

14mm T&G Engineered Flooring

Installation Guidelines

Please Note:

This product is considered a professional product and requires a high degree of technical ability to be installed correctly. We always recommend a qualified and experienced professional should be responsible for the installation of this product.

Pre Installation

This Engineered Wood Flooring is a natural product and acclimatisation is required to ensure the best possible results. Please lay packs of flooring flat in the room they are to be installed for 24-48hrs prior to installation. The warranty conditions dictate that this product is to remain in the sealed packaging before the date of installation.

Subfloor Preparation

This type of flooring is suitable for installation on most types of flooring substrate, as long as its clean, dry and level (e.g. sand and cement screeds, timber floorboards, chipboard, plywood are all suitable). It is the responsibility of the flooring installer to check that the site condition is in a satisfactory state for the installation to take place including all moisture related readings.

Concrete & Screed Subfloors

It is vital that the installer checks the moisture content of the concrete/screed to satisfy themselves that it is dry enough for the installation to commence. If measured directly with an appropriate moisture meter, the moisture content should not exceed 4% on a non-destructive moisture meter such as Tramex / Gravemetric weight percent measurement (2.5% CM for Concrete screed / 0.5% CM for Anhydrite screed) and the relative humidity of the air over the floor screed and should be between 45-65% R.H. @ a temperature of 18-21°C.

The floor screed must be leveled before installation to a tolerance of no more than a 3mm gap showing under a 3m straight edge.

Timber Subfloors

Floorboards, O.S.B and Plywood, are all suitable subfloors for 14mm Engineered Wood Flooring. This product is **NOT** suitable for installation directly onto joists or battens. Instead, an 18 or 20mm structural grade engineered product should be used instead.

If your subfloor uses chipboard, we recommend stabilising this using a minimum of 6mm plywood before installing your Engineered Wood Flooring. The same level tolerance of 3mm applies.

Please Note: If installing on existing T&G flooring, make sure all old floorboards are secure and free of infestation. We also recommend that your new flooring is installed at a 90° angle to the previous T&G flooring, as this will provide the necessary stabilisation required should any subsequent movement of either of the timbers occurring.

Product Use:

Our 14mm Engineered Wood Flooring can be installed:

- On or above ground level (not suitable for use in basements).
- In well ventilated and dry areas, providing the area falls in line with the Climate Control section of these instructions.
- Installed using the Fully Bonded or Floating installation methods.
- Over a plywood, concrete subfloor or directly onto suitable timber sub-floors.
- For use with Underfloor heating systems (Please refer to the Underfloor Heating section within these instructions)

This floor should **NOT** be installed in bathrooms or laundry rooms or other areas with high humidity. Use in any of these applications will void the product warranty. Our Engineered Wood Flooring is designed for indoor use only.

PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING THE INSTALLATION.

The following instructions must be used to install 14mm Engineered Wood Flooring. Failure to do so may result in voiding the product warranty.

Installers / Owner's Responsibility

We only use the best natural materials to manufacture our flooring. As wood is a natural product, you can expect changes in colour, grain and appearance and other visual imperfections between each of the boards - No two planks will have the same characteristics. We manufacture our products by following the accepted industry standard which outlines that defective boards must not exceed 5% of the full pack. These defects may be the result of manufacturing or naturally occurring characteristics of the material.

We recommend that a minimum of 10% for cutting and 5% for visual grading should be added to your total square meterage when calculating the quantity of flooring required.

Please Note: If your room is not of equal proportions, the percentages of waste may be different to what we have outlined above - This is an approximation.

Before the installation begins; it is the joint responsibility of the installer and owner/customer of the site to conduct a thorough site inspection before any flooring is installed.

When carrying out the pre-installation inspection, please pay close attention to the following aspects:

- Quality of Manufacturing
- Finish
- Colour Grading

Heritage Engineered Collection is a brand imported for Heritage Woodcraft Limited.

Heritage House, Wheatfield Way, Hinckley, Leicestershire, LE10 1YG

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If specific boards are deemed unacceptable, please exclude these boards from the installation process. Boards that remain as part of the installation are considered to have been accepted by both installer and owner (even if the owner is not present at the time of installation).

It is the sole responsibility of the flooring installer to conduct thorough checks of the site, subfloor, installation tools and materials to ensure they meet or exceed the acceptable industry standards for installing hardwood flooring. We accept no responsibility for problems arising from incorrect or improper site preparation or installation procedures.

Site Preparation

Before installing your new flooring, please ensure that the following points are addressed:

Installation in a new build construction

- Installation of all external windows and doors have been carried out. (This includes doors from the home to attached garages, failure to have these in place can affect the ambient temperature of adjoining rooms.)
- All concrete, masonry, plastering, drywall, texturing, painting and other wet work is complete and thoroughly cured and dry.
- Basements and crawl spaces are dry. Crawl spaces must have no standing water; crawlspaces must also have a vapour barrier and adequate ventilation that meet local building codes.
- Gutters and downspouts are in place, directing water away from the building.
- HVAC systems are fully operational, enabling heat and humidity levels to be controlled and maintained throughout the home.
- The Subfloor has been prepared correctly for installation.

Installation in an Existing Home (renovation)

If you are planning to install Engineered Wood Flooring in an existing home as part of a home renovation or remodel, the same principles apply to that of a new build construction. Please ensure all wet work (painting, wallpapering, texturing) is completed and thoroughly dry before commencing with the flooring installation.

In addition to the new build principles:

- Remove all furniture, artwork and other valuables from installation area.
- Remove any skirting board and mouldings.
- Undercut door frames (Tip: Use a piece of the flooring as a depth guide when cutting)
- Remove all existing flooring and underlay, if necessary.

Underfloor Heating

All Engineered Flooring from us can be used with Underfloor Heating, but we recommend consulting your UFH instruction guidelines before installing to ensure the correct system is in place before the wood floor is installed.

The flooring installer should ensure the system has been correctly tested and is operational before commencing the installation of the flooring. Failure to do so can cause additional problems because of the wide range of temperatures the flooring is subjected to.

Always turn off the Underfloor heating system 24 hours prior to installation and allow it to cool fully.

Once the installation is completed, wait 48 hours before turning the system back on, this gives any adhesive used the time to fully cure.

When its time to turn the system back on, do so in small increments of 1-2°C each day until you reach your desired room temperature. Do **NOT** turn the system straight up to the maximum, as this can cause the timber to dry out quickly and cause the floor to split, crack and part.

Maximum allowed contact temperature should not exceed 26°C, at the base of the board, not the top surface. Please note that loose carpets/rugs insulate the surface by around 2°C!

Important: Follow the heating regulation recommendations given by the underfloor heating system supplier.

Climate Control

Climate control is essential when it comes to wood flooring. The conditions at the job site must be maintained with the air temperature between 18-24°C and relative humidity at 45-65% before, during and after the installation. The flooring should not be delivered to the site until these conditions have been met and maintained for 1 week for plywood subfloors and 2 weeks for concrete subfloors.

Following the installation, these temperature and relative humidity conditions should be maintained at all times to ensure you get the best out of your new floor. See Warranty for more details.

If the temperature and humidity conditions meet the manufacturer's guidelines, the material should then be delivered to the site. When stacking boxes, ensure that boxes are cross stacked to allow for proper airflow between each box. Do not open the boxes; leave closed until ready to commence the installation and open each one as required when performing the pre-installation checks.

Colour Racking

Real Wood Flooring contains natural variations in colour and grain pattern. To prevent colour grouping or repetitive patterns in the finished floor surface, we recommend unboxing 3/4 cartons to get a sense of the range of colour variation and arrange the planks to achieve a satisfactory appearance. When sorting boards, pay close attention to visible manufacturing defects and any transport damage (if applicable).

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Once a plank has been installed, these are considered to have been accepted by the customer and are not eligible for exchange or replacement. (See Warranty for more details).

Expansion Space

Wood flooring expands and contracts with changes in ambient temperature and humidity. To allow for this, during installation, please leave an 10-15mm expansion space around the entire perimeter of the floor between the flooring and the walls. Also leave expansion space where the flooring meets doorways and any vertical obstacle, such as stairs, pipes, tiles and cabinets. These will be covered by skirting boards or scotia's at the end of the installation process.

Note: In climates with extreme variations in humidity, or in large installations (+80m²), a larger expansion space may be required.

Cleaning & Maintenance

Once the installation of your hardwood floor is complete, it is essential to ensure you familiarize yourself with the correct and safe ways to clean and maintain the surface to avoid any potential damage.

Daily Cleaning

For day-to-day cleaning, it is essential to dust your hardwood floors with a microfiber mop or cloth each day to prevent any scratches and surface damage. Microfiber cleaning pads use static electricity to trap dirt, particles and other household allergens. Dusting the surface will remove any particles of dust and grit that may appear from footwear, chair legs and will contribute to preventing the floor from long-term damage. Household brushes may also be used, but please be aware that these can push the dirt around and may potentially cause scratches to the surface of the floor.

Weekly Cleaning

On a weekly basis, we recommend giving your hardwood floor a vacuum or moist mop to get rid of more stubborn stains or debris that may have dried onto the surface. Keep any protruding parts of the vacuum away from the surface of the floor as this can cause damage. Any excess water should be removed from the floor immediately and never pour water directly onto the floor's surface as this can cause swelling, warping, delaminating and even joint separation and not only reduce your floor's lifespan, it will also most likely void any manufacturers' warranty.

Ongoing Maintenance

For a more in-depth clean, we recommend giving your floor a deep clean 3/4 times per year to ensure the floor is well protected from day-to-day living. As we offer many different types of finishing materials on our flooring, we recommend speaking to your retailer who will be able to advise on the correct maintenance products for your flooring depending on its finish, in accordance with the description on the product end label.

Cleaning Tips & Tricks

- Use a good quality doormat at entrances & exits to avoid dirt and debris entering the home.
- Always use appropriate felt pads on chairs, tables and any other furniture to minimise indentations.
- For drink spillages, these must be cleaned up immediately.
- Always use a suitable Specialist wood flooring cleaner, that is PH neutral & formulated for the type of finish you have purchased.
- Do **NOT** use water and vinegar or soap-based cleaners, as these will dull the floor's finish over time.
- Do **NOT** use Steam Cleaners on your hardwood floors as these also put heat and excessive water on your floor.

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Fully Bonded Installation

14mm Engineered Wood Flooring can be installed directly to a concrete screed subfloor or suitable wood-based subfloor using the Fully Bonded method.

This method involves using a flexible polyurethane adhesive to fully adhere the boards to the subfloor. This is normally done using a notched trowel to create ridges of adhesive, that the floorboards are then bedded onto when installed. Always consult the manufacturers' guidelines for the adhesive you are using to ensure the correct trowel and application method is being followed.

Tips for Fully Bonded Installation:

- It is not necessary to further adhere the T&G system when using the Fully Bonded method
- Always ensure all adhesive is kept off the surface area of the boards as when dry it can be very difficult to remove without causing damage to your new wood flooring.
- Always use the correct trowel for your adhesive type. Consult the instructions before beginning the install.

2

Floating Installation

This type of flooring can also be installed as a Floating Floor. A floating floor installation is where the boards are laid directly over the sub-floor with a suitable underlay in between. Each joint is then fixed by applying a PVA bead of adhesive into the tongue and groove system on the board.

When connecting the boards together, ensure a neat, continuous bead of adhesive is applied into the groove section of the board and firmly press the adjoining board into place. A tapping block may be used to further assist the two boards fitting together. If additional strength is required (for example - heavy traffic areas such as a doorway) a double bead of glue may be applied. A further bead of adhesive should also be used on header joints to create a strong and stable installation.

Tips for Floating Installation:

- Installation and Clamp & Straps should be used to hold rows in place whilst the adhesive cures.
- Starter boards from off-cuts of the previous row should be used at the beginning of the next row to ensure a staggered joint is achieved of a minimum of 500mm, which gives the installation valuable added strength.

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UK Warranty

1. We are responsible for manufacturing defects.
2. Our 14mm Engineered Wood Flooring must be installed correctly according to the outlined above instructions. The warranty covers regular use. The warranty does not include the use of this product in damp and wet spaces, such as conservatories, bathrooms and kitchens.
3. Planks showing visible defects should not be used as part of the installation. It is the responsibility of the owner/fitter to deselect these boards at the time of installation. These boards are to be allowed for in the 5% waste tolerance. Boards with visible defects that are installed are excluded from this warranty. Colour and grade de-selection is not allowed for, as this is a personal choice and not a defect in the manufacturing of the product.
4. Always check all boards to ensure the board dimensions are accurate before installing. Off-cut boards should not always be classed as waste, short or longer pieces can both be used around the perimeter of the floor if permitted.
5. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring is subject to normal wear and shall not be covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
6. Excluded under this warranty are scratches, heavy impacts, humidity, and damage caused by incorrect use or lack of correct maintenance.
7. If you have a defect, which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter, you should include a copy of the original invoice.
8. This warranty only relates to the planks supplied, and consequently, it does not include labour costs, the costs of additional material and any other consequential loss. In case of a dispute arising from the warranty, either party may call upon an independent expert to render binding advice. If this clause is applicable, the cost is to be agreed in writing with all parties involved in advance.
9. Where the warranty applies, we or our distributors will replace the faulty product. In case the product in question is no longer available, we will ensure replacement of an alternative product of the same quality.
10. This warranty shall apply only to the original owner/purchaser of the wood floor.

Warranty will not be applicable in case of:

1. The floor has not been installed following the correct methods outlined in the instructions by a qualified installer.
2. The faults were noticed and ignored before the floor was installed.
3. Defects and faults having arisen due to dampness or water damage or any other causes as a result of force majeure.
4. Defects and faults have been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions for installation, use and maintenance.
5. Visual faults having arisen as a result of any deformation of the boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of normal ageing and wear and tear of the finishing coat.
6. Stains or mechanical damage to the surface (scratches and dents) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand and pets.

MANUFACTURING TOLERANCE

ENGINEERED HARDWOOD FLOORS ARE A NATURAL PRODUCT AND AS SUCH ARE SUBJECT TO MANY VARIANCES IN COLOUR AND CHARACTER IN EACH INDIVIDUAL PIECE OF FLOORING, WE ALWAYS THEREFORE RECOMMEND YOU WORK FROM 3-4 PACKS OF FLOORING AT A TIME IN ORDER TO GET THE BEST NATURAL COLOUR MIX. AS SUCH A TOLERANCE OF 5% SHOULD BE ALLOWED FOR THE DESELECTION OF ANY MATERIAL DEEMED UNSUITABLE FOR INSTALLATION. THIS PRODUCT IS PRODUCED WITH A MANUFACTURING TOLERANCE OF + OR - 1.5% ON THE DIMENSION OF THE BOARD AND IN LINE WITH SPECIFIED TIMBER MANUFACTURING GUIDELINES, AS SUCH ANY ITEMS OUT OF TOLERANCE SHOULD BE DISMISSED AS PART OF THE 5% MANUFACTURING TOLERANCE.



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