

## Installation Instructions

### Engineered Timber Flooring

#### Preinstallation

**Customer's or installer's responsibility prior to the installation of flooring products. It is highly recommended that all our flooring is installed by a qualified and experienced contractor. It is also highly recommended that during the installation process the correct PPE (Personal Protection Equipment) is used by the installer. These include P2-rated face masks, protective glasses or face shields, steel-capped boots and protective work gloves.**

It is the installer's/customer's responsibility to carry out an inspection of the delivered flooring product prior to installation to ensure the colour, grade, pattern irregularities, structural quality, gloss and finish are acceptable.

It must also be confirmed that the correct product, as per viewed samples, has been delivered to site. If the product is deemed not acceptable, do NOT install it and contact your supplier immediately. If the product is installed it will be considered to be acceptable to the customer and the supplier will take no further responsibility.

A waste factor of approximately 5 to 10% should be ordered to complete any sorting, cutting or visual selection during installation.

SuperNatural Oak should never be stored outdoors, on a cement floor, in a garage or in any damp conditions. Care should be taken to store the packs flat, in a dry and safe environment. Packs should never be lent against a wall as this can cause the boards to bow.

SuperNatural Oak does not need to be climatized on site. The product should be installed from the carton. Its moisture content should be checked by the installer before installation with a moisture meter to be certain that the flooring has not dramatically changed moisture content since it left the supplier warehouse. SuperNatural Oak leaves the warehouse with an average MC reading of 8%-10%. All flooring contractors should possess moisture meters for the timber flooring and concrete and timber sub-floors.

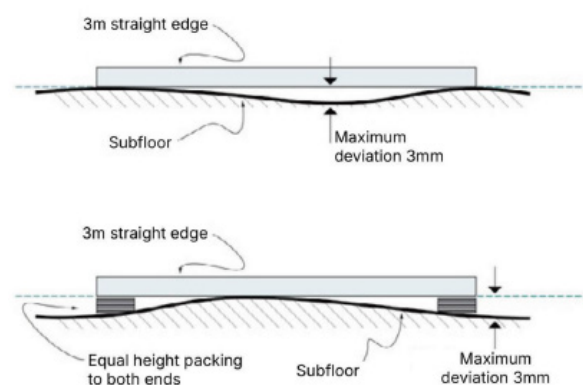
SuperNatural Oak is designed to perform in an environmentally controlled dwelling. At the time of install the temperature in the home must be within 15-25 degrees Celsius. The humidity levels must be between 30%-65%. This temperature and humidity range must be maintained throughout the life of the floor.

#### Levelling and subfloor requirements

Subfloors are to be made flat through grinding and/or levelling to the following ATFA and Australian Standards AS 1884:2021.

Direct Stick Or Floating Engineered Floors:

No hump or dip to exceed 3mm under a 3m straight edge.



Concrete subfloors must be protected by a moisture barrier or 200-micron black plastic if above 75%RH - ASTM 2170-02. Timber subfloors must also be checked for high moisture prior to installation. High readings can be caused by poor drainage or leaks and will affect the finished flooring if not rectified.

## Installation

The installer must use reasonable selectivity and remove any faulty boards that should not be laid or dock any faults to ensure the finished floor meets industry and customer standards.

When installing SuperNatural Oak as a floating system or glued to the substrate (direct stick installation), the total width of any section of flooring should not exceed 10m. The total length of any section of flooring should not exceed 15m. Expansion joints should be fitted to compartmentalise a larger floor area so it can move correctly as a raft. This can be done in doorways or natural transitions from one area to another. At doorways or transitions, the door jambs or frames need to be undercut well and all material removed for the timber floor to slide under and move freely.

All trims or skirting must be fitted with a 1mm clearance gap above the flooring to allow for the correct raft movement. This gap must not be caulked or siliconed in anyway.

As a general rule we recommend at least a 10-15mm expansion gap be allowed around the perimeter of a floating floor. At no point should the flooring be in contact laterally with any solid structure. The flooring must be allowed to move independently, or damage will occur, such as cupping, peaking, gapping, or squeaking. This expansion gap allowance can also be affected by the climatic conditions of the site.

**If you are unsure about the product and how it will respond to the environment, please contact the manufacturer for guidance.**

SuperNatural Oak Timber Flooring has been manufactured with both click and Tongue and Groove locking mechanisms. When installing a Tongue and Groove engineered product a good quality Cross-linked Pva Glue should be applied to the top of the entire tongue over the whole length and end of the board. When installing a click engineered product no adhesive of any kind should be applied to any part of the locking mechanism, please see click installation instructions below.

SuperLay arrier must be installed prior to any floating floor installation. Also be aware that the moisture barrier

on undertays can be ineffective against high moisture within the concrete slab, in excess of 75% RH-ASTM 2170-02. In this case, it is strongly advised that you first install a 200um plastic moisture barrier sheet first on the concrete and then the underlay. Overlap the plastic moisture barrier sheet by at least 150mm and tape joints fully with moistureproof tape. All undertay joint should be sealed with a moistureproof tape.

## Direct Stick Instructions

All direct stick subfloors should be checked and logged for moisture content in both timber and concrete subfloors. If installed over a concrete slab the ATFA recommend that the Relative Humidity (RH) be checked using the ASTM F 2170 test method/ AS 1884:2021. This information must be kept for later reference. It is imperative that this instruction is strictly followed. If a timber substrate is high in moisture, this suggests that there is an issue with moisture under the subfloor and must be addressed prior to installation. The subfloor leveling must be within the normal 3mm over 3 meters as previously mentioned.

The subfloor should be checked for any contamination or structural damage prior to installation that might affect the adhesion or performance of the floor. If installed directly over a solid strip timber floor, SuperNatural Oak flooring must be laid perpendicular to the direction of the current flooring.

The installer must ensure the timber adheres to the subfloor. This might require extra weights to be placed on the area in some circumstances to ensure contact with the adhesive bed.

The process involves cleaning the concrete, applying a thin first coat, allowing it to dry, and then applying a second coat, usually in the opposite direction. This two-coat system ensures complete coverage and a more durable finish.

## Here's a more detailed breakdown:

### 1. Preparation:

Thoroughly clean the concrete surface to remove any dirt, dust, grease, or existing sealer. An etching solution can help open up the concrete pores for better adhesion.

## 2. First Coat:

Apply a thin, even coat of sealer using a roller or sprayer. Ensure complete coverage, but avoid applying the sealer too thickly, as this can lead to issues like blistering or bubbling.

## 3. Drying Time:

Allow the first coat to dry completely according to the manufacturer's instructions. Drying times can vary based on the sealer type and environmental conditions (e.g., temperature and humidity).

## 4. Second Coat:

Apply a second thin coat of sealer, ideally in a direction perpendicular to the first coat. This ensures even coverage and a more uniform finish.

## 5. Curing:

Allow the final coat to dry and cure completely before subjecting the floor to any foot traffic or heavy loads. Drying times can range from a couple of days to a week or more, depending on the product and conditions.

## Stairs

Flooring on stairs must be glued to the existing treads and risers using a suitable polyurethane / MS adhesive, with matching stair nosing to be glued on the front edge of each step. Also please make sure that the stair nosing meets the slip test guidelines for each state in Australia.

For the purposes of AS1428 & AS4586 SuperNatural Oak stair nosing is rated to P3. This will be sufficient for most installations; however, some commercial settings require a higher slip rating and additional stair nosing treatment will be required for compliance. We recommend installing anti-slip-stair-nosing which can be supplied through your retailer.

## Installation over hydronic underfloor heating

The in-slab underfloor heating needs to be started and ran at the desired temperature for at least 2 weeks prior to the installation of flooring.

**NOTE: The slab surface temperature must not exceed 26 degrees Celsius at any time.**

After 14 days, turn off the slab heating and allow 4 days to pass in order to allow the subfloor to cool down and reach room temperature before installation.

For floating installation: 200-micron black plastic must be installed, as well as Superlay 3mm closed cell foam underlay.

After the floor installation is complete, your flooring requires gradual acclimatisation in conjunction with the heating system.

The heating system temperature is to be increased by 2 degrees increments each day until the desired temperature is reached (not exceeding 26 degrees Celsius) and when turning heating off, also decrease by 2 degrees increments each day until it is off.

Shrinking between boards, cracking and minor cupping can be expected when installing hydronic underfloor heating and does not constitute as a product defect.

**If the flooring product has a click or drop locking system and is floated over a heated slab it is required that Crosslinked PVA glue be used as per the regular tongue and groove installation. No other form of underfloor heating is recommended.**

## Post Installation

After installation, if other trades are still to complete their work, a breathable protective covering should be installed over the flooring. Non-permeable products should not be used as this will damage the flooring due to an increase in moisture. The flooring must be clean and clear of any debris prior to the fitting of protection.

Adhesive tape must not be applied to any of our flooring products as it can damage the surface.

Floors subject to regular sun exposure can discolor or check (small cracks in the surface of the timber and or coating). Windows and glass doors should be covered by curtains, blinds, tinting treatment etc to minimise installation over hydronic underfloor heating UV exposure. Discolouration and checking are not considered a product defect and are not covered by warranty.

## Cleaning After Installation

1. Remove all loose debris from the floor using a vacuum, brush or dust mop (if using a vacuum, please check the manufacturer's guidelines to make sure it's suitable for SuperNatural Oak).
2. Ensure that all dry adhesive or wax is removed from the surface.
3. Damp mop with a pH neutral detergent.

**IMPORTANT:** Heavy objects such bookcases, billiard tables, kitchen units, that exceed 200kg/ object area or if the load is greater than 30kg/cm<sup>2</sup> should not be placed on a floating system, Damage can occur due to incorrect expansion and lack of correct raft movement. Installation over hydronic underfloor heating

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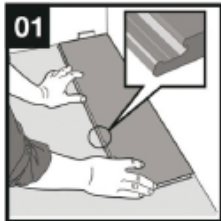
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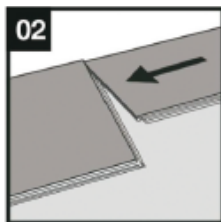
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## First plank, first row

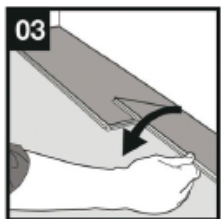
Place a spacer with predicted thickness to the left and position the panel against the wall.

Later, after 3 rows, you can easily position the flooring against the front wall with predicted spacers.



## Second plank, first row

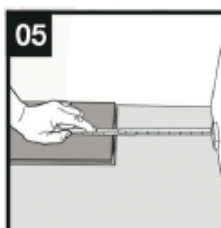
Place this panel gently close to the short end of the first one.



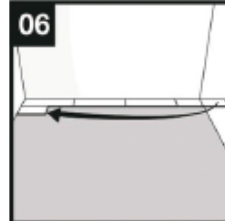
When folding down it is important to start from the corner closest to the previous row, folding down towards the center, and continue towards the opposite long side. During the fold down, make sure the panels are close to each other.



Afterwards press slightly along the short end just installed.

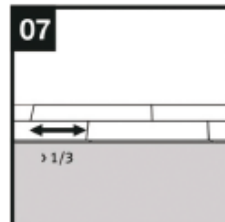


At the end of the first row, put a spacer to the wall and measure the length of the last plank to fit.

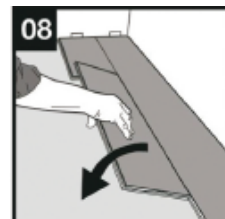


## Second row

First plank min length 400 mm.

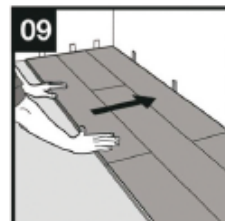


Staggered joint distance i.e. minimum distance between short ends of panels in parallel rows shall not be less than the given length.



## Second plank second row

Place the panel gently and close to the short end of the previous panel and fold it down in a single action movement.



## After 2-3 rows

Adjust the distance to the front wall by placing spacers.



## Last row

(and perhaps also first row)

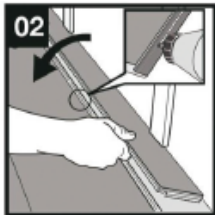
Minimum width 50 mm. Place a spacer to the wall before measuring. Make a simple drawing tool (piece of wood with a hole) and mark the panel along the wall. Cut the panels lengthwise including the flexible tongues.

If the product needs to be removed the floor should be raised carefully to approximately 30 degrees and then slide outwards along the locking system. The product must not be pulled upwards as this will potentially damage the locking system.

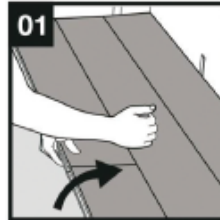
## When angling is not possible



Remove the vertical locking part of the strip with a chisel, put applicable glue on the strip and push the planks horizontally together. Place some spacers between last board and the wall.



## Dismantling panels



Separate the whole row by carefully lifting up and release the whole row.

Fold up the row and release the whole long side.



Disassemble the panels by sliding the short ends horizontally.

**Never fold up a panel, as this damage the profile.**