

AUSTRALIANOAK



ASH

Warranty and Technical Data for Australian Oak engineered flooring (Products with 2mm Lamella)

WARRANTY

China Phoenix Enterprises Pty Ltd ABN 54 053 441 740 (China Phoenix) provides the following warranties for Australian Oak engineered flooring products with a 2 mm thick lamella (the “products”). The warranty applies to the original purchaser, commencing from the date of purchase (“Warranty”). Please note that all floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor. Here are a few useful tips:

1. The expansion gap left between the wall and the floorboard will need to be covered. This can be covered with an appropriate skirting to be nailed to the wall and not to the floor. If installed with existing skirting, use a fillet mould or scotia to cover the gap, fixed to the skirting and not the floor.
2. Upon completion, protect the timber flooring from damage during the final stages of construction. Installation of the timber floor should be completed at the final stage of construction to minimise any damage. However, the use of protective sheeting such as MDF (medium density fibreboard) to cover high traffic areas is appropriate where required.
3. Care should be taken when installing the protective sheeting that no loose grit or obstructions get trapped underneath, as this will damage the coating when pressed upon. Please also ensure that any taping is not applied directly to the floorboards. Note: Do not cover the flooring with plastic sheeting of any kind, as this can cause the floor to sweat, leading to expansion of the flooring and possible damage to the coating.
4. Use “breathable” woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed door mats. Grit crushed underneath shoes creates the most wear to a floor surface.
5. Sweep with soft broom or static mop or vacuum regularly. Use a “soft” vacuum head to remove grit and abrasives. At least once a week “damp clean” with a microfiber-type swivel cleaner. Do not use a bucket and mop or use too much water on the floor. Do not use any bleach, ammonia or caustic cleaners to clean the floor.
6. Ensure all furniture legs and bases are covered in thick felt or rubber stoppers to avoid scratching. Never drag heavy furniture over floors.
7. Keep pet’s nails trimmed.
8. Never wear stiletto or sharp heels.
9. Remove spills as soon as they occur.

25 Year Structural Warranty and a 15 Year Wear Warranty: Your **Australian Oak** floor comes with a 25 year structural warranty and a 15 year wear warranty. The structural warranty warrants that the product will not de-laminate, expand or contract within 25 Years from the date of purchase; the 15 year wear warranty warrants that the veneer surface will not wear through to the plywood under normal domestic use during the 15 year period. Both warranties are subject to the conditions stated below.

Conditions of Warranty:

1. The flooring system must be installed by an accredited flooring installer in accordance with Australian Oak flooring installation instructions.
PLEASE NOTE Installation of the flooring is **not** covered by China Phoenix. Please ask your installer for an installation warranty.
2. With either Glue-down or Floating installations the sub-floor must be level as per AS 1884 – 1985 section 2.1 & 2.2 or any relevant new standards. In these instances the underlay or adhesives must be of reasonable quality.
3. The warranty does not cover damage caused intentionally, recklessly, negligently or by accident.
4. Australian Oak floors are made from timber and may contain variations in colour and grain. Exposure to sunlight may also cause colour variation, as may partial exposure due to placement of rugs, mats, furniture etc. No warranty is offered against these natural characteristics.
5. The warranty is only honoured with the original proof of purchase.

6. Apart from the warranties implied by the full text of the Australian Consumer Law (ACL), set out in Schedule 2 of the Competition and Consumer Act 2010 as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.
7. This warranty shall not apply where the product is laid in "wet areas" such as bathrooms and laundries.
8. This warranty shall not apply where the product is used other than for domestic or household application.
9. Air conditioning – This warranty covers air conditioning use provided the relative humidity levels are maintained at between 35% and 55%.
10. Except for costs incurred by the seller in repairing or replacing the floors or by refunding the purchase price, China Phoenix will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs, damages for physical inconvenience.

General Exclusions:

This warranty does not cover damage to the floor caused by such things as:

1. Water damage caused by flooding or rainwater runoff as a result of a storm.
2. Water damage from bursting, leaking, discharging or overflowing water or liquids at the installation location.
3. Use of steam mops or unauthorized cleaning products such as ammonia based cleaning products.
4. Spillage of corrosive, chemical or other substances.
5. Failure to clean and maintain the floor in accordance with the guide set out above.
6. Damage caused by insufficient protection from furniture, from items such as stiletto or spiked heeled shoes, or by pets.
9. Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
10. Not being installed as outlined in the current installation instructions.
11. Noises (squeaks etc) associated with anything other than the manufacture of the flooring.
12. Damage caused by sun or its UV rays.

INSTALLATION SPECIFICATION

This **Australian Oak** engineered product is made from a top wear layer of 2mm thick Eucalypt on a hardwood, cross-linked multiply base. This gives an option of total thickness of either 12mm or 15mm. All boards are tongue and grooved and end matched with widths up to 190mm. Depending on product, the boards come in a length of either 1860mm or 1900mm. Boards can be supplied in a choice of finishes or sold unfinished. The quality of the boards is exceptional in appearance and trueness. We recommend a wastage factor of 10% extra to cover cutting waste. Moisture content is generally around 10+% depending on seasonal variations etc.

Wood is a natural product, subject to colour, character and grain variations. Gum veins, mineral streaks, knots, splits, cracks and other imperfections will also be present. These add to the natural character of the product and are not considered defects. Real wood is an organic material; the character will vary from tree to tree and board to board. The process used to fume, smoke and/or stain gives the product its deep rich colours. Because each board will accept the surface treatment differently, we cannot guarantee that the timber floor you order will exactly match your sample board. It is extremely important that boards are elected from multiple cartons and shuffled during the installation process. Mouldings should be matched to boards that will enhance the look of the installation before the installation process begins. Finished boards require minimal additional finishing treatment once down, however care must be taken to remove glue residue during installation and to protect the floor from other trades and traffic. We always recommend another overcoat after installation (contact ASH to confirm the coating used on your floor) to seal bevels and cuts, provide a consistent gloss level and to further protect against general wear and staining. High quality engineered floors can be laid without the usual restrictions that apply to a solid product as shrinkage and movement are greatly reduced. We recommend qualified floor layers only be used to install our floors (please contact ASH for recommended installers).

Methods of installation over concrete slabs: A) Slab Preparation:

This information is relevant to all timber floor installations over a concrete slab. Concrete must be structurally sound, dry (no more than 5.5% moisture content), level and cleaned of waxes, adhesives, dust etc. Slabs must be flat with no more than a 3mm deviation in a 3 metre radius. If deviations are greater than above use a self-levelling compound (e.g. Ardit) to level the surface within the above tolerance.

1. Floating

Technically our floors are not "Floating Floors" as such and it is our least favourite method of installation. However, being engineered and inherently flat means they can be used in this way. The floating method is not suggested because it can give the floor a more "hollow" sound as opposed to a "dead" sound achieved when the floor is glued to the subfloor. This system is suitable for flood prone areas, for retail or residential use as the floor can be easily removed and used elsewhere. The composition of our floor means that the sound made when walking has a solid but hollow quality underfoot not like the "tinny" sound produced from most thin floating floor systems that you may have experienced. We DO NOT recommend D.I.Y. installation.

Over a levelled slab, first lay a floating pad with the impervious side facing down. Overlap the pad by 150mm and join the overlaps using a 50mm wide double-sided tape. Lay boards parallel to the longest wall in the room. Leave a 12mm expansion gap along end walls and cover with skirting board. If laying an area greater than 20 metres long or 10 metres

wide leave a 20mm expansion gap on all sides and obstructions. When laying the boards use a small quantity of PVA glue for the tongue and grooves only and remove any excess glue from the floor face with a wet rag.

2. Direct Sticking onto an acoustic mat or directly onto concrete slab

Over a levelled slab, first coat the entire slab with allStick or Bostik Moisture Seal paintable membrane to the manufacturer's instructions. Failure to correctly seal the slab can result in floor failure due to moisture rising and weakening the glue bond. If using an acoustic mat over entire surface as per instructions below there is no need to apply a membrane first. If using an acoustic mat (e.g. 5mm thick Impactamat) glue down using allStick or Bostik Ultraset applied using a 3mm V-notched trowel. Allow to dry to manufacturers' instructions. Otherwise use Accoustic glue as a one step process. Glue the boards directly to the Impactamat using allStick or Bostik Ultraset applied in a snake pattern individually to the back of each board or trowel glue using a 3mm notched trowel. This mat system is a requirement on first floor residential or multi-level installations to absorb noise it also works well on ground floor slabs. The floor will have a very solid sound and a softer feel under foot. If not using an acoustic mat, directly stick floor boards to the membrane slab using allStick or Bostik Ultraset trowel glued using a 3mm notched trowel. If boards are not sitting flat either weigh them down or secret nail them into the slab.

3. Direct Sticking over ply over a slab.

Use this method to pack-out to a specific level; plywood from 9mm up can be used. Over a levelled slab lay thick polythene sheet as a moisture barrier, overlap each sheet by 150mm and attach the overlaps using 50mm wide double-sided tape. Alternatively you can use 'Moistick', a single coat application moisture barrier. Lay the ply over the polythene sheet in the opposite direction (cross laminate) to the intended direction of the floor. Attach the sheets to the slab using pre-drill sleeve pins only at a rate of 28 pins per 2400mm x1200mm sheet. Level ply if necessary by plane. Rough sand ply and glue and secret nail boards using allStick or Bostik Ultraset applied using a 3mm V-notched trowel. Allow to dry to manufactures' instructions.

4. Installation over existing timber floorboards

Plane flat any high points on existing boards and rough sand to provide a glue key. Glue 4mm plywood using allStick or Bostik Ultraset using a 3mm v-notched trowel as per manufactures' instructions in the opposite direction (cross laminate) to the intended direction of the new floor. Glue and secret nail floor boards using allStick or Bostik Ultraset applied using a 3mm V-notched trowel. Allow to dry to manufactures' instructions.

UNDERFLOOR HEATING OPTIONS:

In-slab and above-floor heating systems can be used under *Australian Oak Floors*. In-slab heating uses either electrical or hydronic heating elements which are embedded into the slab. If using in-slab we recommend installation method # 2 above incorporating the acoustic mat. **IT IS VITAL THAT ANY UNDERFLOOR HEATING SYSTEM BE FITTED WITH A CUT-OFF THERMOSTAT SET TO NO HIGHER THAN 25 DEGREES CELSIUS WHEN MEASURED UNDER THE TIMBER FLOORING.** Irreparable damage to wooden floors occurs if it is subjected to temperatures above 25 degrees. Above-floor heating uses electrical wires attached to the slab. This type of system is suitable for existing slabs or over other sub floors. With either system it is important not to have a total timber thickness greater than 20mm otherwise the insulating properties of the timber reduce the effectiveness of the heating system. This eliminates using installation method # 3. We recommend installation method #2 incorporating the acoustic mat. Also any air gaps between the heating system and the floor acts as an insulator and should be avoided.

IMPORTANT CONSIDERATIONS:

1. It is vital that all glue residues are removed immediately after laying each pre-finished board. If using "Bostik Ultraset" to glue down use "Bostik Wipes" or a solvent suitable to the glue being used. Always test solvents first on an off-cut to establish that the solvent does not affect the colour or finish. Otherwise use Accoustic or allStick which are MS (modified silanes) polymer glues. They are nontoxic and easily removed after laying.
2. Once floors are laid on a building site it is essential that the floor be protected using 2mm foam underlay and 3mm or 4mm MDF sheeting that is securely taped together (do not apply tapes to the finished floor). This protection must be maintained until all works have been completed. Avoid plaster dust on the surface of the floor. If dust is present vacuum off immediately, do not mop. Moisture can set the plaster dust into the low grain of the timber making it extremely difficult to remove.
3. For cleaning, we recommend the use of an "Enjo" type swivel cleaning pad for daily/weekly cleaning using a minimal amount of sprayed-on water, or water mixed with Fiddes Floor Surface Cleaner product. Too much detergent can stay on the floor and dirt can build up. Frequent rinsing of the Enjo pad in clear water to wash out the dirt will give the best results.

Please contact your place of purchase if you require any further information prior to installation. Thank you.