



INSTALLATION INSTRUCTIONS + MAINTENANCE GUIDE
FOR COMMERCIAL PROJECTS

ENGINEERED TIMBER / HERRINGBONE

It is highly recommended that all flooring is installed by a qualified and experienced contractor.

The following instructions must be followed correctly for the warranty to be honored. Please read the entire document before proceeding with the installation.

General Considerations prior to Installation

- A waste factor of approximately 5 to 10% should be ordered to complete any sorting, cutting or visual selection during installation. Herringbone should be ordered with a 20% waste factor.
- Timber flooring packs should never be stored outdoors, directly on a cement floor, or under any damp conditions. Care should be taken to store the packs flat, in a dry and safe environment. Packs should never be lent against a wall.
- Timber flooring packs do not need to be acclimatised on site. The product should be installed directly from the cartons.
- Due to variable climate conditions, Engineered Timber flooring planks may display structural changes when removed from its packaging. This is not considered a structural defect unless the Timber planks cannot be assembled. This includes spring and bow.
- All product should be checked for correct colour and species. If incorrect this must be highlighted immediately to The Flooring Lab.
- Engineered Timber flooring has provision for filling and patching of natural characteristics. This typically is not considered a fault. This will also extend to slight coating variations for gloss levels and sheen.
- If the flooring is installed it is considered that the product has been accepted.
- Engineered Timber flooring must not be installed if the project site is not weather proof and comfortable temperature and moisture/humidity conditions cannot be maintained.
- Engineered Timber flooring should not be installed in wet areas such as; outside patios, steam rooms or adjacent to swimming pools.
- Engineered Timber flooring is for indoor use only. It should not be installed at commercial entrances where weather can affect the surface.

Levelling & Subfloor Requirements

Subfloors are to be made flat through grinding and/or levelling to the following ATFA and Australian Standards AS 1884:2012.

Direct Stick Engineered Floors: Not to exceed 3mm variance under a 3-metre straight edge.

Floating Engineered Floors: Not to exceed 3mm variance under a 1-metre straight edge.

If the floor is floated over either a concrete or timber subfloor, it must be protected by a moisture barrier or 200-micron plastic sheeting. See ASTM 2170-02.

All direct stick subfloors should be checked and logged for moisture content of both timber or concrete subfloors.

If installed over a concrete slab it is vital that the Relative Humidity (RH) of the slab be checked using the ASTM F 2170 test method/ AS 1884:2012. This information must be kept for later reference.

If any substrate is high in moisture, this suggests that there is an issue with water or moisture under the subfloor and must be addressed prior to installation.

If installed directly over a solid strip timber floor, Engineered Timber flooring must be laid perpendicular to the direction of the current flooring.

The subfloor surface should be checked for any contamination or structural damage prior to installation that might affect the adhesion or performance of the floor.

PPE (Personal Protection Equipment)

- It is highly recommended that during the installation process the correct PPE (Personal Protection Equipment) is used by the installer. These include P2-rated face masks, protective glasses or face shields, steel-capped boots and protective work gloves.

Floating Installation Instructions

The correct expansion/movement allowances must be followed. This is correct for both Direct stick and Floating installations methods.

Floating floors should not be fixed, pinned or glued in any part of the installation. The total flooring raft must be allowed to move freely. Generally a 10 to 15mm expansion gap is required around all fixed objects.

No heavy display or storage units, shelving or walls should be built upon a floating floor.

During installation, no adjacent end joints should be closer than 200mm or any end boards less than 200mm in length.

Generally, the length of any run, end on end, should not exceed 20 metres without an internal expansion joint. This will be approved in the original drawings and must be adhered to.

Direct Stick Installation Instructions

The Flooring Lab highly recommends that the flooring be installed using an industry level flooring system including a vapour moisture barrier and polyurethane/MS timber floor adhesive. The installation instructions of the manufacturer must be followed fully. It must be noted that the correct trowel is replaced regularly to ensure the correct coverage.

The installer must ensure the timber adheres to the subfloor. This might require extra weights or temporary fixing in some circumstances to ensure full contact with the adhesive bed. It might be noted that 80% of the flooring must be in direct permanent contact to the glue line.

Direct Stick Floors should be installed with a 10 to 15mm expansion where possible and practical

Generally, the length of any run, end on end, should not exceed 20 metres without an internal expansion joint. This will be approved in the original drawings and must be adhered to.

- Herringbone Flooring can only be installed using the Direct Stick method.

Installation Over Underfloor Heating

After installation is complete, your flooring requires gradual acclimatisation in conjunction with the heating system.

The underfloor heating system should be activated and increased by 2 degrees increments each day until the desired temperature is reached. When heating is turned off, it should also be decreased by 2 degrees increments. This will allow the flooring to acclimate to the home.

The Engineered Timber flooring surface temperature must not exceed 27 degrees Celsius at any time.

Shrinking between boards, desiccation, cracking and minor cupping can be expected when installing over underfloor heating and does not constitute a product defect.

Only in-slab underfloor heating, such as hydronic heating is recommended.

On-slab heating, installed on the surface of the subfloor is not recommended.

Post Installation

It is essential that any adhesive residue or finger prints be removed from the surface of the Engineered Timber immediately with Ph neutral detergent such as Disolvit.

After installation, if other trades are still to complete their work, a breathable or permeable protective covering should be installed over the flooring. Non-breathable plastic should not be used as this will damage the product due to an increase in moisture.

The flooring must be clean and clear of any debris prior to the fitting of protection.

The product should only be taped at the joins and should not be taped to the flooring.

The Floorig Lab does not recommend using any kind of long term adhesive tape (even low tack) directly on a pre-finished wood surface as the chemicals in the tape can react with the coating, causing it to peel off when the tape is removed.

It is highly recommended that if the project or home is fitted with Evaporative Cooling the owners should be notified that incorrect or excessive use of the cooling can introduce excessive moisture in the home that can damage the flooring.

Care should be taken if the exterior of the home is not paved as gravel and debris can damage the surface of flooring as other trades enter the building. Walk off mats or protection is recommended during this period.

Excessive use of corrosive chemicals such as turpentine, ammonia or large amounts of water to complete a builders clean will damage the product surface.

Prior to handover any direct sunlight from unprotected windows should be covered to avoid damage.

Commercial Maintenance - Engineered Timber / Herringbone

- Use non-rubber, good quality mats inside and outside of external doors to trap grit and remove moisture from shoes.
- In heavy traffic commercial areas the usage of mats for added protection is recommended.
- Felt pads should be placed under all furniture to avoid scratching the timber floor.
- Avoid using wheeled chairs i.e. office furniture or ensure that a large good quality office mat is used to prevent indentations in the timber.
- If pets are indoors, ensure that their nails are trimmed regularly to avoid scratching the floor and promptly clean and dry any accidents to minimize staining the floor.
- All timber reacts when exposed to direct sunlight and this will cause some colour change. Curtains, blinds or UV resistant films on windows should be used to reduce the exposure to direct sunlight and protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- If there is a spill, immediately soak up the spilled liquid with absorbent paper towels, and dry it. Do not allow the liquid to pool and seep into the joints of the flooring.
- Maintain the area of the flooring within the relative humidity level of 30% to 65%. This way the wood is kept in ideal level to avoid any stress to deform.
- Use of solvents of any kind to clean the floor. Methylated Spirits, Turpentine or similar materials will damage the floor surface.
- Rubber based items e.g. the backing of rugs and mats, rubber tipped furniture feet should not be in direct contact with the floor as rubber will discolour the floor.
- Do not use a steam mop, abrasive cleaning materials or harsh detergents / household cleaners on the floor. Using these cleaning methods / materials will harm the surface of the floor and may cause physical damage to the boards.
- Do not slide or roll any furniture or appliances across timber floor as it may scratch and damage the surface. If a trolley is used, line the floor with protective material along the trolley path.
- Stilettos or spiked heels as they may damage the floor surface.
- Keep your floor clean using a soft broom or vacuum to remove any loose grit or dirt. Ensure that the vacuum suction head has felt strips to avoid scratching the floor. You may then use static mops daily to get rid of dust layer on the floor.
- Periodically clean the floor using a PH neutral detergent cleaner specially prepared for timber flooring, such as Bona Timber Floor Cleaner. Carefully read and follow directions on the package. Normally these cleaning solutions are applied by using a mist spray mop.
- Never clean the floor with a wet mop.
- The use of autoscrubbers, especially in Commercial areas, must not be used on timber floors.
- After a period of time, especially in a heavy traffic or commercial area, the refinishing of the floor might be considered. It is vital that The Flooring Lab is contacted prior to any work for advice. It is also highly recommended that any refinishing is completed by an experienced contractor.

All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installations must be formally approved by The Flooring Lab prior to any repair activity.

Costs associated with any rectification or re-supply will only cover replacement flooring materials for amounts as determined in a formal notice of agreement between The Flooring Lab and the purchaser.

Items such as temporary accommodation, re-painting, external contractors for removal and re-fit will not be covered by warranty provisions. Some provisions for reasonable costs may be assessed on a case by case basis and will be administered in-line with consumer law.