



REGENCY®

HARDWOOD

Installation Instructions

Regency Hardwood Installation Instructions for Floating Floors

IMPORTANT: Regency Hardwood Floors are made of Australian Native Hardwood which are bonded onto an engineered base to ensure stability. They are all pre-finished in an extensive range of colours. Colour variation occurs with all natural timbers. The quality of our boards is exceptional in appearance and trueness. High quality engineered floors can be laid without restrictions that apply to a solid product. For example; shrinkage and movement is greatly reduced. We recommend qualified floor layers be used to install our floors.

Proceed with a visual inspection of the boards before installation. once installed, the boards are considered accepted by the installer and the home owner.

please read the entire installation instructions before proceeding with the installation owner/installer responsibility.

This instruction is a GUIDE only.

If unsure, please contact your retailer.

Regency Hardwood is a beautiful and unique product of nature, which is characterised by distinctive variations in grain and colour both within each board and from board to board. These natural variations in colour and grain are not flaws, but are a part of the natural beauty and uniqueness of Regency Hardwood flooring. These inherent variations should be expected and serve to enhance the natural beauty and enduring charm. Regency Hardwood is manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type. It is understood that;

- The installer assumes all responsibility for final inspection of product quality. This inspection of each board should be carried out prior to installation. Carefully examine the flooring for colour, finish and quality before installing. Use reasonable selectivity and hold out or cut off pieces with glaring defects whatever the cause. All such inspections should be conducted in finished lighting conditions, particularly in areas that will be exposed to sources of natural light. If the flooring is not acceptable, contact your retailer immediately.
- Before beginning installation of any Regency Hardwood flooring products, the installer must determine that the environment of the job site and condition and type of the sub-floor involved are acceptable, ensuring that it meets or exceeds all requirements which are stipulated in the Regency Hardwood installation instructions which follow. Australian Select Timbers declines any responsibility for job failures resulting from or associated with inappropriate or improperly prepared sub-floor of job site environment deficiencies.

- Prior to installation, the installer/owner has final inspection responsibility as to grade, manufacture quality and factory finish. The installer must use reasonable selectivity and remove or cut off pieces with deficiencies.
- Do not install sub-standard, non-confirming or faulty boards.
- The use of stain, filler or putty stick for the correction of defects during installation should be accepted as normal procedure.
- Should any individual piece be doubtful as to grade, manufacture or factory finish, the installer should not use the piece. Of course, replacement materials of boards not installed will be afforded in this instance by Australian Select Timbers, provided the defect is considered as a genuine manufacture defect.
- When Regency Hardwood flooring is ordered, allow approximately 5%-10% for wastage and offcuts, depending upon size or layout of the room or installation area. (Please note: diagonal installations may require additional wastage allowances.)
- Please note that Regency Hardwood Flooring must be installed in a regulated and liveable environment to prevent possible damage not covered by warranty. As such, Regency Hardwood should not be installed more than 2 weeks prior to occupation of the home. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions include, but are not limited to surface checking resulting from low humidity, cupping or convexing (doming) of boards or the presence of mildew or discolouration from extreme sub-floor moisture or poor cleaning/maintenance regimes.

This instruction is a **GUIDE** only.

If unsure, please contact your retailer.

Job site inspection & acclimatisation

- Regency Hardwood flooring can be installed below, equal or above ground level.
- Do not install in bathrooms, laundry, toilets or areas subject to regular moisture or water.
- In a new construction, Regency Hardwood flooring should be one of the last items installed.
All work involving water or moisture (plumbing, acoustic ceilings, wall lining etc.) Should be completed prior to flooring being installed. Heating and air systems should be fully operating maintaining a comfortable room temperature.
- Flooring should not be delivered until the building has been closed in and cement work, plastering, painting and other materials are completely dry. Concrete and plaster should be cured and at least 60 days old. Check basements and underfloor crawl space to be sure they are dry and well ventilated to avoid damage caused by moisture.
- Handle with care. Do not stand packs on their ends.
- Do not store directly on concrete or near outside walls. Cartons should be placed in the installation area.
- Extremes in humidity levels in the home must be prevented all year long.
Regency Hardwood flooring is a living product which reacts to humidity level variations. During summer, where the humidity level is usually at its highest point, the Regency Hardwood flooring is expected to expand as it absorbs moisture from the air. These variations must be dealt with adequate dehumidification. As for winter, when the heating system is working, the humidity level is lower. It is then recommended to use a humidifier to minimise the extreme effects of shrinkage.

Installation

When installing Regency Hardwood, we recommend the following installation tools - Expansion wedges, a pulling iron and a tapping block. You will also require a PVA glue, jigsaw, pencil, hammer, tape measure, sharp 'Stanley' type knife and small hand tools associated with wood working. Along with your Regency Hardwood flooring, you'll need Australian Select Timbers approved underlay and enough trims to complete your floor. Colour matched or aluminium trims are available in a range of shapes, profiles and colours from your local Regency Hardwood retailer.

Step by step installation instructions

Regency Hardwood flooring is installed as a 'floating' floor. That is, that the panels are joined together via a Tongue and Groove system to each other and float over an approved underlay and damp proof.

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

An uneven sub-floor may lead to movement of the flooring underfoot and within the joining system, resulting in excessive noise, which often sounds like 'cracking' or 'creaking'.

Preparation:

The first thing that you need is to ensure that the sub-floor or surface that the flooring is being installed over is level. Using a 1m straightedge, the sub-floor level should not exceed 3mm over 1 lineal metre in any direction. Remember, uneven floors may lead to movement and noise, so it is necessary to assess the levelness and get it right. Timber floors can be sanded level and concrete floors or existing floor coverings can usually be levelled using a cement based self-levelling compound. Regency Hardwood Flooring cannot be installed over carpet or carpet underlay but can be installed over well bond vinyl, cork or ceramic tiles if sufficiently level.

Before installing any floor, a moisture level measurement of the sub-floor is very important to know so that we can choose the correct installation procedure(s).

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If unsure, please contact your retailer.

If the moisture level is above 70% relative humidity as measured by an approved moisture meter that complies with the current Australian ATFA codes, you must first install a 200um minimum plastic moisture proof membrane or sheeting. Where the membrane edges meet, they must overlap by 300mm and the joins must be sealed using a waterproof tape. All walls and vertical fixtures must have the membrane turned up and then trimmed back to the appropriate level depending on skirting and/or beading to be installed.

Door frames and architraves should be undercut prior to commencing installation using a scrap of flooring and a long flexible hand saw. Work out the trims to be installed as some trims are easier to install prior to the flooring. This will be dependent on the direction of the trim to the flooring and the type of trim to be installed.

Installing the First Three Rows:

Select a starting wall that is long and visible, the first three rows will be installed parallel to this wall. Install the first row of plastic and/or underlay as required then install the first row, groove (female) to the wall to assess the straightness of the starting wall. If the starting wall is undulating or uneven, square this row off to the other side of the room using a tape measure and scribe the first row of boards to cater for the undulations while accommodating a uniform expansion gap. In terms of the required expansion/contraction gap, low humidity environments like South Australia and Mildura for example, will require a gap of 5-10mm. Regions such as Melbourne and Sydney for example, where the humidity is generally stable, a gap of 10-12mm will be required. A gap of 15-20mm may be required in high humidity regions such as Northern NSW and Queensland.

Expansion generally occurs in the width of a board. If the installation area measures >10 metres in width, expansion joins must be installed. This reduces the overall width so the floor now becomes compartmentalised, allowing now smaller areas to move independently of each other thereby reducing floor growth or shrinkage problems.

Regency Hardwood may grow by over 3mm per lineal metre in the width, so make sure you leave enough gap to allow for such expansion. The wider the floor, the bigger the gap that may be required.

Now lay the first row directly against the wall. Apply PVA glue into the groove, then gently tap it in to the next board. (we will space off the first three rows later).

Cut the end board and leave the correct gap that is required: 10mm is a rule of thumb. Fit a suitably sized spacer at the start of the row to set the gap required.

The off-cut from the last board in the first row now starts your second row, providing it's longer than 300mm. If not, a new board will need to be cut to begin the second row. Now install the first board of the second row, apply PVA glue in the groove, and then gently tap it in. Continue installing the floor left to right using the off-cut from row 2 to begin row three. (Note: Remember to ensure that you stagger end joins by greater than 300mm.) Any small gaps present can be filled using a caulking compound in an appropriate colour. We can now slide these three rows off the starting wall and install the itably sized spacers against the starting wall.

The Body and the Final Row:

Continue installing the floor from left to right. The final row will need to be trimmed to fit using a jigsaw and brought into place using a pulling iron. Remember to allow an adequate gap for expansion at all walls and vertical surfaces. This gap will be covered last of all.

Finishing Off:

Where skirting boards have been left in place, it is now time to fit colour matched scotia mouldings to the perimeter of the floor to cover the expansion gap after removing the expansion wedges. Scotia is to be pinned to the skirting only so as not to inhibit the free movement of the floor. If skirting boards have been removed or are yet to be fitted, they will usually cover the expansion gap well. It is often the case where professional installers will also undercut the plasterboard to afford an additional 12mm or so expansion to the perimeter of a floor. This is often recommended on areas of higher humidity where the flooring is likely to expand more. Install any end, connector or adaptor profiles that have not been fitted during the installation process. These trims must hold the floor in place and provide for full and free expansion of the flooring under or inside the trim profile. Finally, any gaps at the floor perimeter that could not be covered with skirting or profiles, can be filled at this time. Your Regency Hardwood Flooring can now be cleaned and enjoyed.

Australian Select Timbers Warranty

Regency Hardwood® flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 5 Year Commercial Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

The 'Direct Stick' method of installation is not recommended by Australian Select Timbers due to the hardness of Australian native timbers. If the 'Direct Stick' method needs to be applied, please always contact the manufacturer for formal approval prior to commencement of installation.

Lifetime Limited Structural Warranty

Regency Hardwood® by Australian Select Timbers P/L provides with a Limited Lifetime Structural Warranty to cover the performance and appearance of the plank from structural defects, delamination, cracking, warping, twisting, splitting and geometry that would affect the planks assembly and in-service performance.

Regency Hardwood® flooring installation instructions must be followed strictly when installing your floors and Australian Select Timbers® Care & Maintenance Guidelines should be followed at all times after your floor is installed.

IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, should not be installed and will not be covered by warranty provisions.

All installation instructions can be found inside each pack of Regency Hardwood® flooring and Australian Select Timbers® Care & Maintenance Guidelines can be obtained by contacting your retailer or our online website www.asttimbers.com.au at any time. Please make sure you fully understand our care & maintenance guidelines before commencing any cleaning and maintenance schedules.

Due to the variable climate conditions within Australia, planks may display sight bow or twist once removed from the cartons this is not considered a structural defect unless the planks cannot be assembled after an adequate period of acclimatisation. (Note: planks should not be unpacked overnight and or left loose prior to install).

Grading programmes provide for patching and filling of natural characteristics with appropriate filler, this forms an acceptable visual for the natural planks.

After installation certain cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

20 Year Limited Residential Wear Warranty

Regency Hardwood® flooring by Australian Select Timbers P/L provides for a 20 Year Limited Residential Wear Warranty that guarantees that the surface will not wear through during the period warranted. Australian Select Timbers® Care & Maintenance guidelines should be followed at all times after your floor is installed. Scratches, dents, reduction of gloss level (appearance reduction), colour fading, damage caused by negligence, liquid, animals or high heeled shoes are not covered by the warranty.

IMPORTANT NOTE: All Regency Hardwood® products with wax oil finish need to be re-oiled and maintained every 12 months to make sure the warranty will not be compromised. Please refer to our website www.asttimbers.com.au or contact your retailer for more information.

All furniture requires felt pads to be adhered to the underneath to protect the surface of your floor. From time to time, this will need to be maintained and checked for wear. Areas less than 8% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

5 Year Limited Commercial Wear Warranty

Regency Hardwood® flooring by Australian Select Timbers P/L provides for a 5 Year Limited Commercial Wear Warranty that guarantees that the surface will not wear through during the period warranted. Australian Select Timbers® Care & Maintenance guidelines should be followed at all times after your floor is installed. Scratches, dents, reduction of gloss level (appearance reduction), colour fading, damage caused by negligence, liquid, animals or high heeled shoes are not covered by the warranty.

IMPORTANT NOTE: All Regency Hardwood® products with wax oil finish need to be re-oiled and maintained every 6 months to make sure the warranty will not be compromised. Please refer to our website www.asttimbers.com.au or contact your retailer for more information.

All furniture requires felt pads to be adhered to the underneath to protect the surface of your floor. From time to time, this will need to be maintained and checked for wear. Areas less than 8% of the surface area that could be related to high traffic wear or incidental damage will not be covered by the warranty.

Regency Hardwood® flooring 5 Year Commercial Warranty does not apply to:

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

Acceptable Quality and User Guidelines

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

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

Warranty Exclusions

- Regency Hardwood® flooring is made of Australian Native Timber, as a natural product, colour variation will occur from batch to batch and between samples and the actual stock delivered and installed. Samples displayed or provided are indicative only and within normal industry standards and no warranty is given that such samples will match the floor installed. Other variations will naturally occur such as small knots and grain variation. These variations normally present in Regency Hardwood® flooring are not considered defects and will not form the basis of any claims under the warranty.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- The instance of surface checking (fine surface splits), gloss variation between boards, colour variation between boards or natural features including gum veins, knots, insect trails etc are considered a natural part of timber flooring and are therefore excluded from this warranty.
- Scratches, stains or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels dropped items etc.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note Evaporative cooling systems need to be operated as per the manufacturers guidelines. Please consult with the manufacturer to better understand operating methods.
- Labour charges associated with any rectification work. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.

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

Care & Maintenance

Australian Select Timbers® brings you stylish, sustainable, sophisticated and simply beautiful floors but taking care of them to preserve their magnificent finish and quality presence is a must. By following a few simple care and maintenance guidelines your floor will continue to be a thing of beauty for years to come.

Preventative Maintenance

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

Wax Oil Re-Oiling Maintenance

We recommend all Regency Hardwood Infinite products (wax oil finish) need to be re-oiled and maintained every 12-18 months for residential use and 6 months for commercial use to keep the floor fresh and ensure the warranty won't be compromised.

Please follow up our instructions carefully and always to contact the manufacturer if not sure. We recommend using Osmo Hard Wax Oil as it was original coated on Regency Infinite floorboards.

- The floor must be cleaned with Bona or other professional flooring cleaning products. Please refer to our cleaning guides for more information.
- Shake oil containers well before and during use.

Cleaning

- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit and dust. Use a Bona Dusting pad or soft broom. If vacuum cleaning, the cleaning head must have a soft brush so as to not damage the floor.
- Use a Bona Spray Mop with Bona Wood Floor Cleaner to clean the floor surface when required; dry clean the floor first. Do not 'wet' mop the floor anytime as excessive amounts of water may cause damage.

Avoid the following:

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

IMPORTANT NOTE: All Regency Hardwood® products with wax oil finish need to be re-oiled and maintained every 6 months for commercial use and 12 months for domestic use. This will refresh your floor and ensure that the warranty will not be compromised.

- Apply the first coat thinly, thorough and evenly along wood grain using a microfibre roller or and spread well. Remove surplus. Approx 24 m2 with one coat per litre according to the coating manufacturer guidelines.
- Leave the oil to be absorbed and allow for good ventilation whilst drying for 8-10 hours. Low temperatures and/or higher air humidity can increase the drying time.
- When the Work in small areas one step at a time until the floor is finished.
- If necessary a second coat be applied same as per the first coat.
- After the coat fully dried, the floor needs to be full cleaned with Bona or other professional flooring cleaning products.



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