



THE

HERMITAGE

Prestige Oaks

QUICK START GUIDE

- Prior to installation please check to ensure that the boxes contain the correct design ordered.
- Store the products horizontally at temperature of 18-30 degrees Celsius with a relative humidity of 40-70%.
- Products should be acclimatised, with the boxes unopened for 2 days prior to installation.
- Bamboo flooring is a natural product in which colour and grain variation are to be expected.
- Ensure subfloor is dry, clean and fairly even (not >3mm of unevenness per linear

metre) before installation as uneven floor will cause squeaky sound and floating effect when walked on.

- Installers are strongly advised to inspect the products for defects before installation. If the defective flooring panels are installed, the supplier will assume no further responsibility.
- Leave a 12-15mm expansion gap along the perimeters of the floor. Bamboo is a living material which expands and contracts due to changes in temperature and moisture levels.
- Floors can be installed over sub floor heating but are not covered under our warranty due to possibilities of extreme

temperature variations. Please contact Proline Floors for correct operating procedure.

- Minor gaps can develop on the floor if there is a large variation in moisture/temperature levels over a short period of time or when the floor is exposed to an excessive amount of water for a long duration.
- Leaking dishwashers and sink taps are the number one cause of expansion and cupping issues. Check all tap connections in kitchen and bathroom to ensure there are no leaks.

RECOMMENDED PRECAUTION

Before installing underlay please cover the subfloor with a 200 micron builders plastic. Overlap each joint be at least 200mm and use duct tape to seal the joints. Roll the plastic up the perimeter walls and cut off just below top of skirting height. This will help protect the floor from any minor leaks that may occur from leaking taps, bathroom, appliances or water penetration from storms or faulty building workmanship. It may also prevent subfloor moisture vapour being absorbed directly into the 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.

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 of less than 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.

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 does not accept 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 delivery of the floor, the site conditions must be at "normal living conditions" and maintained between 40%-70% relative humidity and 15°-26°

Celsius. The proper use of a humidifier or dehumidifier may be required.

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

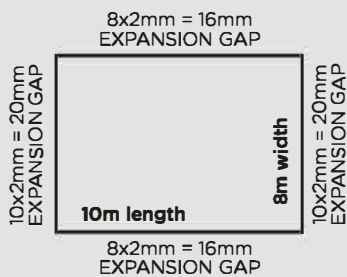
- Check the bamboo boards for moisture content. It must be between 7%-13% moisture content and within 4% of the subfloor to be ready for installation.
- Ensure that subfloors are clean, flat, and secure and meet minimum requirements as outlined previously.
- Undercut door casings 1.5mm higher than the thickness of the floor (and pad) being installed.
- Place a plastic moisture barrier with combined 2mm foam underlay over the subfloor. Overlap the moisture barrier and tape all seams. All installations must use an approved moisture barrier and underlay to prevent moisture penetration

which causes cupping. Warranty will be void if you do not install a plastic moisture barrier and 2mm foam underlay. Roll on or spray moisture barrier are not permitted when installing Genesis bamboo flooring.

- "Racking the Floor": dry lay out several rows, staggering the end joints a minimum of 300mm 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 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. Genesis Bamboo flooring have matching bamboo accessories that include expansion cover profiles to suit all colours. Please ask you retailer for more information.

If you have areas that exceed the limit of 8m in length and 6m across the width you must adhere to the following rules:

1. You must allow an expansion gap equal to the length and width of floor in metres multiplied by 2mm. For example, if the length of the floor is 10m you must leave (10 x 2mm=) 20mm expansion gap at each end; if the width is 8m you must leave (8 x 2mm=) 16mm expansion gap at each end. *See the following diagram.*



- Undercut gyprock walls to allow the floor extra expansion room.
- Use thicker skirtings or install a scotia trim to cover the larger expansion gap.

INSTALLING THE FLOOR

First Row: 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 spacers between the wall and the first row to maintain the required 12-15mm expansion gap also place a spacer at the start and finish of each row to maintain proper expansion joint across the width of the floor. The off cut of the final plank in each row can be used as a starter in forthcoming rows if it has a length greater than 300mm.

Second Row: Cut a new board in half making sure to stagger the end joints of the adjacent previous row. Drop the tongue into the groove of previous row 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 short end of the board until the end joint is secure to the previous end joint. Be careful not to cause any damage to the face or the tongue of the board.

Continuing Rows: Continue along the row. Rack out (dry lay) several rows for

a random appearance while inspecting each board for acceptability. Maintain a minimum of 300 mm between board ends. It may be necessary to "rip" (cut lengthwise) the final row in order to maintain the required 12-15 mm expansion gap.

Do not install any boards that may be objectionable or have a visual defect.

MILLING DEFECTS

Occasional defects in flooring from 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. Proline Floors does not accept responsibility for costs associated with installing and or replacing of flooring installed with obvious defects.

COLOUR AND GRAIN VARIATION

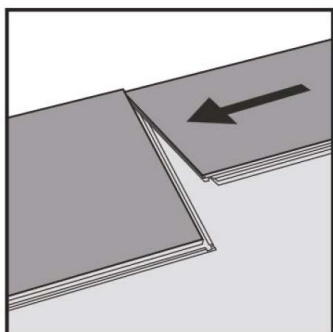
Wood bamboo is a natural material. No two pieces are the same. No two trees

are the same. We are not responsible for claims arising from flooring that possesses a greater range of grain/colour variation. Gloss reduction is not considered surface wear.

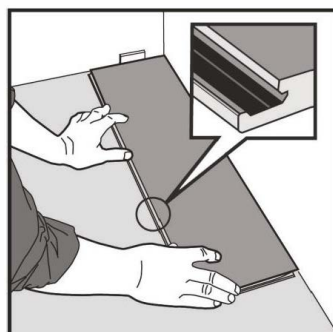
FLOOR CARE & MAINTENANCE

Real bamboo 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:

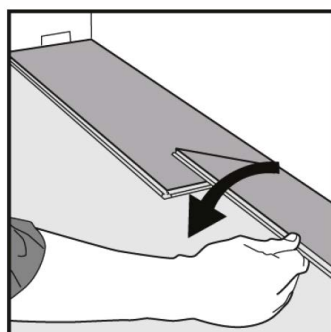
- Constantly maintain "normal living conditions" in the home. Maintain the relative humidity between 35%-55% and the temperature between 14-27 degrees Celsius.
- Sweep and vacuum (do not use a vacuum with a beater bar) regularly to keep dirt and grit off the floor.
- Remove spills immediately with a soft absorbent cloth.
- Only use an approved bamboo 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 casters will cause premature wear in the finish.
- Protect the floor when moving heavy furniture and appliances.



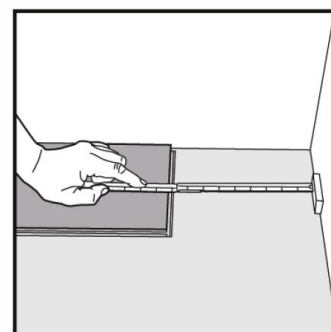
[1] First plank, first row. Start in the left hand corner of the room with the locking strip (groove) facing the room. Remember to leave a 12-15mm expansion gap between the wall(left) and the board. It is more practical to adjust the expansion gap between the long side and the wall.



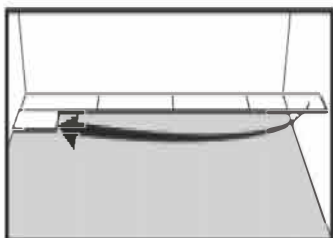
[2] Second plank, first row. Place next floor board tight to the short end of the first plank in the corner.



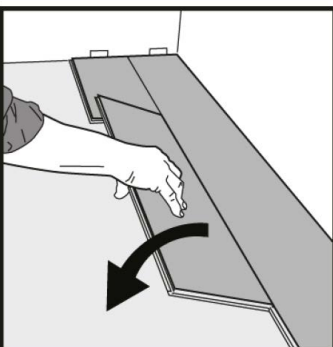
[3] Then fold down with a single action movement. Make sure the long side of the planks make a straight line. Complete the first row in the same way.



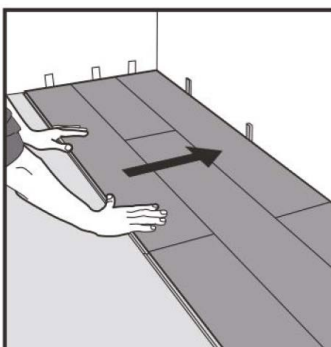
[4] At the end of the first row, measure the length of the last plank, making sure to leave a 10mm expansion gap.



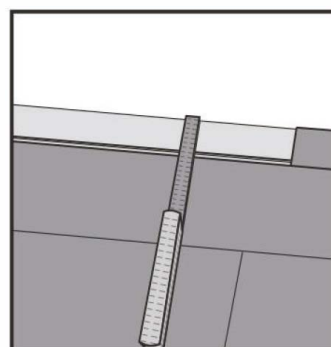
[5] Use the left over piece to start the next row (as long as it more than 300mm in length).



[6] Second plank, second row. Place the board tight to the short end of the previous panel. Insert the long end (tongue) into the first rows long end (groove). Insert at an angle then fold down in a single action movement.



[7] After 3 rows, adjust the expansion gap from the first row to the wall to 10mm+.



[8] Last row (and perhaps first row). Minimum floor board width 35mm. Remember to leave expansion gap of 10mm+. Cut the panel lengthwise and glue short ends with cross linked PVA Glue.