

Thank you for purchasing this City Oak Timber Flooring. Please read these instructions carefully, in full, prior to installation.

SAFETY INFORMATION

It is important to employ safe working practices. Protective eyewear, hearing protection and safe footwear should be worn throughout the installation to help prevent against injury. Dust extraction and respiratory protection should be used when cutting flooring or trims using a saw of any type. Materials Safety Data Sheets are available by contacting your retailer. If using ancillary products like levelling compounds etc, it is recommended to adhere to the specific safety requirements as stated by the manufacturer of the product.

PLEASE NOTE

Check every plank carefully before and during the installation, preferably in daylight. Bear in mind that wood is not a homogeneous material. Wood is a natural product, which means that no timber flooring plank will be identical to another just like no tree is identical to another one. The occurrence, amount and size of sap wood, knots and cracks depends on the selected grading and chosen range. These are natural features of wood and cannot be considered as a product fault. Therefore you should always check if you have the right impression of the floor before installation and that you have all the information. It is considered normal installation process to make minor fill repairs with a wax repair kit during installation, if unsure contact your supplier.

If a wood flooring plank has been installed it is considered as accepted and defects or colour variation cannot form any ground of complaint. We recommend that the planks are mixed from several packs during installation. Boxes of City Oak timber can include some shorter boards to make up the quoted plank length – these are referred to as a 'nested lengths'. These can be used at the start or end of a row as well as scattered throughout the floor.

IN GENERAL

City Oak Timber Flooring is designed to be a glued down timber floor using an approved adhesive by a professional installer. An expansion gap must be left to the entire perimeter of the floor to allow for initial and seasonal expansion, see notes on expansion in installation section. The boards are generally installed along the length of the room with the ends of boards laid with a natural random stagger. A successful installation will rely heavily on strict adherence to these instructions. The most common causes of floor failure or client dissatisfaction are:

- Installation over uneven subfloors
- Installations that do not provide sufficient perimeter expansion or incorrect/lack of compartmentalisation
- Excessive sub-floor moisture - see section on testing / protection against moisture
- Installation of a board that has obvious visible manufactured fault/defect

TOOLS REQUIRED

An installation Kit containing expansion wedges, a pulling iron, and a tapping block. You will also require a jigsaw, pencil, hammer, tape measure, sharp "Stanley" type knife and small hand tools associated with wood working. For a faster installation and cleaner finish, consider using a drop saw and a table saw with timber finishing blades.

PREPARATION

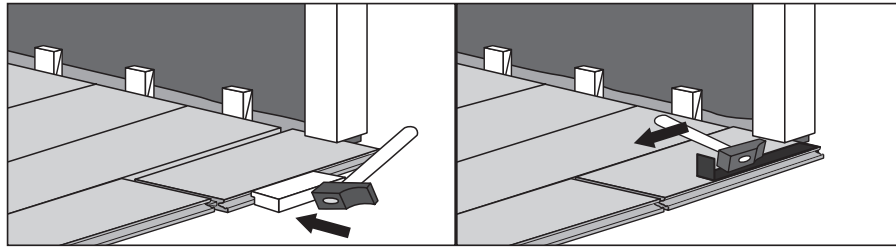
The first thing that you need is to ensure that the subfloor or surface that the engineered wood floor is being installed over is flat, dry, clean and stable. Using a 1 metre straight edge, the subfloor level should not exceed +/- 3mm over 1 lineal metre in any direction. Remember, uneven floors may lead to movement and noise, so it is necessary to assess the levelness and get it right. Timber subfloors can be sanded level and along with concrete or most existing floor coverings can usually be levelled using a self-levelling compound, refer to manufacturer TDS.

When installed over concrete, RH (relative humidity) should not exceed 80%. If the concrete subfloor has not been tested per AS1884 then an appropriate moisture barrier and correct adhesive system must be used.

Wooden subfloors exceeding 14% MC (moisture content) must have moisture issues resolved prior to installation. If wooden subfloor requires sheeting, plywood is recommended.

Installation over subfloor heating systems is not permitted for City Oak.

Door frames and architraves should be undercut prior to commencing installation using a scrap of flooring and a long, flexible hand saw or multi-tool. Undercut saws may be available from your local retailer and are specifically designed for this purpose.



Work out the trims to be installed as some trims are recommended to be installed prior to the flooring. This will be dependant on the direction of the trim to the flooring and the type of trim to be installed.

INSTALLATION

Select a starting wall that is long and visible, the first row will be installed parallel to this wall. Install tongue edge to the wall to assess the straightness of the starting wall. If the starting wall is undulating or uneven, square this row off to the other side of the room using a tape measure and scribe the first row of boards to cater for the undulations while accommodating a uniform 8-10mm perimeter expansion gap. On installations where scotia will not be used, and the existing skirting won't provide enough coverage for the perimeter expansion gap, we recommend undercutting the plasterboard panel.

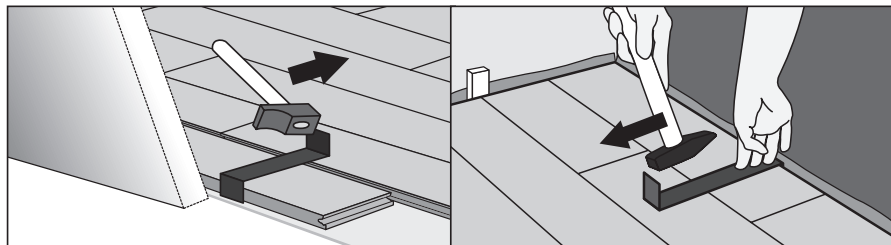
If scribing is not required, remove the tongue along these starting boards. In terms of the required expansion gap, a minimum of 8mm is required in lower relative humidity environments with a 10mm gap required in areas of higher relative humidity. For assistance determining the appropriate perimeter expansion please contact the manufacturer.

In installations in areas larger than 25m (length) x 10m (width) additional considerations should be given to perimeter expansion and compartmentalisation requirements, please contact the manufacturer for advice.

Now assemble the first few rows in a staggered formation with minimum 8mm spacers installed along the wall and at the ends. Utilising the shorter lengths in the packs to start and end the rows or off-cut's providing they are longer than 300mm.

Note: Remember to ensure that you stagger end joins by greater than 300mm

Continue installing the body of the floor. The final row will need to be trimmed to fit using a jigsaw or table saw and brought into place using the pulling iron. Remember to allow 8-10mm for your expansion gap at all walls and vertical surfaces. This gap will be covered last of all.



Pinning via the groove side with slight head brads on wooden subfloors will assist in fixing while adhesive cures. On concrete subfloors the use of a ratchet system is recommended to minimise gapping between boards while adhesive cures.

The use of weights is then required to ensure transfer rates of at least 85% until adhesive is fully cured.

FINISHING OFF

Where skirting boards have been left in place, it is now time to fit scotia moulding to the perimeter of the floor to cover the expansion gap. Scotia is to be pinned to the skirting only so as not to inhibit the free movement of the floor. If skirting boards have been removed or are yet to be fitted, they will usually cover the expansion gap well. If the skirting boards do not provide enough coverage of the expansion gap, consider undercutting the plasterboard to allow for additional expansion. Install any End, Connector or Adapter profiles that have not been fitted during the installation process. These trims must not hold the floor in place in order to provide for full and free expansion of the flooring.

After the final board is installed, the flooring can now be cleaned following the maintenance instructions on the next page. Ensure a non-abrasive flooring protection (ie. Thor) is used to protect the floor from other trades following installation.

SPECIAL NOTES

- When installing City Oak Timber Flooring on stairs, glue both tread and riser using a recommended polyurethane or construction adhesive. Special stair nosing trims are also available for this application.
- **It is the installer's responsibility to check each board for faults or defects, in appropriate finished lighting conditions, prior to installation.** Labour costs or any other costs associated with the replacement of boards after they have been installed will not be accepted by Premium Floors.
- City Oak Timber Flooring is not designed to be exposed to extremes of humidity or temperature. It is important to note that floors exposed to such conditions may fail. Sensible protection of the flooring from such extremes, particularly in unoccupied homes, must be afforded. Measures can include curtains, awning, blinds, window tinting, and early commissioning and/or regular use of air conditioning or humidity control devices. Please be mindful that incorrect use of evaporative cooling may create an overly moist environment not suitable for the timber floor. Protection of the flooring from any radiant heat source should also be provided, e.g.: around combustion heaters and other heaters, as these generate extreme low humidity. City Oak Timber Flooring should not be installed until these measures are in place, and is recommended not to be installed more than 2 weeks prior to occupation of the home. It is important to understand that any warranty, expressed or implied, may be voided if the floor is exposed to extreme conditions.
- All wood species can change colour over time in a process called oxidization, wood exposed to UV light will oxidize quicker so care should be taken when placing rugs, furniture and other floor coverings.
- It is the homeowner's responsibility to provide a moderate indoor environment in order to prevent cracking and distortion of the flooring, even when unoccupied.

CARE AND MAINTENANCE

To maintain your City Oak Timber Flooring correctly,;

- Sweep or vacuum (bristles down) your floor regularly to remove stones and abrasive grit or dirt.
- Any spills should be wiped off the surface of the floor as soon as they occur. Do not use abrasive cleaners, steel wool, or scouring powder on your floor and never wax or polish your floor.
- **Use of steam mops is not permitted,** use of wet vac devices are allowed following correct use per manufacturers instructions. (We only recommend Quick-Step cleaner for City Oak timber floors.)
- For damp cleaning your floor we recommend the use of the Quick-Step Maintenance Kit (available from your City Oak retailer) which includes a microfiber mop and Quick-step cleaning solution. For best results, add the provided cleaning solution in the recommended dilution to your water and towel off any excess moisture immediately after damp mopping. It is important to never use soap-based detergents or 'supermarket type cleaners' as well as when washing the microfibre mop heads never use fabric softener as this will leave a residue on the floor which is extremely difficult to remove (sometimes impossible).
- Place colour-fast, dirt trapping mats at all external entrances to keep dirt and grit off your floor as well as absorbing any excess moisture.
- Apply high density felt floor protectors to the underside of all moving furniture to reduce marking or scratching. When moving furniture use skid pads or rigid protective sheets and avoid sliding or dragging furniture or appliances into place across the surface of your floor.
- Castor chairs must use only "soft wheels" (type W) and a plastic protector mat should be placed under the area where the chair is placed/used.
- Like all timber floors City Oak Timber Flooring will mark and scratch over time. However, it can be re-coated or re-sanded as required by an experienced flooring professional.

Full maintenance instructions can be obtained from your local retailer or online at premiumfloors.com.au.

Again, thank you for your purchase.