

INSTRUCTIONS FOR WOOD LOCK FLOORING

OWNER / INSTALLER RESPONSIBILITY

Read all instructions carefully before starting.

It is the owner's/installer's responsibility to follow all manufacturer's written instructions and/or applicable industry standards. In the absence of any specific manufacturer's instructions revert to the National Wood Flooring Association (NWFA) current industry standards.

- It is the owner's/installer's responsibility to carefully inspect all material for visual defects prior to installation.
- Boards that are considered imperfect or objectionable in any way should be used in hidden areas, cut-off or not installed.
- This product is manufactured in accordance with industry standards which permit a defect tolerance not to exceed 5%.
- The defects may be of any type whether manufactured or natural.
- Do not install defective flooring.
- All flooring that has been installed is deemed acceptable.

JOBSITE CONDITIONS/ACCLIMATION

It is the owner's/installer's responsibility to ensure the jobsite conditions and subfloors are environmentally and structurally acceptable prior to installation.

- Subfloors must be clean, flat, secure and meet the minimum standards set forth.

The manufacturer shall not have any responsibility for failures or deficiencies of hardwood flooring resulting from or related to the subfloor, jobsite environmental conditions or improper storage and handling.

Prior to delivering the flooring to the jobsite, the site conditions must be at "normal living conditions" and maintained;

- Between 35% - 55% relative humidity and 15° - 26° Celsius.

The jobsite must be fully enclosed and the exterior finishing complete. Gutters and downspouts must be in place and all exterior grading should divert water away from the foundation prior to installation. The HVAC system should be on and fully operational for a minimum of seven days prior to installation. All interior wet trades (i.e. paint, drywall, concrete, tiling etc.) must be completed prior to installation.

Deliver all material to the jobsite to acclimate for at least 72 hours or as long as it is necessary to meet the proper requirements prior to installation.

- Store material in the same environment that it is to be installed.
- Do not store material directly on a concrete floor, near windows or vents.
- Material must be checked with a moisture meter to ensure that it is in moisture equilibrium with the job site environment.
- Record all moisture readings.

RECOMMENDED SUBFLOOR SURFACES

Wood Subfloor

Minimum 16mm CDX plywood or 16mm OSB (flooring underlayment grade).

Particle board is **NOT** an acceptable subfloor for a staple or nail down installation.

- Maximum 400mm on center joist construction.
- Subfloor must be clean, secure and flat within a minimum of 13mm over 3m.
- Hardwood should be installed perpendicular to the joist system.
- Moisture content of the wood subfloor should not exceed 12% and be within 4% of the hardwood being installed.
- Failure to test for proper moisture content in the subfloor can result in problems associated with moisture.

Concrete Subfloor

All new concrete subfloors must be fully cured and they require a minimum of 60 days drying time before a wood floor can be installed.

Follow NWFA guidelines for proper moisture testing on concrete slabs.

- Moisture emissions in a concrete subfloor cannot exceed 1.36kg / 305sqm /24hr.
- Concrete floors must be clean, dry and flat within 5mm over a 3m radius and free from any structural defects.
- Surface must be free from dry wall mud, paint, oil, wax, grease, old adhesives, curing compounds and other debris.

Other subfloors

Terrazzo, tile and any other hard surface that is structurally sound and level are suitable for the installation of an engineered floor. As stated above, the surface must be sound, secure and free from contaminants.

- Do **NOT** install over perimeter glued resilient vinyl, rubber tiles, carpet, hardwood that has been glued to concrete or any floor that is not adequately adhered to the subfloor.

GETTING STARTED

Check the boards for moisture content.

- It must be between 8% - 12% moisture content and within 4% of the subfloor to be ready for installation.

Ensure that subfloors are clean, flat, and secure and meet minimum requirements as set forth.

Undercut door casings 1.5mm higher than the thickness of the floor (and pad) being installed.

Place an approved vapor barrier over the subfloor.

- Overlap the vapor barrier and tape all seams.

“Racking the Floor” dry lay out several rows, staggering the end joints a minimum of 150mm while avoiding “step” or “H” patterns.

To achieve a random appearance across the floor, work from several boxes at a time.

- Do not lay any boards that have a visual defect or are deemed objectionable.
- Maintain a 12 – 15mm expansion gap along each wall and against all fixed obstructions.
- Increase expansion gap to 20mm for spans exceeding 10m.

INSTALLING THE FLOOR

The main difference between installing wood and other types of click flooring is that you have to leave more room for expansion in the wood planks.

Tools and materials: Vacuum cleaner, broom, table saw, mallet or hammer and tape measure

1. Start in one corner of the room. Set the first piece of wood flooring in the corner. Use flooring spacers to keep the wood at least 12 - 15mm from the wall on both sides. A point that you should remember with wood flooring is that it expands more than the standard laminate so the gap between the wood tiles should be a little bit bigger.
2. Cut a board half the length to stagger the end joints. From a 30-45 degree angle insert the male click mechanism into the female and push the board in and down securing it tight into the other board.
3. Working from right to left insert the next board in then with a tapping block and hammer tap the end of the board until the end joint is secure. Be careful not to cause any damage to the click mechanism of the board.
4. Rack out (dry lay) several rows for a random appearance while inspecting each board for acceptability. Maintain a minimum of 150mm between board ends. It may be necessary to “rip” (cut lengthwise) the final row in order to maintain the required 12 – 15mm expansion gap.
5. In places where the floor may be subjected to heavier traffic the boards may be glued by applying a small continuous bead of glue to the bottom edge of the groove.
 - a. Clean up any excess glue that may get onto the face of the boards.[Do not install any boards that may be objectionable or have a visual defect]

COMPLETING THE JOB

Install appropriate transitions and trim pieces such as thresholds, T-moldings, baseboards, quarter-rounds, etc. Nail all baseboards and transitions into the wall or subfloor ensuring that the nails have **NOT** penetrated the engineered floor. Sweep, vacuum and clean the floor with an approved hardwood floor cleaner. Inspect the floor for imperfections and fill with the appropriate colored wood putty. **OILED FLOOR: recommended but not required to apply approved oil after installation to increase the durability.** See retailer for oil recommendations and instructions. Oil typically comes with application instructions.

FLOOR CARE & MAINTENANCE

Floors will show signs of wear over time depending upon the use.

Factory finished floors will scratch and dent under certain circumstances.

Here are some tips to keep your floors looking their best:

- Constantly maintain “normal living conditions” in the home.
- Maintain the relative humidity between 35%-55% and the temperature between 15-26 degrees Celsius.
 - The proper use of a humidifier or de-humidifier may be required.
 - Sweep and vacuum regularly to keep dirt and grit off the floor.

- Remove spills immediately with a soft absorbent cloth.
- Only use an approved hardwood cleaner (ask retailer).
- **NEVER** wet or damp mop your floor with water or other products.
- **DO NOT** use hardwood floor cleaning machines, steamers, oil soaps, wax or other cleaning products that contain oils, silicone or ammonia.
- Keep pet nails trimmed.
- Remove shoes with spiked or damaged heels.
- Use protective pads under furniture legs to reduce scratches and dents.
 - Chair casters will cause premature wear in the finish.
 - Protect the floor when moving heavy furniture and appliances.
- If floor is oil finished it is recommended to refresh or re-oil the floor every 6-24 months depending on personal requirement (ask your retailer for recommended oil).
 - Oil will come with application instructions

LIMITED RESIDENTIAL WARRANTY

All factory applied UV cured aluminum oxide surfaces on pre-finished wood are warranted not to wear through or separate from flooring for 25 years from date of purchase.

Flooring must be used under normal residential traffic conditions and required maintenance instructions must be followed for the warranty to be valid.

Warranty provisions apply only to the original purchaser.

In addition, pre-finished floors are warranted against manufacturing defects caused by improper milling, grading and coating.

Damages caused by improper transportation, storage and installation are not covered.

Liability for defective flooring shall not exceed 5% of the original wood flooring purchase order and we will only repair or replace such defective material, excluding cost of transportation, storage and installation.

WARRANTY EXCLUSIONS

The following are not covered under this warranty:

1. Indentations, scratches or damages caused by negligence, fire, water, wet mopping, sand, pebbles, pets, high heels, spiked shoes and abuse.
2. Natural occurring changes in colour from exposure to sunlight.
3. Damages caused by failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
4. Damages caused by failure to follow installation instructions, including but not limited to: failure to use moisture barriers, surface checking resulting from low relative humidity and/or mildew, discoloration or cupping resulting from extreme sub-floor moisture.
5. Problems occurring due to poor installation workmanship.
6. Problems occurring due to improper care and maintenance.

MILLING DEFECTS

Occasional defects in flooring from miss-milling or handling can sometimes occur.

Standard trade practice allows for up to 5% of the square meterage to contain wood below grade and/or with milling defects.

During installation, occasional knots and defects will be encountered including machining snipes—waned, splits and areas on the face that will not clear-up.

Simply cross-cut out the defects and use the remaining sections to start or finish a row.

If your installer discovers a recurring problem or determines the waste to be excessive, stop the installation immediately.

Advise the retailer as they will, at their option, either send replacement flooring, credit you for that portion of flooring which fails to make grade or refund the cost of the purchased flooring.

Do not install defective flooring. Flooring that has been installed is deemed to be acceptable. We shall not be responsible for costs associated with installing and or replacing of flooring installed with obvious defects.

COLOUR AND GRAIN VARIATION

Wood is a natural material.

- No two pieces are the same.
 - No two trees are the same.
 - We cannot be responsible for claims arising from flooring that possesses a greater range of grain/colour variation.
 - Gloss reduction is not considered surface wear.
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COLOUR FASTNESS

All woods;

- Are sensitive to light and/or oxygen and over time will change colour, developing a unique patina.
- Certain species will lighten or darken over time.

New and/or replacement flooring may not match existing flooring.

This warranty is the entire and sole statement of warranty and replaces any previous warranties, written, spoken, implied or otherwise.