

Australian  
Select  
Timbers®



**REGENCY**®  
HARDWOOD

# Flooring Installation Instructions

[www.asttimbers.com.au](http://www.asttimbers.com.au)



# Regency Hardwood Flooring Installation Instructions

Before you start	4-5
Job site inspection and acclimatisation	5
Installation instructions	6
- Expansion gap	6
- Expansion mouldings	6
- Preparation subfloors	7
- Underlay	7
- Getting started	8
- Installing the first three rows	8
- Continuing installation	9
- Finishing	10
Care and Maintenance Instructions	10-12
Warranty	14-15

## IMPORTANT NOTICE:

- Proceed with a visual inspection of the boards before installation. Once installed, the boards are considered accepted by the installer and the homeowner.
- Please read the entire installation instructions before proceeding with the installation.
- **DO NOT INSTALL** Regency Hardwood Hardwood flooring over any underfloor heating systems.
- Regency Hardwood Hardwood flooring may grow by over 2mm per lineal meter in the width, ensure leave enough expansion gap around the perimeter (**Minimum requirement is 10-12mm, 15-20mm will be required in some conditions**).
- The “Direct Stick/ Glue Down” method of installation is **NOT RECOMMENDED** by the manufacturer due to the natural hardness of Australian Native timbers. If “Direct Stick/Glue Down” method needs to be applied, the installer **MUST CONTACT** the manufacturer for formal approval prior to the commencement of installation. Otherwise, your warranty will be voided.

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 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 floorboards 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 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 will require additional wastage allowances).

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

- 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

### Job site inspection & acclimatisation

- Please note that Regency Hardwood flooring must be installed in a regulated environment to prevent possible damage not covered by warranty. As such, Regency Hardwood 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.
- In a new construction building, 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.
- Please store the cartons 48 hours prior to installation under the same climatic conditions (temperature and moisture) as the actual installation process.

**IMPORTANT:** pre-condition for proper fitting and long-term durability of the Regency Hardwood flooring is a room temperature between 15°C - 27°C and a relative humidity of around 45-60%.

**DO NOT OPEN CARTON UNTIL COMMENCEMENT OF THE INSTALLATION.**

- **DO NOT INSTALL** in bathrooms, laundries, toilets, saunas, or areas subject to regular moisture, or water.
- Avoid exposure to direct sunlight, sliding doors and/or windows need to be covered by blinds or curtains.
- 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** cartons 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. Regency Hardwood flooring is a living product that reacts to humidity level variations. During summer, when 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 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
- PVA crosslinking glue
- Sharp 'Stanley' type knife
- Pencil
- Pull bar
- Hammer
- Tapping block
- '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

# Regency Hardwood Flooring Installation Instructions for Floating Floor Method

**IMPORTANT:** Regency Hardwood floors are made of engineered Australian timber which is bonded onto an engineered core base to ensure stability.

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

We recommend qualified floor layers be used to install our floorboards.

The use of silicone or caulking compound is **NOT ALLOWED** around the perimeter for this installation method. This will void the manufacturer's warranty as it will leave the floorboards inadequate space to expand and contract.

During installation, use our SelectGuard floor protection to cover the installed floor immediately. 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 usage for a maximum of 72 hours on the floorboards.

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

Regency Hardwood flooring can be installed as a floating floor method. That is, the floorboards are joined together as a panel via a Tongue and Groove joining system to each other and floated over the SelectUnderlay.

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.

An uneven subfloor will lead to the movement of the flooring underfoot and within the joining system. This can result in excessive noise, which often sounds like 'cracking' or 'creaking'.

## Expansion Gap

When installing Regency Hardwood flooring as a 'floating' floor, you must leave an expansion gap around the perimeter of the room of 10-12mm to prevent binding of the flooring. A gap of 15-20mm may be required in high humidity regions such as northern New South Wales, Queensland, and Northern Territory. The floorboards must not be glued or tacked to the subfloor in any way.

**DO NOT INSTALL ANY CABINETS OR KITCHEN ISLANDS ON TOP OF FLOATING FLOORS.**

An expansion gap should be maintained when meeting other types of flooring. This also applies to any obstructions (columns, pipes, etc) in the installation. Door jambs must be undercut to allow for expansion; **DO NOT FORCE** the floorboards under tight door jambs.

## Expansion Mouldings

Installation areas greater than 12m in length and/or 8m in width, you will require the use of transition moulding to provide proper expansion space.

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

## Preparation - Subfloors:

### Important:

- Subfloors must be checked prior to installation.
- Please **DO NOT USE** the floating floor method on any unstable/unsuitable concrete slabs.
- Should the moisture content of the concrete slab be above 4.8%, the flooring **SHOULD NOT** be installed.

Regency Hardwood flooring **CAN NOT** be installed over any existing flooring that has an attached cushion or is a floating floor - such as carpet or carpet underlay. However, it can be installed over well-bond vinyl or ceramic tiles if sufficiently levelled. Tile grout joints or other gaps of more than 2mm in depth and 4mm in width should be levelled.

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 1-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 installed over 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.

### Underlay

Regency Hardwood flooring is installed by floating floor method and may not be glued, screwed, nailed or any other fashion fixed to the floor. All types of subfloors require moisture inhibiting membrane (underlay). Our SelectUnderlay must be used on the subfloor prior to the flooring installation.

The underlay must be applied with a minimum 100mm overlap and sealed with waterproof tape.

All walls and vertical fixtures must have the underlay turned up and then trimmed back to the appropriate level depending on skirting and/or beading to be installed.

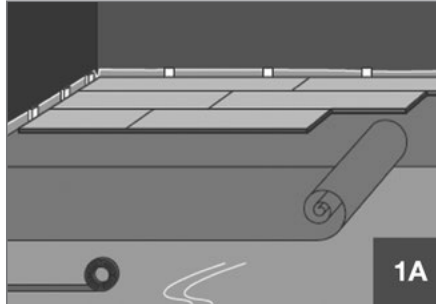


This instruction is a **GUIDE** only. If unsure, please contact your retailer.

## Floor Installation

### 1. Getting started

Check the planks before you start to make sure that they are not in any way damaged or have quality defects. After cleaning the subfloor, you may roll out the SelectUnderlay and must use its 100mm overlap and tape to ensure the moisture protection.



### 2. 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. 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.

Now lay the first row over the underlay directly against the wall.

Apply the PVA **CROSSLINKING** glue as a continuous bead into the short side of the floorboard groove. Then gently tap it into the next board (we will space off the first three rows later). Cut the end board and leave the correct expansion gap that is required: 10-12mm is a rule of thumb. Fit a suitable sized spacer at the start of the row to set the gap required. Repeat the same for the next 3-4 planks and then start the second row.

Use a cut piece of plank at least 400mm long to start the second row. To install the first board of the second row, apply the PVA **CROSSLINKING** glue as a continuous bead into the entire length of the floorboard groove, and then gently tap it in. Repeat the same for the next 3-4 planks and then start the third row.

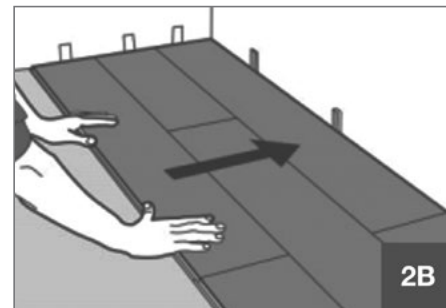
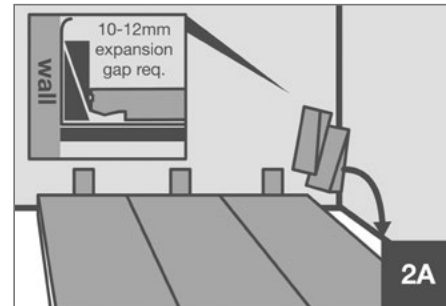
**ALWAYS APPLY PVA CROSSLINKING GLUE TO BOTH SIDES AND AT THE ENDS OF THE BOARDS.**

Start the third row in same way as second row.

**It is very critical and important to keep the first three rows straight and square as it may affect the rest of installation.**

**Important:** We can now slide these three rows off the starting wall and install the suitable spacers against the starting walls. Make sure you leave minimum 10-12mm expansion from the both walls.

Regency Hardwood flooring may grow by over 2mm per lineal metre in the width, so ensure you leave enough expansion gap (minimum requirement is 10-12mm) to allow for such expansion. The wider the floor, the bigger the gap that may be required.



**Always ensure that the end joints are randomly staggered at least 450mm apart.**



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

### 3. Continuing Installation

Lay row 4 and the rest of floor by repeating the above instructions, make sure to stagger the end joints by greater than 450mm. Any small gaps present can be filled using an appropriate colour filler.

During installation, we recommend using our SelectGuard floor protection to cover the installed floor immediately. Before installing the floor protection, you must clean, sweep, vacuum the installed floor so it is free of dirt and debris. This limits the potential surface damages that may occur on-site.

### 4. Finishing

Remove all the spacers, trim the underlay and make sure the 10-12mm expansion gap is left around the perimeter. Install the colour-matched scotia, skirting boards and other mouldings against the wall. Scotia is to be pinned to the skirting only, so it does not 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 allow a 15-20mm expansion gap to the perimeter of a floor. This is often recommended in areas of higher humidity where the flooring will expand more.

**IMPORTANT: The use of silicone or caulking compound is not allowed around the perimeter of the installation.**

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.

**IMPORTANT: During the installation of scotia, skirting boards, trims, and door jambs, ensure no downward pressure is applied to the boards. It is recommended that a minimum 0.5mm gap allowance is given where the accessories meet the boards.**

After installation, remove the floor protection.

# Care & Maintenance Instructions

## 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 Regency Hardwood 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 REGENCY HARDWOOD FLOORS.**
- **NEVER USE WET & DRY ELECTRIC VACUUM CLEANERS TO CLEAN YOUR REGENCY HARDWOOD FLOORS.**

### Daily Cleaning for Regency Hardwood floors - Imperial & Herringbone range only (UV LACQUER FINISH):

- 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.

### **Daily Cleaning for Regency Hardwood floors - Infinite and Hinterland only (HARD WAX OIL FINISH):**

- Use our SelectCare+ Dust Cleaning Pad to clean the surface. Surface must be dust-free before applying SelectCare+ Wax Oil Floor Cleaner.
- Pour the solution into our SelectCare+ Spray Mop. Spray solution across the floor with our SelectCare+ Spray Mop.
- Allow the solution to penetrate for a few minutes and proceed to clean by wiping dry immediately using the SelectCare+ Microfiber Mop Cleaning Pad. When applied regularly, the surface becomes resistant to dirt and signs of wear.
- To avoid any water damage to your timber floors, excessive water should not be used. Always use a lightly damp 'wrung out well' mop to clean your installed floors.

### **Periodic Maintenance for Regency Hardwood - Imperial and Herringbone only (UV LACQUER FINISH):**

Our SelectCare+ Rejuvenator and RejuvenatorPlus can be used for periodic maintenance (approx. 6-12 months) of your Regency Hardwood Flooring (only for the UV Lacquer finish floorboards – Imperial and Herringbone range). Please refer to our SelectCare+ product technical sheets for more information and user instructions.

### **Periodic Maintenance for Regency Hardwood - Infinite and Hinterland only (HARD WAX OIL FINISH):**

We recommend all Regency Hardwood Infinite and Hinterland products (hard wax oil finish floorboards only) 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.

**IMPORTANT:** We recommend using a certified OSMO floor finisher to professionally re-oil your Regency Hardwood hardwax oil floors. Contact OSMO Australia [www.osmoaustralia.com.au](http://www.osmoaustralia.com.au) for more information.

**NOTE:** Incorrect use of re-oiling methods of application will not be covered by the Regency Hardwood warranty.

Before re-oiling your Regency Hardwood Hard Wax Oil finish floorboards, we recommend using the OSMO Intensive Cleaner to prepare the floorboards. Following this, use the OSMO Maintenance Oil (3079 – clear, matt) for a finish to replicate the original condition of the Regency Hardwood Infinite & Hinterland floorboards.

- a) OSMO Intensive Cleaner (8019 clear) – Highly effective special cleaner, ideal for intensive cleaning prior to refinishing.
- b) OSMO Maintenance Oil (3079 – clear, matt) – Floor finish for the care and maintenance of oiled and wooden flooring.

### **Please follow up the below instructions carefully and always contact OSMO Australia if unsure and/or for the updated OSMO product information.**

- 1) Use our SelectCare+ Dust Cleaning Pad to clean the surface. Surface must be dust-free before applying OSMO Intensive Cleaner.
- 2) The hard wax oil finished floor must be cleaned with the recommended OSMO Intensive Cleaner first before re-oiling it with the OSMO Maintenance Oil.

### **OSMO Intensive Cleaner (8019 – clear) method of application\*:**

*\*Instructions are derived from the manufacturer's (OSMO Australia) product information – Intensive Cleaner sheet. Please refer to the updated OSMO Australia's Intensive Cleaner product information sheet for more information.*

- 1) Dilute OSMO Intensive Cleaner with water at a ratio of between 1:10 to 1:20.
- 2) Spot test area prior to application.
- 3) Apply the cleaning solution to the dirty area, loosen dirt deposits and afterwards remove these with clear water.
- 4) For machine applications on flooring, we recommend the use of a single disc machine (e.g. OSMO FloorXcentre) with a brush ring, a red or green pad.
- 5) Remove dirt deposits with OSMO Micro-Mop Plush or a lint-free cotton cloth.
- 6) After drying (minimum 3-4 hours), recoat the floorboards with OSMO Maintenance Oil.

### **OSMO Maintenance Oil (3079 – clear, matt) method of application\*:**

*\*Instructions are derived from the manufacturer's (OSMO Australia) product information – Maintenance Oil sheet. Please refer to the updated OSMO Australia's Maintenance Oil product information sheet for more information.*

- 1) Shake OSMO Maintenance Oil well before and during use. Do not dilute, OSMO Maintenance Oil is ready to use.
- 2) Clean the surface thoroughly with the OSMO Intensive Cleaner and rinse (damp mop) with clean water.
- 3) Wood surface must be clean and dry (moisture content max. 20%).
- 4) The finished surface is, among other things, influenced by the wood's natural characteristics (wood species, sanding grade, etc) and method of application, therefore trial application is always recommended before finishing.
- 5) For application on most floors, apply the OSMO Maintenance Oil thinly to the floorboards using a microfibre roller. Work the oil into the surface using a single disk machine and white pad.
- 6) Allow the application to dry completely, for a minimum of 3-4 hours.

### **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 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.



# Regency Hardwood Warranty

Regency Hardwood flooring comes with a lifetime structural warranty, 20 Year Residential Wear Warranty and 5 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.

**Regency Hardwood'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

Regency Hardwood 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. Regency Hardwood 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 Regency Hardwood 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). 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.

## Lifetime Structural Warranty

Regency Hardwood 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. Regency Hardwood 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 Regency Hardwood 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). 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 & 5 Year Commercial Wear Warranty

Regency Hardwood flooring provides for a 20 Year Limited Residential and 5 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 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.

## Regency Hardwood flooring 5 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

Regency Hardwood flooring is designed for internal use including floors, walls, ceilings 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. Maintain the internal environment relative humidity level between 45-60% year round, using humidifiers or dehumidifiers as necessary.

Regency Hardwood 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. Regency Hardwood flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the Regency Hardwood 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, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Incorrect use of re-oiling methods of application (of the Infinite and Hinterland range - hard wax oil finish floorboards only) will not be covered by this warranty.
- 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.**
- 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 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 Australian native timber 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 Australian native timber 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) 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.



# Australian Select Timbers®

[www.asttimbers.com.au](http://www.asttimbers.com.au)