

## Engineered Strand Woven Bamboo Installation & Warranty Guideline

**IMPORTANT: PLEASE PROCEED WITH A VISUAL INSPECTION OF EACH PLANK PRIOR TO INSTALLATION. ALL PLANKS INSTALLED ARE CONSIDERED ACCEPTED BY THE INSTALLER AND THE OWNER. DO NOT WET MOP OR STEAM MOP INSTALLED FLOOR UNDER ANY CIRCUMSTANCE.**

### ATTENTION! READ BEFORE INSTALLATION.

#### COLOUR VARIATION

Engineered Bamboo flooring is subject to some natural colour variations and bamboo features within the species. Tinted or stained, and distressed options may have small or minor differences in feature and colour toning in each plank. These variations do not provide grounds for replacement. Any concerns MUST be raised prior to installation.

#### ACCLIMATISATION

As relative humidity varies in different parts of Australia, acclimation of the planks prior to installation is the most important precaution to take in order to insure a successful installation. Proper acclimation is necessary to adapt the moisture content of the flooring to the conditions of your environment. Improper acclimation could cause the floor to excessively expand and/or shrink than normally after installation. It is recommended to acclimatise the flooring for a minimum of 48 hours in the unopened packaging at a normal ambient temperature 18-25°C, and a relative atmospheric humidity of 50-70%.

#### SUBFLOOR PREPARATION

As with all floating installations the Subfloor must be level, dry and free of imperfections. All subfloors need to be sufficiently flat to accept the flooring system with a deviation **tolerance of +/- 3 mm over a 3 m radius**. Fresh screed / levelling compound must be completely dry prior to installation. An uneven subfloor may lead to movement of the flooring underfoot and within the joining system, resulting in excessive noise, and joint "crackling" or "creaking". This is a sign of an uneven substrate.

#### UNDERLAY

Please use a flooring underlay, minimum 2 mm thick with moisture/vapour barrier.

#### APPLICATION

Engineered Bamboo flooring is designed for internal use only, it cannot be used externally or in below ground applications. DO NOT install in dedicated wet areas such as bathrooms and laundries as this will void your warranty.

#### EXPANSIONS:

Humidity can vary from season to season and from State to State. A minimum gap of 12 mm expansion around the perimeter is required for all standard room installations. This includes doorways, heating tubes outlets, kitchen island bench and at termination points connecting other types of flooring. An expansion gap of 12-15mm is required to allow for adequate expansion. Please check the general humidity levels for your area and install accordingly. **For large areas over 6m in width and 11 m in length, extra expansion capacity is required. Site by site evaluation is required prior to install. Expansion / Transmission trims are required to divide areas into separate zones, this will allow the engineered bamboo flooring to expand and contract independently from each section. Allowing for extra expansion on perimeter walls may also assist with expansion and contraction dynamics. Site assessment and installation is the sole responsibility of the contractor.**

**READ THESE INSTRUCTIONS THOROUGHLY BEFORE BEGINNING INSTALLATION. IN ADDITION TO THESE INSTRUCTIONS, WE RECOMMEND THAT THE INSTALLER MAY ALSO FOLLOW INSTALLATION GUIDELINES AS SET FORTH BY AUSTRALIAN TIMBER FLOORING ASSOCIATION.**

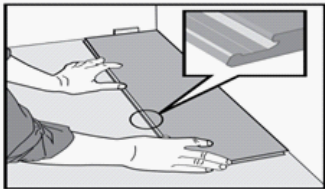
**Tool and accessory requirements**

Before starting to install your Bamboo floors, ensure you have all the necessary and correct tools, equipment and accessories, including:

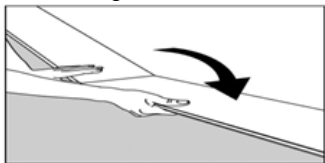
- Shop or household vacuum
- Broom & dust pan
- Tape measure, Chalk-line & chalk (string-line)
- Masking Tape (no Duct Tape)
- Hand saw
- Matching wood putty
- Safety glasses and gloves
- Rubber mallet
- NIOSH-designated dust mask
- Table saw, mitre saw, jig saw, and/or circular saw
- Wooden shims
- Moisture meter for wood and/or concrete as required
- Transition mouldings, baseboards and quarter rounds
- Pull bar

**Step-by-Step Instructions**

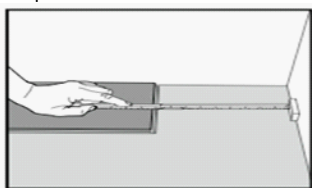
1. First plank, first row. Place a spacer 12-15mm thickness to the left and position the plank against the wall. Later, after 3 rows, you can easily position the flooring against the front wall with spacers of 12-15mm.



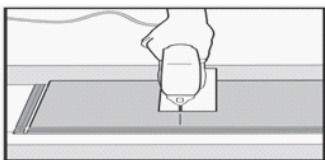
2. Second plank, first row. Press the short end of the next floorboard at an angle to the first one, and then lay down. Complete the first row. The boards can also be tapped up without lifting.



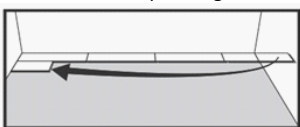
3. At the end of the first row, place a spacer 12-15mm to the wall and cut the length of the last plank to fit.



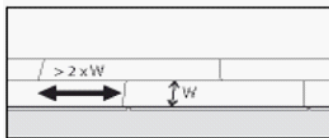
4. Cut with a saw – decor turned down.



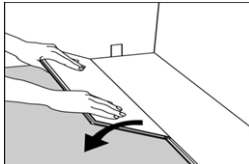
5. Second row, first plank. Minimum length 300mm. Place a spacer against the wall.



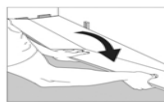
6. General. Minimum distance between short ends of planks in parallel shall not be less than 200mm.



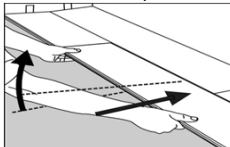
7. Place the floorboard at an angle against the floorboard in the previous row, press forward and fold down at the same time. A rubber mallet and tapping block may be necessary.



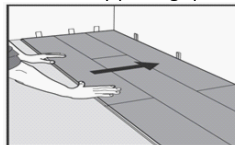
8. Second plank, second row. Place the short end of the floorboard at an angle against the previously installed floorboard. Fold down. The boards can also be tapped up without lifting.



9. Lift floorboard (together with the previously installed floorboard in the same row) lightly up (about 30mm) and push it against the row in front. Push down when the floorboards are positioned tightly together.

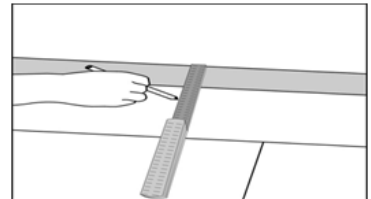


10. After 2-3 rows, adjust the distance to the front wall by placing spacers 12-15mm.

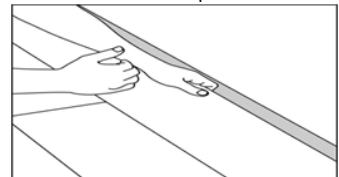


11. If the wall is uneven, the floorboards must be adapted to its contours. Mark the

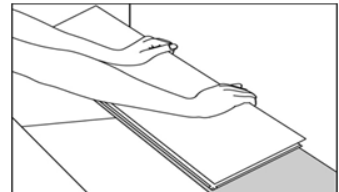
floorboards with the contour of the wall. Do not forget to leave a 12-15mm space to the wall.



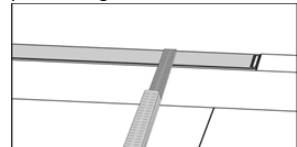
12. To remove the first row, lift the floorboard a few centimetres and tap along the joint. Cut the floorboards as required.



13. Reinstall the first row from left to right. Press the boards against the edges of the floorboards that are already in position, with the strip first.



14. Last row. Minimum width 30mm. Remember, the space to the wall is 12-15mm. Tip! Place a spacer before measuring. Cut the panels lengthwise and install.



## CARE AND MAINTENANCE

Maintenance is necessary to maximise and protect the surface of your new floor so it looks better for longer. Maintenance is also important to ensure warranty compliance.

1. **DO NOT USE A STEAM MOP ON ANY BAMBOO, TIMBER OR LAMINATE FLOORING.**
2. Regular dusting is important to minimise grit and dirt. For daily cleaning, vacuum using a soft bristle head, soft bristle broom or by using quality anti-static or micro-fibre mop.
3. When mopping, the mop or wiping cloth must be well wrung out to remove all excess water. EXCESSIVE MOPPING MUST BE AVOIDED.
4. Scratches appearing as white lines can be hidden using furniture oils, waxes and scratch pens (only on Bamboo and timber products).
5. Use floor protectors to minimise indentations from heavy objects.
6. Shield you floor from direct sunlight and excessive heat by using blinds and curtains, fading, checking and warping caused by direct sunlight are not covered by warranty.
7. Avoid gouges or cuts to your floor from sharp objects including stiletto heels and pet nails which be trimmed.
8. Use quality door mats at outdoor entrances to prevent dirt and sand from damaging the surface.
9. Periodically re-arrange rugs and furniture so that your floor ages evenly.

## CLEANING YOUR FLOOR

A Bamboo or Timber floor will look better for longer if it is kept as clean as possible. Your new bamboo floor is a significant investment so you should get the most out of it by following a few simple guidelines.

The key to maintaining your floors is in the cleaning. Your bamboo floor will endure the test of time if you establish a good and regular cleaning regime.

Although bamboo floors are generally considered easy to maintain using the wrong products and techniques put the finish and longevity of your floors at risk.

You can expect years of great performance from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines.

- To remove surface dirt and grit, regularly vacuum, with a soft bristle head or sweep with a General Purpose Microfibre mop.
- Lightly mist an area of the floor with a PH Neutral cleaning solution and wipe over with the damp heavy duty Microfiber Mop. Please check details on cleaning products before application.
- Wipe up spills and leaks promptly with a Microfibre Cloth or dry paper towel. For sticky substances, moisten the cloth slightly.
- Over wetting a floor when mopping or cleaning can change the moisture balance in the floor and cause a floor to expand, with some resulting in cupping. For this reason, it is important to ensure that mops and cloths are well wrung so that as little water solution as possible wets the floor.
- Never clean a floor with common household detergents, polishes, steel wool pads, wax or similar products.
- Bona Floor care kits or similar are a worthwhile investment to keep your new floor looking good.

# Engineered Bamboo Flooring Warranty

## Patented Locking System

## Lifetime Structural Integrity Warranty

## 25 Year Limited Residential Finish and Wear Warranty

## 10 Year Limited Commercial Warranty (includes Joint Integrity)

We provide warranty to the original purchaser of the original installation that its products will be free from defects in material and workmanship, milling dimension and grading for the lifetime of the floor. The warranty will apply to flooring that is installed according to Australian Industry Standards and recommended Engineered Bamboo installation guidelines. The supplier will replace any factory defective planks detected prior to initial installation. It is the installer's responsibility to visually check each flooring material before starting installation. This warranty also covers 'Joint integrity' where the joints will remain secure and that the planks will align properly in the assembly process.

Proper control of the residential and commercial environment according to industry standards of installation, maintenance and moisture conditions must be observed and maintained for the warranty to be valid. Damage due to installation, transportation, storage, handling, glue residue, maintenance or any other cause is not warranted and evidence of damage due to any of the above will invalidate this limited warranty.

The supplier provides a 25 Year Limited Residential Finish and Wear Warranty and 10 Year Limited Commercial Warranty, covering wear through of the coated surface to bare bamboo from the date of purchase. A minimum of 5% of the floor area must have worn through to bare bamboo to evoke this warranty.

### Pre-inspection Requirements

Prior to installation, the owner/installer must inspect all material to ensure that there are no visible defects and that all materials match the work order. The owner/installer assumes sole responsibility for product inspection and acceptance of quality. Since bamboo is a natural fibre, variations in colour will naturally occur. The manufacturer's warranty does not cover variations in colour or variations between the samples and the installed floor. Variations in grain, pattern, colour and/or texture are common and are not considered defects; therefore no warranty shall apply.

The limited warranty does not cover labour costs to repair or replace incorrectly damaged or visibly defective material. Any defective, missing or incorrect items must be reported to the retailer or distributor immediately for an inspection and replacement. The Supplier makes no warranty or guarantee of the quality of the chosen installer's work or of a particular installation performed by them.

### Disclaimer

The Supplier disclaims all liability for any errors or improprieties in the installation of its products by an installer. It is the sole responsibility of the installer/owner to ensure that site conditions are acceptable for the installation of the flooring. The Supplier declines any responsibility or material failure resulting from or connected with site conditions or installation methods.

### This limited warranty is subject to the following:

- This limited warranty is valid only in Australia.
- This limited warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The floor must be installed in indoor areas in accordance with Professional Installation Guidelines.
- The floor must be maintained according to industry standards maintenance guidelines.
- Relative air humidity must be in the range of 35%-55% with a room temperature below 26°C. Should the relative air humidity go below 35% or above 65%, small cracks (checking), delaminating, and/or cupping may occur and is not warranted.
- Care should be taken to maintain even indoor humidity and temperature to avoid checking.

### Exclusions of Warranty

This limited warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation, buildings locked with lack of ventilation during extreme heat & humidity, accidents, abuse, misuse, stains, scratches or other damage caused by animals, failure to follow all manufacturer's specific written instructions, insufficient protection, improper or unauthorised alterations or repairs to the original manufactured product and or any damage caused by any footwear. Engineered Bamboo flooring installed in wet rooms (bathrooms, Laundry rooms, etc.) will not be covered by this warranty.

*"Variations in grain, pattern, colour and/or texture are common and are not considered defects; therefore no warranty shall apply."*

This limited warranty follows industry standards that allows for a 5% defect allowance in manufacturing defects and grading as it applies to the structural warranty and visible defects. It is recommended that bamboo flooring installed on concrete sub-floors should be installed over builder's plastic & ply sheeting with a moisture/vapour barrier. Seasonal changes bring changes in humidity, this may naturally cause gapping in your bamboo floor or in extreme instances "cupping"; this is not a manufacturing defect and as such is not covered by this warranty.

### Sounds in Bamboo and Timber

Bamboo and Timber are both natural products, these floorboards will expand and contract along the length and the width between each board. In some circumstances this may lead to intermittent squeaks or creaking sounds between the joints. This is due to the relative atmospheric humidity changes. Expansion and contraction are natural characteristics of floating floors; movement is not considered a defect in the product. Squeaking or creaking in flooring may also occur due to the subfloor not being level (acceptable tolerance is +/-3mm per 3m<sup>2</sup> of subfloor). Any noise emanating from the floor should be reviewed by your contractor or in consultation with the supplier.

### Warranty Claims

Should the Supplier accept a claim under this limited warranty; the Supplier will repair or replace, free of charge, the amount of the affected material with the same product or another product of equal value. The sole remedy herein is the repair or replacement of all defective products. This limited warranty covers the cost of materials only and does not include labour or any other related costs. Under no circumstances shall the Supplier be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect incidental or consequential damages.

All claims must be made in writing within thirty (30) days after the defect has been detected and notify to the place of purchase. Any party that commits to floor repair/maintenance without the consent of the Supplier will be responsible for the cost of the repair or replacement. Any unauthorised floor replacement or repair does not place any burden on the Supplier. All settlements will be accompanied by a waiver signed by all parties involved.