Engineered Australian Timber Range

INSTALLATION & CARE INSTRUCTIONS

Important note; the project should be installed by a professional flooring contractor or highly skilled tradesperson. The installation process and method selected is the responsibility of the contractor and you must be satisfied that the contractor is qualified to carry out your site installation. Should you have any concerns prior to installation contact your retailer for assistance.

A thorough understanding and inspection of the specific site conditions needs to be undertaken by the installer prior to commencing work. Site specific circumstances such as proximity to water, coastal regions along with other climatic extremes may require more complex installations methods and maintenance. If applicable, under floor inspections should be carried out before installation.

Please note: We do not recommend or provide warranty for the use of our Australian Timber Range with Under-Floor heating. This is the case for in-slab or heating systems installed over the substrate. Floor performance remains at owner's risk if you proceed.

LAYING INSTRUCTIONS: ENGINNERED AUSTRALIAN TIMBER

Please read the following instructions thoroughly and carefully before laying the floor:

- **The engineered 5G plank is designed to be installed floating without glue. The 5G system allows the plank to be joined together without the need for adhesive or nailing fixing to the sub-floor.**
- The bundles of planks must be stored in a cool, shaded and protected dry place (ambient temperature of 18 – 25 Degrees Celsius). Never open the packs until the day of installation as to avoid moisture pickup within the planks.
- During winter months bundles in their original unopened packaging should be acclimatised to the room temperature for at least 48 hours.
- **Each plank should be carefully checked prior to installation**: never install any damaged planks. Do alignment inspections as you continue the installation.
- To better blend and balance the natural batch variation the installer should always work from several open cartons of product to create a balanced and natural visual for your new installation. Planning the install areas is a critical part of the project.
- **The surface-temperature of the sub-floor at the time of installation should be at least 15°C but never exceed 27°C.** For optimum performance the ideal relative humidity should be 45% to 55 % but never below 30% or consistently exceeding 60%.
- **The sub-floor should be dry, clean, and free of any cracks. Irregularities on the sub-floor should not exceed 3 mm in every 3 meters, in all directions.**
- In case there is a need to level concrete sub-floor, a cement-based floor-filler should be used and allowed to dry.
- A recognised acoustic underlay with a minimum thickness of, 2 or 3 mm incorporating a PE Moisture barrier or similar must be used on the flooring to reduce sound transmission and to reduce moisture ingress. Underlay should be placed over a dry, flat substrate, with joins neatly taped. Joining between the plastic sheets should have sufficient overlap and /or sufficient tight joins to avoid leakage of vapour from underneath. Recommended overlap should be at least 20cm.
- **If you are using an alternate acoustic underlay that does not incorporate a Moisture Film** an age resistant polyethylene membrane plastic film (0.2mm thickness) for vapour barrier is required for a floating-system installation.
- The Underlay / Moisture Film should be kicked up the skirting boards on perimeter walls.
- Ensure that the sub floor is thoroughly cleaned to avoid mould growth. Should the RH of the sub-floor be above 95%, no flooring should be installed. **This is strictly prohibited.**
- **An allowance of at least 12-15 mm** on each edge / perimeter should be provided to accommodate floor expansion. Please allow for expansion around heating tube outlets, connection with tiles and any fixed items where the floor is installed. Room to room expansion at doorways is recommended.
- Use spacing-wedges during the installation to assist in maintaining the correct expansions gaps.
- Bigger rooms will definitely need more expansion capacity to cater for expansion joins. We highly recommend an expansion join/s within an appropriate section of the room. **As general guide room widths greater than 6-8 m will require increased expansion provisions. Length runs over 10 m will require increased expansion provisions.**
- If the client objects to these inclusions we recommend the installer keep a record that the client did not wish to include expansion trims. Wherever possible each room should be treated as a separate install, this will assist in reducing floor movement.
- The widely used formula to calculate the expansion (for floating-system) across the width of the installed floor is 1.5 - 2 mm expansion for every 1 meter of floor width.
- We recommend that all flooring be installed lengthwise against the longest wall of the room, starting from the corner furthest from the entrance. This will enhance the visual appearance of the room and will enable the installer to work professionally in the workspace whilst the floor is being installed.

INSTALLATION & CARE INSTRUCTIONS CONTINUED

- **Large fixed object such as Kitchen Island benches should not be installed on top of a floating installation.** The flooring needs to move freely under bench fascia or kick boards. Scotia trims or c-channels maybe required terminating flooring around the bench or objecting. Do not use caulking.
- The plank in the last row must not be less than 300 mm. Therefore measure and plan the floor before the installation begins to calculate the first and last plank.
- **REMEMBER: Check your floor continuously** during installation. Installed defective boards can be easily replaced. No claims will be entertained for any surface or plank defects after installation. **If in doubt leave it out …or cut it out!**
- **When installing the engineered floor through several adjoining-rooms, expansion-joins must be provided at every doorway to allow for normal expansion and contraction.**
- When using the floating-system installation in a corridors and hallways length-wise installation is required.
- When the floating-method of installation is employed, skirting-boards should be installed by screwing them directly to the adjacent wall, never fix them onto the floor-boards. This is to allow the floor to move freely without restrictions from skirting or door jambs etc.
- Your prefinished installed floor is ready to walk on immediately after installation. If the floor requires cleaning immediately after installation please make sure cleaning and maintenance is done as per the instructions detailed below. Any cleaning should be done using only a damp-dry mop. N**ever use a wet mop/ cloth or steam mop to clean the floor, excessive moisture can and will damage your timber floor.**
- Claims regarding visible defective floor planks must be made prior to installation. Each plank should be inspected to ensure that the quality is acceptable. No claims relating to surface defects can be accepted after installation.

DIAGRAMS VALINGE 2G LONG EDGES + 5G SHORT END SYSTEM.

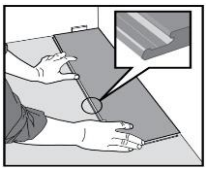


Fig 1. First plank, first row.
Place a spacer of 15 mm thickness to the left. and position the plank against the wall.
Later, after 3 rows, you can easily position the flooring against the front wall with distances ≈ 15 mm.

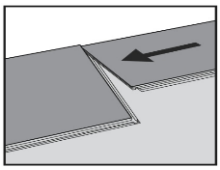


Fig 2. Second plank, first row place this plank gently and tight to the short end of the first one.

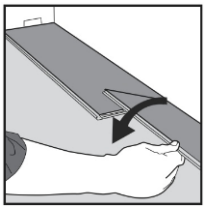


Fig 3. Fold the panel down in a single action movement.
During the fold down, make sure the panels are tight against each other. Afterwards press down or slightly tap down at the short end just installed till it clicks. No major force is required.

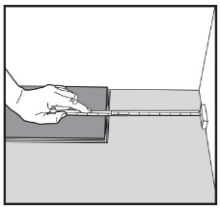


Fig 4. At the end of the first row, put a spacer ≈ 15 mm, to the wall and measure the length of the last plank to fit.

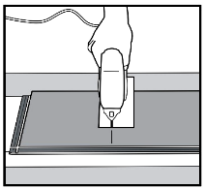


Fig 5. Cut with a jig saw – hardwood face turned down to eliminate/reduce damage to the face panel. Or if cutting using a hand saw, cut it with the hardwood visible face up.
Then install it as previous plank.

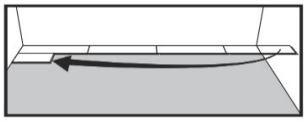


Fig 6. Starting the Second row
First plank should be a min length of 500 mm. Put a 15mm spacer against the wall and measure the last piece. If it is shorter than 500mm a new starter piece should be used. Insert the plank at an angle into the previous row and tap (on the long side) it in using a tapping block till flat.



Fig 7. General distances between short ends. Minimum distance between short ends of planks in parallel rows shall not be less than 500 mm. This improves the stability of the floor.

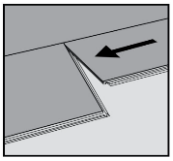


Fig 8a Second plank, second row place the panel at an angle into the groove of the previous row making sure that the end of the panel is tight/flush to the short end of the previous panel.

INSTALLATION & CARE INSTRUCTIONS CONTINUED

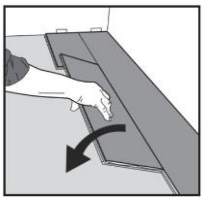
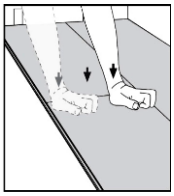


Fig 8b Fold the panel down in a single action movement with a slight press to the left to the short end of the previous panel. Again using the tapping block tap it against the long end into the previous row. During the fold down, make sure the panels are tight against each other.



Figs 8c As it flattens itself to the floor press or gently tap the top of the short end of the installed panel until it clicks. Finish installing this plank by tapping it with a tapping block on the long side to ensure secure installation.

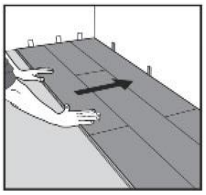


Fig 9. After 2-3 rows. Adjust the distance to the front wall by placing spacer's ≈ 15 mm. Once the adjustment is done against the main wall, continue to install till the last row.

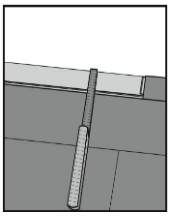
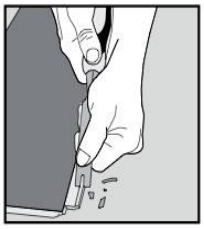
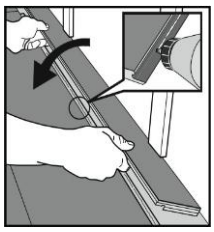


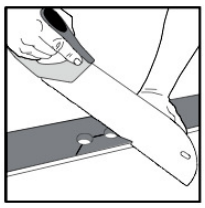
Fig 10. Last row (and perhaps also first row). The Minimum width of the last plank should be NOT LESS than 50 mm. Remember distance to wall is 15 mm. Tip! Put a spacer before measuring Cut the panels lengthwise and glue the short ends. See instructions below.



Special installations - Small panel widths.
Joining at short ends length cut panels. Cut the tongue at the same time you cut the length of the panel and install as shown above. Please note that the smallest width of a panel is 50 mm at the last row. If it is not, the first row width must be adjusted. This can easily be calculated when measuring the room with before installation. Cut off the locking element with a chisel, push the planks horizontally together. If necessary, place some spacers between the last panel and the wall to keep the planks together during the curing time of the glue.

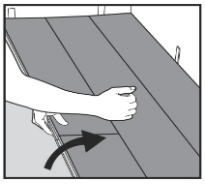


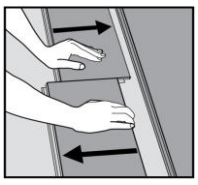
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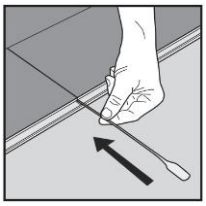


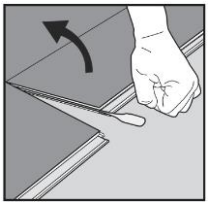
Radiator pipes, installation at radiators. Drill the holes 20 mm larger than the diameter of the pipes. Cut out the panel (with the thinnest blade possible) as per diagram. Install the plank as per normal. Glue the cut out piece back again.





Disassembling (without tool). Your floor can very easy be disassembled, which enables replacement during installation and also during use. **Fig 11.** Separate the whole row by carefully lifting up and slightly knocking just above the joint. Fold up and release the whole long side. **Fig 12.** Disassemble the panels by sliding horizontally. (Do not fold up!)





Disassembling (with tool)
Fig 13. Place a special Välinge Release Tool into the joint.
Fig 14. Keep the left plank down to the floor and release the right plank - fold it up.

INSTALLATION & CARE INSTRUCTIONS CONTINUED

CARE AND MAINTENANCE GUIDELINE:

You have purchased a high-quality, prefinished engineered flooring product. The product is coated with formaldehyde-free, lacquered surface which is ready for installation and **will not require any special treatment directly after installation**. It is important to note that regular care and maintenance responsibilities are required to better preserve the surface and its coating. If you follow these general cleaning and required maintenance guidelines your new floor will perform as intended for many years to come.

- Please ensure that an ideal room-climate with about 45-60% Air Humidity and 20°C is provided. This indoor climate is good for both your health and for the overall performance of the floor.
- Daily cleaning should be done with a vacuum cleaner, static mop or a smooth floor-broom. Any sand or dirt should be immediately removed because they can cause scratches and damage the floor surface. Please ensure no metal screws or sharp edges are evident on the vacuum head.
- Whenever necessary, the floor surface can be cleaned with a well-rung damp-dry mop. Do not use conventional household cleaning solutions as they will generally be abrasive and damage the surface coating. Never use the traditional wax or steel-wool on your lacquer-finished parquet floor. A PH neutral cleaning solution is required, please observe and follow manufacturer's instructions.
- It is vitally important that you affix felt strips or suitable protection under any furniture-bases, chair-legs and commonly movable objects. At entry points and for high traffic areas the use of floor mats to remove entry grit and dirt is recommended and will be very useful to help preserve your floor surface coating.
- Additional surface coatings are not required for your pre-finished parquet floor. Once installed its ready to walk on.
- **Natural timber is also affected by UV light and therefore will change colour when exposed for long durations. Floor coverings such as rugs and mats should not be placed immediately after laying. The floor should be allowed to UV stabilise for approx. 6-8 weeks.**
- In case of any damage on the lacquer-surface (e.g. by furniture movement etc.), acquire advice and assistance from a qualified installer or specialist retailer that is knowledgeable about timber flooring products
- Remember, the warranty will not cover repairs undertaken without the distributor's agreement.

Your engineered Australian Timber floor is a living material that will expand and contract in shape if moisture or humidity is raised. It may also shrink if moisture or humidity becomes very low. As a natural product damage from these circumstances may lead to irreversible deformation of the floor if the room climate and humidity is left too high or too low for an extended period of time. In winter months for example if the humidity (RH) in a heated room goes below the specified 45 % the floor could be subjected to conditions that may result in plank changes. In this case you should install an air humidifier to prevent damages to your floor. The same may also be necessary with air conditioned rooms.

Disclaimer: Preference Floors has used its reasonable endeavors to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law, will not be liable for any inaccuracies, omissions or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.

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SUMMARY WARRANTY PROVISION

25 YEAR LIMITED (LIFETIME) STRUCTURAL WARRANTY

Fiddleback Flooring is provided with a 25 Year Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from delamination, splitting and geometry that would affect the planks assembly and in-service performance. **The planks must inspected prior to use and any planks deemed not fit for service should not be installed and will not be covered by warranty provisions.** Due to the variable climate conditions within Australia and New Zealand planks may display slight bow and twist once removed from the cartons this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. **(Note; planks should not be unpacked overnight and or left loose prior to install**). Grading provisions provide for patching and filling of natural characteristics with appropriate colour matched filler, this forms an acceptable visual for the natural planks.

After installation certain cupping and gapping issues could be considered site related, installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws. Fiddleback Flooring should be installed as per Fiddleback Flooring Installation Guidelines.

These guidelines can be provided by contacting; **www.preferencefloors.com.au** or through a review of optimum installation practices as noted on the ATFA web portal.

Warranty provisions are extended to the individual or company that is nominated as the original point of purchase and or initial occupant at the installation site. Warranties are not transferrable.

20 YEAR LIMITED RESIDENTIAL WEAR WARRANTY

Fiddleback Flooring provides for a 20 Year Limited Residential Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our Maintenance and Care instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions.





5 YEAR LIMITED COMMERCIAL WEAR WARRANTY

Fiddleback Flooring provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the finish coating will not wear through to the underlying uncoated surface. This in course implies that the appropriate conditions for use are in line with the provisions set out in our maintenance and care instructions. Areas less than 10% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty provisions. Instructions and guidelines for keeping your floor in optimum appearance can be obtained directly from your point of purchase or obtained from contact via our web portal www.preferencefloors.com.au

AUSTRALIAN CONSUMER LAW UPDATE 2012

Fiddleback Flooring is provided with limited performance warranties that cannot be excluded under Australian Consumer Law. Entitlements include a replacement or a refund for what is termed as a major failure and for agreed reasonably assessed associated costs.

Entitlements also allow for the goods to be replaced if the product fails to meet an agreed acceptable quality and that quality does not constitute a major failure.

WHAT IS AN ACCEPTABLE QUALITY AND USE GUIDELINES?

Fiddleback Flooring is designed to be installed for interior use only for floors and walls. It is not designed for external use. **The product will not be covered by warranty provisions for use in wet areas, (Bathrooms or similar).** In areas where incidental spills may occur, such as Kitchens or Living areas, spillage should be wiped dry as soon as possible to avoid moisture ingress and possible plank deformity. The product should be installed as per install guidelines, special attention should be directed to plank inspection prior to install. Slab or substrate should be inspected and suitable for flat and dry installation. For general heating and cooling, all in-room or total home systems must be compatible and comply with environmental performance attributes for natural products such as Timber. Internal temperature and humidity controls need to be aligned to match performance guidelines for natural timber products such as Fiddleback Flooring. **Evaporative cooling systems must be installed with adequate ventilation and operation should be as per system recommendations. Poor use of evaporative cooling systems may create very high internal humidity within the home. Cupping and plank deformity may result as a direct cause of high or low internal humidity.** (Refer; Preference Install instructions and Care and Maintenance guide). **Floor heating of any type should not be installed with Fiddleback Flooring.**

WHAT DETERMINES A MAJOR FAILURE?

Fiddleback Flooring is a Natural product, characteristics such as knots, face checking, blemishes and surface indentations are normal and will not be considered as a Major Failure. This will also extend to slight coating variations for gloss levels and sheen viewed in an indirect light environment (curtains / shades closed). Seasonal change resulting in slight gapping, consistently over many planks along with incidental movement of planks would be considered normal as a part of the building environment and would not constitute a Major Failure. Cupping, crowning and shrinkage after installation are considered site related and will not be warranted as per the Limited Structural Warranty. These matters if they occur may require contact with your builder insurance for inspection to discover the likely cause.

Once planks have been installed it is considered that site matters such as substrate suitability and visual characteristics have been accepted by the installer / contractor. The product manufacturer warranties do not cover installation and site suitability. Once installed the product is deemed to be suitable for use and plank defects that should have been removed or assessed prior to installation will not be covered by warranty provisions. This will be a matter between client and contractor. We would recommend that you always ask for installation or contractor warranties to cover workmanship as these are not covered by the Fiddleback Flooring manufacturing warranties. Structural plank delamination or surface coating deformities from normal in-service use may require a service inspection. If this arises immediate contact with your initial point of purchase is recommended.

The limited warranties are subject to the following:

The warranty provisions will not cover installations practices not consistent with manufacturer's guidelines. Floor care and maintenance must be conducted in line with our product guidelines to avoid coating and product damage. Warranty provisions will not cover a poorly maintained floor.

Incidental scratching, chipping and indentations from external sources would be considered site related and therefore not covered by warranty provisions. Please cover flooring with adequate protection if construction is still occurring at the site.

Please avoid using masking tape on the surface of the planks as some adhesive tapes when removed may harden and be difficult to peel off without damaging the coating. Also cover flooring with adequate cover sheets before sanding or painting to stop fine dust from settling into the micro-bevel of the flooring. It may prove difficult to remove after installation, ideally painting should be finished prior to install.

Moisture ingress from internal or external sources that results in coating or plank deformity is not covered by warranty provisions.

Accidental damage during installation or throughout the products lifecycle will not be covered by warranty provisions.

Planks that have been installed that may display imperfections outside of natural grading specifications would be deemed as acceptable and suitable for installation. These matters need to be taken up with the Installer / Contractor. Warranties do not cover workmanship and installation selection and site suitability.

For home studio or office environments, roller or castor chairs, large or heavy filling systems, and associated equipment require appropriate surface protection. Damage as a result of these occurrences would not be covered by warranty provisions.

Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Note; Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the home builder, system installer or manufacturer to better understand operating methods.

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 Preference Floors 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 supplier and reseller. 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 as per the individuals rights as consumer laws dictate.

Disclaimer: Preference Floors has used its reasonable endeavors to ensure the accuracy and reliability of the information contained herein and, to the extent permitted by law will not be liable for any inaccuracies, omissions or errors in this information nor for any actions taken in reliance on this information. Products must be installed in accordance with relevant installation recommendations and industry best practices.

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"The preferred choice"

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