

Laying Instruction: Normal T&G profile

Please strictly follow all the tips, instructions and suggestions below:

- **The parquet elements are designed to be installed using the floating floor system. However, they can also be installed by means of direct gluing or nailed-down or both, to the subfloor.**
- The bundles of parquet boards must be stored in a cool, shaded and protected dry place (ambient temperature of 18 - 25 Degrees Celsius). Never open the packs until on the day of installation as to avoid moisture pickup of the parquet.
- Particularly during winter-time, bundles in their original unopened packaging should be acclimatised to the room temperature for at least 48 hours.
- Each board should be carefully checked prior to installation: never install any damaged floor. Do inspections as you work along.
- Always work out of several different bundles alternately for installation. Mix and match between packs to get better colour matching on your floor.
- **The surface-temperature of the sub-floor, at the time of installation, should be at least 15°C but never exceed 27°C, with the ideal relative humidity of 45% to 55 % but never below 30% or exceed 60%.**
- The sub-floor should be dry, clean, absolutely flat and free of any cracks.
- Irregularities on the sub-floor should not exceed 3 mm every 1 meter in all directions.
- In case there is a need to level concrete sub-floor, a cement-based floor-filler should be used.
- Age resistant polyethylene membrane plastic sheets (0.2mm thickness) for vapour barrier are recommended and necessary for floating-system installation. Joining between the plastic sheets should have sufficient overlap and/or sufficient tight joints to avoid leakage of vapour from underneath. Recommended overlap should be at least 20cm.
- It is highly recommended that Rag Paper (Dried felt paper) be used as an underlay above the moisture barrier to reduce the sound of footsteps. You may also use plastic foam (Polyethylene cellular foam) or high-density rubber underlay with approved quality standards as an underlay. Rag paper works best.
- Ensure that the sub floor is thoroughly cleaned to avoid mould growth. Should the Relative Humidity (RH) of the environment be above 95%, no flooring should be installed. **This is strictly prohibited.**
- An allowance of at least 10 to 15 mm on each edge should be provided to accommodate expansions, including at doorway, heating tube outlet, connection with tiles and any fixed items in the area where the floor is laid. Use spacing-wedges during the installation to assist in maintaining the expansions gaps.
- Bigger rooms (e.g. halls; assembly-room; dancing-floors) will definitely need bigger allowance for expansion join. We highly recommend an expansion join in the middle of the room. In this case, should the floor be installed without this expansion joints, it shall be done at your own risk.
- The widely used formula to calculate the expansion (for floating-system) across the width of the installed floor is 2 mm expansion for every 1 meter of floor width.
- Always begin installation with the groove-side of the floorboard facing to the wall.
- To join the floorboards together, a 30-40 cm wooden block should be used as a brace against the tongue side to knock the boards together. Do not use force during the joining. Never hit the floor-board directly with the hammer. This is to avoid either the tongue or finished edges from being damaged.
- We recommend that all flooring be laid lengthwise against the longest wall of the room, starting from the corner furthest from the entrance. This enhances the beauty of the room and enables proper workspace practice by not walking unnecessarily on the newly laid floor.
- **For installation by direct-gluing to subfloor or Direct Stick, it is absolutely necessary to carefully observe the instructions provided by the glue manufacturer. Never use any water-based glue material. Only use acrylic based glue (eg Bostik® Best, Bostik® Ultraset)**
- When installing using the floating-system, **always apply glue to the upper part of the groove**, this includes the groove at the head joint (short end). Always put the glue in a continuous line; never apply the glue in a broken line.
- Any excess of glue-material that is squeezed to the surface should be immediately wiped-off with a damp-cloth.
- The next row of floorboards to be laid should begin with pieces of planks left from the previous row or using start pieces included in packs.
- A minimum of **50 cm distance** between one head-joint and the other of the next row shall be applied when arranging the installation.
- **When laying the parquet-floor through several adjoining-rooms, expansion-joints must also be provided at every door's passages.**
- When using the floating-system installation in a corridor, length-wise laying along the corridor has to be ensured.
- Floor-boards forming the last row shall be installed with the assistance of a special crow-bar designed for this purpose.
- Once all the laying-procedures has been completed, all the spacing-wedges shall be removed and all visible joints shall be filled either with a silicon-free sealant or with an insert profile(s) designed for this.
- When floating-method installation is employed, skirting-boards shall be installed by way of screwing them to the adjacent wall, never fix them directly onto the floor-boards.
- For **installation of floor with an under-floor heating system**, ensure that the instruction of heating procedures are obeyed strictly and properly, before laying the parquet floor. Please refer to warranty statement on specific requirements.
- **Please be advised: Due to the nature of the following timber species, we STRONGLY ADVISE these species NOT to be used as flooring with under-floor heating. These species include: Kempas, Maple, Jatoba, Iroko, Beech, and Australian timber (Jarrah, Sydney Bluegum, Blackbutt, Tasmanian Oak, Spotted Gum). Any warranty claims arising from using the above species on under-floor heating will not be entertained.**
- Heating system should not exceed 60 watts/m².
- The parquet floor itself can only be laid on a surface with **maximum 27° C** temperature. If the heating-system is new, the system has to be switched on for at least 3 weeks prior to laying the floor. Generally with any floor-heating system, the system has to be switched-off 48 hours before the start of the installation. The heating system can be started again 1 week after the floor installation is completed, **with a gradual increase of temperature** in accordance with the heating-system's regulations. When installing on a floor with under-floor heating system, the moisture-content of the cement based concrete sub-floor must not exceed 1.5% (CM%), or 0.3% (CM%) for anhydrite.

Laying instructions for Engineered Flooring.

- **Optional** - All installed parquet-floor can be treated with appropriate preservatives (e.g. liquid wood-polish with wax-content for lacquered finish product and Oil refresher (Bona or WOCA) for UV oiled finished products); and any cleaning should be done using only well wrung mop. *Never use a wet cloth for this purpose.* When mopping with a damp mop, ensure that the residual water evaporates within 1 minute. If it takes longer, then there is too much moisture on the mop.

Should any obvious mistakes, damages etc. are found when opening the packages, all claims should be raised immediately before any commencement of installation.

Wood is a natural product with natural variations of colour, grains and characteristics. This is not a defect.

MAINTENANCE INSTRUCTION:

You have purchased a high-quality parquet-floor product with formaldehyde-free, UV lacquered or UV Oiled finish, which is ready for installation and does not require any special treatment directly after installation. What you have to be aware of is that even pre-finished parquet will be naturally get worn too; therefore some regular maintenance is very important to protect and to preserve its surface:

- **Please make-sure that a healthy room-climate with about 45-60% Air Humidity and 20°C can be provided. This kind of climate is good for both your health as well as for the well being of the parquet-floor.**
- Ensure that any moisture spillage is immediately cleaned and dried up. Do not allow any moisture to pool on the surface, as this will cause damage to the floor.
- Daily cleaning should be done with a vacuum cleaner (with felt pads fitted to avoid scratching), a static mop or a smooth floor-broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface.
- Whenever necessary, the floor-surface can also be cleaned with a damp-mop or a special polish to remove stain, grease, shoe-tracks etc. Never use the traditional wax or steel-wool on your lacquer-finished parquet floor. When mopping with a well-wrung damp mop, ensure that the residual water evaporates within 1 minute. If it takes longer, then there is too much moisture on the mop.
- It is highly recommended and necessary to put some felt pieces under any furniture-bases or chair-legs etc. to protect the floor surface. For the entrance-area of e.g. Boutique, Halls, Corridors etc. a good floor-mat is also recommended and will be very useful to help preserve your floor.
- Additional lacquering is not recommended for your ready made finished parquet floor.
- In case of any damage on the lacquer-surface (e.g. by furniture movement etc.), acquire advice and help from a qualified installer or tradesman that is knowledgeable about timber flooring.
- If you insist on DIY repairs, smoothen the affected area with a 180 to 210-grid sandpaper, followed by touch-lacquering the damaged area. It is also advisable to test the lacquer material used on some hidden surface or corner of the floor beforehand, to judge the expected results first.
- Warranty does not cover any repairs to the floor by any party.
- If the installed floor is UV Oiled finished, we recommend that the floor be recoated with an oil refresher product (eg from WOCA or Bona) every 3 to 6 months depending on the condition of the floor. Please follow the product manufacturers instructions prior to applying it to the floor. Testing should be done on part of the floor in a hidden area (eg, in walk in wardrobes or cabinets) to ensure suitability and adhesion of the product.

Wood is a living material, which swells if their moisture or humidity is raised and also shrinks if their moisture or humidity is lowered. These not only show that your floor is a natural product; but can also lead to some irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period of time. This can particularly happen if e.g. - in the wintertime - the humidity (RH) in a heated room goes below the specified 45 %. In this case you should install an Air Humidifier in order to prevent damages to your floor. The same may also be necessary with Air Conditioned room.

Wood is also affected by UV light and therefore will change colour when exposed for long durations. Floor coverings such as rugs and mats should not be placed immediately after laying. The floor should be allowed to stabilise for about a few weeks.

WARRANTY

Our products are Warranted against any manufacturing defects and limited to the replacement of the product only. This warranty does not cover costs of installation or transportation. It is the sole responsibility of the installer not to install any material thought to be defective. No claim shall be entertained for any materials installed, which has visible defects or damage prior to installation of boards. We will not be responsible for damages due to poor installation, transportation or storage. All products must be stored indoors at room temperature and protected from the elements.