



**INSTALLATION INSTRUCTIONS
CLEANING & MAINTENANCE**

FOR

SIGNATURE AUSTRALIAN RANGE
HAMPTON RANGE
SIGNATURE OAK RANGE
COSWICK SERIES
BAMBOO COLLECTION



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1 “WOOD” IN WOODPECKER

1.1 PROPERTIES

Woodpecker Flooring is one of Perth’s largest distributors of flooring. We pride ourselves on combining the personality, flexibility, and service of a family business with a range of products and level of professionalism that is on par with the largest flooring companies in the country. Catering solely to the WA market, our goal is to ensure that local customers have world class options for flooring, whether it be for a first home or a multi-million dollar design masterpiece.

Being involved in all aspects of the manufacture of timber flooring, we find ourselves working closely with local, environmentally conscience timber mills, large processing manufacturers, to internationally acclaimed architecture offices. Operating for almost 15 years, we have built a reputation for quality and our products can be found in all the finest flooring showrooms in the region.

2 CONSIDERATIONS

2.1 GENERAL REQUIREMENTS FOR HUMIDITY AND CLIMATES

Wood is a natural material that absorbs and emits moisture from its surroundings. Being so, its natural qualities is to always adapt to an equilibrium level of humidity in relation to the temperature and the relative humidity of the air. When dispatched from our warehouse in Perth, and delivered on site, Woodpecker Flooring are maintained to a moisture content of 8-12%. This corresponds to relative air humidity (RH) of 40%-50%. If the air humidity decreases, the wood will emit moisture and shrink in width, which may result in contraction gaps. Contraction gaps will always appear in winter, and at this stage, the floor has its most beautiful appearance. Generally, however, the goal should be to prevent the air humidity from dropping below 35% RH.

2.2 ON-SITE REQUIREMENTS

Carefully examine the flooring prior to installation for grade, colour, finish and quality. Ensure adequate lighting for proper inspection. If flooring is not acceptable, contact your distributor immediately and arrange for replacement.

Woodpecker Flooring cannot accept responsibility for flooring installed with visible defects. Prior to installation of any flooring, the installer must ensure that the job site and sub-floor meet the requirements of these instructions.

Woodpecker Flooring is not responsible for flooring failure resulting from unsatisfactory job site and/or sub-floor conditions. Flooring should be one of the last items installed in any new construction or remodel project. All work involving water or moisture should be completed before

flooring installation, including painting as this will create an artificially high humidity level in the room.

Installing onto a wet sub-floor may cause permanent damage to the flooring. Permanent HVAC (Heating, Ventilation, and Cooling) should be on and operational and maintained between 18- 25°C with relative humidity of 30%-60% for a minimum of 14 days prior to delivery, as well as during and after installation of the flooring.

When installing over radiant heat, additional restrictions apply – see below.

2.3 SUB-STRUCTURES

Acceptable sub-floor types:

- CDX plywood - at least 13mm thick for joist spacing up to 40cm on centre, minimum 19mm thick for joist spacing greater than 40cm on centre (49cm maximum).
- Underlayment grade particleboard (minimum 18kg density) - floating/glue down only.
- Concrete slab - floating/glue-down only.
- Existing wood floor - must be smooth, level, well-adhered and, if gluing new flooring, unfinished.
- Ceramic tile – floating only.
- Resilient tile & sheet vinyl - floating/glue-down only; for glue-down tile/vinyl must be new and non-urethane-coated.
- Lightweight concrete (gypcrete) coated with latex primer - floating/glue down only (NOTE: Woodpecker Flooring provides no guarantee that lightweight concrete will remain structurally sound during the life of the floor. Separation of the flooring from the sub-floor caused by deterioration or fracturing of the substrate will not be considered a product failure.)

All Sub-floors must be:

- Dry and will remain dry year-round. Moisture content of wood sub floors must not exceed 12%, wood flooring moisture content must be within 2% of wood sub-floor moisture content. Concrete must not exceed 1.5kg per Calcium Chloride Test.
- Structurally sound.
- Clean: Thoroughly swept and free of all debris. For glue-down installations, sub-floor must be free of wax, grease, paint, sealers, old adhesives, etc., which can be removed by sanding.
- Level: Flat to 3mm per 3m radius Wood sub-floors must be dry and well secured. Nail or screw every 150mm along joists to avoid squeaking. If not level, sand down high spots and fill low spots with an underlayment patch. Concrete sub-floors must be fully cured, at least 60 days old, and should have minimum 6-mil poly-film between concrete and ground. If necessary, grind high spots down and level low spots with a quality levelling compound. Resilient tile and sheet vinyl must be well-bonded to sub-floor, in good condition, clean and level. Do not sand existing vinyl floors, as they may contain asbestos. If gluing down on concrete that is on or below grade, even if the Calcium Chloride test results are under 1.5kg, we highly recommended the use of a concrete sealer.

Remember, a concrete slab on/below grade that measures dry today may become wet in the future due to rising groundwater. Installing a moisture barrier now may be viewed as an insurance policy against concrete becoming wet in the future. Woodpecker Flooring is not responsible for site related moisture damage to flooring.

2.4 TOOLS

For all installation methods:

- Tape measure
- Wood or plastic spacers
- Chalk line
- Tapping block
- Crosscut power saw
- Pry bar or pull bar
- Pencil
- Hammer
- Wood chisel

For staple-down installation, you will also need:

- Pneumatic nailer/stapler appropriate for 14mm thick flooring and 35mm long 18 gauge cleats or staples (always test nailer/stapler to ensure that it is not damaging the flooring or causing dimpling before proceeding with installation).
- Air compressor
- Nail punch
- 6kg asphalt saturated felt paper or equivalent

For floating installation, you will also need:

- 3mm thick underlay.
- 6-mil polyfilm (if installing on or below grade)
- Clear waterproof packing tape
- 3M 2080 Long Mask Blue Tape
- EuroBond® D3 Tongue and Groove Glue, or Franklin Titebond® II

3 HUMIDITY / MOISTURE

3.1 HUMIDITY AND FLOORBOARDS

General requirements for humidity and climate:

Measuring point	Level
Room temperature	18-25°C

Room humidity	40% - 50% RH
Concrete moisture content	Max. 85% RH when a vapour barrier is used. If you leave out the vapour barrier, the residual moisture content must be less than 65% RH. NB: 85% RH corresponds to approximately 2.0 cm depending on the type of concrete etc. Be aware of any restrictions in the national standard requirements.
Humidity in joists/beams	Max 10-12%
Humidity in plywood/chipboard	Max. 8-10%
Vapour Barrier	Min. 0.20 mm PE foil

Humidity should be one of the main focal points in connection with the design, planning and installation of any WOODPECKER FLOORING plank floor. Construction work requires proper drying, and materials such as plaster and wood suffer considerable damage if they are exposed to high levels of humidity. Unfortunately, those responsible for construction projects often compromise on the drying phase, which results in severe damage. Construction humidity is the cause of major delays as well as over-expenditure, but fortunately, this is avoidable if humidity is included in the planning process from the design stage. Make realistic timetables, plan the dehumidification process, and use the right type of concrete.

3.2 AIR HUMIDITY

If the air is fully saturated with steam, the relative air humidity (RH) is 100%. A relative air humidity of 50% means that the air contains 50% of the maximal amount humidity it can contain. When it rains, the relative air humidity exceeds 100%. Air humidity depends in part on the building's location, structure, heating and ventilation.

The higher the temperature, the more water the air can hold. When cold outside air enters the building and warms up, the air dries. Dry air absorbs humidity from the plank. This causes the plank to contract and in turn leads to contraction gaps between the planks. The gaps appear when the air is driest, and the lower the air humidity, the larger the gaps.

3.3 DRYING OF CONCRETE

In simple terms, the quality of the concrete can be expressed in the ratio of water to cement (w/c). For example, concrete that contains 150 litres of water and 215 kg of cement per m³ has a w/c ratio of 0.70. Once the concrete has hardened, about 64 litres of free water remain in the concrete. Eliminating this water is a time-consuming process, which is highly dependent on the room temperature, air humidity, one or two-sided drying, the quality of the concrete, the thickness of the concrete layer and the substrate. A traditional concrete floor has a w/c ratio of 0.65 and is often cast in a 100 mm layer on a polystyrene base.

If the air humidity is kept at 50% RH, and the temperature at 20 °C, it will take 3-4 months to achieve a concrete moisture level of 85% RH. But often, the temperature is lower, and the air humidity considerably higher, which makes it necessary to extend the drying period by several months. Drying traditional concrete to a level of 85% RH should therefore be expected to be a very lengthy process that can easily last 4-6 months. And even that can only be achieved if the building has been sealed off quickly to initiate the dehumidification process.

3.4 HUMIDITY IN THE SUB-STRUCTURE

Joists, beams and substructures consisting of existing beams, plywood or chipboard must be dry before the new floor is installed. In renovation or restoration projects, existing substructures made of planks or beams may have absorbed humidity during the construction period. Always check the humidity of the substrate/substructure before installing the new floor, and make sure that it does not exceed 12% for joists/ beams and 10% for plywood/chipboard and plank substructures.

3.5 DAMAGE

Long-term impact of humidity will cause the planks to warp, and the gap between the floor and the wall will disappear. In worst case scenarios, walls, joists etc. may be dislocated when the planks expand. When that happens, it is probably necessary to re-install or replace the floor. With less severe humidity damage, the warp will be fully or partially eliminated over time, and sanding and re-finishing the floor may be sufficient.

3.6 MEASURING RESIDUAL HUMIDITY

When installing a WOODPECKER FLOORING make sure that the residual humidity in the concrete does not exceed 85% RH. It is difficult to carry out an accurate measurement of concrete moisture, and surface hygrometers are not nearly accurate enough. You need to measure the moisture content in the middle of the concrete layer. This may be done by placing a sensor in a hole drilled into the concrete. After some time, the sensor achieves moisture equilibrium with the concrete, and the relative humidity can be determined. A more accurate measuring is to carve a piece of concrete out of the middle of the concrete layer and carry out a humidity test in a laboratory. The finding of this test is documented in a humidity report, which can serve as part of the contractor's quality assurance process. A humidity measurement is a very cost efficient insurance that may save the contractor and the client substantial costs.

3.7 LIABILITY AND WARRANTY

The responsibility for drying the concrete is often in a grey zone, which means that no one feels ultimately responsible. Client and contractor need to agree who is responsible and agree not to install the floor before WOODPECKER FLOORING's requirements are met.

Expansions, warping and other deformation of the floor planks due to high levels of humidity are not covered by WOODPECKER FLOORING Warranty.

Be realistic in your assessment of the drying time for the concrete. At WOODPECKER FLOORING, we will remind you of the importance of concrete moisture, and we will only reluctantly deliver the planks before the building is dry. Instead, we offer to postpone production and delivery, and normally, we also have the storage capacity to store the planks until the conditions are right.

4 INSTALLATION METHODS

4.1 GENERAL INSTRUCTIONS

Make sure sub-floor is tested for moisture first and is properly prepared. Since engineered timber floor expands with any increase in moisture content, always leave at least a 13mm expansion space between flooring and all walls and any other permanent vertical objects, such as pipes and cabinets. PLEASE NOTE: Engineered floor expands and contracts along its length as well as its width, so it is critical to leave expansion space around the entire perimeter of the floor. This space will be covered up once you reapply base mouldings around the room. Use wood or plastic spacers during installation to maintain this 13mm expansion space. No area of connected flooring can span greater than 7.5m in width or 15m in length without adding spacers or compensating for additional movement. For larger spans, install T-mouldings or use spacers during installation that will allow the flooring to expand and contract normally. More or less spacing may be needed depending on geographical area and specific site conditions. Before laying floor, install approved underlayment or adhesive as outlined in this chapter in the section specific to your chosen installation method.

Begin installation next to an outside wall. This is usually the straightest and best reference for establishing a straight working line. Establish this line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a plank plus about 13mm for expansion space. You may need to scribe cut the first row of planks to match the wall in order to make a straight working line, as most walls are not straight. Work from several open boxes of flooring and “dry lay” the floor before permanently installing it. This will allow you to select the varying grains & colours and to arrange them in a harmonious pattern. The actual floor may differ in grain and colour from the samples used in selecting the product. This is not a product defect. It is the installers’ responsibility to work with the end user to determine the expectations of what the finished floor will look like. If the range of colour or grain in the shipment does not appear satisfactory after opening a few boxes, do not begin installation. Contact your dealer immediately to arrange a return. When laying flooring, stagger end joints from row to row by at least 20cm. Avoid ‘H’ patterns, where planks just two rows away from each other end in the same location, by starting each row with a plank cut to a random length. When cutting the last plank in a row to fit, you can use the cut-off end to begin the next row. If cut-off end is 20cm or less, discard it and instead cut a new plank at a random length (greater than 20cm) and use it to start the next row. Always begin each row from the same side of the room.

Start with the groove edge facing the wall. To draw planks together always use a tapping block, as tapping the floor itself will result in edge damage. Never apply pressure to the groove edge of the flooring – only use the tapping block against the tongue. When near a wall, you can use a pry bar or pull bar to pry close the side and end joints. Take care not to damage edge of flooring. For floating and glue-down installations, use spacers and 3M® 2080 Blue Tape to hold planks straight

& tight until the adhesive sets. Do not allow tape to remain on floor longer than 1 hour and remove tape prior to cleaning floor with a cleaner or solvent.

Do not apply tape to flooring that has been previously wiped with a solvent. After installing three rows, recheck your spaces to ensure that the proper 12mm expansion space is being maintained. When you reach the last row, remember to leave 13mm expansion space between the flooring and any vertical surface such as pipes or cabinets.

4.2 GLUE-DOWN INSTALLATION

Woodpecker Flooring recommends using a premium, water-free, low-VOC, moisture cure urethane adhesive, along with appropriate prep. Suitable adhesives include Taylor MS+, and Bostik TKO. Woodpecker Flooring does not guarantee or warrant the performance of third party installation products, and specific questions about their use should be directed to the manufacturer. Carefully review installation instructions for sub-floor preparation, proper trowel size, required temperature/humidity conditions, and the adhesive open/set time before beginning installation. Working properties, proper usage, and set times may vary between brands so it's important to follow the label instructions specific to your choice (not all adhesive and sealers are cross-compatible). Trowel adhesive onto a section of sub-floor that can be covered with flooring within the working time recommended for your conditions.

Lay the first row of flooring into the adhesive with tongue facing the wall, and continue laying floor as described above under "General Instructions-All Methods". Always check your working lines to maintain alignment. Use spacers to help ensure the installed flooring does not move on the wet adhesive. 3M Long Mask 2080 Blue Tape may be used across rows to hold planks tight while the adhesive sets (do not leave this tape on the floor more than 1 hour, do not apply to flooring that has residue from solvents or mineral spirits, and remove tape carefully before cleaning with any type of liquid). Periodically lift a plank from the wet adhesive to ensure full transfer to at least 90% of the planks. When the first section is finished, continue to spread adhesive and lay flooring section by section until installation is complete.

USE A CLEAN, DRY CLOTH TO IMMEDIATELY REMOVE ANY ADHESIVE FROM THE FLOORING SURFACE. If adhesive cannot be completely removed with a dry cloth, use mineral spirits. Never let flooring adhesive dry completely on the finished surface. Within the adhesive working time, walk each section of flooring to make sure it is well bonded to sub-floor. Flooring planks on the perimeter of the room may require weight on them until the adhesive cures enough to hold them down.

4.3 FLOATING INSTALLATION

Heavy objects such as counters, kitchen islands, and large stoves or refrigerators should be in place prior to the installation of a floating wood floor. Compressing a floating floor against the sub-floor with excessive weight could inhibit the floor's ability to move in response to changes in humidity and may result in gapping or cupping.

LAYING UNDERLAY: Lay 6mm Polyfilm with seams overlapped 20cm. Fasten seams every 45-60cm with clear waterproof packing tape. Run the outside edges of Polyfilm up perimeter of each wall 10cm. Trim after flooring installation is complete. **Laying pad:** lay QuietWalk Floating Floor Pad, or equivalent 3mm thick underlayment, by butting edges, not overlapping. Tape the full length of the

seam with clear waterproof packing tape. Leave 13mm space between pad and all walls and permanent vertical fixtures.

SIDE AND END GLUING: The engineered boards must be side and end glued using exterior grade, cross linked PVA wood glue. Apply glue in the groove of each plank as you install. Fully glue the end joint. It is very important to fill the groove to its full thickness. This will ensure proper transfer to the tongue of the adjoining planks and achieve a glue bond on both the TOP and BOTTOM of the groove. Failure to follow proper glue schedule will void all warranties and may result in an excessively noisy floor. If any excess glue squeezes up to the finished surface, wipe off using a paper towel or cloth.

5 CLEANING & MAINTENANCE

5.1 UV LACQUER FINISH

Your engineered timber floor is designed with low maintenance in mind. Follow these simple steps to achieve many years of enjoyment from your floor:

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach onto the timber.
- Use felt protectors under all furniture.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly.
- Keep animals nails trimmed.
- Maintain relative humidity levels.

5.2 REPAIR SOLUTION

If a nick or scratch marks your engineered timber floor, it can easily be repaired. Consult your dealer for a colour-match crayon-type filler stick, designed for use on UV-finished wood floors. You then simply need to fill in the scratch. If severe damage occurs, the old flooring can be removed and replaced with new boards of the same colour and style, or sanded and refinished.

5.3 REFINISHING SOLUTION

If the UV finish starts to show traffic wear patterns or loses its original gloss, a water-based urethane dressing can be used to restore it. Consult your dealer or a professional refinisher for products and instructions designed for use on UV-finished wood floors.

If necessary, your floor can be lightly sanded and recoated with a urethane finish. This will restore the gloss level and protect the wood. It is recommended that the entire floor be recoated and that a professional refinisher be consulted to achieve the best results. It must be noted that some timbers may have a colour tint added to the coating.

It is essential that Woodpecker Flooring is contacted prior to any sanding or recoating process.

5.4 OIL FINISH

- Sweep or vacuum as often as necessary to remove any loose dirt or grit.
- Use protective mats at all exterior entrances. Do not use rubber-based mats as the rubber may leach onto the timber.
- Use felt protectors under all furniture.
- Never slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
- Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs.
- Damp mop only – avoid excessive amounts of water. Steam mops must not be used. If a spill occurs, soak up the bulk liquid promptly.
- Never use soap, wax or other household products to clean your floor.
- Keep animals nails trimmed.
- Maintain relative humidity levels.

5.5 REPAIR SOLUTION

If a nick or scratch marks your oak timber floor, it can easily be repaired. Light scratches are best repaired by hand rubbing suitable colour matched flooring oil on the affected areas using a cloth. If necessary, first clean the area to be repaired or lightly burnish the area with a rough pad. Be sure area is dry before applying oil. Leave the oil to absorb for a short period of time before thoroughly buffing and then removing the oil from the surrounding area.

5.6 REFINISHING SOLUTION

Maintaining the oil finish: This should be done only when the “luster” of the oil finish has diminished. Vacuum the floor with a soft brush attachment. Damp mop the floor with an oil floor cleaning solution and allow to dry (good air movement will decrease the dry time). Lightly apply the same WOCA or OSMO oil that was originally used to finish the floor with a buffer and white pad. Let the oil react for 10 minutes. Buff off the excess oil with a cotton cloth under a whit pad. Let the oil dry (appox. 12 hours) before you walk on it.

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