in particular is recommended to install over same. The foam stops "grinding" between wood flooring and O.S.B., ply, etc. underneath.

Moisture inhibitors (such as 1000g poly) will only assist in protecting the floor from residual moisture when the concrete sub floor is 4% or less. They will not cover up an inherent moisture problem that should be addressed prior to installing the flooring.

EXPANSION:

All engineered/solid floors will react to changes in the presence of moisture within the boards. In the winter months when central heating is present, moisture leaves the wood causing the floor to contract. In the summer months when the humidity is higher the wood will expand. This needs to be allowed for during the fitting process. Therefore, it is important when installing an engineered/solid floor to leave the proper expansion area around the perimeter and to ensure the flooring is fully acclimatized prior to installation. Please note with a large area (lengths in excess of 10 m) the floor must be divided with an expansion gap provided on both length and width. On completion, this gap is again covered by a profile that is not fixed to the new flooring.

INSTALLATION OF FLOOR – ALL METHODS:

On completion of the preceding tasks the following steps should be followed for installation.

1. Generally, you will want to floorings to run the length of the room towards a natural source of light for aesthetic reasons.
2. Under cut the bottom of the door frames, wardrobes, etc. to allow for the floor board and underlay to fit under it.
3. Open 4 or 5 packs and “shuffle” the boards to ensure an even distribution of colour and character.
4. If you discover a defective piece **DO NOT LAY IT**. You are the final judge of acceptable quality.
5. The manufacturer will not be responsible for costs associated with installing, finishing and/or replacing of flooring installed with obvious defects.
6. Mark a straight line parallel to the chosen wall, allowing a 15mm gap for expansion. It may be necessary to scribe the first row of boards to achieve correct alignment.
7. The first board should be laid groove to the wall allowing for expansion of approx..15mm between the wall and first board.
8. The last board in the first row should be fitted using a puller bat ensuring a 15mm expansion gap at the head of the board.
9. The second row and all following rows should be started with the off cut from the last board on the previous row. It is necessary to ensure that the end joint of adjoining rows are at least offset 150mm, this leaves the floor stronger and is visually more attractive.
10. Tapping blocks should be used to tap boards together, direct contact of hammer or mallet on the board edge is not recommended.
11. All perimeter gaps should be covered with skirting or Scotia using cover strips at thresholds.

FLOATING INSTALLATION:

- ✓ D3 rated PVA glue should be applied to the head of the board in a 150mm strip. Along the length of the board apply glue every 150-200mm leaving a gap of 80-100mm between each application of glue. This

is to allow any excess glue space to fill up, rather than glue being squeezed to surface.

- ✓ The second row and all subsequent rows should be started with the off cut from the last board on the previous row. It is necessary to ensure that the end joints of adjoining rows are at least offset by 500mm, this leaves the floor stronger and is visually more attractive.
- ✓ Tapping blocks should be used to tap boards together, direct contact of hammer or mallet on the board edge is not recommended.

GLUING ON TO WOODEN OR CONCRETE SUB-FLOOR:

- ✓ You must use a water-free, alcohol or polyurethane glue, specially formulated for use with wood flooring. Installation can be by either the traditional trowel method or by applying a glue batten system, in all cases follow the instructions of the adhesive manufacturer.
- ✓ With this method, you adhere direct to the sub floor and you do not need to apply glue to the tongue and groove.
- ✓ Once the first row of boards is correctly aligned and glued in to place, weight them down while the glue sets. Any surplus glue that may seep out on to the surface of the wood must be removed immediately with a damp cloth.
- ✓ Flooring straps can be used to pull the boards together and hold them firm whilst the glue sets.

WOOD FLOOR CARE GUIDE:

- ✓ Timber flooring is a lifetime investment, and the decision's concerning them should not be taken lightly.
- ✓ Routine maintenance should include protecting the surface finish from moisture and heavy wear which creates scratches. Our recommended Maintenance Instructions requires more than sweeping and vacuuming.

CONSUMER EXPECTATIONS:

- ✓ Wood floors are NOT impervious to the day to day grit, food, spills and water.
- ✓ Preventive maintenance like area rugs, floor protectors on ALL furniture on your wood floors, and routine maintenance with proper hardwood floor cleaner should always be exercised improper products can contribute to additional wear, may VOID your warranty, and cause failure when recoating.

GOOD PRACTICE:

- ✓ Do: Place protector pads on ALL furniture legs resting on your wood floor.
- ✓ Do: In high traffic areas use added protection to prolong surface life of your floor
- ✓ Do: Place walk off mats and area rugs in high traffic areas (make sure they stay dry and are cleaned underneath on a regular basis)
- ✓ Do: Perform routine maintenance; this should include sweeping, vacuuming and/or dust mopping to remove dirt and grit. Keep this as a regularly scheduled event. Always perform this process before and after a major event that involves a high volume of traffic on the floor.
- ✓ Do: Keep high heel shoes in good repair, as well as keeping your pets nails trimmed on a regular basis.
- ✗ Do Not: Use WET mops.

- × Do Not: Use ammonia.
- × Do Not: Use dust cleaning substances.
- × Do Not: Track dirt over the surface of the floor, clean immediately.
- × Do Not: Expose the flooring to direct sunlight for prolonged periods of time.
- × Do Not: Use other general floor cleaning products, only specialized products for wooden flooring should be considered.
- × Do Not: Wax a urethane or oiled finish

Condition of Warranty: the flooring system must be installed by an accredited floor installer in accordance with Quality Flooring installation instructions.

The information on this installation instructions MUST be followed in every way. If any of these requirements are NOT completed. You will be jeopardizing your wood floor performance and/or warranties and guarantees. Allowing any items to be over looked, could cause the installation to fail in the short or long term.

By reading this installation instruction, you have acknowledged and understand the guidelines, terms and conditions in this document. All warranty claim must be in writing with proof of purchase.