

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 with the exception of installation over underfloor heating systems in which case please refer to UFF01 “How To Fit Engineered Wood Floors On Underfloor Heating Systems”

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 despatch, however, it is recommended that the MC should be reduced to below 8% to 9% prior to installation on under-floor heating systems (UFH); 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 18mm Engineered Wood Flooring. Luxury 18mm 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 18mm Engineered 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 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 ONTO SCREED WITH WATER BASED UNDERFLOOR HEATING

All Engineered Flooring from Luxury Flooring can be used with water based embedded Underfloor Heating systems, but we recommend consulting your UFH instruction guidelines before installing to ensure the correct system is in place before the wood floor is installed. The flooring installer should ensure the system has been correctly tested and is operational before commencing the installation of the flooring. Failure to do so can cause additional problems because of the wide range of temperatures the flooring is subjected to.

Always turn off the Underfloor heating system 48 hours prior to installation and allow it to cool fully.

Once the installation is completed, wait 48 hours before turning the system back on, this gives any adhesive used the time to fully cure.

When it's time to turn the system back on, do so in small increments of 1 degree centigrade at a time up to a maximum total increase of 5 degrees per day until you reach your desired room temperature. Do NOT turn the system straight up to the maximum, as this cause the timber to dry out quickly and cause the floor to split or crack.

Maximum allowed contact temperature should not exceed 26°C, this is to the base of the board, not the top surface and can generally be achieved with a manifold temperature of <45°C. Please note that loose carpets/rugs insulate the surface by around 2°C!

Important: Follow the heating regulation recommendations given by the underfloor heating system supplier.

CLIMATE CONTROL

Climate control is essential when it comes to wood flooring. The conditions at the job site must be maintained with the air between 18-20°C and relative humidity at 30-60% before, during and after the installation. The flooring should not be delivered to the site until these conditions have been met and maintained for 1 week for plywood subfloors and 2 weeks for concrete subfloors.

Following the installation, these temperature and relative humidity conditions should be maintained at all times to ensure you get the best out of your new floor. See Warranty for more details.

If the temperature and humidity conditions meet the manufacturer's guidelines, the material should then be delivered to the site. When stacking boxes, ensure that boxes are cross stacked to allow for proper airflow between each box. Do not open the boxes; leave closed until ready to commence the installation and open each one as required when performing the pre-installation checks.

Before installation of resilient coverings, it is very important to measure the moisture of the new screed. To avoid damage of the heating pipes, the measuring points have to be prescribed by the installer of the screed. Every 200m², three measurements should be carried out.

The permissible domestic moisture has to be at most 45-55% RH (cement screed) or 0.3 CM% (anhydrite screed). A new cement screed must not be heated up before 21 days, and anhydrite screed must not be heated before 7 days, after its installation.

The heating procedures should be performed in the following order:

1st day: heating up with a feed temperature of 20° C

2nd day: heating up with a feed temperature of 30° C

3rd day: heating up with a feed temperature of

40° C 4th day: heating up with a feed temperature of 50° C

5th -15th day: keep this temperature 50° C

16th day: heating down with a feed temperature of 40° C

17th day: heating down with a feed temperature of 30° C

18th day: heating down with a feed temperature of 20° C

19th day: measuring the moisture with the Hygrometer / CM device as per manufacturer's

instructions and all relevant standards (BS 8203: 2001)

Underfloor heating should be switched off 48 hours prior to laying the floor coverings. Since most adhesives, which are used for floor laying do not achieve maximum bond strength immediately, the heating should not be turned on until at least 48 hours after laying and peak temperature should be avoided for a further 7 days.

For the long run, the surface temperature of the screed must not exceed 26° C (at the glue line).

If the moisture levels of the subfloor are not measured and our recommendations regarding the heating procedures are not followed and recorded by contractor, bubbles (de-lamination) and lifted joints could occur.

Please note that with regard to moisture levels above the recommended 45-55% RH, you must obtain a specification from the adhesive manufacturer, which is guaranteed by them. The time required to get an accurate reading will depend on the subfloor and heating system.

A power floated concrete may take a month to achieve equilibrium and if the heating system is at the top or bottom of the concrete, this can also make a difference.

NB. Please also consult BS 8203: 2001 and the CFA Guide to Contract Flooring and the adhesive manufacturer's recommendations should also be noted.

INSTALLATION OF 18MM T&G ENGINEERED FLOORING

Engineered Wood Flooring can be installed in three ways:



FULLY BONDED INSTALLATION

Luxury Engineered 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.



FLOATING INSTALLATION

This type of flooring can also be installed as a Floating Floor. This is where the boards are joined together and laid over the sub-floor and fixed by applying a PVA bead of adhesive into the tongue and groove system on the board.

When connecting the boards together, ensure a neat, continuous bead of adhesive is applied into the groove section of the board and firmly press the adjoining board into place. A tapping block may be used to further assist the two boards fitting together. If additional strength is required (for example - heavy traffic areas such as a doorway) a double bead of glue may be applied. A further bead of adhesive should also be used on header joints to create a strong and stable installation.



Nail Down or Screw

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

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.

Tips for Floating Installation

- Installation and Clamp & Straps should be used to hold rows in place whilst the adhesive cures.
- Starter boards from off-cuts of the previous row should be used at the beginning of the next row to ensure a staggered joint is achieved of a minimum of 500mm, which gives the installation valuable added strength.

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.**

