

A decorative border of oak leaves in shades of green and grey frames the top of the page.

Australian  
Select  
Timbers®

A stylized logo consisting of several small, dark green leaf shapes arranged in a cluster above the word "Grand".

# Grand®

OAK FLOORING

## Installation Instructions

[www.grandoakflooring.com.au](http://www.grandoakflooring.com.au)



# GrandOak Collections Flooring Installation Instructions

<b>General information</b>	<b>2</b>
<b>Before you start</b>	<b>2</b>
<b>Job site inspection &amp; acclimatisation</b>	<b>3</b>
<b>Installation tools, accessories &amp; materials</b>	<b>3</b>
<b>Installation instructions for floating floor method</b>	<b>4</b>
- Method	4
- Preparation subfloors	4
- Flooring installation	5
- Getting started	5
- Installing the first three rows	5
- Continuing installation	5
- Finishing	5
<b>Installation instructions for direct stick/glue down method</b>	<b>6</b>
- Method	6
- Preparation subfloors	6-7
- Flooring installation	7
- Getting started	7
- Installing the first three rows	7
- Continuing installation	7
- Finishing	7
<b>Warranty</b>	<b>8</b>
<b>Care &amp; maintenance instructions</b>	<b>9</b>

# GrandOak Collection Flooring

## Installation Instructions

This instruction is a **GUIDE** only.

If unsure, please contact your retailer.

### General information

GrandOak flooring is a beautiful and unique product of nature. It is characterised by distinctive variations in grain and colour, both within each board and from board to board. These natural variations in colour and grain are not flaws but are a part of the natural beauty and uniqueness of Oak flooring. These inherent variations should be expected and enhance the product's natural beauty and enduring charm. GrandOak flooring is manufactured in accordance with accepted industry standards.

### Before you start

It is understood that;

- This instruction is a GUIDE only.
- It is the owner's/installer's responsibility to read and be aware of the entire installation instructions before proceeding with the installation.
- Always follow the manufacturer's instructions for any additional compound or material you use.
- The installer assumes all responsibility for the final inspection of product quality. An inspection of each board should be carried out prior to installation. Carefully examine the flooring for colour, finish, and quality before installing. Use reasonable selectivity and hold out or cut off pieces with glaring defects, whatever the cause. All such inspections should be conducted in finished lighting conditions, particularly in areas that will be exposed to sources of natural light. If the flooring is not acceptable, contact your retailer immediately.
- Before beginning installation, the installer must determine that the environment of the job site and conditions, and the type of subfloor involved are acceptable. Thus, ensuring that it meets or exceeds all requirements, stipulated in the GrandOak flooring's installation instructions that follow. The manufacturer declines any responsibility or job failures resulting from, or is associated with inappropriate, or improperly prepared subfloor, or job site environmental deficiencies.
- In addition to this set of instructions, we suggest installers refer to the ATFA (Australian Timber Flooring Association) Engineered Flooring industry standards technical publication (Version 1 – Feb 2012), for moisture content & humidity guidelines prior to installing the timber floors.
- All sources of moisture must be rectified prior to the installation of the floor. In addition, all moisture levels in the rooms fitted with hardwood flooring should also be maintained at a stable level, in line with normal living conditions.
- In almost all flooring installations, a moisture barrier will be required. The form of **Moisture Barrier Membrane** you should use will be dependent on the subfloor and the installation method used.

- Any on site dampness (such as recently laid concrete slabs, or wet paint) must be completely dried. Please refer to our installation instruction in the 'subfloor' section for more information.
- The carton floorboards should be stored in a protected dry place.
- The boards should be placed in the room in which they are to be fitted, to acclimatise for 48 hours on site in a protected area and should be carefully stacked in their packaging to allow air to circulate. **DO NOT OPEN CARTON UNTIL COMMENCEMENT OF INSTALLATION.**
- Check each plank for any manufacturing defects prior to installation. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed. **DO NOT USE** any individual board which may be doubtful as to grade, manufacture, or factory finish.
- We recommend opening a few cartons at a time and mixing boards from each carton during installation.
- The boards should be fitted lengthways towards the main incoming light source and, where possible, down the length of the room. In narrow hallways, install the floor parallel to the length of the hallways.
- The installer must use reasonable selectivity and remove or cut off pieces with deficiencies. **DO NOT INSTALL** sub-standard, non-conforming, or faulty boards.
- The use of stain, filler, or putty stick for the correction of defects during installation should be accepted as normal procedure.
- When GrandOak flooring is ordered, allow approximately 5-10% for wastage and offcuts, depending upon size or layout of the room or installation area. (Please note diagonal installations will require additional wastage allowances).
- Please note that GrandOak flooring must be installed in a regulated environment to prevent possible damage not covered by warranty. As such, GrandOak flooring should not be installed more than 2 weeks prior to occupation of the home. The floor is designed to perform in an environmentally controlled structure.
- Please contact your retailer and adhesive manufacturer immediately if you have any questions regarding these guidelines.
- Warranty exclusions include, but are not limited to:
  - surface checking resulting from low humidity
  - cupping or convexing (doming) of boards
  - the presence of mildew/moisture
  - discolouration from extreme subfloor moisture and/or exposure to direct sunlight
  - poor cleaning/maintenance regimes

This instruction is a **GUIDE** only.

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### Job site inspection & acclimatisation

- GrandOak flooring can be installed below, equal to, or above ground level. GrandOak flooring must be installed in a regulated and liveable environment to prevent possible damage not covered by warranty.
- **DO NOT INSTALL** in bathrooms, laundries, toilets, saunas, or areas subject to regular moisture, or water.
- In a new construction building, GrandOak flooring should be one of the last items installed. All work involving water or moisture (plumbing, acoustic ceilings, wall lining, etc) should be completed prior to flooring being installed. Heating and air systems should be fully operating maintaining a comfortable room temperature.
- Flooring should not be delivered until the building has been closed in and cement work, plastering, painting, and other materials are completely dried. Concrete and plaster should be cured and at least 60 days old. Check basements and underfloor crawl spaces to be sure they are dry and well ventilated to avoid potential damage caused by moisture.
- Always handle with care. **DO NOT STAND** packs on their ends.
- **DO NOT STORE** directly on concrete or near outside walls. Cartons should be placed in the installation area and remain unopened until commencement of installation.
- Extremes in humidity levels in the home must be prevented all year long. Oak flooring is a living product that reacts to humidity level variations. During summer, when the humidity level is usually at its highest point, the Oak flooring is expected to expand as it absorbs moisture from the air. These variations must be dealt with using the adequate dehumidification equipment. As for winter, when the heating system is working, the humidity level is lower. It is then recommended to use a humidifier to minimise the extreme effects of shrinkage.

### Installation tools, accessories & materials (may require)

- Safety glasses
- Dust mask
- Measuring tape and square
- PVA crosslinking glue
- Sharp 'Stanley' type knife
- Pencil
- Pull bar
- Hammer
- Tapping block
- 'V' Notched trowels
- 'Table type' power saw with dust collector, or a circular saw with carbide-tipped blade, or a power jigsaw, multitool, drop saw, and undercut saw
- Small hand tools associated with woodworking
- Expansion wedges (Suitable sized spacer blocks of plastic or wood)
- Suitable adhesive, moisture barrier, and residue remover
- Select Underlay
- Trims
- Scotia
- Stair Nosing
- Select Guard floor protection

# GrandOak Flooring Installation

## Instructions for Floating Floor Method

**IMPORTANT:** GrandOak floors are made of European Oak timber which is bonded onto an engineered base to ensure stability. They are all prefinished in an extensive range of colours.

Colour variation occurs with all-natural timbers; it is expected that some tone and grain variations of GrandOak flooring are greater than artificial flooring such as laminate flooring.

We recommend qualified floor layers be used to install our floorboards.

The use of silicone or caulking compound is **NOT ALLOWED** around the perimeter for this installation method. This will void the manufacturer's warranty as it will leave the floorboards inadequate space to expand and contract.

During installation, use our Select Guard floor protection to cover the installed floor immediately. This limits the potential surface damages that may occur on-site.

Proceed with a visual inspection of the boards before installation. Once installed, the boards are considered accepted by the installer and the homeowner.

Always follow the manufacturer's instructions for any additional compound or material you use.

**DO NOT USE** duct tape and/or any other industry's tapes during installation. Low tack masking tape is allowed for usage of maximum 72 hours on the floorboards.

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If unsure, please contact your retailer.

### Method

GrandOak flooring can be installed as a floating floor method. That is, the floorboards are joined together as a panel via a Tongue and Groove joining system to each other and floated over our Select Underlay.

A successful installation will rely heavily on adherence to these instructions. The two most common causes of failure are uneven subfloors and inadequate expansion to the perimeter of the floor.

An uneven subfloor will lead to the movement of the flooring underfoot and within the joining system. This can result in excessive noise, which often sounds like 'cracking' or 'creaking'.

When installing GrandOak flooring as a 'floating' floor, you must leave an expansion gap around the perimeter of the room of 10-12mm to prevent binding of the flooring. A gap of 15-20mm may be required in high humidity regions such as northern New South Wales, Queensland, and Northern Territory. The floorboards must not be glued or tacked to the subfloor in any way.

Installations greater than 20m in length or 10m in width, or those with separate rooms will require the use of transition moulding to provide proper expansion space.

**DO NOT INSTALL** any cabinets or kitchen islands on top of floating floors. An expansion gap should be maintained when meeting other types of flooring. This also applies to any obstructions (columns, pipes, etc) in the installation. Door jambs must be undercut to allow for expansion; do not force the floorboards under tight door jambs.

### Preparation - Subfloors:

#### Important:

- Subfloors must be checked prior to installation.
- Should the moisture content of the concrete slab be above 4.8%, flooring should not be installed.

Before installing the flooring, you must clean, sweep, or vacuum the subfloor so that it is free of dirt and debris. Verify the moisture content of the subfloor using a moisture meter or another approved method.

Please ensure the subfloor or surface that the flooring is being installed over is level. Deviations in any subfloor level must not exceed 3mm under a 1 lineal metre straight edge. Raised points must be sanded/ground down and depressions filled using a good quality cementitious levelling compound. Please engage a professional installer's services for these matters.

Timber subfloors can be sanded level and concrete subfloors, or existing floor coverings can usually be levelled using a cement based self-levelling compound. GrandOak flooring **CANNOT** be installed over any existing flooring that has an attached cushion or is a floating floor such as carpet or carpet underlay but can be installed over well bond vinyl or ceramic tiles if sufficiently level.

It is essential that the moisture content of any subfloor complies with the relevant standard. For Australian conditions, the recommended standard is a maximum of 4.8% for concrete/screed subfloors and 14% for wood subfloors. All potential sources of moisture (e.g. walls, drains, damp proof courses, plumbing, fridges, washing machines, etc) must be thoroughly checked and rectified if found to be an issue. The final responsibility for determining if the subfloor is dry enough for installation of the flooring lies with the installer.

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Wooden and wood-based materials (plywood, OSB, particle board) must be dry, with a moisture reading no greater than 14% (this should be checked with a moisture meter). All wooden subfloors must be greater than 19 mm thickness. Ensure that the boards of the subfloor are properly fastened to the supporting beams and that you do not have any squeaking or depressed areas. Patch if needed and fill depressed areas with floor levelling compound. Raised areas must be sanded down.

**The subfloor must be smooth, flat, structurally sound, and free of deflection.**

If the concrete subfloor moisture level is between 4.4-4.8% as measured by an approved moisture meter that complies with the current Australian ATFA codes, you must first install a 200um minimum plastic moisture-proof membrane or sheeting. Where the membrane edges meet, they must overlap by 300mm and the joints must be sealed using a waterproof tape. All walls and vertical fixtures must have the membrane turned up and then trimmed back to the appropriate level depending on skirting and/or beading to be installed.

Door frames and architraves should be undercut to allow for the total thickness of floorboards and underlay. Prior to commencing installation to achieve the correct height, use a scrap of flooring, underlay and a multitool to undercut the door jambs. Work out the trims to be installed as some trims are easier to install prior to the flooring. This will be dependent on the direction of the trim to the flooring and the type of trim to be installed.

## Floor Installation

### Getting Started:

Check the floorboards before you start to make sure that they are not in any way damaged or have quality defects. After cleaning the subfloor, roll out our Select Underlay, must use its moisture barrier overlap and tap to ensure the moisture protection.

### Installing the First Three Rows:

Select a starting wall that is long and visible, the first three rows will be installed parallel to this wall. Install the first row of plastic and/or Select Underlay as required then install the first row, groove (female) 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 expansion gap.

GrandOak flooring may grow by over 2mm per lineal metre in the width, so ensure you leave enough expansion gap (minimum requirement is 10-12mm) to allow for such expansion. The wider the floor, the bigger the gap that may be required.

Now lay the first row directly against the wall. Apply the **PVA CROSSLINKING** glue as a continuous bead into the entire length of the floorboard groove. Then gently tap it into the next board (we will space off the first three rows later). Cut the end board and leave the correct gap that is required: 10-12mm is a rule of thumb. Fit a suitable sized spacer at the start of the row to set the gap required.

**Always apply PVA CROSSLINKING glue to both sides and ends of the boards.**

The offcut from the last board in the first row now starts your second row. To install the first board of the second row, apply the **PVA CROSSLINKING** glue as a continuous bead into the entire length of the floorboard groove, and then gently tap it in. Continue installing the floor left to right using the offcut from row 2 to begin row 3. (Note: Always ensure that the end joints are randomly staggered at least 450mm). We can now slide these three rows off the starting wall and install the suitable sized spacers against the starting wall.

### Continuing Installation:

Lay row 4 and the rest of floor by repeating the above instructions, make sure to stagger the end joints by greater than 450mm. Any small gaps present can be filled using an appropriate colour filler.

**During installation, we recommend using our Select Guard floor protection to cover the installed floor immediately. Before installing the Select Guard floor protection, you must clean, sweep, vacuum the installed floor so it is free of dirt and debris. This limits the potential surface damages that may occur on-site.**

### Finishing:

Where skirting boards have been left in place, it is now time to fit colour-matched scotia mouldings to the perimeter of the floor. This covers the expansion gap after removing the expansion wedges.

**During the installation of scotia, skirting boards, trims, and door jambs, ensure no downward pressure is applied to the boards. It is recommended that a minimum 0.5mm gap allowance is given where the accessories meet the boards.**

Scotia is to be pinned to the skirting only, so it does not 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. It is often the case where professional installers will also undercut the plasterboard to afford an additional 12-15mm or so expansion to the perimeter of a floor. This is often recommended in areas of higher humidity where the flooring will expand more.

Install any end, connector, or adaptor profiles that have not been fitted during the installation process. These trims must hold the floor in place and provide for full and free expansion of the flooring under or inside the trim profile.

Finally, any gaps at the floor perimeter that could not be covered with skirting or profiles, can be filled at this time. After installation, remove our Select Guard floor protection.

# GrandOak Flooring Installation

## Instructions for Direct Stick/Glue Down

**IMPORTANT:** GrandOak flooring are made of European Oak timber which is bonded onto an engineered base to ensure stability. They are all prefinished in an extensive range of colours.

Colour variation occurs with all-natural timbers; it is expected that some tone and grain variations of GrandOak flooring are greater than artificial flooring such as laminate flooring.

We recommend qualified floor layers be used to install our floorboards.

During installation, remove any remaining adhesive residue on the floorboards surface immediately if any, by using appropriate adhesive manufacturer's approved wipes.

Allow 12-24 hours for adhesive or compounds to cure. We recommend using our Select Guard floor protection to cover the installed floor. Before installing the Select Guard floor protection, you must clean, sweep, or vacuum the finished floor so that it is free of dirt and debris. This limits the potential surface damages that may occur on-site.

Proceed with a visual inspection of the boards before installation. Once installed, the boards are considered accepted by the installer and the homeowner.

Always follow the manufacturer's instructions for any additional compound or material you use.

**DO NOT USE** duct tape and/or any other industry's tapes during installation. Low tack masking tape is allowed for usage of maximum 72 hours on the floorboards.

This instruction is a **GUIDE** only.

If unsure, please contact your retailer.

### Method

GrandOak flooring can be installed as direct stick/glue down method. That is, the floorboards are directly adhered on to the concrete/wood-based subfloor via glue which is trowelled onto the subfloor surface.

A successful installation will rely heavily on adherence to these instructions. The two most common causes of failure are uneven subfloors and inadequate expansion to the perimeter of the floor.

When installing GrandOak flooring via a direct stick method, you must leave an expansion gap around the perimeter of the room of 3-5mm to allow expansion of the flooring.

Installations greater than 20m in width or those with separate rooms will require the use of transition moulding to provide proper expansion space.

### Preparation - Subfloors:

#### Important:

- Subfloors must be checked prior to installation.
- Please do not use the direct stick method on any unstable/unsuitable concrete slabs.
- Should the moisture content of the concrete slab be above 4.8%, flooring should not be installed.

Before installing the flooring, you must clean, sweep, or vacuum the subfloor so that it is free of dirt and debris. Verify the moisture content of the subfloor using a moisture meter or another approved method.

Please ensure the subfloor or surface that the flooring is being installed over is level. Deviations in any subfloor level must not exceed 3mm under a 3 lineal metre straight edge. Raised points must be sanded/ground down and depressions filled using a good quality cementitious levelling compound. Please engage a professional installer's services for these matters.

Timber subfloors can be sanded level and concrete subfloors can usually be levelled using a cement based self-levelling compound.

It is essential that the moisture content of any subfloor complies with the relevant standard. For Australian conditions, the recommended standard is a maximum of 4.8% for concrete/screed subfloors and 14% for wood subfloors. All potential sources of moisture (e.g. walls, drains, damp proof courses, plumbing, fridges, washing machines, etc) must be thoroughly checked and rectified if found to be an issue. The final responsibility for determining if the subfloor is dry enough for installation of the flooring lies with the installer.

The below requirements apply to all subfloor options detailed throughout this document. All details must be paid careful attention to, to minimise the risk of problems occurring with your flooring post-installation.

- The flooring can be installed onto concrete/screed subfloors and existing wood provided they are dimensionally stable.
- Ensure the subfloor is clean and free from all contaminants and loose material by vacuuming prior to installation.



This instruction is a **GUIDE** only.

If unsure, please contact your retailer.

- Existing concrete/screed bases' moisture content can be checked using a moisture meter, or alternatively sheets of polyethylene approximately 1m x 1m squared, taped onto the screed with a heavy weight placed on top for 24 hours. Presence of moisture in the screed will be confirmed if the screed is discoloured, or moisture is apparent on the underside of the polyethylene sheet. Your floor must not be fitted until the problem has been rectified. If installing on wood, the moisture vapour content of a wood subfloor must not exceed 14%.
- Flooring can be fixed directly onto preinstalled wood (particleboard, yellow tongue, or conventional hardwood) provided this subfloor meets all of the requirements detailed at the beginning of the 'Subfloors' section. If the subfloor is not flat and even, then you will need to overlay it with structural grade plywood (min 20mm thick). All existing floorcoverings must be securely fixed to the subfloor, to minimise the risk of squeaking. Where poor adhesion between the subfloor and existing boards, planks, or tiles exist - secure if possible. Otherwise, remove the existing floorcovering completely.
- On a wood subfloor, your new boards should be laid in a direction that is 90 degrees (perpendicular) to the direction of the boards below. If this is not possible, then plywood sheets (minimum depth 6mm) should be nailed, stapled, or screwed to cover the existing floor, allowing a 3-5mm perimeter gap (against walls) for expansion. The new floor can then be laid directly onto the plywood sheet.
- For a glue down installation onto a conventional strip timber, you will first have to lay a Masonite, particleboard, or yellow tongue underlay before the product. Once you have ensured that the subfloor is flat/even and provided the moisture content of the subfloor does not exceed the specified 14%, you may glue down underlay onto the Masonite.
- When installing GrandOak flooring by directly sticking to the concrete slab with acoustic matting, the acoustic underlayment system is required in the multi-residential developments to reduce noise transfer. Over a prepared slab—see above subfloor preparation, the qualified acoustic matting will need to be applied to the slab with a professional direct stick adhesive using a 3mm 'V' notched trowel and allowed to dry according to the manufacturers' specifications. Glue the boards directly to the matting with a professional direct stick adhesive, also using a 6mm 'V' notched trowel (or an adhesive manufacturer's specified). Spot weight across the floor and the weight of any hollow or drummy areas, to make sure floorboards and subfloor bonded.

### Continuing Installation:

Lay row 4 and the rest of floor by repeating the above instructions, make sure to stagger the end joints by greater than 450mm. Any small gaps present can be filled using an appropriate colour filler.

### Removal of Glue Residue/Compounds:

- It is vital that all glue residues are removed immediately after laying each prefinished board.
- Make sure to use the professional wipes (or a solvent suitable) recommended by the adhesive manufacturer to remove the glue residues.
- Always test solvents first on an offcut to establish that the solvent does not affect the colour or finish.
- Use a damp cloth to wipe away any solvent residue during installation.
- Always follow the adhesive/compounds manufacturer's instructions.

### Finishing:

- Any spacing wedges used can now be removed.
- The expansion gap around the perimeter of the floor can be covered by re-fitting the skirting boards either by nailing, screwing, or gluing directly to the perimeter walls.
- Never fix them directly to the installed floor. If the skirting boards were not removed for installation, you can cover the expansion gap using moulding trims that attach to the skirting with glue or panel pins.
- At doorways or where boards meet tiles or carpet, a door threshold strip should be used to protect the edges of the floor and provide a decorative transition from one-floor type to another.
- Any visible joints or gaps should be filled with a non-silicone-base filler to match the colour of the timber.

**After completing installation, visually inspect the finished floor to ensure that there are no glue residues or compounds left. Allow 12-24 hours for adhesive or compound to cure. We recommend using our Select Guard floor protection to cover the installed floor. Before installing the Select Guard floor protection, you must clean, sweep, or vacuum the finished floor so that it is free of dirt and debris. This limits the potential surface damages that may occur on-site.**

## Floor Installation

### Getting Started:

- **Moisture Barrier Membrane** The levelled subfloor must be allowed to dry out completely before applying a suitable liquid **Moisture Barrier Membrane**. Comply with all instructions provided by the adhesive manufacturer.
- Inspect your **Moisture Barrier Membrane** to ensure it is dried and clean prior to beginning of installation and take moisture readings to ensure levels are correct.

### Installing the First Three Rows:

- Begin your installation against a sound, straight wall (starting in the left corner and working right), it may be necessary to scribe the first row of boards to achieve correct alignment. Always begin the installation with the groove side of the plank facing the wall. Install the first 3 rows and allow time for the adhesive to cure before continuing with the installation in that section.
- Glue the boards down with a professional direct stick adhesive to the slab over the **Moisture Barrier Membrane**, using a 6mm 'V' notched trowel (or an adhesive manufacturer's specified). Spot weight across the floor and the weight of any hollow or drummy areas, to ensure floorboard and subfloor contact.

# GrandOak Flooring Warranty

GrandOak flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 10 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

**Installation** is installed in strict accordance with current written installation instructions.

**Wet Areas** are not suitable for installation in bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

**Maintenance** care guidelines must be adhered to.

**Non-Assignment** the warranty is limited to the original purchaser and may not be assigned or transferred.

## Lifetime Structural Warranty

GrandOak flooring provides with a Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from structural defects, delamination, cracking, warping, twisting, splitting and geometry that would affect the planks assembly and in-service performance. GrandOak flooring installation instructions must be followed strictly when installing your floors and the manufacturer's Care & Maintenance Guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of GrandOak flooring and the manufacturer's Care & Maintenance Guidelines can be obtained by contacting your local retailer. Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

**IMPORTANT: The floorboards must be 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, planks may display slight bow or 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 programmes provide for patching and filling of natural characteristics with appropriate filler, this forms an acceptable look 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.

## 20 Year Residential & 10 Year Commercial Wear Warranty

GrandOak flooring provides for a 20 Year Limited Residential and 10 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

**PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date), identity of the wholesaler or retailer, and the location of installation. All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair activities.**

## Acceptable Quality and User Guidelines

GrandOak flooring is designed for use in internal environments including floors, walls, etc, and should not be used externally. GrandOak flooring should be installed in a "timber flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Keep the floor area environment relative humidity level between 40-60% range throughout of the year, using humidifiers or dehumidifiers if necessary.

GrandOak flooring should not be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. In areas where spills may occur often such as kitchens and living areas, make sure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

## GrandOak flooring 10 Year Commercial Wear Warranty does not apply to:

- All industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools, and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

## Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier'. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- GrandOak flooring is made of European Oak Timber. As a natural product, colour variation will occur from batch to batch and between samples and the actual stock delivered and installed. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in GrandOak flooring and are not considered defects and will not form the basis of any claims under the warranty.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Scratches, stains, or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- 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. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Extreme Conditions: As Oak is a natural product, the humidity level in the home must be in the 40%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- Insect Infestation: The supplier warrants that it sells Oak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.

# Care & Maintenance Instructions

GrandOak flooring brings masterfully crafted hardwood engineered floorboards with modern chiselled techniques. Taking care of the installed Oak floors to preserve their magnificent finish and quality presence is a must. By following a few simple care and maintenance guidelines, your Oak floor will continue to be a thing of beauty for years to come.

## Preventative Maintenance

- Installing good quality mats inside and outside of external doors to trap grit and remove moisture from shoes is a sensible precaution and will reduce the possibility of scratches.
- In high traffic areas or areas where spillage may occur, the use of mats is recommended to give added protection.
- All furniture should have felt pads fitted to the base of legs, or placed on other areas in contact with the floor to avoid scratches. On heavy furniture felt backed castors can be used if required.
- Avoid using wheeled chairs (i.e. office furniture), or ensure that a large-good quality office mat is used to prevent indentations in the timber.
- Rubber-based items (e.g. under the mat, castors under furniture, and rubber-tipped furniture feet) should not be in direct contact with the floor.
- Keep pet's nails trimmed to protect the floor from scratches.
- All timber reacts when exposed to direct sunlight, and this may cause colour changes or fading. Curtains, blinds, or UV-resistant films on windows must be used. It will help reduce exposure to direct sunlight and protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- Any liquids spilt on the floor should be wiped up immediately.
- Maintaining the temperature and humidity within a reasonably consistent range will keep the floor stable. Weather strips on all external doors can be installed to help maintain the environment. It also reduces extreme swings in temperature and moisture within the building.

## Cleaning

**NEVER USE STEAM MOPS TO CLEAN YOUR OAK FLOORS.**

- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit, and dust. Use a suitable dusting pad or soft broom. If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- Use a suitable spray mop with a recommended professional wood floor cleaner (specific for your type of floor) to clean the floor surface when required. Always dry clean the floor first. **DO NOT** 'wet' mop the floor anytime as excessive amounts of water may cause damage. If spills occur remove as quickly as possible. Always use a lightly damp, 'wrung out well' mop to clean your installed Oak floors.

## Avoid the following:

- Indentation from stilettos or spiked heels.
- Pulling or pushing furniture or other objects across the floor.
- Avoid using a steam mop, abrasive cleaning materials, or harsh detergents/household cleaners on the floor. Using these cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- **DO NOT USE** solvents of any kind to clean the floor. Methylated Spirits, Turpentine, or similar materials will damage the floor surface.



# Australian Select Timbers<sup>®</sup>

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