



Australian Hardwood
Flooring and Decking ^{CO}

Definitive Hybrid Flooring.

Floating Floor Installation and Maintenance Guidelines

Congratulations on your purchase of this latest high quality, durable and waterproof flooring. Please find below the installation and maintenance guidelines. Please contact Australian Hardwood Flooring (www.australianhwoffloors.com) or your distributor for the latest Definitive Hybrid Flooring - Installation and maintenance guidelines.

Floating Floor Installation Guidelines:

Definitive Hybrid Flooring is made using the latest technology known as SPC (Stone Plastic Composite). This core provides a stable, waterproof and durable board unrivalled by other products. As durable and user-friendly as this product is, strict installation and maintenance guidelines need to be followed.

Installation of this flooring should only be done by a professional flooring contractor or highly skilled tradesperson who has much experience and knowledge. The contractor or installer is fully responsible for the entire installation process. The installer / owner / contractor is responsible for inspecting the delivered flooring products, ensuring the correct product (product, colour, size, grade, finish, quality etc) has been delivered prior to installation.

Although this product is waterproof and highly durable, a site condition inspection (external and internal) is required for every project.

Definitive Hybrid Flooring is suitable to be installed on appropriate Hydronic subfloor heating (providing appropriate conditions). The subfloor Hydronic heating must be operated as per manufacturers installation and operating guidelines. All subfloor heating must not exceed 24°C (this is the surface temperature of the subfloor not the desired temperature of the room). No other heating systems will be covered by the Definitive Hybrid Flooring warranty. Note: Floor performance remains fully at the owners / installers risk.

Under no circumstances are steam mops suitable to clean Definitive Hybrid Flooring. Regular maintenance (sweeping, damp warm mop) is required for general cleaning.

Definitive Hybrid Flooring is made from SPC (Stone Plastic Core) which is extremely stable and durable, although care must be taken to ensure the boards are not damaged. Caution must be taken to protect the boards from being damaged especially the locking system and edges.

Depending on a range of factors, a wastage allowance approximately 5%-10% should be factored in and ordered to ensure you have enough material to complete the installation. Definitive Hybrid Flooring is to only be installed as a floating floor. Installation using other methods will void any warranty.

General Guidelines:

To ensure correct installation, the following guidelines must be followed along with all installation instructions.

- Definitive Hybrid Flooring must be stored in a controlled location, with temperatures between 10°-30°C and never in damp conditions. Ensure the flooring is always stored flat and never leant against a wall. If the flooring is stored in temperatures outside this range, prior to installation (within previous



Australian Hardwood Flooring and Decking ^{CO}

24 hours), it is essential that the product is acclimatised at the correct temperature for minimum of 48 hours.

- Temperatures after installation must also be controlled, between 10°-30°C.
- Minimize exposure to direct sunlight as much as possible. Exposure to direct sunlight for lengthy periods of time may lead to discolouration. Where possible use blinds and curtains to minimise this direct sunlight.
- All flooring reacts to direct sunlight. Minimize exposure to direct sunlight to reduce thermal expansion. Use blinds, curtains, window tint, UV resistant films on windows to reduce all direct sunlight and protect the floor.
- Ensure there is appropriate ventilation and airflow underneath the substrate to prevent a build-up of moisture. Ensure there is appropriate drainage underneath and around the perimeter of the property, to help minimize the build-up of moisture under the substrate. Make sure all plumbing; drainage (including downpipes) are working properly, no leaks or blockages.
- All flooring installers should carry a moisture meters for the installation of flooring. Substrates with a high moisture reading may be due to leaks or poor drainage which must be fixed prior to the flooring be installed. Although Definitive Hybrid Flooring is waterproof, leakages, high moisture content in the subfloor can lead to other issues such as mould, odours which may lead to other issues.
- Installation of the flooring is best to occur as late in any build or renovation as possible, ensuring minimal chances of the flooring to get damaged throughout the build possibly by other trades or unforeseen site related damage.
- Always mix planks from several cartons and pallets to minimise any batch or colour variation. This will lead to a greater final installation of the product.
- Areas with roller or caster chairs, large or heavy filing systems and associated equipment will require additional surface protection. Damage as a result of any of the above or similar will not be covered by this warranty.
- Where the flooring is close to a fireplace, stove or other heating appliances, dimensional change can occur to the flooring including shrinking and gapping.
- Installation of the flooring is best to occur as late in any build or renovation as possible, ensuring minimal chances of the flooring to get damaged throughout the build possibly by other trades or unforeseen site related damage.
- It is vital all planks are inspected prior to installation. If you have any concerns, regarding colour, finish or any other product related concerns, please contact your reseller immediately. DO NOT INSTALL DEFECTIVE PLANKS. Any planks that have been installed, cut, or anything other will be deemed to be accepted by the installer or builder or homeowner and will not be accepted in any claim under any circumstances.
- It is the installers responsibility to appropriately select and remove any boards deemed faulty or unacceptable. These boards which do not meet industry standard should not be installed under any circumstances. The installer may dock and faults to ensure the flooring meets industry standards and help the customer get their desired result.
- Installation of Definitive Hybrid Flooring on stairs – the nosing must be directly stuck with an appropriate glue. It is also important to sand the substrate surface to remove any foreign objects, waxes or paints, this will assist the adhesion.
- Subfloor preparation must be done correctly and must be 100% cured prior to any installation. It is
- the owner / builder / installers responsibility to ensure the flooring meets appropriate slip test



Australian Hardwood Flooring and Decking ^{CO}

- requirements for each state. Additional application of an anti-slip may be required.
- Subfloor preparation must be done correctly and must be 100% cured prior to any installation.
- Installation of Definitive Hybrid Flooring must be on a flat and level, dry and structurally sound subfloor, with a maximum gradual variation of 3mm over 3 meters. Any further variation of the subfloor will void any potential warranty claims. Subfloor preparation is a vital component to ensuring a quality finish. The better the site conditions and subfloor, the better the finished product will be. Further variation in the subfloor is not acceptable, can compromise the locking system and will void any potential warranty claims. If the subfloor is concrete, it is recommended to grind the high spots and fill the low spots with appropriate filler to ensure a level substrate. For all concrete substrates it is important to use a moisture membrane to prevent moisture coming up through the slab. Appropriate paint on moisture barriers or builder plastic (minimum 200 microns) is acceptable. If the substrate is yellow tongue or chipboard, all joins must be sanded or planed flat. If the substrate is existing timber flooring, it is recommended to lay the new flooring at 90 degrees to the existing floor for superior stability. Existing floorboards may need to be sanded prior to installation to ensure they are flat and level. If the substrate is existing tiles, the grout line must be within appropriate flatness requirements (not more than 3mm in depth or width). Do not install over an existing floating floor.
- Definitive Hybrid Flooring has a pre-installed acoustic backing. 1.5mm IXPE, which provides acoustic properties. Additional underlay is not required and may have a negative impact on the installation and performance of Definitive Hybrid Flooring and the locking system. For multi residential, multi level commercial or other installations where specific acoustic requirements are required, you may use a dense underlay such as cork or rubber matting up to 5mm in thickness. We recommend you contact the acoustic supplier to ensure these underlay's are appropriate and suitable for installation with Definitive Hybrid Flooring.

Recommended tools required for installation:

Broom, dustpan, dead blow (sand) hammer, nylon tapping block, safety glasses, safety gloves, spacers (minimum 8mm), string line, straight edge, square, tape measure, utility / Stanley knife, rubbish bin, Jigsaw / circular saw / table saw. Other tools may be required depending on site specifics. A dust mask must be worn at all times especially when cutting Definitive Hybrid Flooring to prevent inhalation of dust from cutting the flooring.

Locking System:

Definitive Hybrid Flooring comes with a strong, easy to use locking system. Valinge 5GI patented locking system along the length of the boards with drop lock on the ends. The drop lock ends allows for easy and fast installation. Simply align the ends of the two adjoining boards and drop the board into place until it locks (you are likely to need to tap it with a dead blow (sand) hammer). It is essential that the boards are installed correctly with the correct tools and level of force or the underside of the locking system may become damaged.

Definitive Hybrid Flooring comes with a fine micro-bevel on all four sides; this helps prevents lipping which can happen on square edge boards.



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Floating Floor Installation Instructions:

Definitive Hybrid Flooring has been designed to be installed specifically as a floating floor. Expansion joints are required at all perimeters and fixtures (minimum 8-10mm) for general installations. Depending on the layout, size and floor plan, additional expansion gaps and joints may be required. Do not install kitchens, cabinetry, island benches, other fixed items or heavy furniture on the floor as this jeopardizes the floating floor principals. Rooms that are bigger than 10 meters in length and 10 metres in width are required to have additional room transition trims / expansion joints to allow movement in the building structure itself. The installer / owner / contractor is responsible for inspecting the delivered flooring products, ensuring the correct product (product, colour, size, grade, finish, quality etc) has been delivered prior to installation.

Prior to installation it is essential to have a layout and proper plan of the details of the flooring and required thresholds. Proper planning will assist in having a superior finish. Check all heights including but not limited to doorframes clearances, tiles, windows etc. Doorjamb and window frames will likely need to be undercut to allow the flooring to move freely. Although Definitive Hybrid Flooring is waterproof, it is essential to protect the subfloor from moisture as the product will only perform as well as its subfloor. Definitive Hybrid Flooring comes with a pre-installed underlay, making installation efficient and easy. Installation diagrams below:

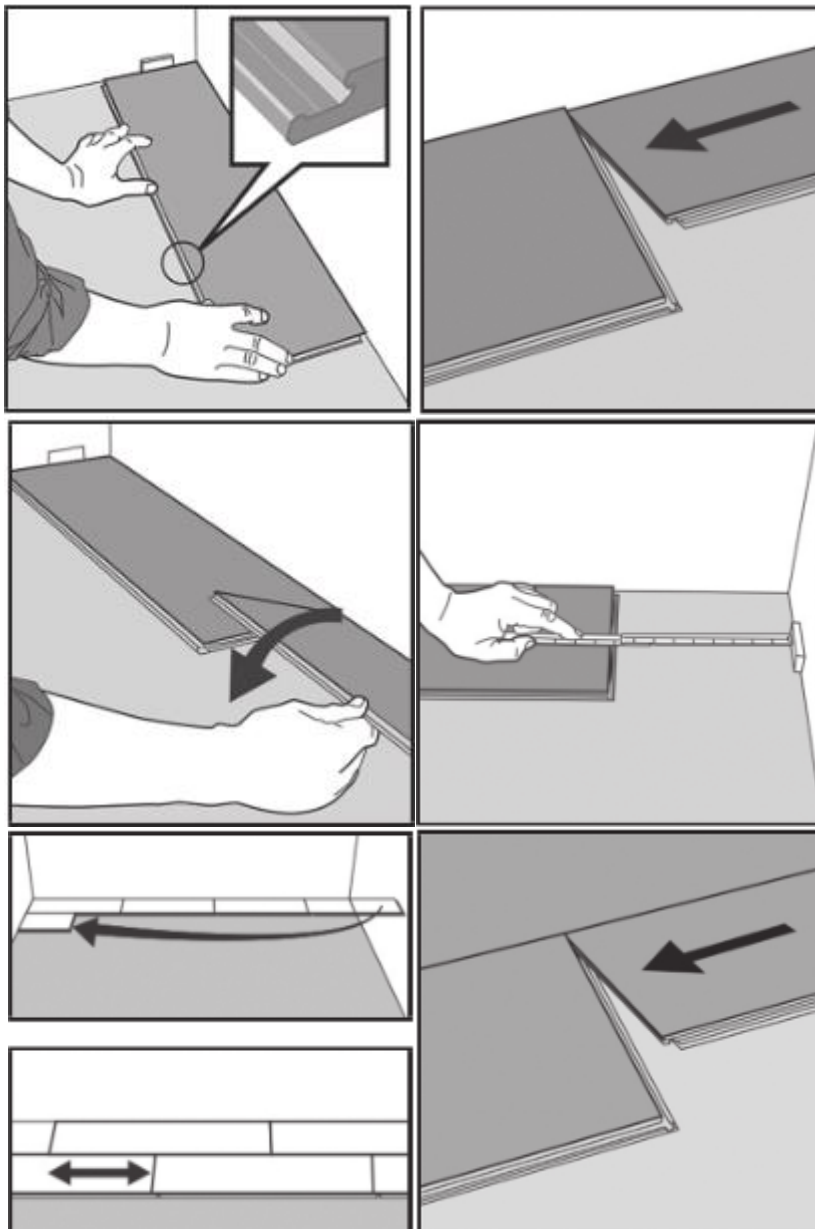
1. After thoroughly cleaning and ensuring the site is ready (external and internal inspection), begin laying from left to right. Ensure the tongue side is facing the wall, with spacers (minimum 8mm) from the starting wall. Make sure the width of the boards in the first and last row is not less than 50mm.
2. The second plank, in the first row. Drop the plank and press with a rubber mallet / dead blow hammer to ensure drop lock ends lock properly. Rub your hands over the surface of this join and ensure the boards are flush and level. If the boards are not flush, have lipping or do not appear to be joined correctly, disassemble the two planks following the disassembly guide below. If planks are damaged, replace with new planks. Hitting the drop lock too hard may damage the underside of the locking system.
3. At the end of the first row, ensure to leave appropriate expansion gaps and measure the length of the final board in the first row (no shorter than 30cm).
4. Start the second row with the balance of the last board used in the first row. This plank should be no shorter than 30cm to achieve the best appearance. The end joins for each plank should be randomly staggered and be no closer than 20cm to achieve best appearance. Install the first plank of the second row by placing the tongue into the groove of the planks in the first row. Drop the plank and ensure they are securely locked into place. This should not require much force.
5. It is extremely import to constantly ensure the boards are square, straight and that each join has locked together correctly and the surface is flush. After laying 2-3 rows ensure appropriate expansion gaps are in place as this is the foundation of your floor.
6. Continue installing planks the length of the room leaving expansion gaps and also making sure no end of row boards are shorter than 30cm and the joins are staggered more than 20cm.
7. Ensure all exposed edges are protected with appropriate trim or transition strips.
8. If the flooring is being installed in wet areas, it is essential to caulk all gaps with a water and mould resistant silicone sealer. These wet areas must be installed independently from the remainder of the flooring.
9. Do not fasten wall mouldings, skirtings, trims, Scotia or transition strips to the planks. Ensure that no planks are secure to the walls, subfloors, fixtures or any accessories under any circumstances. All door



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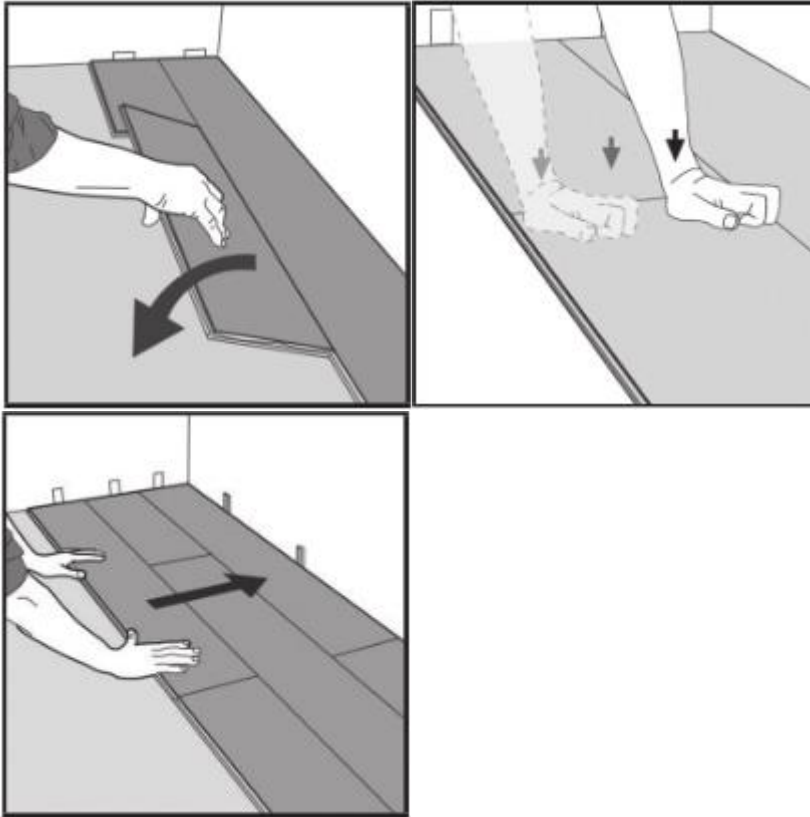
frames, architraves need to be undercut to allow movement of the floor. Skirting boards or Scotia will adequately cover these expansion gaps. Remove all spacers upon installation completion.

10. If the walls are not square or straight it is essential that the boards are cut to adapt the walls contours. Expansion gaps are required at all times.
11. Do not caulk a floating floor. Caulking a floating floor prevents the floor from moving.
12. Upon completion if there is other works required, it is recommended to protect the floor. A breathable protective cover should be installed. The protection must be breathable as otherwise the floor will sweat and the moisture content will rise causing cupping, peaking, gapping or squeaking. It is essential to clean the flooring or any debris or rubbish as trapping this under the protection may damage the floor. If protecting the finished floor – do not tape the perimeter of the protection to the flooring as tape acts as an adhesive and can remove the coating, permanently damaging the surface.

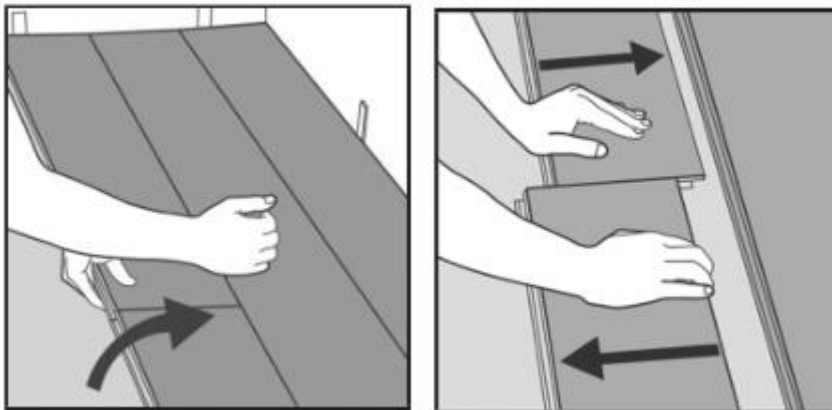




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Disassembly Guide: Definitive Hybrid Flooring can be disassembled and reassembled if necessary as long as the flooring is not damaged. Disassemble the planks by sliding horizontally as shown in diagrams below.





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Care and Maintenance Instructions: Definitive Hybrid Flooring has been designed to be a low maintenance and durable floor. Below are some simple steps to ensure you get the most out of your quality floor.

- Sweep with soft broom or static mop and vacuum regularly. Use a “soft” vacuum head to remove grit and abrasives immediately as they can cause surface scratches and damage. Do not use a steam mop. Do not use any bleach, ammonia or caustic cleaners to clean the floor.
- Spray mops are ideal ways to clean your timber floor with appropriate floor cleaning products such as Bona or Loba branded cleaning products. If you are unsure which products to use, please ask your distributor or Australian Hardwood Flooring.
- Mop using a slightly damp mop with warm water mixed with a PH neutral floor cleaning detergent.
- Use “breathable” woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed floor mats. Grit crushed underneath shoes creates the most wear to a floor surface. Ensure all rugs and entry point mats are cleaned frequently.
- Use rugs and runners in high traffic areas. Ensure all rugs, runners and carpets are cleaned frequently.
- Ensure all furniture legs and bases are covered in thick felt pads to avoid scratching. Do not drag heavy furniture over floors. Frequently check and replace felt pads. Do not use rubber-based mats, rubber pads or rubber protective products as the rubber can have a chemical reaction with the flooring and alter the flooring appearance or quality.
- Placing dirt-trapping mats at all external entrances will help to keep dirt and grit off the floor, as well as absorb excess moisture. Frequently clean these mats.
- Keep pet’s nails trimmed to minimise potential scratching.
- Understand that stiletto and sharp items including heels may potentially leave marks and damage the floor.
- Controlled environmental conditions are essential to maintaining the condition of the flooring. Optimal humidity is between 40%-60%. Humidity levels outside this range may lead to damage of the flooring. This can lead to potential structural damage, dimensional changes, cupping, shrinkage, checking or gapping. Creaking or squeaking is often a result of dimensional change due to a poorly humidity controlled environment.
- Evaporative cooling will lead to high humidity levels. It is essential to ensure the humidity levels do not exceed the desired humidity levels (40%-60%) which can be extremely difficult to control. Damage caused by evaporative cooling systems is common and will not be covered by this warranty.
- Minimize exposure to direct sunlight as much as possible. Exposure to direct sunlight may lead to discolouration and thermal expansion. Where possible use blinds, curtains and UV resistant films to minimise this direct sunlight. Timber is affected by UV light. Some stains may penetrate the coating and cannot be removed.
- Do not use any tape directly on the surface of the finished floor. Tape acts as an adhesive and can remove the coating, permanently damaging the surface.
- Do not caulk a floating floor.
- Remove all spills as soon as they occur. Leaving spills on the floor may stain the floor, lead to moisture ingress and other issues such as mould or damage to the substrate.
- Do not slide or roll furniture over the floor. Use appropriate equipment such as a piano trolley to move furniture.
- Minimize exposure to direct sunlight by using blinds, curtains, and UV resistant films.