



INSTALLATION WARRANTY GUIDELINES

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Please note that a “non-correct” installation will affect your Eco Oak warranty. This document details guidelines that need to be followed to ensure your warranty is valid after installation.

Before you start - Your checklist

Wastage Allowance:

1. Have you got enough of your chosen floor to cover the area?

Make sure your measurements are accurate; use a laser meter for large areas and a tape measure for small corners and angles.

2. Have you allowed extra for wastage caused by awkward edges and corners?

Standard wastage allowance is calculated between 7% & 10% depending on the layout. For areas with passages leading bedrooms always allow 10%. Big square areas allow 7%.

NB! Running out of flooring because you have not allowed sufficient wastage is not professional and often the client will hold the installer responsible because they have not measured correctly.

3. Allowing wastage for staircases.

The Width and Length of the treads determines the wastage. Whether you are using a 15mm or 21mm Eco Oak board you need to calculate how many boards you will require per tread & riser. Most often you will have a high wastage percentage per step.

Planning the floor layout:

1. Decide which direction you are going to lay the floor.

You can provide advice but ultimately always let the owner or architect decide on this. There are always varying opinions on this aspect and always-best left to them to make the final decision.

2. Check that the floor runs square with entranceways and interior walls.

It is very common for walls to be out of square so one needs to look at which option is best.

Make sure you exhaust all options before deciding on the best option. Discuss these options with the owner or Architect before you install. Let them make the final decision (which covers you as the installer).

Sorting timber & Grade Rules:

1. Unpacking timber:

Before beginning the actual installation, spread out short and long lengths equally over the area where the floor is to be installed.

Work out of several packs at a time to ensure an even knot, colour and shade distribution over the whole floor.

Ensure timber is free from defects or any damages as this may cause further damages of the engineered timber upon installation and effect the warranty

2. Grade Rules

Because timber is a natural product and various grade rules apply to the different Eco Oak ranges make sure you are selective with installing timber in major walk through areas.

Moisture content of timber flooring and sub floor:

1. Check moisture content of floor surface

It is essential that the moisture content of the sub floor complies with the relevant Standards. For RSA conditions we recommend 3% in all cases.

2. Acclimatisation

Stack the timber boxes in the area to be installed and let it acclimatise until you reach the appropriate EMC (Equilibrium Moisture Content). We advise removing timber from boxes and pin stacking timber.

Sub-floor Preparation: All sub-floors must be level, structurally sound and clean from any grime, sand or anything that will affect the quality of the installation. Please consult appropriate available Standards or enquire with appropriate Authorities (e.g. SAWLFA)

3. Make sure that the sub-floor is clean and dry

Sub-floor must remain dry all year-round. Moisture content of wood sub floors must not exceed 11%, and must be level, dry and well secured.

Concrete sub-floors must be fully cured and at least 50 days old. They should be level, with minimal height variance. A moisture content test is imperative using a pin/probe moisture meter.

We do not advise installing on uneven sub-floors as it will rapidly reduce the longevity and quality of the flooring. All subfloors should be flat to within 3mm over a 3 meter length, or 2mm over a 2 meter length.

Expansion Gaps and Doorways:

1. Leave adequate expansion gaps around perimeter

As natural products, wood floors will expand and shrink as the temperature and humidity change. It's important to leave an 'expansion gap' all around the perimeter of the room so that the floor has space to move. This means that you should start your first row of plank at least 10mm away from the wall.

2. Doorways

At doorways the floor should be broken with an expansion gap. The expansion gap should be covered with a T strip or Reducer moulding. This will allow individual rooms to expand and contract within their own areas. Which moulding to use is determined by the floor covering on the other side of the doorway. Floors equal in height a T strip should be used, if floors have differing heights a reducer should be used.

Glue Down Installation:

A glued-down installation enhances the feel and sound of an Eco Oak wooden floor even more. Glue-down is becoming a popular and appropriate solution for large, open spaces where footstep or drumming noise needs to be minimised.

Prior to any glue down installation ensure that the correct moisture protective membranes are applied to the floor surface. We recommend applying two coats in all circumstances.

Ensure that the surface has been screeded using the correct bonding procedures by the builder. If a thin layer of screed has been applied the glue system can easily tear the screed from the subfloor.

1. Full Bond Trowel on

Apply the adhesive using a V notched trowel with a minimum notch depth of 6mm and width 3mm. Wood should be laid within 40 minutes of the adhesive being applied.

Flooring must be adjusted with a block and mallet immediately after laying. To ensure level surface of the pre-finished floors use weights to keep high points level.

Avoid heavy foot traffic on the flooring for at least 24 hours. Lift the furniture or fixtures back into place after 24 hours.

2. Batten bonding glue down

The adhesive should be applied by cartridge or sausage using a nozzle cut to ensure a 10mm high by 8mm wide cordon. Beads should be laid at 100- 150mm intervals (depending on the width of the board)

Wood should be laid within 30 minutes of applying the adhesive. To ensure level surface of the pre-finished floors use weights to keep high points level.

Avoid heavy foot traffic on the flooring for at least 24 hours. Lift the furniture or fixtures back into place after 24 hours.

Floating Installation:

Installing an Eco Oak floor using the floating system is cheaper than the glue down system. Floating installation is also quicker to install.

1. We recommend using 300 micron SABS approved DPC placed underneath the underlay. This will give added protection as a moisture barrier.
2. Use your desired underlay. Make sure the underlay is one sided moisture protection membrane that is no less than 3mm thick. We recommend using Eva-lay underlay.
3. Use wood coal glue to glue the T/G groove of each board. This secures that each board is fixed in place to prevent the floor shifting.
4. Always install temporary wedges on the sides or use floor straps to ensure the floor fixed in place while drying.
5. If any glue gets on the surface of the flooring, wipe off immediately with a damp cloth.
6. Provide an adequate expansion gap around the perimeter of the room, as all wood needs room to expand.
7. Avoid heavy foot traffic on the flooring for at least 24 hours. Lift the furniture or fixtures back into place after 24 hours

IMPORTANT:

Excessive exposure or submergence to water will greatly compromise the flooring and nullify the warranty.

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Excessive fluctuations in temperature and humidity can cause expansion and contraction of the flooring planks. It is important therefore to control the environment to the best of your ability and try to protect your flooring from direct sunlight or extreme cold temperatures.

Natural floors contain organic pigments and if exposed to excessive direct sunlight, it may cause fading.

Maintaining your Eco Oak floor:

All Eco Oak floors can either be finished with an oil, wax or floor sealer (either water-based or polyurethane)

- All oiled or waxed floors need to be maintained with relevant maintenance products.
- All sealed floors must be cleaned with the relevant floor cleaning products.

Consult your installer to find more about the appropriate products to use.

Maintenance Tips:

Regular maintenance requires little more than sweeping with a soft broom or vacuuming with a soft attachment on a daily basis. Walking on a dirty floor is the fastest way to damage a finish – the dirt and grit acts like sandpaper under your feet

Use the Bona or Loba Cleaner Product for on-site oiled floors. Instructions are on the bottle. Ask your installer to supply you, or where you can obtain these products

- Use doormats to stop dirt and grit from coming in. Mats should be placed at all exterior doors. Dust and sand particles blown into the house can cause scratches if walked on.
- A soft bristle broom is to be used for sweeping
- A damp microfiber mop is perfect for general cleaning. Avoid using the old style mops
- Avoid using a vacuum cleaner on the floor as this might scratch the wood surface
- Kitchen Floors get the most wear, particularly in front of the sink. It's a good idea to place a rug in any areas where excessive wear may occur.
- Floor protector pads (e.g. soft felt pads) should be attached to the bottom of chair and table legs to prevent scratching the surface of the floor.
- Castors may gouge the floor. The floor should be protected by using protector cups in which the castors sit (e.g. glide castor grips)
- Stiletto Heels may damage even a hardwood floor, particularly if the heel tips are metal.
- Water can also damage your floor, so be careful to mop up any spills immediately. Raise any pot plants onto stands or trivets so that air can circulate under the container and so that water spills can be seen.
- Re-coat your floor with the original finish as often as you need – every 12-18 months in heavily used areas
- The sun's UV rays can change the color of your floor.

Additional Coatings:

We suggest that every 12 - 18 months your installer inspects the floor to see how it is wearing. All on site oiled floors may need an additional light oil over time - depending how much wear and tear the floor receives. This will bring the floor back to its original condition.

If one waits too long to do this process or you do not use the maintenance products correctly, the floors original coating will be worn through and the colour wash will start fading.

Warranty Details

- Normal and reasonable wear and tear of the flooring is not covered by our warranty
- Fading of stains and normal wearing of protective coats is not covered by our warranty
- Sub-standard installation is not covered under the warranty
- We cannot be held responsible for an inadequate sub-structure of the base upon which our product is laid.
- Water or moisture damage is not covered under the warranty and is null and void