Australian Hardwood
Flooring and Decking co

Definitive Oak Flooring.

Installation and Maintenance Guidelines

Congratulations on your purchase of this latest high quality, prefinished engineered European oak flooring. Please find below the installation and maintenance guidelines. Please contact Australian Hardwood Flooring (www.australianhwfloors.com) or your distributor for the latest Definitive Oak Flooring - Installation and maintenance guidelines.

General Installation Guidelines:

Definitive Oak Flooring is a prefinished engineered timber floor made using high quality materials and workmanship to provide quality flooring. Although this prefinished product is durable and user-friendly, 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.

Definitive Oak Flooring can be installed on concrete slab (refer to concrete installation guidelines) or particle board.

Definitive Oak 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 26°C (subfloor surface not to exceed 26°C not the desired temperature of the room). Acclimatization of the flooring is required together with the subfloor heating system. Prior to installation of the flooring, the subfloor heating should be turned on for 14 days to the desired temperature (not exceeding 26°C), and then turned off for 4 days to allow the subfloor to cool down to room temperature prior to installation. After installation, the flooring will require gradual acclimatization. Turn subfloor heating on. Increase by 2°C each day until the desired temperature is reached (sub 26°C, not the desired temperature of the room). When turning the subfloor heating off, reduce by 2°C per day until the subfloor heating system is off. Installation of timber flooring over subfloor heating systems are more likely to cause minor shrinking, cracking, cupping and do not reflect a faulty product.

No other subfloor heating systems will be covered by the Definitive Oak Flooring warranty. Note: Floor performance remains fully at the owners / installers risk. A site condition inspection (external and internal) is required for every project.

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

Definitive Oak Flooring is made from high quality materials; however, care must be taken to ensure the boards are not damaged. Caution must be taken to protect the boards from being damaged.

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Definitive Oak Flooring can be installed as a Floating Floor or Glued. 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.

General Guidelines:

To ensure correct installation, the following guidelines must be followed along with all installation instructions. All floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor. Here: are a few tips to help maintain your floor:

- Definitive Oak 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.
- Temperatures after installation must also be controlled, between 10°-30°C.
- The flooring installer should check the moisture content of the flooring prior to installation to ensure the boards moisture content has not changed significantly since leaving the suppliers warehouse or the outside the desired moisture content range (8%-10%).
- All flooring installers should carry a moisture meter for the installation of flooring.
- 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. Direct sunlight can cause damage to the flooring in the way of fading, colour changes, shrinkage, checking and cracking.
- Where the timber flooring is close to a fireplace, stove or other heating appliances, dimensional change can occur to the flooring including shrinking and gapping.
- 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) is working properly, no leaks or blockages.
- 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.
- 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.
- 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 / distributor 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 faults to ensure the flooring meets industry standards and help the customer get their desired result.

- Installation of Definitive Oak Flooring on stairs must be directly stuck with an appropriate glue for both the tread and riser component. 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 requirements for each state. Additional application of an anti-slip may be required.
- Installation of Definitive Oak Flooring must be on a flat and level, dry and structurally sound subfloor, with a maximum gradual variation of 3mm over 3 meters in any direction. 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, as it 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 control moisture coming up through the slab. Appropriate paint on moisture barriers or builder's 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, installation of the new flooring must be at 90 degrees (perpendicular) 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 this is not possible, installation of a 3mm Plywood substrate should be installed prior to laying the timber flooring. If the substrate is existing tiles, the grout line must be within appropriate flatness requirements. For installation over tiles, the tiles must be primed with an appropriate priming membrane. For more information regarding installation over tiles, please contact your reseller. Do not install over an existing floating floor.
- 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 or suitable acoustic glue. We recommend you contact the acoustic supplier to ensure these underlays are appropriate and suitable for installation with Definitive Oak Flooring.

Recommended tools required for installation:

Broom, dustpan, rubber mallet, safety glasses, safety gloves, facemask, spacers (minimum 8mm), straight edge, square, tape measure, moisture meter, 5-6mm V-notch trowel, 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 Oak Flooring to prevent inhalation of dust.

Locking System:

Definitive Oak Flooring comes with very well manufactured, easy to use locking system, Tongue & groove on all 4 sides of each plank.

Floating Floor Installation Instructions:

Definitive Oak Flooring can be installed as a Floating Floor. Expansion joints are required at all perimeters and fixtures (minimum 10-15mm) 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. Depending on the climatic conditions of the site, additional expansion may be required. For example, in high humidity

environments, such as parts of Queensland the expansion gap should be 15-20mm. If you are unsure about how the product will react in specific climates, please contact the manufacturer for guidance. The flooring must be able to move freely under benches, kickboards, and skirting boards etc. The floating floor must be able to move independently and not be in contact with any solid structures. Scotia trim, C channel or L angle may be required depending on the installation layout. Rooms that are bigger than 10 meters in length and 10 metres in width are required to have additional room transition trims / expansion joins to allow movement in the building structure itself. Expansion is required around heating / cooling vents, and where the flooring meets other surfaces (tiles, aluminium frames, and doorways etc).

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. For floating floor installation, it is essential to use a good quality cross-linked PVA glue. The cross-linked PVA glue is to be put on the top side of the tongue on each board joining it to the next boards groove. Use appropriate 2mm or 3mm closed cell underlay to float the floor on. For more details regarding appropriate underlay please contact your retailer. It is essential to protect the subfloor from moisture as the product will only perform as well as its subfloor. A moisture membrane is required for installation as a floating floor. If you have a high moisture content (above 5%) in the substrate, a 200 microns builders plastic is recommended. If a builders plastic moisture membrane is used, overlay the joins of each sheep by 150mm-200mm and tape the joins of the plastic sheet using an appropriate waterproof tape. You must also tape the joins of the underlay prior to the installation of timber flooring.

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 10-15mm) from the starting wall. Ensure your starting line is straight as this will form the base of your installation.
2. The second plank, in the first row. Apply a sufficient amount of PVA-crosslink glue onto the top of the tongue (full length and end of each board to the tongue) of the first board and install into the groove of the second plank. Ensure the planks are correctly in line and square. Continue for the rest of the first row. Do not use too much glue as it will end up on the prefinished surface. Only glue boards that you will install prior to the glue curing. Wipe off any excess glue immediately.
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). The installer must assess each installation and the site conditions. The installer should always maximize opportunities for natural movement (expansion and contraction) of the floor at all surface meeting points including heating ducts, pipes, door thresholds etc.
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 (with cross-linked PVA) into the groove of the planks in the first row. Always ensure the tongue & groove joins of each plank (ends and lengths) are properly engaged. This should not require much force, a rubber mallet and tapping block may be required.
5. It is extremely important to constantly ensure the boards are square, straight and that each join has locked together correctly. 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. 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. A floating floor must be able to freely move at all times. All door 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.
9. 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.
10. Walking on the floor prior to full adhesion curing may cause the boards to move out of place and cause gapping between planks.
11. Do not caulk a floating floor. Caulking a floating floor prevents the floor from moving. For skirting boards and trims, always secure them to the wall not the floor. This is essential to allow the flooring the ability to move freely without being restricted.
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.

Glued Installation Instructions:

Definitive Oak Flooring can be installed using various methods including Glue and Secret Nail. 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. Rooms that are bigger than 10 meters in length and 10 metres in width are required to have additional room transition trims / expansion joins to allow movement in the building structure itself.

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. It is essential to protect the subfloor from moisture as the product will only perform as well as its subfloor. For installation on a slab, a moisture barrier is required. It is important to record all substrates (timber and concrete) moisture content prior to installation. For installation on concrete slabs, you are required to seal the slab with a suitable industry level moisture barrier (often 2-3 coats). If the substrate moisture content is high, it is essential to check there is no water or leaking issues which will damage the floor. This must be addressed prior to installation. For gluing onto a concrete slab, please refer to the ATFA Guidelines regarding gluing to concrete slabs. Concrete slabs must be dry, approximately 2.5%-4.5%. Ensure the substrate is clean, free of dust, paint, oils etc. For installation on particle board or Yellow Tongue is it essential to sand the joins flat between each board. It is also important to sand the substrate surface to remove any foreign objects, waxes, or paints, this will assist the adhesion. Definitive Oak Flooring should not under any circumstances be installed to joists and bearer or on battens. It is important to put weight on the flooring after installation to allow the glue to dry whilst in place. It is essential to use an appropriate industry recognised glue. Australian Hardwood Flooring and Decking Co recommends a 5-6mm V-notch trowel to be used to provide a suitable layer of adhesive for the boards to stick to.

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. Ensure your starting line is straight as this will form the base of your installation. For glue fully trowel the glue onto the substrate using an appropriate V notch trowel (5-6mm). Refer to glue manufacturers recommendations. On plywood / chipboard / yellow tongue, use secret nail application also, secret nailing approximately every 200mm – 300mm to the bottom side of the groove. This will aid the stability and adhesion.
2. Install the balance of the first row appropriately ensuring the boards are fully engaged and inline as required.
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). The installer must assess each installation and the site conditions. The installer should always maximize opportunities for natural movement (expansion and contraction) of the floor at all surface meeting points including heating ducts, pipes, door thresholds etc.
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. Always ensure the Tongue & Groove joins of each plank (ends and lengths) are properly engaged. This should not require much force, a rubber mallet and tapping block may be required.
5. It is extremely important to constantly ensure the boards are square, straight and that each join has locked together correctly. 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. Do not fasten wall mouldings, skirtings, trims, Scotia, or transition strips to the planks. Ensure that no planks are secure to the walls, fixtures, or any accessories under any circumstances. All door 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.
9. 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.
10. Walking on the floor prior to full adhesion curing may cause the boards to move out of place and cause gapping between planks. Additional weight may be required to ensure the boards adhere to the glue.
11. 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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Care and Maintenance Instructions: Definitive Oak 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. Move internal rugs frequently.
- Do not use rubber backed rugs.
- Ensure all furniture legs and bases are covered in thick felt pads to avoid scratching. Do not drag heavy furniture / items 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.
- Do not slide or roll furniture over the floor. Use appropriate equipment such as a piano trolley to move furniture.
- 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.
- 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.
- 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 can 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. It is essential to operate the evaporative cooling as per the manufacturers operating instructions.
- 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, curtains, and UV resistant films to minimise this direct sunlight. Timber is affected by UV light. Some spills may stain and 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.
- It is essential to cover and protect your floor until all other works are completed. This will minimize the chances of the flooring being damaged.
- Definitive Oak Flooring is a living material and will continue to naturally move (expand and contact) depending on the environment including but not limited to sunlight, moisture, and temperature levels.

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