

# Installation and Care and Maintenance Instructions

## OWNER/INSTALLER RESPONSIBILITY -



### IMPORTANT: INSTALLERS MUST LEAVE CUSTOMERS A COPY OF THESE INSTRUCTIONS.

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.

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 4%. The defects may be of any type whether manufactured or natural. Do not install defective flooring. Flooring that has been installed is deemed acceptable.

**NB: An approved 2mm foam underlay with plastic moisture barrier that can be overlapped at the seams must be used on all installations. Installations that do not use the approved underlay with moisture plastic barrier will not be covered under warranty. Please consult your stockist for further information.**

## JBSITE 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 2 to 3 days 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 cement 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.

## GETTING STARTED

- Check the oak boards for moisture content. It must be between 7% - 13% 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 jam 1/16" higher than the thickness of the floor (and underlay) being installed.
- Place an approved underlay with moisture barrier attached, over the subfloor. Overlap the moisture barrier and tape all seams.
- "Racking the Floor" dry lay out several rows, staggering the end joints a minimum of 6" while avoiding "step" or "H" patterns. To achieve a random appearance across the floor, work from several cartons at a time. Do not install any boards that have a visual defect or are deemed objectionable.
- Maintain a 12- 15mm expansion space along each wall and against all fixed obstructions. Increase expansion gap to 20mm for spans exceeding 6m

## INSTALLING THE FLOOR

Establish a starting point - preferably the longest exterior wall that is perpendicular to the floor joists. Align a row of planks along the starter wall with the groove facing away from the wall. Place 12mm (minimum) spacers between the wall and the first row to maintain the required gap. Cut a board half the length to stagger the end joints. Drop the tongue into the groove and push the board down securing it tight into the other board. Working from right to left insert the next board in and drop the end of the board until the end joint is secure. Be careful not to cause any damage to the face or the tongue of the board. Continue along the row. Rack out (dry lay) several rows for a random appearance while inspecting each board for acceptability. Maintain a minimum of 6" between board ends. It may be necessary to "rip" (cut lengthwise) the final row in order to maintain the required 1/2" expansion gap. Do not install any boards that may be objectionable or have a visual defect.

## IMPORTANT:

Floating floors expand and contract with changes in heat and humidity levels. All installations should be compartmentalised with each room being a separate installation separated by an expansion joint.

Maintain a minimum expansion joint of 12-15 mm around the perimeter, and all fixed obstructions, with the installation. Any areas of flooring greater than 8m along the length and 6m across the widths of the planks must have an internal expansion gap to allow the floor to expand and contract. Exceeding these limits may result in the floor buckling, cupping and or tenting due to floors over expanding and hitting immovable objects. This is not covered under warranty. The Hermitage Oak flooring has matching oak flooring accessories that include expansion cover profiles to suit all colours. Please ask your retailer for more information.

## FLOOR CARE & MAINTENANCE

Proline Floors Recommends Bona floors cleaning solutions. Please phone 02 9525 5241 for your nearest Bona cleaning products stockist.

Oak 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 14-27 degrees Celsius.
- The proper use of a humidifier or de-humidifier may be required.
- Sweep and vacuum (do not use a vacuum with a beater bar) regularly to keep dirt and grit off the floor.
- Remove spills immediately with a soft absorbent cloth.
- Only use an approved Bona wood cleaner. 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 castors will cause premature wear in the finish. Put mats under all chairs with castor wheels.
- Protect the floor when moving heavy furniture and appliances.
- Please mats and all entrances to remove grit and dirt from shoes before entering.

## MILLING DEFECTS

Occasional defects in flooring from mis-milling or handling can sometimes occur. Standard trade practice allows for up to 4% of the square footage to contain wood below grade and/or with milling defects. During installation, occasional knots and defects will be encountered including machining snipes-wanes, 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

Oak 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.