



# Herringbone Collection Flooring Installation Instructions

# GrandOak Herringbone Collection Flooring Installation Instructions

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This instruction is a **GUIDE** only. If unsure, please contact your retailer.

## Before you start

It is understood that;

- It is the owner's/installer's responsibility to read and be aware of the entire installation instructions before proceeding with the installation.
- Always follow the manufacturer's instructions for any additional compound or material you use.
- The installer assumes all responsibility for the final inspection of product quality. An 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, the installer must determine that the environment of the job site and conditions, and the type of subfloor involved are acceptable. Thus, ensuring that it meets or exceeds all requirements, stipulated in the installation instructions that follow. The manufacturer declines any responsibility or job failures resulting from, or that are associated with inappropriate, or improperly prepared subfloor, or job site environmental deficiencies.
- In addition to this set of instructions, we suggest installers refer to the ATFA (Australian Timber Flooring Association) Engineered Flooring industry standards technical publication (Version 1 – Feb 2012), for moisture content & humidity guidelines prior to installing the timber floors.
- All sources of moisture must be rectified prior to the installation of the floor. In addition, all moisture levels in the rooms fitted with hardwood flooring should also be maintained at a stable level, in line with normal living conditions.
- In almost all flooring installations, a moisture barrier will be required. The form of **Moisture Barrier Membrane** you should use will be dependent on the subfloor and the installation method used.
- Any on site dampness (such as recently laid concrete slabs, or wet paint) must be completely dried prior to installation of the timber flooring. Please refer to our installation instructions in the 'subfloor' section for more information.
- The carton of floorboards should be stored in a protected dry place.
- The boards should be placed in the room in which they are to be fitted, to acclimatise for 48 hours on site in a protected area and should be carefully stacked in their packaging to allow air to circulate. **DO NOT OPEN CARTON UNTIL COMMENCEMENT OF THE INSTALLATION.**

- Check each plank for any manufacturing defects prior to installation. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed. **DO NOT USE** any individual board which may be doubtful as to grade, manufacture, or factory finish.
- We recommend opening a few cartons at a time and mixing boards from each carton during installation.
- The boards should be fitted lengthways towards the main incoming light source and, where possible, down the length of the room. In narrow hallways, install the floor parallel to the length of the hallways.
- The installer must use reasonable selectivity and remove or cut off pieces with deficiencies. **DO NOT INSTALL** sub-standard, nonconforming, or faulty boards.
- The use of stain, filler, or putty stick for the correction of defects during installation should be accepted as normal procedure.
- When GrandOak Herringbone flooring is ordered, allow approximately 10-20% for wastage and offcuts, depending upon size or layout of the room or installation area. (Please note diagonal installations will require additional wastage allowances).
- Please note that GrandOak Herringbone Collection flooring must be installed in a regulated environment to prevent possible damage not covered by warranty. As such, engineered flooring 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.
- Please contact your retailer and adhesive manufacturer immediately if you have any questions regarding these guidelines.
- Warranty exclusions include, but are not limited to:
  - surface checking resulting from low humidity
  - cupping or convexing (doming) of boards
  - the presence of mildew/moisture
  - discolouration from extreme subfloor moisture and/or exposure to direct sunlight
  - poor cleaning/maintenance regimes

This instruction is a **GUIDE** only. If unsure, please contact your retailer.

### Job site inspection & acclimatisation

- GrandOak Herringbone Collection flooring can be installed below, equal to, or above ground level. GrandOak Herringbone Collection flooring must be installed in a regulated and liveable environment to prevent possible damage not covered by warranty.
- **DO NOT INSTALL** in bathrooms, laundries, toilets, saunas, or areas subject to regular moisture, or water.
- In a new construction building, GrandOak Herringbone Collection 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 dried. Concrete and plaster should be cured and at least 60 days old. Check basements and underfloor crawl spaces to ensure they are dry and well ventilated to avoid potential damage caused by moisture.
- Always 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 and remain unopened until commencement of the installation.
- Extremes in humidity levels in the home must be prevented all year round. Engineered Herringbone flooring is a living product that reacts to humidity level variations. During summer, when the humidity level is usually at its highest point, the Engineered Herringbone flooring is expected to expand as it absorbs moisture from the air. These variations must be dealt with using the adequate dehumidification equipment. 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.

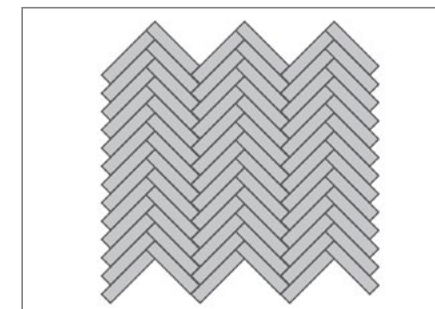
### Installation tools, accessories & materials (may require)

- Safety glasses
- Dust mask
- Measuring tape and square
- Sharp 'Stanley' type knife
- Pencil
- Pull bar
- Hammer
- Tapping block
- 'V' Notched trowels
- 'Table type' power saw with dust collector, or a circular saw with carbide-tipped blade, or a power jigsaw, multitool, drop saw, and undercut saw
- Small hand tools associated with woodworking
- Expansion wedges (Suitable sized spacer blocks of plastic or wood)
- Suitable adhesive, moisture barrier, and residue remover
- SelectUnderlay
- Trims
- Scotia
- Stair Nosing
- SelectGuard floor protection

This instruction is a **GUIDE** only. If unsure, please contact your retailer.

### Board references

Inspired by classic French design, the GrandOak Herringbone flooring highlights the natural and enduring beauty of engineered oak from modern contemporary to classical heritage spaces.

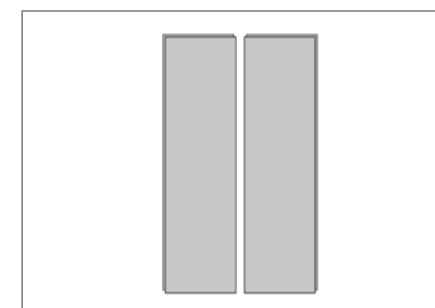


**Herringbone pattern**



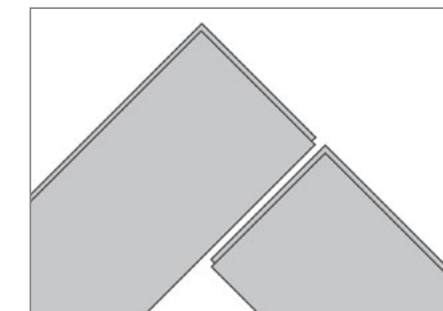
**Herringbone tongue**

Herringbone packs come with 6x left-tongues and 6x right-tongues.



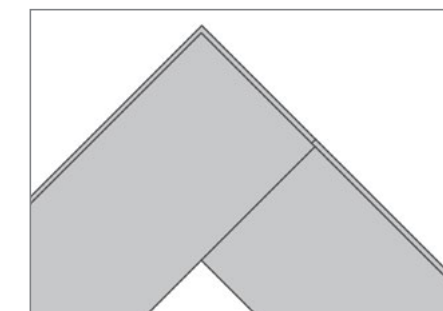
**Herringbone boards**

Full length Herringbone boards come in 750mm x 150mm



**Herringbone tongue placement**

A left-tongue board and a right-tongue board will be required to form a joint.



**Herringbone pattern placement**

Example of the board placement.

# GrandOak Herringbone Collection Flooring Installation Instructions for Direct Stick/Glue Down

**IMPORTANT:** GrandOak Herringbone Collection flooring is made of engineered oak which is bonded onto a multiply core base to ensure stability. They are all prefinished in an extensive range of colours.

Colour variation occurs with all-natural timbers; it is expected that tone and grain variations of GrandOak Herringbone Collection flooring are greater than artificial flooring such as laminate flooring.

Precision is the key when installing GrandOak Herringbone Collection flooring. Verify measurements and check row alignment frequently to ensure the pattern is being laid accurately and symmetrically.

Installing GrandOak Herringbone Collection flooring requires high-degree technical ability and should be only performed by qualified, experienced professional installers.

During installation, remove any remaining adhesive residue on the floorboards surface immediately, by using appropriate adhesive manufacturer's approved wipes.

Allow 12-24 hours for adhesive or compounds to cure. We recommend using our SelectGuard floor protection to cover the installed floor. Before installing a the SelectGuard protection, you must clean, sweep, or vacuum the finished floor so that it is free of dirt and debris. This limits the potential surface damages that may occur on-site.

Proceed with a visual inspection of the boards before installation. Once installed, the boards are considered accepted by the installer and the homeowner.

Always follow the manufacturer's instructions for any additional compound or material you use.

**DO NOT USE** duct tape and/or any other industry's tapes during installation. Low tack masking tape is allowed for a maximum of 72 hours on the floorboards.

Each carton of GrandOak Herringbone Collection flooring contains 6 x left and 6 x right reverse tongue planks. A left-tongue plank and a right-tongue plank will be required to form a join.

GrandOak Herringbone Collection flooring can be installed over hydronic heated slabs, please refer to and follow our GrandOak flooring Heated Slab Instructions.

This instruction is a **GUIDE** only. If unsure, please contact your retailer.

GrandOak Herringbone Collection flooring should be installed as direct stick/glue down method only.

The floorboards are directly adhered on to the concrete/ wood-based subfloor via glue, this is trowelled onto the subfloor.

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

When installing GrandOak Herringbone Collection flooring via a direct stick method, you must leave an expansion gap around the perimeter of the room of 3-5mm to allow for expansion of the flooring.

Installations greater than 20m in width or those with separate rooms will require the use of transition moulding to provide proper expansion space.

## Expansion Mouldings

If the Installation areas are greater than 20m in length and/or 20m in width, you will require the use of transition moulding to provide proper expansion space.

## Preparation - Subfloors:

### IMPORTANT:

- Subfloors must be checked prior to installation.
- Please **DO NOT USE** the direct stick method on any unstable/unsuitable concrete slabs.
- The direct stick method **CANNOT** be used on Hebel slabs.
- Should the moisture content of the concrete slab be above 4.8%, flooring should not be installed.

This instruction is a **GUIDE** only. If unsure, please contact your retailer.

Before installing the flooring, you must clean, sweep, or vacuum the subfloor so that it is free of dirt and debris. Verify the moisture content of the subfloor using a moisture meter or another approved method.

Please ensure the subfloor or surface that the flooring is being installed over is levelled. Deviations in any subfloor level must not exceed 3mm under a 3 lineal metre straight edge. Raised points must be sanded/ground down and depressions filled using a good quality cementitious levelling compound. Please engage a professional installer's services for these matters.

Timber subfloors can be sanded level and concrete subfloors can usually be levelled using a cement based self-levelling compound.

It is essential that the moisture content of any subfloor complies with the relevant standard. For Australian conditions, the recommended standard is a maximum of 4.8% for concrete/screed subfloors and 14% for wood subfloors. All potential sources of moisture (e.g. walls, drains, damp proof courses, plumbing, fridges, washing machines, etc) must be thoroughly checked and rectified if found to be an issue. **The final responsibility for determining if the subfloor is dry enough for installation of the flooring lies with the installer.**

The below requirements apply to all subfloor options detailed throughout this document. All details must be paid careful attention to, to minimise the risk of problems occurring with your flooring post-installation.

- The flooring can be installed onto concrete/ screed subfloors and existing wood provided they are dimensionally stable.
- Ensure the subfloor is clean and free from all contaminants and loose materials by vacuuming prior to installation.
- Existing concrete/screed bases' moisture content can be checked using a moisture meter, or alternatively sheets of polyethylene approximately 1m x 1m squared, taped onto the screed with a heavy weight placed on top for 24 hours. Presence of moisture in the screed will be confirmed if the screed is discoloured, or moisture is apparent on the underside of the polyethylene sheet. Your floor **MUST NOT** be fitted until the problem has been rectified. If installing on wood, the moisture vapour content of a wood subfloor must not exceed 14%.
- Flooring can be fixed directly onto preinstalled wood (particleboard, yellow tongue, or conventional hardwood) provided this subfloor meets all of the requirements detailed at the beginning of the 'Subfloors' section. If the subfloor is not flat and even, then you will need to overlay it with structural grade plywood. All existing floorcoverings must be securely fixed to the subfloor, to minimise the risk of squeaking.

Where poor adhesion between the subfloor and existing boards, planks, or tiles exist - secure if possible. Otherwise, remove the existing floorcovering completely.

## Floor Installation

### Getting started

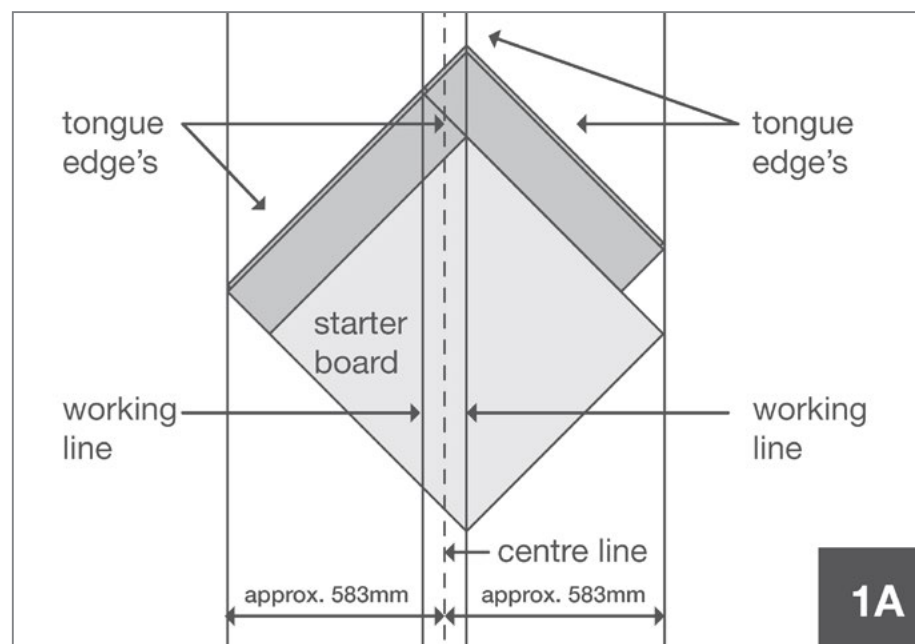
- **Moisture Barrier Membrane** The levelled subfloor must be allowed to dry out completely before applying a suitable liquid Moisture Barrier Membrane. Comply with all instructions provided by the adhesive manufacturer.
- Inspect your **Moisture Barrier Membrane** to ensure it is dry and clean prior to beginning of installation and take moisture readings to ensure levels are correct.
- Determine the layout for the floor and the direction the pattern will run. Typically, the pattern will follow the length of the room.
- Determine the centre line for the pattern. The centre line should be in the middle of the installation area. Snap a chalk line along the entire length of the installation area as centre line.
- The next step is to snap a parallel chalk line approx. 53 mm to the left of the centre line and another approx. 53mm to the right. **These will serve as guides for the Working Lines (WL).**
- The next step is to snap a parallel chalk line approx. 583 mm to the left of the centre line and another approx. 583mm to the right. **These will serve as guides for the outer edges of the first two rows.** The corner of each board should be checked once installed to ensure it is parallel to the chalk guideline. You may need to snap additional lines as guides for the outer rows as you proceed with the installation.
- Prepare a perfectly square piece of plywood as starter board, 750mm x 750mm size.
- Select your starting point in the middle of the installation area, position the plywood in a diamond shape with the top and bottom points aligned with **RIGHT WORKING LINE** close to the centre line.
- It is recommended to open a few packs to sort the herringbone planks into left and right tongue piles before installation.
- It is recommended to use a professional direct stick adhesive that is specially formulated for engineered wood flooring. Strictly comply with all instructions provided by the adhesive manufacturer.



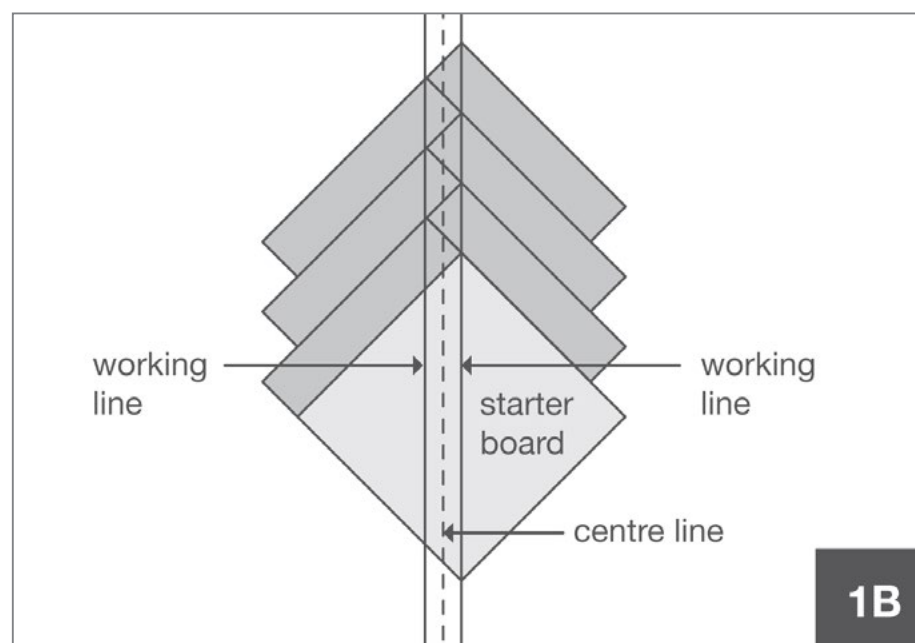
This instruction is a **GUIDE** only. If unsure, please contact your retailer.

### Installing the first three rows

- Begin your installation in the selected area (in the middle of the room). Spread the professional direct stick adhesive out from the edges of the starter board and over a reasonable area (using a 6mm 'V' notched trowel or as specified by the adhesive manufacturer).
- Set the first left-tongue plank to the left-hand side of the starter board. The grooved side snug must be towards the starter board and the tongue side facing out towards the room. Please ensure the upper butt ends are aligned with the centre line. Press the left-tongue plank down to the subfloor over the **Moisture Barrier Membrane**.



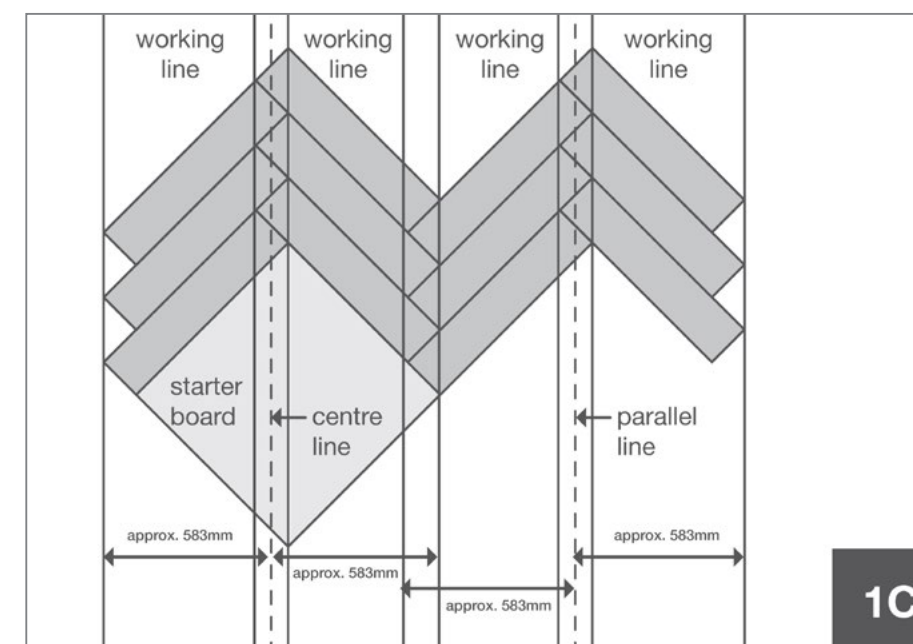
- Set the first right-tongue plank to the right-hand side of the starter board. The grooved side snug must be towards the starter board and the tongue side facing out towards the room. Please make sure the upper butt ends are aligned with the centre line. Press the right-tongue plank down to the subfloor over the **Moisture Barrier Membrane**.



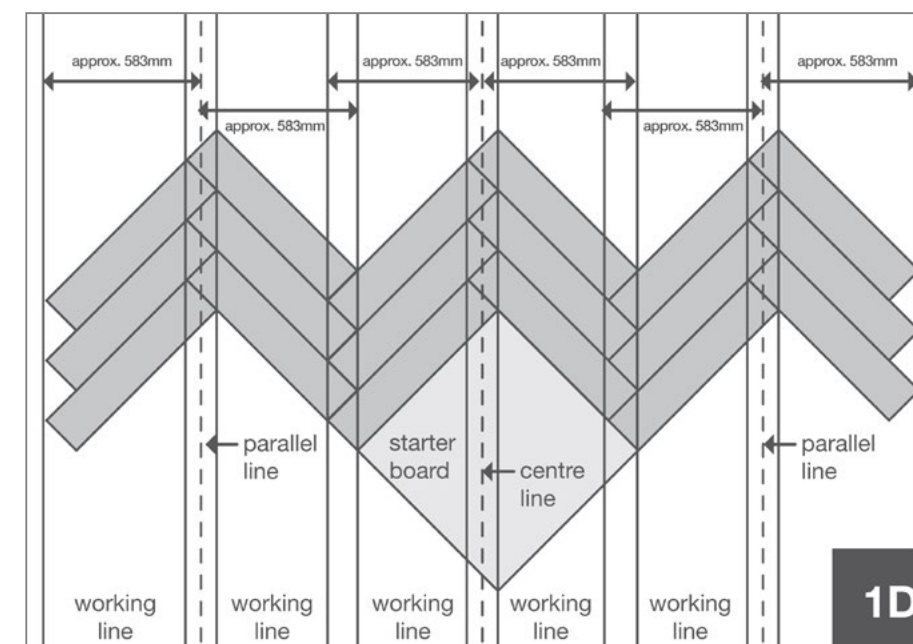
- Avoid pushing the board into place across the subfloor as this may unevenly redistribute the adhesive. Instead, hold the new board above the subfloor at an angle. Furthermore, engage the tongue and groove joint, then press the board directly down to the subfloor.
- Starting the second left-tongue plank, place the new plank with the groove side snug to the tongue side of the first board. Make sure the upper butt ends are aligned with the centre line, press the board down on the subfloor over the **Moisture Barrier Membrane**.

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- Continue the second right-tongue plank, place the new plank with the groove side snug to the tongue side of the first board. Make sure the upper end butt is engaged with that second left-tongue board. In addition, the tongue end of the right-tongue plank must line up with the tongue side of the left-tongue plank. Press the right-tongue board down on the subfloor over the **Moisture Barrier Membrane**.



- Install the first 3 boards and allow time for the adhesive to cure before continuing with the installation in the section.
- Begin the next row, place the new left-tongue plank against the previous row. Ensure it is engaged with the previous right-tongue plank and press down. Continue the second row with the right-tongue plank, make sure the upper butt is engaged with that of the left-tongue plank down. Snap a new parallel chalk line through the upper end, this is the centre line of the new row of flooring.



- Continue working forward until the first two rows of flooring are complete to the far wall. Cut the final row to fit, allowing 3-5mm expansion space at the room's perimeter. Remove the plywood starter board and work back to complete the first two rows.
- Start the new rows from repeating the above instructions until the installation is completed. Measure and cut the final row planks to fit, allowing 3-5mm expansion space at the room's perimeter.
- Check measurements and row alignment frequently to ensure that the rows are staying true and square. If necessary, you can strap the boards by using the low tack masking tape.

This instruction is a **GUIDE** only. If unsure, please contact your retailer.

**DO NOT USE** duct tape and/or any other industry's tapes during installation. Low tack masking tape is allowed for usage of a maximum of 72 hours on the floorboards.

Always snap a new chalk parallel line with every row to serve as guidelines.

Spot weight across the floor plus weight of any hollow or drummy areas, to ensure floorboard and subfloor contact.

When installation is complete, remove all the low tack masking tape from the floor. **(DO NOT LEAVE THE LOW TACK MASKING TAPE ON THE FLOOR LONGER THAN 72 HOURS)**. Wait at least 24 hours before moving furniture or appliances onto the floor.

Ensure no direct stick adhesive is forced into Tongue & Groove joints during installation. Avoid getting direct stick adhesive on the flooring surface, ensure any seepage or spills are cleaned up immediately as per to the adhesive manufacturer's instructions.

When installing GrandOak Herringbone Collection flooring by direct sticking to the concrete slab with acoustic matting, an acoustic underlay system is required in multiresidential developments to reduce noise transfer. Over a prepared slab – see above subfloor preparation - the suitable acoustic matting will need to be applied to the slab with a professional direct stick adhesive using a 3mm 'V' notched trowel or an adhesive manufacturer's specified, allowed to dry according to the adhesive manufacturer's specifications. Glue the boards directly to the matting with a professional direct stick adhesive, also using a 6mm 'V' notched trowel (or an adhesive manufacturer specified). Spot weight across the floor plus weight of any hollow or drummy areas, to ensure floorboards. and subfloor are bonded.

#### Removal of Glue Residue/Compounds:

- It is vital that all glue residues are removed immediately after laying each prefinished board.
- Make sure to use the professional wipes (or a solvent suitable) recommended by the adhesive manufacturer to remove the glue residues.
- Always test solvents first on an offcut to establish that the solvent does not affect the colour or finish.
- Use a damp cloth to wipe away any solvent residue during installation.
- Always follow the adhesive/compounds manufacturer's instructions.

#### Finishing

- Any spacing wedges used can now be removed.
- The expansion gap around the perimeter of the floor can be covered by re-fitting the skirting boards either by nailing, screwing, or gluing directly to the perimeter walls.
- Never fix them directly to the installed floor. If the skirting boards were not removed for installation, you can cover the expansion gap using moulding trims that attach to the skirting with glue or panel pins.
- At doorways or where boards meet tiles or carpet, a door threshold strip should be used to protect the edges of the floor and provide a decorative transition from one-floor type to another.
- Any visible joints or gaps should be filled with a non-silicone-base filler to match the colour of the timber.

After completing installation, visually inspect the finished floor to ensure that there are no glue residues or compounds left. Allow 12-24 hours for adhesive or compound to cure. We recommend using our SelectGuard floor protection to cover the installed floor. Before installing the SelectGuard floor protection, you must clean, sweep, or vacuum the finished floor so that it is free of dirt and debris. This limits the potential surface damages that may occur on-site.

Please always visit our website [www.asttimbers.com.au](http://www.asttimbers.com.au) or [www.grandoakflooring.com.au](http://www.grandoakflooring.com.au) for the most up-to-date version of our installation instructions, warranty, technical data sheet and care & maintenance as it may have been revised and updated.

# Care & Maintenance Guide

GrandOak Flooring brings you stylish, sustainable, sophisticated, and simply beautiful floors. Taking care of them is a must, so that their magnificent finish is preserved. By following a few simple care and maintenance guidelines, your Oak 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 spillages may occur, the use of mats is recommended for added protection.
- All furniture should have felt pads fitted to the base of legs, or any other areas that come in to contact with the floor, to prevent 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 underside of some mats, castors under furniture, and rubber-tipped furniture feet) should not come into 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 oxidation may cause colour changes or fading. Curtains, blinds, or UV-resistant films on windows must be used. Such precautions will help reduce exposure to direct sunlight and will protect the flooring. Furniture and rugs should be moved occasionally so that the effect of sunlight on the floor is uniform.
- Any liquids spilt on the floor must be wiped up immediately.
- Oils and fats can be highly penetrative to the surface of your floor causing irreversible staining in some instances. Spills of this nature must be carefully cleaned up immediately. The use of a small amount of non-citrus pH neutral mild dishwashing liquid in this circumstance is acceptable (**DO NOT APPLY THIS CLEANING METHOD TO ANY WAX OIL FINISH FLOORS**). Ensure the area is cleaned and dried immediately to prevent staining of the floor.
- Maintaining the temperature and humidity within a reasonably consistent range will keep the floor stable. As GrandOak flooring is a natural product, the humidity level in the home must be maintained at 45%-60% (relative humidity) year round, using humidifiers or dehumidifiers as necessary. Weather strips on all external doors can be installed to help maintain the environment within the building. They will also reduce extreme swings in temperature and moisture within the building.

## General Cleaning

- **NEVER USE STEAM MOPS TO CLEAN YOUR GRANDOAK FLOORS.**
- **NEVER USE WET & DRY ELECTRIC VACUUM CLEANERS TO CLEAN YOUR GRANDOAK FLOORS.**

## Daily Cleaning

- Use our SelectCare+ Spray Mop and SelectCare+ Hard Floor Cleaner kit to clean the floor surface when required. This will remove stains, dirt, footprints, and any other marks that may be present.
- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit, and dust. Use our SelectCare+ Dust Cleaning Pad or a soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- After dry cleaning the floor, spray the surface sparingly with our SelectCare+ Hard Floor Cleaner and clean using the microfiber cleaning pad. Rinse the mop regularly in clean water and replace when dirty.
- If spills occur, they must be wiped up as quickly as possible. The use of a lightly damp or 'well wrung out' mop is appropriate for larger spills.
- **DO NOT 'WET'** mop the floor at any time, as excessive amounts of water may cause damage.
- Pull the mop back towards you and wipe lengthways across the floor, making zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- **DO NOT USE** scouring products and/or any wax or varnish coating on the floor.

## Periodic Maintenance

Our SelectCare+ Rejuvenator and RejuvenatorPlus can be used for periodic maintenance (approx. 6-12 months) of your GrandOak flooring. Please refer to our SelectCare+ product technical sheets for more information and user instructions.

## Avoid the following

- Indentation from stilettos or spiked heels.
- Pulling or pushing furniture or other objects across the floor.
- Using abrasive cleaning materials, or harsh detergents/household cleaners on the floor. These cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- Using solvents of any kind to clean the floor. Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, Vinegar and/or similar solutions will damage the floor surface.
- Exposure to direct sunlight through sliding doors and/or windows. Engineered timber flooring needs to be protected from direct sunlight by blinds or curtains. The surface temperature of the floor **SHOULD NEVER** exceed 55°C at any time.
- **EXCESSIVE WATER SHOULD NOT BE USED.**
- **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED** for Engineered timber flooring under any circumstances.
- Urine spillages and stains **MUST** be avoided at all times, as it will damage the flooring surface.

Please always visit our website [www.asttimbers.com.au](http://www.asttimbers.com.au) or [www.grandoakflooring.com.au](http://www.grandoakflooring.com.au) for the most up-to date version of our installation instructions, warranty, technical data sheet and care & maintenance as it may have been revised and updated.

# GrandOak Flooring Warranty

GrandOak flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 10 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

**Installation** is installed in strict accordance with current written installation instructions.

**Wet Areas** are not suitable for installation in bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

**GrandOak's Care and Maintenance Guidelines** must be adhered to.

**Non-Assignment** the warranty is limited to the original purchaser and may not be assigned or transferred.

## Lifetime Structural Warranty

GrandOak flooring 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. GrandOak flooring installation instructions must be followed strictly when installing your floors and the manufacturer's care & maintenance guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of GrandOak flooring and the manufacturer's care & maintenance guidelines can be obtained by contacting your local retailer or on our website [www.asttimbers.com.au](http://www.asttimbers.com.au) or [www.grandoakflooring.com.au](http://www.grandoakflooring.com.au). Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

**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.

Due to the variable climate conditions within Australia, planks may display slight 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 look 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 Residential & 10 Year Commercial Wear Warranty

GrandOak flooring provides for a 20 Year Limited Residential and 10 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt 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.

**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), identity of the wholesaler or retailer, and the location of installation.

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 the supplier prior to any repair activities.

## GrandOak flooring 10 Year Commercial Wear 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

GrandOak flooring is designed for internal use including floors, walls, ceilings and should not be used externally. GrandOak 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. Maintain the internal environment relative humidity level between 45-60% year round, using humidifiers or dehumidifiers as necessary.

GrandOak flooring **SHOULD NOT** be installed in wet areas including bathrooms, toilets, and any areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered to be wet areas. In areas where spills may occur often such as kitchens and living areas, ensure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible plank deformity.

## Major Failure

Timber flooring is a natural product and as such is affected by changes to its environment, which can cause gaps, surface checking, cracks, and minor surface blemishes. Care should be taken to prevent surface coating chips, scratches and dents as outlined in our care and maintenance guidelines.

The use of black fill is part of the manufacturing process and is not considered as a defect. Natural colour variation and changes due to oxidation will occur. Please note the above mentioned are all-natural characteristics of timber and are not considered to be a major failure.

## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the current Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

## Warranty Exclusions

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier'. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. GrandOak flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the GrandOak flooring care and maintenance guidelines must be adhered to.
- Any damages incurred by direct exposure to excessive heat and/or sunlight.
- 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, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, urine, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Installation over any floor heating systems (with the exception of hydronic heated slabs) is not in accordance with manufacturer's heated slab installation instructions and is not covered by this warranty.
- Damage caused by use of solvents on the flooring including Methylated Spirits, Turpentine, Bleach, Ammonia, Eucalyptus, Citrus, and Vinegar and/or similar solutions.
- Direct or indirect result of incorrect use of heating and cooling systems will not be covered by this warranty. Please note subfloor heating needs to be operated as per manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty. **STEAM MOPS AND WET & DRY VACUUM CLEANERS ARE NOT ALLOWED FOR TIMBER FLOORING UNDER ANY CIRCUMSTANCES.**
- GrandOak flooring is made of European Oak. 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 GrandOak flooring and 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.
- 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.
- Extreme Conditions: As Oak is a natural product, the humidity level in the home must be in the 45%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- Insect Infestation: The supplier warrants that it sells Oak flooring free of insect infestation, this warranty does not cover any insect infestation occurring after the product has been sold.
- 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 always visit our website [www.asttimbers.com.au](http://www.asttimbers.com.au) or [www.grandoakflooring.com.au](http://www.grandoakflooring.com.au) for the most up-to date version of our installation instructions, warranty, technical data sheet and care & maintenance as it may have been revised and updated.





Stylish, Sustainable, Sophisticated  
- Simply Beautiful -

 **Lifetime**  
structural warranty

 **10** year  
commercial wear warranty

 **20** year  
residential wear warranty

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