

This product is considered a professional product and requires a high degree of technical ability to be installed correctly. We always recommend a qualified and experienced professional should be responsible for the installation of this product.

PRE INSTALLTION

The building must be weather-tight, the heating system operable, and all wet trades (plastering, painting etc.) must have been completed.

Hardwood flooring is kiln dried to moisture content (MC) of 9% to 11% prior to despatch. The MC of the subfloor, room temperature and relative humidity (RH) should be checked on site prior to the delivery of the materials. Room conditions at time of delivery and installation should be as close as possible to the expected in-service conditions – this usually means a room temperature of 18oC to 20oC and a RH of 35% to 65% (60% maximum for planks wider than 175mm). Once these conditions are achieved the delivery of the materials to site should be as close to the installation date as possible providing at least 72hours acclimatising period.

Keep a record of moisture content and room condition measurements that exist at the time of installation.”

If there is underfloor heating involved then the advice on acclimatisation is as follows:-

The aim is to achieve Equilibrium Moisture Content (EMC) prior to installation; the new floor should be in harmony with its surroundings. Hardwood flooring is kiln dried to moisture content (MC) of 9% to 11% prior to dispatch, the MC, room temperature and relative humidity (RH) should be checked on site to determine the EMC, see BS8201. Room conditions during acclimatisation should be as close as possible to the expected in-service conditions – this usually means a room temperature of 18-20°C and a RH of 35% to 60%.

Stack the packs of flooring horizontally, in the centre of the room where the installation is to take place. Use wooden spacers (approximately 20mm thick and long enough to span the full width of a pack) to separate the packs and allow air circulation between them – use at least two to three spacers per running metre so that the weight is evenly distributed; ensure the packs are not in direct contact with the sub-floor. Do not fully open the packs; you may cut the ends of the packs open.

SUBFLOOR PREPARATION

This type of flooring is suitable for installation on most types of flooring substrate, as long as its clean, dry and level (e.g. sand and cement screeds, timber floorboards, chipboard, plywood are all suitable). It is the responsibility of the flooring installer to check that the site condition is in a satisfactory state for the installation to take place including all moisture related readings.

Concrete & Screed Subfloors It is vital that the installer checks the moisture content of the concrete/screed to satisfy themselves that it is dry enough for the installation to commence

If measured directly with an appropriate moisture meter, the moisture content should not exceed 12% to 14% for wooden sub-floors, 3.5% (or 35% to 40% RH using the slab humidity test method as described in BS8201) for cementitious sub-floors, and 0.5% for anhydrite screeds. Over underfloor heating systems the moisture content of cementitious sub-floors should be <2.5%MC and <0.3%MC for anhydrite sub-floors

The floor screed must be levelled before installation to a tolerance of no more than a 3mm gap showing under a 3m straight edge.

Timber Subfloors

Floorboards, O.S.B and Plywood, are all suitable subfloors for Luxury Solid Wood Flooring. Luxury 18/20mm Solid flooring is load bearing board and can be installed directly on/to joist by secret nail or screwed to the joists which should be at 300mm centres.

Please Note: If installing on existing T&G flooring, make sure all old floorboards and joists are secure and free of infestation.

PRODUCT USE

Luxury Solid Wood Flooring can be

- installed: In well ventilated and dry areas, providing the area falls in line with the Climate Control section of these instructions.
- Using either the Glue-Down or Nail-Down method of installation
- Over a plywood or concrete sub-floor.

This floor should **NOT** be installed in bathrooms or laundry rooms. Use in either of these applications will void the product warranty. Luxury Flooring is for indoor use only.

PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING THE INSTALLATION.

The following instructions must be used to install Luxury Flooring. Failure to do so may result in voiding the product warranty.

INSTALLER'S / OWNER'S RESPONSIBILITY

At Luxury Flooring, we only use the best natural materials to manufacture our flooring. As wood is a natural product, you can expect changes in colour, grain and appearance and other visual imperfections between each of the boards - No two planks will have the same characteristics. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack. These defects may be the result of manufacturing or naturally occurring characteristics of the material.

At Luxury Flooring, we recommend that a minimum of 5-10% for cutting and 5% for visual grading should be added to your total square meterage when calculating the quantity of flooring required.

Before the installation begins; it is the joint responsibility of the installer and owner/customer of the site to conduct a thorough site inspection before any flooring is installed.

When carrying out the pre-installation inspection please pay close attention to the following aspects:

- Quality of Manufacturing
- Finish
- Colour Grading

If specific boards are deemed unacceptable, please exclude these boards from the installation process. Boards that remain as part of the installation are considered to have been accepted by both installer and owner (even if the owner is not present at the time of installation).

It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing hardwood flooring. Luxury Flooring accepts no responsibility for problems arising from incorrect or improper site preparation or installation procedures.

SITE PREPARATION:

Before installing your new floor, please ensure that the following points are addressed:

Installation in a new build construction

- Installation of all external windows and doors have been carried out. (This includes doors from the home to attached garages, failure to have these in place can affect the ambient temperature of adjoining rooms.)

All concrete, masonry, plastering, drywall, texturing, painting and other wet work is complete and thoroughly cured and dry.

- Basements and crawl spaces are dry. Crawl spaces must have no standing water; crawlspaces must also have a vapour barrier and adequate ventilation that meet local building codes.

- Gutters and downspouts are in place, directing water away from the building.

- The Subfloor has been prepared correctly for installation.

Installation in an Existing Home (renovation)

If you are planning to install Luxury Flooring in an existing home as part of a home renovation or remodel, the same principles apply to that of a new build construction. Please ensure all wet work (painting, wallpapering, texturing) is completed and thoroughly dry before commencing with the flooring installation.

In addition to the new build principles:

- Remove all furniture, artwork and other valuables from installation area.

- Undercut door frames

- Remove all existing flooring and underlay, if necessary

COLOUR RACKING

Real Wood Flooring contains natural variations in colour and grain pattern. To prevent colour grouping or repetitive patterns in the finished floor surface, Luxury Flooring recommends un-boxing 3/4 cartons to get a sense of the range of colour variation and arrange the planks to achieve a satisfactory appearance. When sorting boards, pay close attention to visible manufacturing defects and any transport damage

(if applicable). Once a plank has been installed, these are considered to have been accepted by the customer and are not eligible for exchange or replacement (See Warranty for more details).

EXPANSION PROVISION

It is essential that an expansion gap of at least 12 mm or 2 mm per metre of span is left around the perimeter of the room and around any obstructions such as columns, radiator pipes, door casings, hearths etc. and in doorways between rooms. The approximate rate of expansion can be calculated; in larger rooms, above 12m x 8m, it may be necessary to provide additional expansion provision. Contact your supplier for advice. Expansion gaps can be covered with a variety of solid wood profiles or skirting, it is essential that any covers used do not impede or restrict the natural movement of the boards that will occur throughout the life of the floor e.g. do not force the skirting down on top of the boards, leave 1-2mm gap below the skirting on top of the boards. Do not nail or glue covers to the boards.

NOTE: In climates with extreme variations in humidity, or in large installations (+80m²), a larger expansion space may be required.

CLEANING & MAINTENANCE

Once the installation of your hardwood floor is complete, it is essential to ensure you familiarise yourself with the correct and safe ways to clean and maintain the surface to avoid any potential damage.

Daily Cleaning

For day-to-day cleaning, it is essential to dust your hardwood floors with a microfibre mop or cloth each day to prevent any scratches and surface damage. Microfibre cleaning pads use static electricity to trap dirt, particles and other household allergens. Dusting the surface will remove any particles of dust and grit that may appear from footwear, chair legs and will contribute to preventing the floor from long-term damage. Household brushes may also be used, but please be aware that these can push the dirt around and may potentially cause scratches to the surface of the floor.

Weekly Cleaning

On a weekly basis, we recommend giving your hardwood floor a vacuum or light damp mop to get rid of more stubborn stains or debris that may have dried onto the surface. Keep any protruding parts of the vacuum away from the surface of the floor as this can cause damage. Any excess water should be removed from the floor immediately and never pour water directly onto the floor's surface as this can cause swelling, warping, splitting and even joint separation and not only reduce your floor's lifespan, it will also most likely void any manufacturers' warranty.

Ongoing Maintenance

For a more in-depth clean, we recommend giving your floor a deep clean 3/4 times per year to ensure the floor is well protected from day-to-day living. As we offer many different types of finishing materials on our flooring, we recommend speaking to your Luxury representative who will be able to advise on the correct maintenance products for your flooring depending on its finish, in accordance with the description on the product end label.

Cleaning Tips & Tricks

- Use a good quality doormat at entrances & exits to avoid dirt and debris entering the home.
- Always use appropriate felt pads on chairs, tables and any other furniture to minimise indentations.
- For drink spillages, these must be cleaned up immediately. - Avoid using water and vinegar or soap-based cleaners, as these will dull the floor's finish over time.
- Do NOT use Steam Cleaners on your hardwood floors as these also put heat and excessive water on your floor.

INSTALLATION OF 18/20mm T&G SOLID WOOD FLOORING

Solid Wood Flooring can be installed in two ways:



FULLY BONDED INSTALLATION

Luxury Solid Wood Flooring can be installed directly to a concrete screed sub-floor or suitable wood-based sub-floor using the Fully Bonded method.

This method involves using a flexible polyurethane adhesive to fully adhere the boards to the sub-floor. This is normally done using a notched trowel to create ridges of adhesive, that the floorboards are then bedded onto when installed. Always consult the manufacturers' guidelines for the adhesive you are using to ensure the correct trowel and application method is being followed.

Tips for Fully Bonded Installation

- It is not necessary to further adhere the T&G system when using the Fully Bonded method
- Always ensure all adhesive is kept off the surface area of the boards as when dry it can be very difficult to remove without causing damage to your new wood flooring.
- Always use the correct trowel for your adhesive type. Consult the instructions before beginning the install.



Nail Down or Screw

Luxury Flooring can also be nailed or screwed to a wooden subfloor.

UK WARRANTY

1. Luxury Flooring are responsible for manufacturing defects.
2. Luxury Flooring must be installed correctly according to the outlined above instructions. The warranty covers regular use. The warranty does not include the use of this product in damp and wet spaces, such as conservatories, bathrooms and kitchens.
3. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. These boards are to be allowed for in the 5% waste tolerance. Boards with visible defects that are installed are excluded from this warranty. Colour and grade de-selection is not allowed for, as this is a personal choice and not a defect in the manufacturing of the product.
4. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted.
5. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring is subject to normal wear and shall not be covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
6. Excluded under this warranty are scratches, heavy impacts, humidity, and damage caused by incorrect use or lack of correct maintenance.
7. If you have a defect, which falls under the conditions mentioned in this warranty, you should report this to Luxury Flooring in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.
8. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss.
9. In case of a dispute arising from the Luxury Flooring warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.
10. Where the Luxury Flooring warranty applies, Luxury Flooring will replace the faulty product. In case the product in question is no longer available, Luxury Floor will ensure replacement of an alternative product of the same quality.
11. This warranty shall apply only to the original owner/purchaser of the wood floor.

WARRANTY WILL NOT BE APPLICABLE IN CASE OF:

1. The floor has not been installed following the correct methods outlined in the instructions by a qualified installer.
2. The faults were noticed and ignored before the floor was installed.
3. Defects and faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
4. Defects and faults have been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions for installation, use and maintenance.
5. Visual faults having arisen as a result of any deformation of the boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of normal ageing and wear and tear of the finishing coat.
6. Stains or mechanical damage to the surface (scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.

**MANUFACTURING TOLERANCE
ENGINEERED HARDWOOD FLOORS ARE A
NATURAL PRODUCT AND AS SUCH ARE SUBJECT
TO MANY VARIANCES IN COLOUR AND
CHARACTER IN EACH INDIVIDUAL PIECE OF
FLOORING, WE ALWAYS THEREFORE
RECOMMEND YOU WORK FROM 3-4 PACKS
OF FLOORING AT A TIME IN ORDER TO GET THE
BEST NATURAL COLOUR MIX. AS SUCH A
TOLERANCE OF 5% SHOULD BE ALLOWED FOR
THE DESELECTION OF ANY MATERIAL DEEMED
UNSUITABLE FOR INSTALLATION. THIS
PRODUCT IS PRODUCED WITH A
MANUFACTURING TOLERANCE OF + OR -
0.5-1mm ON THE DIMENSION OF THE BOARD AND
IN LINE WITH SPECIFIED TIMBER
MANUFACTURING GUIDELINES, AS SUCH ANY
ITEMS OUT OF TOLERANCE SHOULD BE
DISMISSED AS PART OF THE 5% MANUFACTURING
TOLERANCE.**

