

Installation Instructions

Grading & Design of Wood Flooring

Maintenance of Wood Floors

**Terms & Conditions of
Sale and Supply of Wood Floor products**



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GENERAL

The following should be used for guideline purposes only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a general guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not an installation or manufacturing fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDERFLOOR HEATING

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / delamination. The manifold flow rate of the water temperature should be suitable for timber flooring in accordance with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

- We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence

of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

ENGINEERED PLANK FLOORING - GLUE DOWN

The following should be used for guideline purposes only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

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SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a general guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement, not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDERFLOOR HEATING

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / de-lamination. The manifold flow rate of the water temperature should be suitable for timber flooring in accordance with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity

recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

***NOTE** Never have underfloor heating turned on whilst the floor is protected.*

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and over-all width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments

ENGINEERED PLANK FLOORING - GLUE DOWN - continued

such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The wood flooring should be fully bonded to the prepared sub-floor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the area, you may wish to balance the Plank width against the two most prominent walls, taking into account focal points such as fireplaces. This is more critical in smaller areas than in larger areas, where you cannot visualise both sides at the same time. Aim to have at least half a plank width at each side, as smaller width planks are difficult to fit and highlight any discrepancies in the straightness of the walls.

The selection of a layout is, of course, an aesthetic matter.

We would recommend dry-laying the first two or three rows, adjusting the first row to the wall contours and adjusting for the width you have planned. Ensure there is at least 300mm between the header joints, and ideally 500mm – or at least two times the width of the plank. Once done, mark a glue line on the subfloor and move the planks whilst applying the adhesive. Immediately place the planks into the adhesive which must be prior to the adhesive skinning over. Place spacers between the planks and the wall to maintain the expansion gap whilst the adhesive is curing.

If the installation continues over more than one day, strap or wedge the last row to prevent movement overnight. Weight down the last few rows to prevent them lifting off from the adhesive. If the planks do not close easily, you may need to use a knocking block or lever bar to assist in this placement.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

ENGINEERED PLANK FLOORING - FLOATING

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SITE CONDITIONS

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Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a general guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement, not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDER FLOOR HEATING

NOTE Whilst engineered floors can be floated over under floor heating systems using a suitable underlay such as Inter-floor Heatflow or Quick Therm, we would only recommend that a glued-down method of installation is used over floors with underfloor heating.

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / de-lamination. The manifold flow rate of the water temperature should be suitable for wood flooring in accordance with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature

using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the timber floor and its substrate every 8 hours.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and over-all width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

ENGINEERED PLANK FLOORING - FLOATING - continued

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

When planning the layout of the area, you may wish to balance the plank width against the two most prominent walls, taking into account focal points such as fireplaces. This is more critical in smaller areas than in larger areas, where you cannot visualize both sides at the same time. Aim to have at least half a plank width at each side, as smaller width planks are difficult to fit and highlight any discrepancies in the straightness of the walls.

The selection of a layout is, of course, an aesthetic matter.

Floating wood installation should be carried out using a good quality underlay. All of the joints should be secured / sealed with a foil or waterproof tape. It is important to ensure the atmosphere is kept constant during and for at least 24 hours after the installation, particularly overnight when temperatures can drop causing variations in the atmosphere and may not allow the glue to cure effectively.

T&G planks are fixed together by applying adhesive in a continuous bead along all grooves. The glue should be applied to the upper corner of the groove to ensure full coverage around the tongue. To check for full coverage around the tongue, remove an occasional plank and check the adhesive has spread over the whole of the tongue.

Spot gluing leaves the joint weak as does applying the adhesive to the bottom of the groove, with the excess adhesive falling downwards and does not wrap fully around the tongue. Always remove excess adhesive from the face of the plank immediately with a moist cloth (not wet) – or as per adhesive manufacturer's instructions.

We recommend using clamps across the planks to prevent the adhesive pushing the planks apart.

Adhesive is hydraulic and until the pressure of pushing the planks together has dispersed, planks tend to open slightly.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

ENGINEERED PLANK FLOORING - SECRET NAILED

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of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly known as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

ENGINEERED PLANK FLOORING - SECRET NAILED - continued

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

Any planks over 140mm wide should be glued and secret nailed. Planks less than 140mm wide can be secret nailed only.

Planks 140mm or under can be secret nailed over joists, with a bitumen paper or similar lapped over the joists by at least 100mm – prior to the planks being laid – to prevent ingress of moisture from the void underneath. If a plank wider than 140mm is required, we recommend installing an 18mm plywood subfloor over the joists, then gluing and nailing the planks to this plywood.

Secret nailing should be completed using a pneumatic nailer with barbed nails, i.e. Powernailer or Portanailer. The length of the nails should be suitable for the thickness of the plank and the subfloor they are going into. If fixed to plywood, planks should be nailed at approximately 300mm – 400mm centres and at 100mm from either end of each plank. If fixed to joists, planks should be nailed on every joist and PVA should be used on all header joints.

If appropriate, the wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the area, you may wish to balance the plank width against the two most prominent walls, taking into account focal points such as fireplaces. This is more critical in smaller areas than in larger areas, where you cannot visualize both sides at the same time. Aim to have at least half a plank width at each side, as smaller width planks are difficult to fit and highlight any discrepancies in the straightness of the walls.

The selection of a layout is, of course, an aesthetic matter.

If planks are over 140mm and being glued as well as nailed, we would recommend dry-laying the first two or three rows, adjusting the first row to the wall contours and adjusting for the width you have planned. Ensure there is at least 300mm between the header joints, and ideally 500mm – or at least two times the width of the plank. Once done, mark a glue line on the subfloor and move the planks whilst applying the adhesive. Immediately place the planks into the adhesive which must be prior to the adhesive skinning over. Place spacers between the planks and the wall to maintain the expansion gap whilst the adhesive is curing.

Nailing should be completed whilst glue is still wet.

If the installation continues over more than one day, strap or wedge the last row to prevent movement overnight. Weight down the last few rows to prevent them lifting off from the adhesive. If the planks do not close easily, you may need to use a knocking block or lever bar to assist in this placement.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

ENGINEERED BLOCK FLOORING - GLUE DOWN

- Includes Herringbone, Chevron, Cube, Hexagon, Mansion Weave, Continuous Versailles and Panels

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints. This is natural movement, not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDERFLOOR HEATING

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / de-lamination. The manifold flow rate of the water temperature should be suitable for timber flooring in accordance with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would be prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

ENGINEERED BLOCK FLOORING - GLUE DOWN- continued

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

All design flooring must be fully glued down to a suitable subfloor with the appropriate flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the areas, you may wish to dry lay the components across the room to ensure the cuts are aesthetically pleasing.

If you choose to install a perimeter border detail mark the border line around the perimeter of the room on the subfloor and glue up to these lines during installation. Lay the blocks over these lines and leave the glue to dry and then transfer the lines with a chalk line on top of the blocks.

Using a plunge saw (Festool TS55/75), cut to the chalk

line around the perimeter of the room using a reciprocating saw (Fein Multimaster) to cut the corners.

If the components have micro bevelled edges, recreate this bevel to the perimeter cut edge with a router and bevel cutter. This will need to be touched in with coloured/clear oil to match the floor finish, prior to continuing with the border.

Using a router and a groove cutter, cut a groove to the side edge of the perimeter, cut flooring to match the tongue of the border flooring.

Finally apply adhesive to the subfloor and install the perimeter border blocks or planks fitting the tongues into the new groove which you have created, to avoid issues with the border sitting at a different level to the main floor.

Borders should be wedged in off the perimeter using spacer blocks / wedges until glue sets, these should then be removed.

NOTE Some Design Floors may come with additional false tongues which should be used where a groove is adjoining a groove to keep the integrity of the T&G system throughout.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

PARQUET FLOORING - Includes 6 - 10mm Solid Square Edged Battens and Strip

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / dehumidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDERFLOOR HEATING

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / de-lamination. The manifold flow rate of the water temperature should be suitable for timber flooring in line with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would be prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected.

SUBFLOOR REQUIREMENTS

If not already present, a minimum 9mm plywood must be glued and fixed / glued and weighted to the existing subfloor. If gluing and weighting, an appropriate and adequate primer should be used over the concrete subfloor, before installing plywood.

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly known as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance

PARQUET FLOORING - continued

and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This will allow for changes in ambient conditions, especially changes in humidity, that can cause appreciable movement. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Due to the integrity of this type of parquet floor and installation system, this expansion gap requirement may be greatly reduced, if individual site conditions allow. This would be down to the discretion of the installer.

For further information on expansion gaps see the BSI website; BS 8201:2011.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The parquet flooring should be fully bonded to the plywood subfloor with either Adesiv Pelpren PL6 or Adesiv WB Mono and pinned using 23 gauge stainless steel headless pins. The number of pins vary per type of parquet but generally 6 in each parquet batten and 2-3 pins across the width of parquet strip at 300mm distances in length. Floors should then be rolled to ensure good adhesion to subfloor.

If you choose to install a perimeter border detail, mark

the border line around the perimeter of the room on the plywood subfloor then glue up to these lines during installation. Lay the parquet over these lines and leave the glue to dry and then transfer the lines with a chalk line on top of the blocks.

Using a plunge saw (Festool TS55/75 or similar), cut to the chalk line around the perimeter of the room using a reciprocating saw (Fein Multimaster or similar) to cut the corners.

Finally apply adhesive to the subfloor and install the perimeter border blocks or planks gluing and pinning as above.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

SOLID T&G PLANK FLOORING - GLUE DOWN

The following should be used for guideline purposes only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not a manufacturing or installation fault.

Ideally, the wood flooring should be left acclimatize in the room where the wood is to be fitted for at least 2 weeks prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDERFLOOR HEATING

Solid T&G wood flooring cannot be installed over underfloor heating.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor

that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products

SOLID T&G PLANK FLOORING - GLUE DOWN - continued

cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following the adhesive manufacturer's instructions, including the notch size.

When planning the layout of the area, you may wish to balance the plank width against the two most prominent walls, taking into account focal points such as fireplaces. This is more critical in smaller areas than in larger areas, where you cannot visualize both sides at the same time. Aim to have at least half a plank width at each side, as smaller width planks are difficult to fit and highlight any discrepancies in the straightness of the walls.

The selection of a layout is, of course, an aesthetic matter.

We would recommend dry-laying the first two or three rows, adjusting the first row to the wall contours and adjusting for the width you have planned. Ensure there is at least 300mm between the header joints, and ideally 500mm – or at least two times the width of the plank. Once done, mark a glue line on the subfloor and move the planks whilst applying the adhesive. Immediately place the planks into the adhesive which must be prior to the adhesive skinning over. Place spacers between the planks and the wall to maintain the expansion gap whilst the adhesive is curing.

If the installation continues over more than one day, strap or wedge the last row to prevent movement overnight. Weight down the last few rows to prevent them lifting off from the adhesive. If the planks do not close easily, you may need to use a knocking block or lever bar to assist in this placement.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to

acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in line with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

SOLID T&G PLANK FLOORING - SECRET NAILED

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not a manufacturing or installation fault.

Ideally, the wood flooring should be left acclimatize in the room where the wood is to be fitted for at least 2 weeks prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom planks.

UNDERFLOOR HEATING

Solid T&G wood flooring cannot be installed over underfloor heating.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

SOLID T&G PLANK FLOORING - SECRET NAILED - continued

Any planks over 140mm wide should be glued and secret nailed. Planks less than 140mm wide can be secret nailed only.

Planks 140mm or under can be secret nailed over joists, with a bitumen paper or similar lapped over the joists by at least 100mm – prior to the planks being laid – to prevent ingress of moisture from the void underneath. If a plank wider than 140mm is required, we recommend installing an 18mm plywood subfloor over the joists, then gluing and nailing the planks to this plywood.

Secret nailing should be completed using a pneumatic nailer with barbed nails, i.e. Powernailer or Portanailer. The length of the nails should be suitable for the thickness of the plank and the subfloor they are going into. If fixed to plywood, planks should be nailed at approximately 300mm – 400mm centres and at 100mm from either end of each plank. If fixed to joists, planks should be nailed on every joist and PVA should be used on all header joints.

If appropriate, the wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the area, you may wish to balance the plank width against the two most prominent walls, taking into account focal points such as fireplaces. This is more critical in smaller areas than in larger areas, where you cannot visualize both sides at the same time. Aim to have at least half a plank width at each side, as smaller width planks are difficult to fit and highlight any discrepancies in the straightness of the walls.

The selection of a layout is, of course, an aesthetic matter.

If planks are over 140mm and being glued as well as nailed, we would recommend dry-laying the first two or three rows, adjusting the first row to the wall contours and adjusting for the width you have planned. Ensure there is at least 300mm between the header joints, and ideally 500mm – or at least two times the width of the plank. Once done, mark a glue line on the subfloor and move the planks whilst applying the adhesive. Immediately place the planks into the adhesive which must be prior to the adhesive skinning over. Place spacers between the planks and the wall to maintain the expansion gap whilst the adhesive is curing.

Nailing should be completed whilst glue is still wet.

If the installation continues over more than one day, strap or wedge the last row to prevent movement overnight. Weight down the last few rows to prevent them lifting off from the adhesive. If the planks do not close easily, you may need to use a knocking block or lever bar to assist in this placement.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer product should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

SOLID T&G DESIGN FLOORING - GLUE DOWN

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / dehumidifier can be used to control the ambient conditions.

As a general guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints. This is natural movement, not a manufacturing or installation fault.

Ideally, the wood flooring should be left acclimatize in the room where the wood is to be fitted for at least 2 weeks prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDER FLOOR HEATING

Solid T&G Blocks are not suitable for use with Under floor Heating.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

- **TIMBER SUBFLOOR**

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The

moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated.

It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

- **CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR**

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways,

SOLID T&G DESIGN FLOORING - GLUE DOWN - continued

arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

Our recommendation for larger areas would be to fully glue to product with a flexible adhesive.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the areas, you may wish to dry lay the components across the room to ensure the cuts are aesthetically pleasing.

If you choose to install a perimeter border detail mark the border line around the perimeter of the room on the subfloor and glue up to these lines during installation. Lay the blocks over these lines and leave the glue to dry and then transfer the lines with a chalk line on top of the blocks.

Using a plunge saw (Festool TS55/75), cut to the chalk line around the perimeter of the room using a reciprocating saw (Fein Multimaster) to cut the corners.

If the components have micro bevelled edges, recreate this bevel to the perimeter cut edge with a router and bevel cutter. This will need to be touched in with coloured/clear oil to match the floor finish, prior to continuing with the border.

Using a router and a groove cutter, cut a groove to the side edge of the perimeter, cut flooring to match the tongue of the border flooring.

Finally apply adhesive to the subfloor and install the perimeter border blocks or planks fitting the tongues into the new groove which you have created, to avoid issues with the border sitting at a different level to the main floor.

Borders should be wedged in off the perimeter using spacer blocks / wedges until glue sets, these should then be removed.

SANDING & TREATMENT (UNFINISHED PRODUCTS)

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

END GRAIN FLOORING

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, subfloor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and left on battens or pallets off the floor to ensure there is adequate air flow around the timber.

UNDERFLOOR HEATING

End grain blocks are compatible with some types of underfloor heating systems, but gaps around each block are acceptable and these will open and close during seasonal expansion and contraction.

Ensure that the system is fully commissioned, tested, run for a full cycle and gradually increased by 3°C per day to a maximum of 27°C floor temperature and left

running for 2 weeks and then decreased by 3°C per day prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the floor temperature doesn't exceed 27°C as this may cause shrinkage / de-bonding.. The manifold flow rate of the water temperature should be suitable for timber flooring in line with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with 2 sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected as this can cause a build up of extreme heat under the protection and in some cases cause condensation leading to puddles of water on the floor.

SUBFLOOR REQUIREMENTS

End Grain must be fully bonded to either a cementitious subfloor, a glued / fixed plywood subfloor or to an adequate fully bonded underlay (Regupol or similar).

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor. If greater tolerances are noticed then additional sub-floor preparation works will be required.

• TIMBER SUBFLOOR

Timber subfloors must be sound, level and glued / fixed down. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness (glued and fixed) complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) glued, fixed and laid at 90° to the run of existing floorboards.

END GRAIN FLOORING - continued

- **CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR**

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite/ calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the expanse of the flooring is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area, some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, which can cause wood floors to move appreciably. Unless suitable provision is made to allow for movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

For further information on expansion gaps see the BSI website; BS 8201:2011.

The blocks should be glued to a dust free, dry, flat and level subfloor in a half bond pattern.

The flooring should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

Install the blocks, glued to the subfloor using a suitable flexible adhesive. Ensure adequate glue coverage to the back of the blocks, using the adhesive manufacturers recommended notched trowel size and taking into account the smoothness / flatness of the subfloor.

SANDING & TREATMENT

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

Aged & Distressed products should be lightly buffed (not fully sanded or filled) to prepare the surface for finishing.

The chosen stain, oil or lacquer should then be applied in accordance with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

MOSAIC PANEL FLOORING

The following should be used as guidelines only, as it is the responsibility of the installation contractor to ensure that floors are installed correctly and safely, subject to the relative site conditions, sub floor and specified finish.

These guidelines are designed to complement the current British Standard BS8201 and any other relevant standards of manufacturer's instruction.

SITE CONDITIONS

Before materials are delivered to site, all wet trades should be complete and dried out. The building must be weather tight, i.e. doors and windows fully fitted.

Site conditions should be checked to ensure the humidity levels are - and are maintained at - between 45% and 65% RH, and the room temperature between 15°C and 25°C.

Extremes of temperature / humidity will affect the stability of wood flooring. Low humidity can cause the wood to shrink, and a high level to cause expansion. Typical causes of low humidity are the use of heating at too high a temperature, open fires and wood burners.

We recommend using a thermometer / hygrometer to monitor temperature and humidity. A humidifier / de-humidifier can be used to control the ambient conditions.

As a guide, areas should be adequately ventilated to prevent a build-up of moisture in the atmosphere. Wood will naturally change its size during the progress of the seasons. In the summer, the humidity is generally at its highest level and wood joints should be reasonably tight together.

During the winter, when heating is typically used, the humidity levels are generally lower and wood flooring will naturally show small gaps between the joints.

This is natural movement and not a manufacturing or installation fault.

The wood flooring should acclimatize in the room where the wood is to be fitted for at least 72 hours prior to installation to balance with the environment. It should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the wood to prevent a build of heat on the bottom boards.

UNDER FLOOR HEATING

Ensure that the system is fully commissioned, tested, run for a full cycle to a maximum of 27°C floor temperature and left running for 2 weeks prior to installation. Floor probes should be installed and connected to room thermostats for each zone to ensure the subfloor surface temperature doesn't exceed 27°C as this may cause shrinkage / de-lamination. The manifold flow rate of the water temperature should be suitable for timber flooring in line with the manufacturer's recommendations.

During installation the ambient room temperature should be maintained between 15°C and 25°C. On completion the floor temperature should be increased by no more than 3°C day to a maximum of 27°C. Always increase / decrease temperature using this method, to minimise movement within the floor.

We recommend installing Fidbox® temperature & humidity recording devices in the back of the flooring to provide evidence of the readings below and above the floor. Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with 2 sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

NOTE Never have underfloor heating turned on whilst the floor is protected.

SUBFLOOR REQUIREMENTS

The subfloor must be sound, clean, dry and flat to British Standard SR1 tolerance: a maximum 3mm gap under a 2m long straight edge at any point across the subfloor.

• TIMBER SUBFLOOR

Timber subfloors must be sound and level. It should be tested using a Protimeter or similar moisture meter. The moisture content of the timber subfloor must be less than 14% WME.

All suspended wood floors must have suitable through ventilation, usually delivered by air bricks in the outside walls. Any wood subfloor that has a moisture level in excess of 14% should be investigated. It must also be free of infestation such as wood-rotting fungi and boring insects. We would recommend installing a plywood of minimum 6mm thickness, complying with BS EN 314-1:2004 Class 3 (formerly referred to as WBP) over all timber subfloors, laid at 90° to the run of existing floorboards.

• CEMENTITIOUS (SAND AND CEMENT) / CALCIUM SULPHATE (ANHYDRITE) SUBFLOOR

The subfloor should be dry - less than 65% RH (or less than 75% RH if a vapour check membrane or surface damp proof membrane is applied over the subfloor) - and must be free from laitance, dust and cracks. The moisture content of solid subfloors must be checked using a hygrometer, and be in accordance with British Standards Annex A.

If the subfloor is an anhydrite/calcium liquid type screed, the surface needs to be sanded to remove the laitance and a suitable primer applied before installation to improve adhesion of the adhesive.

Liquid moisture suppressant products cannot be used on anhydrite / calcium liquid type screeds and can only be used on standard concrete in accordance with the manufacturer's recommendations.

MOSAIC PANEL FLOORING - continued

INSTALLATION

As a general rule of thumb, subject to site conditions and overall width span of area, an expansion gap of 1.5mm per linear metre run throughout the floor expanse is required to the perimeter of the floor, with a minimum expansion gap of 10mm. Dependant on the size of the floor area to be laid some provision may also be required within the body of the floor. This is to allow for changes in ambient conditions, especially changes in humidity, that can cause wood floors to move appreciably. Unless suitable provision is made to accommodate movement, the stability of surrounding walls can be affected or undesirable changes in the floor surface might result.

Expansion gaps should also be provided at all other abutments such as radiator pipes, thresholds, door linings, floor sockets, etc.

Expansion gaps can be covered using scotia / quadrant / flat bead / skirting. For areas where these products cannot be used, for example in front of a stone fireplace, an alternative such as a cork expansion strip or mastic joint can be used.

Threshold profiles should be installed in all doorways, arches or narrow sections that lead from one room / area to another. These thresholds must allow for the required expansion and contraction. Door frames and architraves can be undercut to allow the wood to slide underneath, still allowing for expansion.

For further information on expansion gaps see the BSI website; BS 8201:2011.

Newel posts should never be undercut, as these are structural sections of the stairs.

The panels should be taken from three separate packages and not all from one pack, to avoid areas being installed from the same batch of wood.

The wood flooring should be fully bonded to the prepared subfloor using a suitable flexible adhesive. This should be applied using a notched trowel, following adhesive manufacturer's instructions, including for notch size.

When planning the layout of the areas, you may wish to dry lay the components across the room to ensure the cuts are aesthetically pleasing.

The first row of panels should be glued down to a chalk line that runs through the centre of the room. Each further line of panels should be started at the middle of the previous line, working parallel and outwards in both directions. You must make sure the panels are tightly abutted to the previous ones and that they line up.

SANDING & TREATMENT

Once installed, the flooring should, if possible, be left to acclimatize for a recommended 10 days prior to sanding and finishing.

The flooring should be sanded flat progressively through sandpaper grits, filled with a resin mixed with fine sawdust and then fine sanded and finished with a trio or similar machine.

The chosen stain, oil or lacquer product should then be applied in line with the manufacturer's recommendations.

ONGOING CONDITIONS

The most critical time for newly installed wood flooring is during and for 48 hours after the installation. Allowing the temperature or humidity to alter, particularly overnight when temperature can drop can cause the wood to lift slightly away from adhesive, affecting the bond.

Throughout the life of the floor, we recommend that the temperature should be maintained between 15°C and 25°C, and relative humidity levels between 45% and 65%, which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

Grading and finishing of engineered wood

Grading rules may vary between producers and countries so the below is relevant to our Stability engineered ranges. For specific grading requirements outside of the below please speak to our team as we can offer fully quarter sawn and different grades of rustic with smaller knots.

Representations are those likely to be typical in terms of knot size, sapwood and other characteristics of the raw material. Please be mindful that the beauty of wood is that each and every plank is unique, our data sheet is for guide purposes only.

PRIME is a clear grade with a mixture of natural grain.

KNOTS Possible pin knots up to ≤ 10 mm diameter and filled knots up to ≤ 5 mm diameter.

SAPWOOD Minimal edge and core sapwood.

FILLED DEFECTS Not allowed.

COLOUR Natural variation allowed.

GRAIN Mixture of natural grain.



SELECT is a clean grade with a mixture of natural grain and minimal knots.

KNOTS Sound knots up to ≤ 30 mm diameter and filled knots up to ≤ 10 mm diameter.

SAPWOOD Minimal edge and core sapwood.

FILLED DEFECTS Not allowed.

CRACKS Possible up to 30mm long.

COLOUR Natural variation allowed.

GRAIN Mixture of natural grain.



RUSTIC grade has a good mixture of natural grain and plentiful knots.

KNOTS Healthy sound knots up to 70mm diameter with dead knots up to 40mm diameter and firmly filled holes up to 35mm.

SAPWOOD Minimal edge and core sapwood.

FILLED DEFECTS Allowed.

FILLED TYPE Coloured filler to complement the wood.

CRACKS Allowed up to 150mm long.

COLOUR Natural variation allowed.

GRAIN Mixture of natural grain and knots.



Grading and finishing - continued

CHARACTER grade has a good mixture of natural grain and plentiful knots of a good size.

KNOTS Healthy sound knots up to 70mm diameter with dead knots up to 40mm diameter and firmly filled holes up to 35mm.

SAPWOOD ≤ 20% of the surface area of the board.

FILLED DEFECTS Allowed.

FILLED TYPE Coloured filler to complement the wood.

CRACKS Allowed 150mm+ long.

COLOUR Natural variation allowed.

GRAIN Mixture of natural grain and knots.



Hand selected **CENTURY** grade has a good mixture of natural grain, splits and larger filled knots.

KNOTS Healthy sound knots are unlimited with dead knots up to 80mm diameter and firmly filled holes up to 60mm.

SAPWOOD Up to 15% one side.

FILLED DEFECTS Allowed.

FILLED TYPE Coloured filler to complement the wood.

CRACKS Allowed 150mm+ long with open cracks up to 5mm wide. **COLOUR** Natural variation allowed.

GRAIN Mixture of natural grain and knots.



CONSTRUCTION

Stability FSC Certified European Oak

FSC 100% FSC-C111710 - 10/4mm / 12/3mm / 15/4mm / 20/6mm FSC MIX Credit FSC-C111710 - 11/4mm

10/4mm



12/3mm



15/4mm



20/6mm



- Produced in Europe
- Look for our FSC®-certified products

GRADING AND FUMING

Grading and finishing of solid wood

Grading rules may vary between producers and countries so the below is relevant to our current solid wood ranges.

Representations are those likely to be typical in terms of knot size, sapwood and other characteristics of the raw material. Please be mindful that the beauty of wood is that each and every plank is unique, our data sheet is for guide purposes only.



Grading

QUARTER SAWN

Maximum Size of Sound Knots:	Not Allowed. Occasional Pin Knots < 10mm
Maximum Size of Filled Knots:	Not Allowed
Filled Defects:	Not Allowed
Sap Wood:	Not Allowed
Colour Variation:	Natural Variation Allowed
Grain Variation:	Straight Grain and Medullary Rays



EXQUISITE

Maximum Size of Sound Knots:	Not Allowed. Occasional Pin Knots < 10mm
Maximum Size of Filled Knots:	Not Allowed
Filled Defects:	Not Allowed
Sap Wood:	Not Allowed
Colour Variation:	Natural Variation Allowed
Grain Variation:	Mixture of Natural Grain & Medullary Rays



PRIME

Maximum Size of Sound Knots:	Not Allowed. Occasional Pin Knots < 10mm
Maximum Size of Filled Knots:	Not Allowed
Defects:	Not Allowed
Filled Defects:	Not Allowed
Sap Wood:	Minimal Edge and Core Sap Wood
Colour Variation:	Natural Variation Allowed
Grain Variation:	Mixture of Natural Grain



RUSTIC

Maximum Size of Sound Knots:	Up to 70mm
Maximum Size of Filled Knots:	Up to 35mm
Filled Defects:	Allowed
Filled Type:	Coloured Filler*
Sap Wood:	Minimal Edge and Core Sap Wood
Cracks:	Allowed
Colour Variation:	Natural Variation Allowed
Grain Variation:	Mixture of Natural Grain and Knots



* Applicable to all products pre-filled and sanded.

GRADING AND FUMING

To achieve our smoked and fumed finishes the timber is smoked. Although this is a controlled process there will be variation in colour tones as they are dictated by a reaction with the natural tannins within the Oak.

Smoked floors will naturally lighten and mellow with time so please ensure you request a new sample for colour approval before placing an order.

In addition to your usual wastage allowance, for a more consistent appearance, please order additional m² of the product to be selective on site. Alternatively, for a more consistent colour we recommend a stained or bespoke oil option is chosen and not a smoked finish. Please call **020 3793 8915** to request a sample.

Smoking



Light Smoked

Tones of light brown. Due to how the tanins react with the oak there will also be some medium smoked tones.



Medium Smoked

Overall appearance of medium tones of brown. Due to how the tannins react with the oak there will also be some dark & light smoked tones.



Dark Smoked

Overall appearance of dark tones of brown. Due to how the tannins react with the oak there will also be some medium & light smoked tones.



Fuming

Fuming penetrates the entire oak layer and produces extremely dark tones of brown with some colour variation.

This process enhances the natural variation tones in the wood to create a beautiful, varied appearance.

TEXTURES - AGED AND DISTRESSED



Each piece of flooring is aged & distressed to achieve an authentic look to the edges, corners and surface of the timber.

TEXTURES - BANDSAWN



Our machine run bandsawn surface has saw marks across the face at an angle of 90° from the length of the board.

TEXTURES - EASED EDGE (CHAMFERED)



Each piece of flooring is 'hand eased' for that truly bespoke visual effect when installed.



Profile of Eased Edge 10mm depth



Profile of Eased Edge 12mm depth



Profile of Eased Edge 15mm depth



Profile of Eased Edge 20mm depth

MAINTAINING YOUR OILED WOOD FLOOR

Wood is a natural material and the environment it is installed into is unique from one space to another. This will require an individual assessment to determine the exact maintenance programme.

Changes in foot traffic and environmental / seasonal should be taken into consideration. Using the correct cleaning products allows a wooden floor to adapt to its surroundings while still looking and performing as required.

NOTE: dry environments will cause a floor to lose moisture and HUMID environments will cause moisture to be gained.

PREVENTATIVE MEASURES

- Purchasing a LCD Thermometer / Hygrometer is the best way to ensure conditions with temperature and humidity are maintained within the recommended guidelines.
- Grit and dirt particles of an abrasive nature trafficked on to a wooden floor can be very destructive and seriously shorten the lifespan of any floor finish. A dull surface will soon become apparent due to scratches and the wood may be affected by the moisture and staining these abrasive particles may cause. Place matting at external entrances to help prevent the tracking of grit and dirt prolonging the appearance and life of the floor, whilst reducing the frequency of refurbishment. Matting should ideally be large enough to allow two steps across and should be of a type which can remove grit, absorb moisture and it should be regularly cleaned.
- Place felt or fabric-faced nail-in glides, or self adhesive felt pads, under the legs of moveable furniture such as tables and chairs to prevent scratching and damaging the floor finish. Regularly check and clean the felt feet to avoid / reduce embedded grit or particles from scratching the wood surface.
- Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

GUIDELINES FOR MAINTAINING YOUR FLOOR

The frequency of any maintenance should reflect the use of the floor and should be altered accordingly and these guidelines are designed to provide a starting point for your maintenance programme.

- Throughout the life of the floor we recommend that the temperature should be maintained between 15°C and 25°C and the relative humidity levels between 45% and 65% which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or

fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

- After installation and depending on the site conditions, a clean using the appropriate product for your floor may be necessary - this being OSMO Wash and Care.

Place matting at external entrances to help prevent the tracking of grit and dirt. Abrasive particles can be very damaging to, and seriously shorten the life of, any floor finish. Matting should ideally be large enough to allow two steps across, and should be regularly cleaned. Available in a range of colours in natural or synthetic options.

As previously mentioned place felt or fabric-faced nail-in glides, or self adhesive felt pads, under the legs of moveable furniture such as tables and chairs to prevent scratching and damaging the floor finish.

When moving heavy furniture, pick it up rather than sliding it to best protect the floor.

Try not to let people walk on the floor with stiletto-heeled shoes, as these cause damage.

BEST PRACTICES FOR CLEANING YOUR FLOOR

- Floors should be swept or vacuumed regularly to remove any particles of dust or grit - dust, dry mop, sweep or vacuum.
- Cleaning general dust and debris from your floor using a vacuum cleaner with a rotating brush is not advised if it has a support bar underneath as this can leave marks and scratches on the floor, make sure to use one with a soft brush head or a hardwood floor setting. Vacuum cleaning the floor can be repeated as necessary.
- For quick, easy, light cleaning you can also use a microfibre flat mop to remove most of the dust that will collect on the floor.
- Always clean smooth or brushed floors along the length of the boards. If you purchase a bandsawn floor, clean in the direction of the saw marks to minimise snagging.
- Never wet-mop a wood floor - do not use water alone to clean floors. Standing water can stain or damage the wood. Always use a recommended cleaner - this being OSMO Wash and Care.
- Wipe up food and other spills immediately with a slightly dampened towel.

MAINTAINING YOUR OILED WOOD FLOOR - continued

CLEANING YOUR OILED FLOOR

(UV cured or hardwaxed oil)

- Soluble dirt should be removed by cleaning with OSMO Wash and Care, diluted as instructed (approximately 1 cover cap of Wash and Care per litre of water in a 1ltr spray bottle).
- Spray a fine mist directly onto the floor and clean off with a dry mop/cloth. It is important that the quantity of liquid applied to the floor is kept to a minimum.
- Never use household detergent based cleaners like Ajax, Cif or Fairy Liquid, or acidic/alkaline commercial cleaners as these are designed to break down oils and will be detrimental to the oiled coating. Wash and Care is specifically formulated for hardwood flooring and is recommended because of its pH-balanced properties.

MAINTAINING YOUR OILED FLOOR

(UV cured or hardwaxed oil)

- When cleaning no longer restores shine to your floor implement the following guidance. OSMO Maintenance Oil can be used for periodic maintenance to help blend in minor surface scratches and to refresh the finish. Note that areas with a higher footfall of traffic, ie kitchens, will need to be maintained on a more regular basis.

Available in Satin, Matt and Slip resistant.

- Should be thinly applied by a competent individual or be sure to apply on a test area before continuing in accordance with the manufacturers instructions.

RE-COATING YOUR OILED FLOOR

(UV cured or hardwaxed oil)

Areas with higher footfalls of traffic may show more acute signs of wear and tear sooner than expected. These floors will need to be very lightly abraded to key the surface, then appropriately cleaned and dried before a competent individual or professional re-applies a coat of OSMO Hardwax Oil in accordance with the manufacturers instructions.

Available in Gloss, Satin, Semi-Matt and Matt.

ADVISED CLEANING SCHEDULE

- DAILY - Floors should be swept and / or vacuumed daily dependent on usage.
- WEEKLY - Spray mist with the diluted OSMO Wash and Care and clean with a dry mop / cloth, this may need to be performed more regularly in a commercial setting.
- PERIODIC - This is individual to each environment and may require application more than once a year by a competent person, see the OSMO website for more guidance.

A good example would be that a busy domestic kitchen dining area or a room with heavy foot traffic and external doorways may need regular attention. Areas with less daily use, for instance more internal rooms without regular external foot traffic such as a study or bedroom may need maintaining less often.

IMPORTANT INFORMATION

Where under floor heating is present, rugs or mats should **never** be placed directly over the floor unless a suitable rug and underlay is used. Please consult your rug / mat supplier for guidance. This is to prevent the build up of heat underneath which can cause localised shrinkage issues.

As soon as the first signs of wear and tear occur, bare wood is getting dirty, then this is the time to re-oil your floor. Leaving this untreated will cause irreversible damage and may then result in the need for a specialist French polisher to touch-up/re-colour the floor, bringing it back up to its former level of finish.

Note also that flooring will react to changes in temperature, humidity and sunlight.

MAINTAINING YOUR LACQUERED WOOD FLOOR

Wood is a natural material and the environment it is installed into is unique from one space to another. This will require an individual assessment to determine the exact maintenance programme.

Changes in foot traffic and environment / seasonal changes should be taken into consideration. Using the correct cleaning products allows a wooden floor to adapt to its surroundings while still looking and performing as required.

NOTE: DRY environments will cause a floor to lose moisture and *HUMID* environments will cause moisture to be gained.

PREVENTATIVE MEASURES

- Purchasing a LCD Thermometer / Hygrometer is the best way to ensure conditions with temperature and humidity are maintained within the recommended guidelines.
- Grit and dirt particles of an abrasive nature trodden on to a wooden floor can be very destructive and seriously shorten the lifespan of any floor finish. A dull surface will soon become apparent due to scratches and the wood may be affected by the moisture and staining these abrasive particles may cause. Place matting at external entrances to help prevent the tracking of grit and dirt prolonging the appearance and life of the floor, whilst reducing the frequency of refurbishment. Matting should ideally be large enough to allow two steps across and should be of a type which can remove grit, absorb moisture and it should be regularly cleaned.
- Place felt or fabric-faced nail-in glides, or self adhesive felt pads, under the legs of moveable furniture such as tables and chairs to prevent scratching and damaging the floor finish. Regularly check and clean the felt feet to avoid / reduce embedded grit or particles from scratching the wood surface.
- Whilst this is not a preventative measure, installing a Fidbox® would prove prudent. This is a measurement device equipped with two sensors for monitoring temperature (°C) and relative humidity (%). Installed underneath the hardwood floor, it records the essential data of the wood floor and its substrate every 8 hours.

GUIDELINES FOR MAINTAINING YOUR FLOOR

The frequency of any maintenance should reflect the use of the floor and should be altered accordingly and these guidelines are designed to provide a starting point for your maintenance programme.

- Throughout the life of the floor we recommend that the temperature should be maintained between 15°C and 25°C and the relative humidity levels between

45% and 65% which will keep any movement within the floor to a minimum and ensure that the floor remains stable. As with any wooden floor, if humidity levels rise or fall outside of these parameters, a greater degree of shrinkage or expansion would be expected to occur.

- After installation and depending on the site conditions, a clean using the appropriate product for your floor may be necessary - this being OSMO Wash and Care.

Place matting at external entrances to help prevent the tracking of grit and dirt. Abrasive particles can be very damaging to, and seriously shorten the life of, any floor finish. Matting should ideally be large enough to allow two steps across, and should be regularly cleaned. Available in a range of colours in natural or synthetic options.

As previously mentioned place felt or fabric-faced nail-in glides, or self adhesive felt pads, under the legs of moveable furniture such as tables and chairs to prevent scratching and damaging the floor finish.

When moving heavy furniture, pick it up rather than sliding it to best protect the floor.

Try not to let people walk on the floor with stiletto-heeled shoes, as these cause damage.

BEST PRACTICES FOR CLEANING YOUR FLOOR

Floors should be swept and vacuumed regularly to remove any particles of dust or grit - dust, dry mop, sweep or vacuum.

Cleaning general dust and debris from your floor using a vacuum cleaner with a rotating brush is not advised if it has a support bar underneath as this can leave marks and scratches on the floor, make sure to use one with a soft brush head or a hardwood floor setting. Vacuum cleaning the floor can be repeated as necessary.

For quick, easy, light cleaning you can also use a microfibre flat mop to remove most of the dust that will collect on the floor.

Always clean smooth or brushed floors along the length of the boards. If you purchase a bandsawn floor, clean in the direction of the saw marks to minimise snagging.

Never wet-mop a wood floor - do not use water alone to clean floors. Standing water can stain or damage the wood. Always use a recommended cleaner - this being OSMO Wash and Care.

Wipe up food and other spills immediately with a slightly dampened towel.

MAINTAINING YOUR LACQUERED WOOD FLOOR - continued

CLEANING YOUR LACQUERED FLOOR

- Soluble dirt should be removed by cleaning with Bona Wood Floor Cleaner. Available in a 1ltr ready-to-use spray bottle, or a 5ltr concentrate for diluting.
- Spray a fine mist onto floor and clean off with a dry mop / cloth. It is important that the quantity of liquid applied to the floor is kept to a minimum.

your floor. Leaving this untreated will cause irreversible damage and may then result in the need for a specialist French polisher to touch-up/ re-colour the floor, bringing it back up to its former level of finish.

Note also that flooring will react to changes in temperature, humidity and sunlight.

MAINTAINING YOUR LACQUERED FLOOR

- When cleaning no longer restores shine to your floor implement the following guidance. Bona Wood Floor Refresher can be used for periodic maintenance to help when the floor begins to dull, to revive dull and scratched surfaces and to improve wear protection.
- Should be applied by a competent individual or be sure to apply on a test area before continuing in accordance with the manufacturers instructions.

RECOATING YOUR LACQUERED FLOOR

Areas with higher footfalls of traffic may show more acute signs of wear and tear sooner than expected. These floors will need to be very lightly abraded to key the surface, then appropriately cleaned and dried before a competent individual or professional re-applies a coat of Bona Lacquer in accordance with the manufacturers instructions.

ADVISED CLEANING SCHEDULE

- DAILY - Floors should be swept and / or vacuumed daily dependent on usage.
- WEEKLY - Spray mist with Bona Wood Floor Cleaner and clean with a dry mop / cloth, this may need to be performed more regularly in a commercial setting.
- PERIODIC - This is individual to each environment and may require application more than once a year by a competent person, see the Bona website for more guidance.

A good example would be that a busy domestic kitchen dining area or a room with heavy foot traffic and external doorways may need regular attention. Areas with less daily use, for instance more internal rooms without regular external foot traffic such as a study or bedroom may need maintaining less often.

IMPORTANT INFORMATION

Where under floor heating is present, rugs or mats should **never** be placed directly over the floor unless a suitable rug and underlay is used. Please consult your rug / mat supplier for guidance. This is to prevent the build up of heat underneath which can cause localised shrinkage issues.

As soon as the first signs of wear and tear occur, bare wood is getting dirty, then this is the time to lacquer



SOLID AND ENGINEERED FLOORING GUARANTEES

HS Wood Flooring guarantees apply strictly to **sales and supply** of wood floors and accessories; they **DO NOT** cover installations by **HS Wood Flooring**.

HS Wood Flooring will investigate any complaints reported within 10 years from the date of your sales invoice. In the event of a valid claim, **HS Wood Flooring** will provide replacement material free of charge.

The lifetime of our guarantee covers the structural integrity of the product, our Engineered Wood Flooring also covers the lamination, production, dimensions and grading.

For pre-finished floors our guarantee also covers that the surface finish will adhere correctly to the boards. It is, however, essential that a preventative cleaning and maintenance program is in use as set out in clauses 4 & 5 of the Terms and Conditions. See page 33.

Wood is a natural product and will expand and contract throughout the four seasons. During these seasons, you may experience some natural movement which is not a product defect and is not covered by this guarantee.

As a general guideline, the ambient room temperature should be maintained between 15 and 25°C and humidity levels between 45 and 65%. To maintain these humidity levels, we would recommend using a humidifier/dehumidifier. Our guarantee is subject to your room conditions being maintained in accordance with British Standards current recommendations BS 8201.

All complaints are to be reported in writing by post or email to the addresses given at the bottom of this page within 48 hours of the issue becoming visible, so that we can investigate the cause and extent of the problem.

Our guarantee is subject to our Sales Terms & Conditions.

HS WOOD FLOOR SALES - TERMS AND CONDITIONS

**IMPORTANT NOTE: These terms apply solely to sales of wood floors and accessories
They DO NOT apply to INSTALLATIONS by HS Wood Flooring.**

1. BASIS OF TERMS & CONDITIONS

Your guarantee for sales of wood floorings is valid for 10 years from the date of your Sales invoice.

HS Wood Flooring promise to investigate any complaints reported within 10 years from the date of your sales invoice. In the event that the wood floor is faulty due to a manufacturer fault and there is a valid claim, HS Wood Flooring will provide replacement material for the section that is damaged free of charge. If the particular floor is discontinued the closest match to the existing floor will be provided.

2. EXCLUSIONS

The following exclusions apply and are not covered under the 10 years guarantee:

- Any associated costs including labour costs in the event of a repair or replacement of the floor, removal or storage of furniture, fixtures, redecoration costs and any other tradesman's labour costs.
- Wood is a natural product and will expand and contract throughout the four seasons. During these seasons, you may experience some natural movement which is not a product or workmanship defect and is not covered by this guarantee.
- New or replacement flooring may not match display panels or your existing floor due to age and natural variation.
- Surface splits and checks caused by incorrect atmospheric conditions.
- Damage caused by dents, scratches, lack of care & maintenance, misuse, negligence, accidents, pets, damaged shoes, stiletto heels, stones, spillages and abrasive materials.
- Lack of care & maintenance in accordance with manufacturers guidelines including use of incorrect products.
- Damage caused by excessive moisture/wet mopping, water damage or atmospheric conditions.
- Discolouration caused by UV/sun light.
- Gloss level reduction.
- All guarantees are invalid where sums due remain outstanding or specific instructions have not been followed.

3. ROOM CONDITIONS

As a general guideline, the ambient temperature should be maintained between 15 and 25°C and humidity levels between 45 and 65%. To maintain these humidity levels, we would recommend using a humidifier/dehumidifier. Our guarantee is subject to your room conditions being maintained in accordance with British Standards current recommendations.

4. CLEANING

In order to prevent sand, dirt and other abrasive materials damaging your wood floors, it is recommended that a suitable entrance mat should be used, that will not damage the floor and fully protects the floor surface. Remove sand, dirt and dust regularly with a suitable vacuum cleaner for wooden floors or broom. Clean the floor daily/weekly in accordance with our cleaning instructions for your chosen lacquer/oil floor finish. Only use the products that are recommended for cleaning your floor.

5. MAINTENANCE

If in time the surface becomes worn or dull the surface should be maintained with maintenance products in accordance with our cleaning recommendations for your chosen lacquer/oil floor finish. In the event of excessive wear, the floor will need to be sanded and re-finished by a professional contractor. At this time our warranty becomes void.

6. UNDER FLOOR HEATING

Wood flooring is subject to movement caused by the loss or intake of moisture.

Timber will be supplied at between 8 and 12 % average moisture content.

When laying wood floor on top of heated flooring, heating pipes can cause localised shrinkage, which is not a product defect.

Under floor heating can cause problems with wood flooring. HS Wood Flooring must be informed of its existence and provided with any relevant technical information to ensure the floor can be installed in accordance with the manufacturer's conditions. Failure to inform us that the floor is being fitted on top of under floor heating, will invalidate the guarantee.

Under floor heating systems should be fully commissioned, tested and run for 2 weeks before a floor is installed. Room stats and floor probes should be installed to ensure the floor surface temperature never exceeds 27°C. The water temperature in the pipes (flow rate) must never exceed 45°C. Before and during installation, the temperature should be turned down to 15°C and once the floor has been installed, the temperature should be increased/decreased by 3°C per day to minimise drastic changes in temperature which may cause shrinkage.

Always ensure the under floor heating system is off when the floor is fully covered with floor protection. Always use card and hardboard and not plastic/corex to protect the floor.

HS Wood Flooring recommends the use of Fidbox® devices which record the relative humidity and temperature in the sub floor and upper floor surface for future reference.

These Terms together with Our Privacy Policy, Terms of Website Use and Website Acceptable Use Policy will apply to any contract between Us and You for the sale of Products to You (“Contract”). They do not apply to the supply and installation of new, or renovation of old, floors. Please read these Terms carefully and make sure that You understand them, before ordering any Products. Please note that before placing an Order You will be asked to agree to these Terms. We amend these Terms from time to time and whenever We revise them, We will set out on this page the date upon which the Terms were most recently revised. Every time You wish to order Products, please check these Terms to ensure You understand the terms which will apply at that time.

These Terms were most recently updated on the 1st August 2024.

You should print a copy of these Terms for future reference.

1. DEFINITIONS

When the following words with capital letters are used in these Terms, this is what they will mean;

“**Bespoke Products**” means bespoke or custom-made Products supplied by Us specifically for You to Your Specification;

“**Contract**” means the contract between Us and You consisting of the quotation or Order confirmation;

“**Customer**” means a person who is making a Contract to buy the product;

“**Business Days**” means Monday to Friday (except Saturday, Sunday or public holiday);

“**Order**” means Your order for the Products we sell;

“**Other Products**” means any Products other than the Wood Floor

Products supplied by Us to You;

“**Products**” means any products including the Wood Floor Products and the Other Products that We agree to sell to You including any part or parts of them, components, or materials incorporated into them;

“**Terms**” means the standard terms and conditions set out in this document;

“**Trade Marks**” means any trade name, business name or trade mark, used or owned by Us, whether registered or otherwise;

“**We/Our/Us**” means HS Wood Flooring (Co Reg. Number 08657346 and Our registered office at 3 Orbis Wharf, London SW11 3GW)

“**Wood Floor Products**” means the wood flooring (if any) sold and supplied by Us to You;

“**You/Your**” means the person or firm who purchases the Products from Us.

1.1 A reference to a particular law is a reference to it as it is in force for the time being taking account of any amendment, extension, application or re-enactment and includes any subordinate legislation for the time being in

force made under it.

1.2 Words in the singular include the plural and in the plural include the singular.

1.3 A reference to one gender includes a reference to the other gender.

1.4 Condition headings do not affect the interpretation of these conditions.

1.5 A reference to a person includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1.6 Where the Terms state that a particular clause or section of a clause shall only apply to Consumers or Business Customers, that clause or section of a clause shall only apply to Consumers or Business Customers (as applicable) otherwise the Terms shall apply to both Consumers and Business Customers.

2. OUR CONTRACT WITH YOU

2.1 You must ensure that the details of Your Order for the Products are complete and accurate before You submit the Order. If You think that there is a mistake, please contact Us to discuss.

2.2 If We choose to accept Your Order for the Products in accordance with clause 2.5, these Terms will become binding on You and Us, and a Contract will come into existence between You and Us.

2.3 Any quotation for the Products is valid for a period of 30 days only from the date that it was sent to You.

2.4 If You place an Order for a Product and we are unable to supply it, for example because that Product is not in stock or no longer available, We will inform You of this by email or telephone and We will not process Your Order. If You have already paid for the Products, We will refund You the full amount as soon as possible.

2.5 When You submit the Order to Us or accept Our quotation (whether by email, telephone or otherwise), this does not mean that We have accepted Your Order for the Products. Our acceptance of Your Order shall not take place until We issue You with written acceptance of



HS WOOD FLOOR SALES - TERMS AND CONDITIONS

the Order ("Order Confirmation"), or deliver the Products whichever occurs first.

2.6 These Terms apply to all Our sales and any variation to these Terms and any representations about the Products shall have no effect unless expressly agreed in writing and signed by one of Our authorised representatives.

3. INFORMATION ABOUT US

3.1 We operate the website www.hswoodflooring.co.uk ("Site"). We are HS Wood Flooring, a company registered in England and Wales under company number 08657346 and Our registered office at 3 Orbis Wharf, London SW11 3GW. Our VAT number is 1684 3030 3.

4. HOW WE USE YOUR PERSONAL INFORMATION

We only use Your personal information in accordance with Our Privacy Policy and security policy. For details, please see www.hswoodflooring.co.uk/. Please take the time to read these, as they include important terms which apply to You.

5. DESCRIPTION & MATERIAL

5.1 The quantity and description of the Products shall be as set out in the Company's quotation and Order of Confirmation.

5.2 Any samples, drawings, images, descriptive matter, or advertising produced by Us and any descriptions or illustrations contained in Our catalogues, website (including the Site) or brochures ("Our Literature") are produced for the sole purpose of giving an approximate idea of the Products described in them. They shall not form part of the Contract or have any contractual force.

5.3 The images of the Products are for illustrative purposes only. Although We have made every effort to display the colours accurately, We cannot guarantee that Your computer's display of the colours will accurately reflect the colour of the Products. Your Products may vary slightly from those images.

5.4 Although We have made every effort to be as accurate as possible, all sizes, weights, capacities, dimensions and measurements indicated in Our Literature or elsewhere are approximate

5.5 Due to the nature of the Wood Floor Products, We cannot guarantee:

(a) the moisture content of the Wood Floor Products which will vary from batch to batch;

(b) the profiles of tongue and groove which will vary from batch to batch;

(c) the colour and consistency of the Products, which may vary from any samples and change as a result of the passage of time.

5.6 In the event that we do not have the exact product We are entitled to supply an alternative Product to match as closely as possible to the Products that You have

ordered. We will provide You with reasonable notice as soon as this becomes apparent and You will have the option to accept the alternate Product or cancel Your Order.

5.7 You and/or the Wood Floor Product installer shall be responsible for determining whether the Products are fit for purpose where they are to be used for a particular or special purpose and whether they are suitable for the intended Installation Location and You agree, accept and acknowledge that We are a supplier of the Products only and nothing is to be taken as a warranty, representation or otherwise that We have provided any design advice or installation instruction upon which You are entitled to place any reliance.

5.8 We are not responsible for installing the Products and subject to clause 18.5, We shall have no liability for any damage to the Products or any other property, person or otherwise caused during the installation of the Products.

5.9 You shall be responsible for ensuring that the Products are fully and properly maintained, including but not limited to:

(a) (in the case of Business Customers) by the development and implementation of a proper maintenance schedule in accordance with the British Standard Institute Code of Practice for installation of flooring of wood and wood based panels;

(b) (in the case of Consumers and Business Customers) by ensuring that the Products are maintained in the correct ambient conditions (temperature, humidity level etc.);

(c) (in the case of Consumers and Business Customers) by ensuring that the Wood Floor Products are adequately protected against damage (including but not limited to scratches, dents and scuff marks) including but not limited to by adequate protection underneath furniture and appropriate use of entrance door matting in accordance with manufacturers guidance or instructions or guidance provided by the installer of the Wood Floor Products.

6. IF YOU ARE A BUSINESS CUSTOMER

6.1 If You are buying on behalf of a business, You confirm that You have authority to bind any business on whose behalf You purchase Products.

6.2 You acknowledge that You have not relied on any statement, promise or representation made or given by or on behalf of Us which is not set out in these Terms or the Terms of Website Use. Nothing in this clause 6.2 shall limit or exclude Our liability for fraudulent misrepresentation.

7. PERFORMANCE AND DELIVERY

7.1 We shall deliver the Products to the address that You have provided Us with in Your Order, or such other location as We shall agree in writing ("Delivery Location") provided always that We are permitted to do so by law.

HS WOOD FLOOR SALES - TERMS AND CONDITIONS

7.2 If You wish to collect the Products from Us, You must notify Us of this upon placing Your Order or at least five working days before delivery date.

7.3 Delivery of the Order shall be completed when We deliver the Products to the Delivery Location or make the Order available to You for collection ("Delivery") and We shall use reasonable endeavours to deliver each of the orders for the Products by the estimated delivery date which We shall notify You of on the Order Confirmation. We shall notify You of the date upon which We will deliver the Products, or make them available for collection by You by email or telephone prior to dispatch ("Delivery Date").

7.4 Time of delivery shall not be of the essence of the Contract and the Products may be delivered up to 10 Business Days after the estimated delivery date and if We are unable to meet the estimated delivery date because of an Event Outside Our Control, We will contact You with a revised estimated delivery date.

7.5 We do not handle or unload the Products on arrival at the Installation Location. You must ensure that adequate assistance and personnel are available to unload the Products upon Delivery.

7.6 Subject to clause 7.9 if We fail to deliver any or all of the Products ("Undelivered Products"), Our liability shall be limited, to one of the following:

- (a) replacing the Products within a reasonable amount of time; or
- (b) issuing a credit note against the invoice raised for the Undelivered Products; or
- (c) where You have paid in advance for the Undelivered Products, We may choose to reimburse You for the price of the Undelivered Products.

7.7 We shall have no liability for any failure or delay in delivering the Order where:

- (a) such failure or delay is caused by Your failure to comply with Your obligations under the Contract, including a failure to:
 - (i) collect the Products in accordance with clause 7.3; and/or
 - (ii) to provide Us with the correct delivery address or any other relevant instructions; and/or
- (b) the failure or delay has been caused by an Event Outside Our Control.

7.8 If You fail to take delivery of the Order on the Delivery Date, then, except where such failure or delay is caused by Our failure to comply with Our obligations under the Contract:

- (a) delivery of the Order shall be deemed to have been completed on the Delivery Date and responsibility for the Products shall pass to You upon delivery;
- (b) We shall store the Order until delivery takes places,

and may (at a Director's discretion) charge You for all related costs and expenses (including, without limitation, storage and insurance);

(c) if You fail to accept delivery of the Products within four weeks of the date of Deemed Delivery We may re-sell or otherwise dispose of the Products (or any part of them) to any third party.

7.9 The Order shall be accompanied by a delivery note from Us showing the Order Number, the date of the Order, the type and quantity of Products included in the Order.

7.10 You agree that if, in respect of the Order, We deliver up to and including more than the quantity of the Products ordered to the nearest pack size, You shall not be entitled to reject the Order, but a pro rata adjustment shall be made to the Order invoice.

7.11 Once the Products have been installed they are deemed to be accepted. After acceptance You shall not be entitled to reject the Products which are not in accordance with the Contract.

8. INTERNATIONAL DELIVERY

8.1 We do not deliver to countries outside of the United Kingdom.

9. TERMINATION

9.1 In the event of You becoming bankrupt or a business goes into liquidation other than for the purpose of a scheme of reconstruction or amalgamation or carrying on its business under an administrator, receiver, manager or liquidator for the benefit of its creditors or any of them We may by notice in writing terminate the Contract forthwith.

9.2 In event of termination under this contract We shall be entitled to be paid all outstanding sums in respect of products delivered to You as at the date of termination, together with any expenditure reasonably incurred by Us in the expectation of the performance of or in consequence of the termination of the contract and loss of profit on the Contract including the difference between the total price to be paid on termination and the contract price. All outstanding sums in respect of Products delivered to You shall become immediately due.

10. RISK & TITLE

10.1 You do not own the Products until We have received payment in full (in cash or cleared funds) for the Products and all other sums that are due to Us from You.

10.2 The Products will be Your responsibility from the arrival of the Products at the delivery location (for the avoidance of doubt, prior to unloading) or Deemed Delivery.

11. CLAIMS, SPECIAL CONDITIONS, & DISPUTE

RESOLUTION This clause 11 only applies if You are a Business Customer

11.1 In the event of dispute between You and Us the following will apply:-

HS WOOD FLOOR SALES - TERMS AND CONDITIONS

(a) You cannot withhold payment from Us whilst the dispute is being resolved, and

(b) either party to the Contract can serve notice of a dispute, and

(c) unless the dispute is resolved within 7 days from submission of notice of dispute then the complaining party can serve notice of referral.

11.2 Upon receipt of notice of referral either party can apply to the Centre for Dispute Resolution to appoint a mediator to act to resolve the dispute.

11.3 The mediator will give directions on how the matter is to be resolved.

11.4 The decision of the mediator on sums due to either party up to the maximum of the contract value shall be binding on the parties in the interim but either party can pursue the matter through the courts if required.

11.5 We are entitled in full and final settlement to return any deposit paid if it transpires We are unable to source a product due to be supplied under the terms of the Contract. We will use Our reasonable endeavours to source the Products to the best available standard within time constraints.

11.6 Nothing in these Terms shall prevent Us from commencing or continuing court proceedings in relation to any non-payment or late payment of any monies owing to Us by You.

12. PRICE OF PRODUCTS AND DELIVERY CHARGES

12.1 The prices of the Products will be as quoted by Us to You in writing, on our Site or as published from time to time. We take all reasonable care to ensure that the prices of Products are correct at the time when the relevant information was entered onto the system, provided to You, or published, however if We discover an error in the price of Products You ordered, please see clause 12.6 for what happens in this event.

12.2 Prices for our Products may change from time to time, and We may, by giving notice to You at any time up to 5 Business Days before Delivery, increase the price of the Product to reflect any increase in the cost of the Products that is due to:

(a) any factor beyond Our control including but not limited to:

- (i) foreign exchange fluctuations;
- (ii) increases in taxes and duties; and
- (iii) increase in labour, material or other manufacturing costs;

(b) any request by You to change the Delivery Date, quantities or types of Products ordered, or any specification in respect of Bespoke Products;

(c) any delay caused by any of Your instructions or Your

failure to provide Us with adequate or accurate information or instructions.

12.3 The price of the Products shall be exclusive of any value added tax ("VAT") and all costs or charges in relation to packaging, loading, unloading, carriage and insurance ("Additional Payments"), all of which amount You shall pay in addition when You are due to pay for the Products.

12.4 Where the Products are being delivered to an International Delivery Location, the price of the Products does not include any relevant import duties or taxes ("International Payments"), and You will be responsible for such International Payments in accordance with clause 8.

12.5 The price of the Products does not include delivery charges. Our delivery charges are as quoted in our current published price list from time to time or are available on request.

12.6 Our Site and brochures contain a large number of Products. It is always possible that, despite Our reasonable efforts, some of the Products on Our Site and/or brochures may be incorrectly priced. We will normally check prices as part of Our dispatch procedures so that:

(a) where the Products' correct price is less than the price stated on Our Site, as provided to You or as published, We will charge the lower amount when dispatching the Products to You. However, if the pricing error is obvious and unmistakable and could have reasonably been recognised by You as a mispricing, We do not have to provide the Products to You at the incorrect (lower) price; and

(b) if the Products' correct price is higher than the price stated on Our Site, as provided to You or as published, We will contact You as soon as possible to inform You of this error and We will give You the option of continuing to purchase the Products at the correct price or cancelling Your Order. We will not process Your Order until we have Your instructions. If We are unable to contact You using the contact details You provided during the order process, We will treat the Order as cancelled and notify You in writing.

13. PAYMENT

13.1 We only accept cheque or direct debit. No cash or credit.

13.2 Payment for the Product and all applicable delivery charges, Additional Payment and International Payment must be made at the time You place Your Order for the Products or paid in full prior to delivery or collection.

13.3 Subject to clause 13.4, where You have a current credit account with Us, which has not been suspended or cancelled, We shall invoice You for the price of the Products, VAT, Additional Payments and any applicable International Payment that We have incurred the day of Delivery.

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13.4 Where You are invoiced in accordance with clause 13.3, payment must be made in full and cleared funds within 20 days of the end of the month in which the invoice is issued to the bank account detailed on our invoice. Time of payment is of the essence.

13.5 Except as otherwise agreed by Us in writing, where You do not have a current credit account with Us, subject to clause 13.2 We will invoice You for the price of the Products, VAT, Additional Payments and any applicable International Payment at any time after You have placed Your Order and payment must be made in full and cleared funds within seven days of the date of the invoice, and in any event prior to collection or Delivery of the Products. We will not dispatch the Products for Delivery or collection until We have received Your payment in full and cleared funds.

13.6 Where Your Order includes any Bespoke Products, a non-refundable payment of 50% (fifty per cent) of the price of the Bespoke Products must be made at the time You place Your Order. We will invoice You for the balance at any time after You place the Order, and except as otherwise agreed by Us in writing payment must be made to Us in full and cleared funds within seven days of the date of the invoice and in any event prior to Delivery or collection of the Products.

13.7 Where You have ordered Bespoke Products, any deposit paid by You shall be non-returnable in the event that You fail, for whatever reason, to collect or take delivery of such Products within a period of four weeks from the Delivery Date.

13.8 You are to indemnify us in full and hold us harmless from all expenses and liabilities we may incur (directly or indirectly including financing costs, including legal costs on a full indemnity basis and the cost of instructing a debt recovery agency to recover a debt due to us if any) following any breach by you of any of your obligations under these terms.

13.9 We use debt collection services for seriously overdue invoices. Please note that as part of our policy service, we are required to report any seriously overdue invoices that remain outstanding.

14. RIGHT OF RETURN AND REFUND

14.1 If You are a consumer, subject to clause 14.2, You have a legal right to cancel a Contract under the Consumer Contracts Regulations 2014 during the period set out below in clause 14.3. This means that during the relevant period if You change Your mind or for any other reason You decide You do not want to keep the Products, You can notify Us of Your decision to cancel the Contract and receive a refund.

14.2 Unfortunately, as the Bespoke Products are made to Your requirements, You will not be able to cancel Your Order in accordance with this clause 14 or otherwise (but this will not affect your legal rights as a Consumer

in relation to Bespoke Products that are faulty or not as described).

14.3 If you are a consumer, Your legal right to cancel a Contract starts from the date of the Order Confirmation, which is when the Contract between Us is formed. If the Products have already been delivered to You. You have a period of 14 (fourteen) days in which You may cancel, starting from the day after the day You receive the Products.

14.4 To cancel a Contract contact us by email at office@hswoodflooring.co.uk. Telephone cancellations must also be confirmed in writing. You may wish to keep a copy of Your cancellation notification for Your own records. If You send Us Your cancellation notice by email or by post, then Your cancellation is effective from the date We receive it from You. If you call Us to notify Us of Your cancellation, then Your cancellation is effective from the date You telephone Us.

14.5 You will receive a full refund of the price You paid for the Products but not any applicable delivery charges You paid for. We will process the refund due to You as soon as possible and, in any case, within 30 calendar days of the day on which You gave us notice of cancellation as described in clause 14.4. If You returned the Products to Us because they were faulty or mis-described, please see clause 14.6.

14.6 If You have returned the Products to Us under this clause 14 because they are faulty or mis-described, We will refund the price of defective Products in full, any applicable delivery charges, and any reasonable costs You incur in returning the item to Us.

14.7 We will refund You by the same method You made the payment to Us, for example on the credit card or debit card used by You to pay for the Products, or bank transfer. If you have a credit with us, we will issue you with a credit note

14.8 If the Products were delivered to You:

(a) You must return the Products to Us as soon as reasonably practicable. If the Products require collection, We will collect the Products from the address to which they were delivered. We will contact You to arrange a suitable time for collection;

(b) unless the Products are faulty or not as described (in this case, see clause 14.6), You will be responsible for the cost of returning the Products to Us or where relevant, the cost of Us collecting the Products from You;

(c) You have a legal obligation to keep the Products in Your possession and to take reasonable care of the Products while they are in Your possession. They must be stored in the correct ambient conditions.

14.9 As a consumer, You will always have legal rights in relation to Products that are faulty or not as described.

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These legal rights are not affected by the returns policy in this clause 14 or these Terms.

14.10 If you are a Business, when the Products are returned to us a 10% restocking charge may be applicable on all stock item Products, at the Directors discretion. Any such products must be in the condition they were supplied to You in.

15. MANUFACTURER GUARANTEES

15.1 Some of the Products we sell to You may come with a manufacturer's guarantee. For details of the applicable terms and conditions, please refer to the manufacturer's guarantee provided with the Products.

15.2 If you are a Consumer, a manufacturer's guarantee is in addition to your legal rights in relation to the Products that are faulty or not as described.

16. OUR WARRANTY FOR THE PRODUCTS

16.1 For Products which do not have a manufacturer's guarantee, We provide a warranty that the Goods shall be free from material defects and remain so:

- (a) the case of Wood Floor Products, for 10 years after Delivery, subject to our guarantee terms and conditions;
- (b) in the case of Other Products, until the expiry of the earlier of the "use by", "expiry" or "best before" period stated on the packaging, labelling or other documentation accompanying the Other Products on Delivery, however, this warranty in this clause 16.1 does not apply in the circumstances described in clause 16.2.

16.2 The warranty in clause 16.1 does not apply to any defect in the Products arising from:

- (a) fair wear and tear;
- (b) wilful damage, abnormal storage or working conditions, accident, negligence by You or by any third party including but not limited to upon the installation of the Products;
- (c) where You or any third party fails to operate, install, protect, maintain or use the Products in accordance with our oral or written instructions, user or manufacturer's guidelines or good trade practice;
- (d) any alteration or repair by You or by a third party; or
- (e) Us following any drawing, design, instruction or Specification supplied by You, including but not limited to in the case of Bespoke Products.

16.3 If You are a Consumer, the warranty in clause 16.1 is in addition to Your legal rights in relation to Products that are faulty or not as described.

17. ACCEPTANCE AND DEFECTIVE PRODUCTS

17.1 Without prejudice to a Consumer's right to cancel the Contract under clause 14 of the Terms, You may reject any Products delivered to You that do not comply with Our warranty at clause 16.1 (but not, for

the avoidance of doubt any Products delivered that do comply with clause 16.1, or reject the Order as a whole), provided that:

- (a) notice of rejection is given to Us in writing:
 - (i) in the case of defect that is apparent on normal visual inspection, (including but not limited to where the incorrect Products have been supplied), within 3 Business Days of the Products' arrival at the Delivery Location, provided that such Products shall be deemed to have reached the Delivery Location within 20 days of dispatch to the Delivery Location;
 - (ii) in the case of a latent defect, within reasonable time of the latent defect having become apparent;
- (b) We are given reasonable opportunity to examine the Products and You (if asked to do so by Us) return the Products to Our place of business or such other location as We request (and in the case of business Customer at Your cost); and
- (c) none the events listed in clause 16.3 apply.

17.2 If You fail to give notice of rejection in accordance with clause 17.1, You shall be deemed to have accepted the Products.

17.3 We shall not be liable for the Products' failure to comply with the warranty set out in clause 16.1 in any of the following events:

- (a) You make any further use of such Products after giving notice in accordance with clause 17.1;
- (b) the defect arises as a result of the occurrence of any of the events listed in clause 16.2;
- (c) the Products differ from their description or the Specification as a result of changes made to ensure they comply with applicable statutory or regulatory requirements.

17.4 Subject to clause 17.1 and 17.3, if You reject Products under clause 17.1 then We may elect to:

- (a) repair or replace the rejected Products; or
- (b) refund the price of the rejected Products in full.

17.5 Once We have complied with Our obligations under clause 17.4, We shall have no further liability to You in respect of the rejected Products' failure to comply with clause 16.1.

17.6 The terms of the Contract shall apply to any repaired or replacement Products supplied by Us.

18. OUR LIABILITY IF YOU ARE A CONSUMER

18.1 If We fail to comply with these Terms, We are responsible for loss or damage You suffer that is a foreseeable result of Our breach of these Terms or Our negligence, but We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of Our

breach or if they were contemplated by You and Us at the time We entered into the Contract.

18.2 We only supply the Products to You for domestic and private use. You agree not to use the Products for any commercial, business or re-sale purposes, and We have no liability to You for any loss of profit, loss of business, business interruption, or loss of business opportunity.

18.3 We have no liability to You for any loss or damage You suffer that arises as a result of Us following any drawing, design, instruction or specification provided by You for Bespoke Products or otherwise.

18.4 Nothing in these Terms limit or exclude Our liability for:

- (a) death or personal injury caused by Our negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession); or
- (d) defective products under the Consumer Protection Act 1987.

18.5 Subject to clause 18.4, we will under no circumstances whatever be liable to You, whether in contract, tort (including negligence), breach of statutory duty, restitution or otherwise, arising under or in connection with the Contract for:

- (a) any loss of profits, sales, business, or revenue;
- (b) loss or corruption of data, information or software;
- (c) loss of business opportunity;
- (d) loss of anticipated savings;
- (e) loss of goodwill; or
- (f) any indirect or consequential loss.

18.6 Subject to clause 18.4 and clause 18.5, Our liability to You in respect of all other losses arising under or in connection with the Contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed three times the price of the Products to which the liability relates.

18.7 Except as expressly stated in these Terms, we do not give any representation, warranties or undertakings in relation to the Products. Any representation, condition or warranty which might be implied or unincorporated in these Terms by statute, common law or otherwise is excluded to the fullest extent permitted by law. In particular, We will not be responsible for ensuring that the Products are suitable for Your purposes, where the Products are to be used for a purpose other than the purpose for which they are commonly supplied.

19. ASSIGNMENT

19.1 We may transfer Our rights and obligations under these Terms to another organisation, and We will always notify you in writing if this happens, but this will not affect

Your rights or Our obligations under these Terms.

19.2 If You are a Business Customer, You shall not be entitled to assign Your rights or obligations under the Contract or any part of it without Our prior written consent.

20. EVENTS OUTSIDE OUR CONTROL

20.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under a Contract that is caused by an Event Outside Our Control. An Event Outside Our Control is defined below in clause 20.2.

20.2 Any "Event Outside Our Control" means any act or event beyond Our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation of war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks or impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.

20.3 If an Event Outside Our Control takes place that affects the performance of Our obligations under a Contract:

- (a) We will contact You as soon as reasonably possible to notify You; and
- (b) Our obligations under a Contract will be suspended and the time for performance of Our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects Our delivery of Products to You, We will arrange a new delivery date with You after the Event Outside Our Control is over.

20.4 You may cancel the Contract if an Event Outside Our Control takes place and continues for more than 6 weeks and You no longer wish Us to provide the Products.

21. COMMUNICATIONS BETWEEN US

21.1 When we refer, in these Terms, to "in writing", this will include email. Clauses 21.2 and 21.3 only apply if You are a Consumer.

21.2

- (a) To cancel a Contract in accordance with your legal right to do so as set out in clauses 14 and 20.4, please see clause 14.4 for details of how to do so.
- (b) If You wish to contact Us for any reason, You can contact us by email (office@hswoodflooring.co.uk) or by telephone (020 3793 8915 or 020 3793 0389).

21.3 If We have to contact You or give You notice in writing, We will do so by email or by pre-paid post to the email address and/or postal address You provide to Us in Your Order.

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This clause 21.4 only applies if You are a Business Customer.

21.4 If You are a Business Customer, please note that any notice given by You to Us, or by Us to You, will be deemed received and properly served immediately when posted on our site, 24 hours after an email is sent (provided always that it is sent to the correct address, You do not recall the message or receive notification of non-delivery), or three days after the date of posting of any letter to our registered address and received by a company representative. If You serve notice from an International Delivery Destination by airmail, We will be deemed to have received it eight (8) days after it was posted. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post (including in the case of airmail) and, in the case of an email, that such email was sent to the correct specified email address of the intended recipient and not recalled, or a message of non-delivery received. We shall acknowledge safe receipt of the notice given by You, by either email or telephone call within 24 hours of receiving the notice during working hours. In the event that You do not receive an email or telephone call from Us within the specified time period, You are required to contact us to establish if the notice has been received by Us. The provisions of this clause shall not apply to the service of any proceedings or other documents in any legal action.

22. OTHER IMPORTANT TERMS

22.1 This Contract is between You and Us. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise.

22.2 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

22.3 These Terms are governed by English law. You and We both agree to that the courts of England and Wales will have exclusive jurisdiction.



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