

Engineered floors are manufactured in accordance with accepted industry standards, which permit tolerances not to exceed 5%. The tolerances may be of a manufacturing or natural type (this does not include colour variation). We supply flooring material in accordance with our Product Specification and Data sheets subject to this 5% tolerance.



It is the responsibility of the buyer to examine goods supplied by the company and to identify defects in materials and/or workmanship which might cause damage or injury. Illustrations, descriptions, weights and measurements shall be taken by the buyer as a guide only, and are not binding in detail. The company reserves the right without notice and without affecting the validity of the contract to make such changes in materials, dimensions and design as are reasonable and desirable. No claims for damages / discrepancies can be made after installation as installation of our materials constitutes acceptance of the product in its current state.

Exposure of the flooring to sunlight will alter the colour of the floor, exposure for prolonged periods to excessive heat from the sun through glass in summer (such as conservatories) will make it shrink and it will then expand in winter, this will happen even with engineered flooring, this is a natural reaction for wood floors which is not considered a defect.

While the company endeavours to hold sufficient stock to meet all orders, if insufficient stock is held or the stock item has been discontinued, the company may, at its discretion, supply or deliver a substituted product or refund the buyer for such goods as soon as possible.



We will not accept returns or claims of any kind if the wood flooring has been delivered before the completion of wet trades including plastering, plumbing and any trades that will increase the humidity of the building. Wood flooring should not be stored in any area where the humidity is more than 60% and must not be subjected to direct heat if an area is damp and you are trying to dry it out. We cannot accept any returns or claims if you have decided to store the flooring yourself prior to fitting.

No claims can be made against quality or the condition of the flooring if you have stored it on site, or anywhere else for more than 30 days and we cannot accept any returns where you have had the flooring for more than 30 days. We will not accept any returns of cartons of wood flooring if the shrink wrap on the cartons has been removed.

☒ take boards onto site until all WET trades have been completed and Relative Humidity is less than 65%. Stack cartons 50mm off the substrate supported along their full length, a minimum of 500mm from any wall, and allow the wood boards to retain a moisture content of between 6% and 9%. The moisture content of the substrate must be as detailed in BS8201:2011.

Cementitious Boards dry fit as fitted

Cement and sand screed must be less than 75% relative humidity for floating engineered wood flooring & less than 65% relative humidity for full trowel applicated glue down of solid and or engineered.

Calcium sulphate screeds must be fully cured either <65% RH or <55% for glue down alternatively, <0.5% determined using the calcium carbide (CM) method. Ensure any laitance or surface treatments are removed in accordance with the supplier's instructions. For more information, please refer to the 'Subfloors for Wood Flooring and Remedial Work Advice' section of our Technical Library, accessible on our website.

Some screeds are modified and the strict instructions of those manufacturers for testing must be followed.

Timber battens must have moisture content (MC) of no more than 12% Timber based softwood floorboards / plywood panels must be dry to within 2%M.C for wood flooring wider than 100mm maximum wood-based subfloor being no more than 12%M.C. For wood flooring less than 100mm 4%M.C is acceptable with maximum of 12%M.C of wood-based subfloors.

Timber subfloors must be no more than 12%M.C. and our flooring should always be fully bonded with the SW 890 adhesive unless it is a "click System". All surfaces must be dust free, stable and manufactured to BS Standards.

Fitting:

All wood Flooring products should be fitted in accordance with BS8201:2011 which is the 'Code of Practice for flooring of timber, timber products and wood-based panel products'.

Normal manufacturing tolerance of 5% have been set to allow for de-selection of material if deemed unsuitable for the installation. An additional 3% allowance should be made for cutting or wastage to the net square meters required.

If there are any other trades that need to work after the floor is fitted it must be protected properly. Do NOT use plastic coverings because they are not breathable and, in some cases, if exposed to sunlight can affect the floor. The correct method is to use a "Breathable Soft Membrane" then lay hardboard on top and fully tape the hardboard sheets together at the joints. Do not apply tape to the wood floor. This should prevent any dust and particles contaminating the floor underneath. The hardboard covering should be fully vacuumed prior to removal. If remedial works are being done on walls and there is plaster or cement dust, under no circumstances should water be used before fully vacuuming the floor. Cement and Plaster are corrosive materials and will damage any floor. If this type of protection is not installed and subsequent damage occurs to the floor or finish then all warranties on our floors are null and void.

Underfloor heating: If the boards are to be installed with under floor heating, please see the under-floor heating instructions on our website and refer to BS8201:2011. You should only use engineered boards with underfloor heating and the surface temperature must not exceed 27 degrees. If the surface temperature exceeds 27 degrees and any of the installation conditions are not met then we cannot validate the warranty our products.

The installation of the flooring must be carried out according to our recommendations in the underfloor heating technical section, the most important aspects being that the underfloor heating system must be commissioned and working at full temperature to test the controls and then turned off so it is completely cold and left for 2 days. The floor should then be installed and left for 72 hours before starting the underfloor heating system which must be gradually turned up by no more than 2 degrees a day. In addition, excessive sunlight and extreme temperature and humidity variations are not covered under any of our warranties especially where there is underfloor heating. **At no time should any protective covering be left on the wood flooring when turning the underfloor heating back on. All covering must be removed and as much ventilation as possible should be made available. Remember if you are comfortable in a room then the wood floor will be also "comfortable".**

