



# **Installation Instructions For Tuscan Multiply Herringbone Engineered Wood Floors**

# Installation Instructions for your new Tuscan Multiply Herringbone Engineered Wood Floor

The key to long term performance of any floor is the quality of the installation and the immediate and ongoing care and maintenance procedures used on the floor.

**To help ensure correct installation, care and maintenance for this floor please ensure this guide is fully read and adhered to by your floor installer prior to commencing installation.**

## **NOTE !**

**Herringbone Pattern flooring requires a high degree of technical ability to install correctly without issues and therefore this product should only be installed by an appropriately trained and experienced installer (Minimum nationally recognised wood flooring installation NVQ Level qualification).**

**Please check and ensure that your installer is appropriately trained and suitably competent to install this product.**

## **Section 1 – Product Characteristics & Installer Responsibilities**

Important points for the correct installation of your Herringbone Engineered Wood Floor

- Pre Installation Procedures
- Storage and acclimatisation of Boxes.
- Sub Floor Requirements
- Tools & Accessories Needed For Installation.
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## PRODUCT SUITABILITY & INTENDED USE

The key to long term performance of any floor is the suitability and quality of the installation and the immediate and on going care and maintenance procedures used on the floor.

This product is warranted for use in normal domestic / residential property rooms (**excluding wet rooms, bathrooms, laundry/Utility rooms, Saunas, external areas, and areas of high humidity.**

For commercial use applications guarantees are by application only prior to purchase of the goods and the installation commencing.

**To help ensure correct usage, installation, care and maintenance for this floor please ensure these instructions are fully read and adhered to by your floor installer prior to commencing installation.**

### SECTION 1 – Product Characteristics & Installer Responsibilities

Real wood engineered flooring is manufactured from natural material which is a product of nature and therefore not perfect. This engineered wood flooring is manufactured in accordance with accepted industry standards, which permit defects not to exceed 5%. These defects may be of a manufacturing or natural type with effects such as knots of varying sizes, shade / colour variance, sapwood & mineral streaks, slight bow and grain variance etc all being normal for this product.

Filler is used as part of the manufacturing process to repair natural defects such as broken knots.

The installer has **full responsibility for checking the product and the suitability, quality, moisture condition and flatness of the sub floor that they are installing the flooring onto and that the jobsite environmental conditions are suitable for storing, acclimatising, and installing a natural wood flooring into.**

The manufacturer will reject any claims of product failure that are a result of unsuitable sub floor conditions, environmental moisture conditions, incorrect installation and / or maintenance methods or non compliance with the instructions and recommendations provided.

**Herringbone Pattern flooring requires a high degree of technical ability to install correctly without issues and therefore this product should only be installed by an appropriately trained and experienced installer (Minimum nationally recognised wood flooring installation NVQ level qualification).**

The manufacturer will reject any claims of product failure that are the result of installation errors or incorrect industry norm installation techniques used.

The associated product warranty will be void where these installation instructions are not followed or professional industry norm techniques not conformed to.

The flooring must not be laid in unheated, excessively humid, or damp rooms such as bathrooms, saunas, laundries, etc, or outdoors.

As any small sample pieces or display boards viewed prior to purchase cannot convey the full look of a fully fitted floor the owner and installer must satisfy themselves of the suitability of the flooring product following the initial inspection of it immediately prior to installation.

**If there are any concerns at this point do not start or continue the installation and clarify your concerns with your supplier before proceeding.**

The boards must be individually checked both immediately before and during the laying of the floor to identify any visual natural or manufacturing faults. The installation of boards with clearly visible defects of any kind will invalidate manufacturing fault claims. If there are any doubts as to the quality of the boards, clarify your concerns with your flooring supplier **before** commencing or continuing the installation.

**Note ! – this Herringbone product has 50% left handed & 50% right handed boards in each pack** therefore ensure that when preparing for, and during, installation the left hand & right hand boards are appropriately separated to avoid mixing left and right handed boards during installation.

The boards are marked on their reverse with “L” & “R” to denote which hand they are.

## **Pre Installation Procedures**

### Installation site inspection

Prior to installation of any hardwood flooring product, the installer must determine that the job site environment and the sub surfaces involved meet or exceed all applicable industry and British Standards. Recommendations regarding the construction of the materials used as well as local Building codes must be followed. These instructions recommend that the construction and sub floor be suitably dry, Sound, of suitable load bearing strength and flat.

**The manufacturer and distributor declines any responsibility** for job failure resulting from or associated with sub-surface, sub flooring or job-site environmental deficiencies or lack of or incorrect sub floor preparations.

The building / room should be closed in with all outside doors and windows in place. All concrete, masonry, framing timber, drywall components, plasters, paint and any other “wet” trades must be completed and thoroughly dry.

The wall coverings should be in place and painting completed.

Basements and sub floor crawl/void spaces must be appropriately dry and well ventilated minimum requirements current Building Regulation/codes check all sub floor void vents or air bricks are clear of debris and not obstructed.

Exterior ground works should be complete with surface drainage offering a minimum drop of 75mm over 3.0 lin mt to direct the flow of water away from the structure. All gutters and downspouts should be in place. Ground level must be a minimum 150mm below any damp proof course (DPM).

### **Storage & acclimatisation of Boxes**

Your flooring packs should be stored horizontally on at least three level height bearers in the room they are going to be laid in for a minimum of 48 hours **without opening the packaging.**

**The box / packaging should only be opened on the day of installation. If the boxes are opened prior to installation and the humidity conditions unsuitable then bowing of the boards may occur and expansion of the tongues may also occur making it difficult to locate the tongues into the grooves during installation.**

The storage environmental conditions should be the same in which the installed flooring is expected to perform in that permanent air conditioning and heating systems should be in place and operational. **The installation room should have a consistent room temperature of between 16 - 24 degrees celsius and a relative humidity environment of 45-60% R/H for 14 days prior to, to allow for proper acclimatisation, , during and following installation.**

**DO NOT install the flooring in unheated, damp, or humid rooms / properties.**

### **Sub Floor Requirements**

#### **CLEAN**

Scrape, hoovered or brushed clean, and smooth. Free of wax, paint, oil, sealers, surface coatings, old adhesives, curing agents, contamination and other debris.

**Check any sub floor surface coating that cannot be removed for adhesive compatibility prior to installing the floor.** Consult the adhesive manufacturer for advice and recommendations before installing the flooring.

**Note: Unclean or contaminated sub floors can result in adhesive bonding failure.**

## **FLAT as per current BS 8201: / BS 8203 / BS 8204**

Within +/- 3mm of over 2 lin metres Sand high areas or joints. Overlay wooden suspended sub floors with sheets of plywood minimum 6mm thick as per BS 8201:  
use the recommended Sika levelling compound for levelling of concrete sub floors.

**Note: Uneven sub floors can result in popping, squeaking, hollow spots, joint issues and premature failure of the floor.**

## **STRUCTUALLY SOUND**

All appropriate sub floor types must be structurally sound with no deflection of the sub floor beneath evident.

**Note: Deflecting, not firm or loose sub floor areas can result in popping, squeaking, hollow spots, joint gaps and premature failure of the floor.**

## **APPROPRIATE SUB FLOOR MOISTURE CONDITION CHECKS.**

Prior to installing your flooring the moisture content of the sub floor must be checked with an appropriate sub floor Hygrometer / moisture meter, and readings **of a maximum of 65% relative humidity** for a concrete sub floor, 10% moisture content for plywood, chipboard or wood based panel sub floors and 0.5% for an anhydrite sub floor obtained.

**B.S. Guidelines, relating to sub floor checking and suitability, are contained within B.S. 8201:2011 and should be followed.**

## **Recommended Sub Floor Surfaces**

**NOTE !! Full bond Glue Down Installation method only: using the Recommended Sika adhesives: (Refer to the Tuscan Flooring Website, [www.tuscanflooring.co.uk](http://www.tuscanflooring.co.uk), for the recommended Sika products ).**

- **Concrete / Screed** that is sound, flat, and has been correctly moisture and humidity checked as per the recommendations above.

**Note ! If any doubts exists in relation to the appropriate moisture content of a concrete sub floor or its ongoing dryness install the recommended Sika Rapid DPM (Damp Proof Membrane) product to eradicate the risk of post installation sub floor humidity or moisture affecting the wooden flooring or employ a professional to assess the sub floor moisture condition correctly.**

- **Plywood - minimum 6mm thickness** that is securely fixed down over a solid sub floor **as per BS 8201:2011** and is, sound, flat, and under 10% moisture content.  
**Note ! - A bitumen paper moisture barrier confirming to BS 1521 must be installed over a wooden suspended sub floor / T&G timber sub floor prior to** overlaying with plywood. Subfloor void ventilations must be to Building Regulations requirements and all sub floor vents be clear to ensure appropriate air flow within the sub floor void.
- **Chipboard minimum 18mm thickness** that is fixed down, sound, flat, level, uncoated, dust & contaminate free and under 10% moisture content.
- **Ceramic, terrazzo & marble** that is fixed down, sound, flat, (overlay with an appropriate levelling compound), and appropriately dry. De gloss / abrade if necessary any shiny surface to be adhered onto to aid adhesion of levelling compounds and adhesives.
- **In screed/concrete water piped radiant Heat sub floors** (following BS8201 and the manufacturers recommendations for using underfloor heating with wood flooring and ensuring the flooring surface temperature **does not exceed 27 deg Celsius** ). Screed surface must be as advised above.
- **DO NOT install Tuscan Herringbone flooring over any form of electric matting UFH system.**

**As flooring manufacturers / distributors we are unable to evaluate each sub floor system and therefore the responsibility for the appropriateness of the sub floor lies with the installer of the flooring.**

## **Tools & Accessories for Installation**

### **Tools:**

**Note:** It is extremely important to use the correct tools for installation as this will result in an easier installation and quality of the finished floor.

- Safety glasses
  - Chalk line
  - Hand saw / power saw
  - Undercut or jamb saw
  - Heel Iron / Bar
  - Tapping Block
  - Tape measure
  - Recommended Wood floor cleaner
  - Moisture meter (wood, concrete or both)
  - Square
  - Spacers / Wedges
  - Broom
- Appropriate notch sized adhesive trowel to suit Sika adhesive.
  - Recommended Sika Wood floor adhesive.
  - Recommended Sika adhesive cleaner or wipes.
  - Recommended Sika levelling compound if required.
  - Recommended Sika Damp Proof Membrane if required.

**(Refer to the Tuscan Flooring Website, [www.tuscanflooring.co.uk](http://www.tuscanflooring.co.uk), for the recommended Sika products ).**

### **Accessories: -**

#### **Bitumen barrier moisture paper to B.S. 1521**

For laying over an existing full wooden sub floor prior to installing a plywood overlay for bonding to.

**Vapor tape** – For taping / sealing the joints of bitumen barrier paper.

#### **3 in 1 profile**

Colour blended 3 in 1 multi purpose edge profile that allows for expansion gaps and a smooth transition between different floor coverings within your home.

#### **Veneer wrap scotia**

Edge trim used to conceal the expansion gap between the edge of the floor and the skirting board.

#### **Sika wood flooring adhesives.**

Adhesives specifically designed for use when installing wood flooring in a full bond stick down manner.

#### **Sika Damp Proof Membranes.**

Liquid damp proof membrane products for sealing and protecting your floor from unsuitable excessively moisture laden sub floors. Always follow the directions given with the use of these products.

#### **Sika levelling / smoothing compound.**

Compounds specifically designed for use to appropriately level a concrete floor surface prior to applying adhesive.

#### **“ Bona ” Wood floor cleaner. ( For U.V. Lacquered or U.V. Oiled floors )**

Floor cleaner specifically designed for use on U.V. Lacquered or U.V. oiled finish floors.

**Bona floor refresher products.** Available for occasional refreshing of the floor finish.

All of these recommended items should be available through your flooring supplier.

# Owner / Installer Checklist

## Important points for correct installation.



Tick

- Check the product carefully. Ensure it is the correct product, acceptable colour shades, character, acceptable sizes, length spec, etc.

- Read the instructions in full before commencing installation.

If you have any concerns at this stage contact your supplier of the goods and clarify any concerns before opening any further boxes and installation of the boards. Claims for the product being unacceptable in any way that is apparent before or during installation will not be accepted.

- Make sure the sub floor is checked for appropriate flatness, soundness, and moisture content using the correct moisture testing equipment. Where installing over a concrete or mineral based sub floors, moisture content compliance to current British Standard BS.8201 should be ensured. Recommendations for wood based sub floors can be found within the fitting instructions supplied.

- When installing a plywood layer overlay over existing wooden floorboards install a bitumen moisture barrier paper conforming to BS 1521: over the existing wooden sub floor first with joints overlapped & taped and edges turned up to above finished floor level to give the boards protection from beneath against seasonal moisture or sub floor void humidity variances. (Its important that the subfloor void ventilation is fully compliant to the building regulations.)

- Use the correct tools – Having the appropriate tools makes the job easier and results in a better finish !

- Make sure the correct minimum 15mm perimeter expansion gap facility is built into the floor as per the recommendations made within the fitting instructions.(?guide)

- Maintain the floor correctly ! – Correct post installation and ongoing maintenance will greatly enhance the performance of you new floor. Leave the enclosed maintenance details with the owner of the floor.

**Note ! – Claims for product failure will not be accepted if the cause of failure relates to poor sub floor preparation, sub floor moisture or performance deficiencies, environmental moisture fluctuations, incorrect acclimatisation, incorrect installation or maintenance methods.**

## Section 2 – Installation Methods

### General Installation points:

- **Herringbone boards are supplied as left handed and right handed types with 50% of each hand in each pack.**
- **The boards should be taken from the packs and separated into left hand and right hand piles ready for installation.**
- **The left and right hand variants of boards should be mixed from several open boxes as this will ensure good colour / shade blending. Ensure only boards of the same handing are mixed – DO NOT mix left hand and right hand boards together !.**
- Use an appropriate tapping block where required to avoid damage to the board edges when tapping together joints.
- **Only open the boxes on the day of installation but store the unopened boxes within the end use room for a minimum 48 hours prior to installation **in normal heating conditions with the environment conditions being 16 – 24 deg C temperature & 45 – 60% relative humidity.****
- Ensure the recommended **minimum 15mm expansion gap** is left at all perimeter edges of, and obstacles within, the laid flooring.
- Always separate adjoining flooring at all door threshold points using a T moulding floor break profile.
- After the floor adhesive has fully cured, clean the floor with the recommended cleaner.

When assembling the floorboards, it is recommended that the maximum laid single room /floor area without additional in-floor expansion facility is 10 linear metres in any direction of the floor.

**Always separate floors between rooms at door threshold points** by inserting an appropriate T moulding profile that accommodates the required 15mm expansion gap beneath it. If the boards are to be laid over an existing solid wooden suspended floors and floorboards **over ply the existing boards with a minimum 6mm plywood** to ensure an appropriate sub surface is adhered to. (see appropriate sub floor types above).

The plywood should be fixed to the sub floor as per B.S 8201: guidelines and have a moisture barrier paper installed beneath it.

The following atmospheric conditions should exist within the end use room prior to and during the acclimatisation period, during and following installation:

- Air temperature – 16 -24 Degrees Celsius.
- Relative air humidity - 45-60%

Damage to the flooring caused by incorrect assembly or excess moisture / damp does not constitute grounds for complaint. Noises due to natural seasonal movement or heating cycles when using the floor are a natural feature of wooden flooring and should be regarded as such and therefore they also do not constitute grounds for complaint. Colour variation and change of hue (darkening) - which is the result of exposure to light & sun rays is also a natural feature of wood and as such is also not grounds for complaint.

### INSTALLATION METHOD:

#### **Full Surface Bond Glue Down Installation Using Sika adhesives.**

#### **Sub Floor Checking and Preparation**

**The sub floor must be checked for suitability in all respects as per the information previously stated above - including flatness, soundness and suitable moisture content - with the appropriate equipment and as per guidelines given in B.S. 8201:2011.**

**The moisture content of a concrete / screed sub floor should be checked carefully with an appropriate moisture meter or humidity box/sleeve as per the B.S references above and MUST have a relative humidity value of less than 75% and be in accordance with BS8204: 2004.**



**If the appropriateness of the moisture content of the sub floor cannot be determined or guaranteed, install an appropriate liquid damp proof membrane that is compatible with the adhesive to be used i.e Sika DPM.**

**Take appropriate measures to resolve any sub floor issues prior to installing the flooring.**

**Note!** A subfloor that is NOT sound and flat could result in the flooring deflecting excessively, and squeaking or creaking of the joints may occur.

**Failure to protect the boards from unsuitable levels of moisture can result in the flooring cupping, expanding and distorting.**

The adhering of the boards directly to the sub floor does not eradicate the occurrence of natural movement of the wood flooring. Therefore **the recommended 15mm expansion gaps must be retained at all perimeter edges of the flooring.**

**Firstly - NOTE !! - THE ACCURACY OF THE SETTING OUT AND MARKING PROCEDURES ARE VITAL TO ENSURE RUN OUT AND GAPPING ISSUES ARE AVOIDED AS THE INSTALLATION PROGRESSES.**

**Regularly check and double check measurements and board / floor alignment prior to starting installation and during installation.**

Consider the required direction of the herringbone pattern in relation to major features in the room and the size of the room.

Once a direction is decided snap a chalk line (A) along the entire centre line of the room and measure the width appropriately from the line to determine the final board cuts and ensure the final boards that will be installed are of suitable length either side of the room. If necessary relocate the initial centre line to suit.

Snap a second (B) & third (C) chalk line either side of the first line at a distance equal to the corner points of the boards when located together – as diagram below.

Use a plywood template/backer board, (D), **cut exactly square** and 50mm larger in size than the length of flooring boards being installed so that it can be used as a template and support for the first boards / rows installed. The template should be located in a diamond shape fashion with its upper and lower points aligned with the right hand side marker line– as point (E) diagram below.

With the lines and template in place spread a relatively small area of adhesive, (F), in front of the template **as per the adhesive manufacturer's instructions**, using the manufacturers stated notch size and type of trowel.

Carefully lay the first left hand and right hand boards, (G) & (H), so that the appropriate corners / end points match in alignment with the previous laid out centre and parallel lines and are tight to the sides of the plywood template.

Install several subsequent rows above the starter rows in the same manner so a base pattern for installation is formed.

Locate further boards in the same manner to the left and right of the starter boards, (J), and measure and mark further left and right hand sets of lines, (K), parallel to the first set to use as board corner marker points as the installation progresses outwards.

Progress the installation of the first three rows until they reach full room width.

**ACCURATE ALIGNEMENT OF THE FIRST ROWS IS VITAL TO ENSURE ALL SUBSEQUENT ROWS ARE INSTALLED SQUARE AND RUN OUT OF ROWS & GAPPING DOES NOT OCCUR.**

**MAKE NUMEROUS ALIGNEMENT / MEASUREMENT CHECKS DURING INSTALLATION TO ENSURE THE BOARDS ARE / ROWS ARE ALWAYS SQUARE AND NOT RUNNING OUT.**

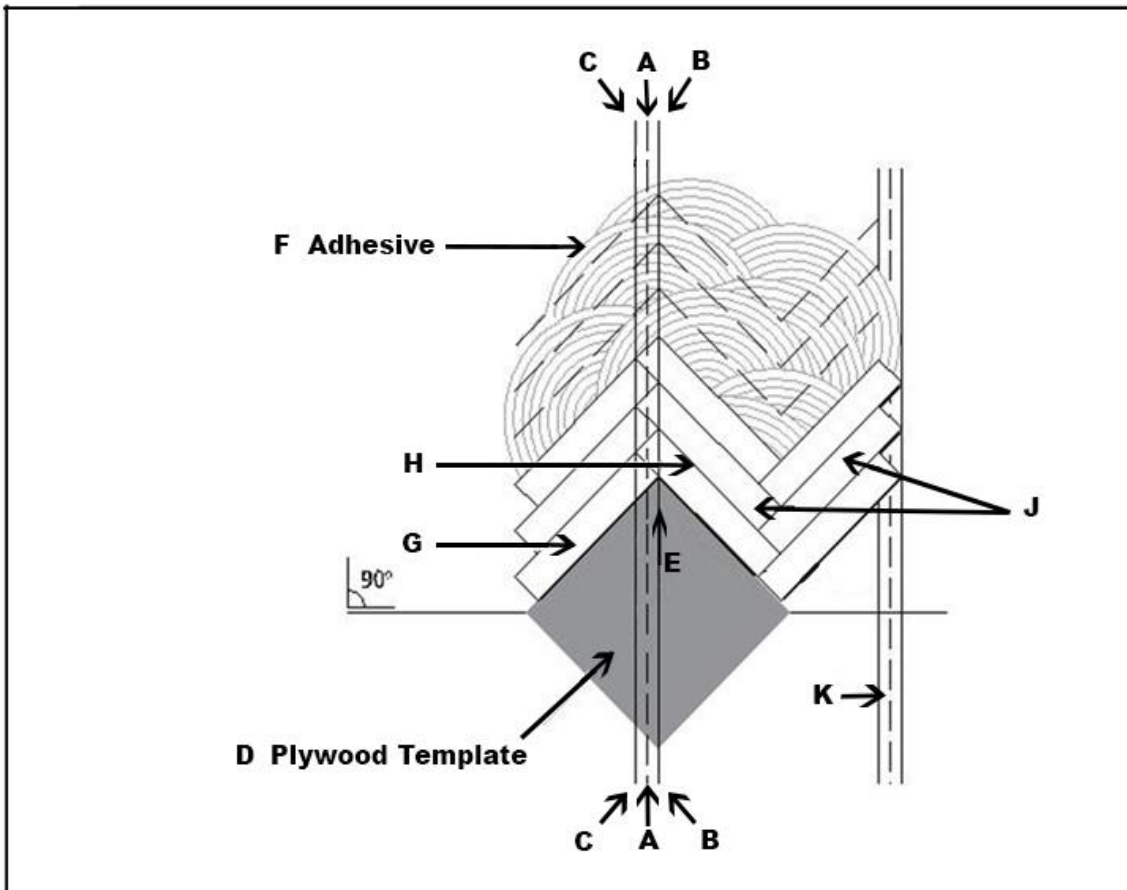
Continue installation in the same manner as the first rows until the installation is complete.

Upon completion of the flooring installation allow the adhesive to fully cure as per the adhesive manufacturers instructions.

Install any required edge and transition profiles to cover the required edge expansion gaps.

Edge profiles at skirting bases should always be fixed to the skirting boards and not the floor surface.

Threshold T mouldings should be fixed to the sub floor and not the floor surface.



## INSTALLATION OF HERRINGBONE ENGINEERED FLOORING OVER **WATER PIPED IN SCREED/CONCRETE** UNDERFLOOR HEATING SYSTEMS

### **CAUTION**

**There are many types and manufacturers of water piped underfloor heating systems, so please ensure that the suitability and recommendations of the particular manufacturer of your system are sought and adhered to BEFORE commencing installation of your engineered flooring.**

This engineered flooring is **ONLY** suitable for use over **water piped in screed or concrete heating systems** that are equipped with electronic temperature controls and with a sensor mounted at the surface of the finished floor to limit the maximum surface temperature to 27°C. **DO NOT** install Tuscan Herringbone flooring over any form of electrical matt UFH system.

Relevant British Standards should be adhered to which includes the B.S. recommendation that **the surface of the engineered wood flooring used over radiant heat sub floors must not exceed 27 degrees Celsius.**

This recommendation must be adhered to as if the flooring is heated in excess of this temperature then distortion of the boards may occur.

The heating pipes must be encased in concrete / screed and must not be in direct contact with the underside of the boards.

Prior to the flooring being installed, the system must be correctly commissioned to provide an even heat/temperature output over the subfloor being installed with the timber floor.

You should **always** consult the manufacturer or supplier of your heating system to confirm its suitability in terms of laying a wooden floor over it, and to confirm that the heat output design is adequate for the over installation with wood flooring and if any specific commissioning processes in relation to your specific system should be employed - both when turning on the system for the first time, and for its use after the flooring has been installed.

Wood species of high contraction coefficient react more to temperature and air humidity changes, which, when combined with a light colour species of wood, may create or emphasise gaps more than other species.

Accelerated colour change of some light species, such as, but not limited to, beech maple & birch, which are more sensitive to heat may occur, so please clarify any queries in this respect prior to installing your chosen engineered flooring.

Check to ensure that the heating pipe work is evenly distributed under the entire surface of the sub floor over which the flooring is to be laid. This will help prevent any irregular heating of the flooring, and therefore avoid any issues relating to board movement between heated and unheated areas of flooring and cold or hot patches within the laid floor.

Do not lay the timber flooring in rooms that have more than one separately controlled underfloor heating zones or in rooms that are not completely served by underfloor heating system.

**Do not use mats or rugs over your wood flooring over floor heating systems** as hot spots can be created under such floor coverings due to the insulating nature of them and may affect the stability and colour change of the flooring beneath them.

Any product failure claims relating to the effects of excessive hot spots under such floor coverings cannot be accepted.

## Prior to Installation of the Flooring

These instructions must be followed in conjunction with the heating system manufacturer's commissioning instructions.

**An UFH system within concrete or a screed does not eliminate the need for correct moisture condition assessment therefore always conduct the standard moisture condition checks stated above. This is particularly important with newly installed systems.**

15 days prior to installation, switch on the normal heating cycle / programme for the underfloor heating system, and gradually increase the temperature setting to achieve 18°C on the surface of the sub floor for the remainder of the specified period. Then switch the heating off for 48 hours prior to commencing installation of the flooring.

The flooring should then be located in the end use environment for 48 – 72 hours subject to it being as per the temperature and humidity conditions for acclimatisation stated above.

Installation of the flooring can then commence.

**NOTE! The maximum recommended under floor heating unit power output is 75W/m2.**

## Following Installation

Re-introduce the heating system beneath the flooring in a **slow, controlled manner,** using incremental staged increases of temperature.

Switch the system on in normal operating mode and at a low operating temperature (less than 18°C). **Gradually** increase the temperature to 18°C at the installed floor surface and leave at this temperature for a minimum 48 hours. Then, if required, **gradually** increase the temperature by 1 or 2°C a day until your normal / optimum temperature has been reached.

**Do not raise the temperature of the flooring surface above 27°C as this may induce movement and distortion of the boards.**

Regardless of the heating system within the property / room, the atmospheric relative humidity in the room should be kept between 45– 60% at all times. Small, inexpensive room hygrometers are widely available to monitor this.

## **CARE & MAINTENANCE OF YOUR TUSCAN MULTIPLY ENGINEERED WOOD FLOOR**

Correct care and maintenance of your engineered wood floor will greatly enhance the performance and look of the floor.

For normal, everyday maintenance simply brush the floor as needed or vacuum using a soft head attachment. **Do not use a metal framed vacuum head or vacuum with hard brush / beater bars as this may damage the floor surface.**

Spillages of liquids should be removed immediately as liquids can damage and stain the floor.

Engineered floors are available in the following finishes:

U.V. cured Lacquer finish.  
U.V. cured oil finish.

Specific or periodic cleaning of the floor can be undertaken using the following cleaning product:

UV lacquer or U.V Oiled finished products - clean the floor with "**Bona wood floor cleaner**", taking care to comply with the manufacturer's instructions on the container.

**Bona wood floor refresher products** are also available for occasional refreshing of the floor finish. Always follow the product manufacturers' instructions.

These maintenance products should be available through your flooring supplier.

Water, fluids, grit and sand are some of the most common items that can spoil and accelerate wear of a wooden floor. In order to protect the floor and minimise wear and damage **follow these simple "Do`s & Don't`s"**

### **Things to "do" and be aware of:**

**Do** - Make use of **door mats** at all external entrances and over high traffic areas of the floor as this will significantly help to avoid dirt and grit being walked on to the floor. Ensure mats are regularly cleaned.

**Do** - Use **furniture protection felt pads** under all furniture legs and feet as this will avoid damage being caused by the movement of furniture across the floor. Ensure these pads are periodically cleaned and replaced.

**Do** - Use **workstation mats** at desks and under desk chairs and in front of any furniture where footfall is continual in a small specific area to avoid damage and excessive wear from castors and continual footfall in these areas.

**Do** - Try to keep the **relative humidity** within the room between 45 - 60% as this will minimise the floor's natural tendency to move during the seasons on the year. Small humidity meters can be purchased via many online companies and should be relatively inexpensive.

**Do** - **Protect your floor from constant direct sunlight** where possible as areas subjected to constant sunlight will age and discolour at an accelerated rate compared to shaded areas of the floor particularly areas immediately behind glass doors.

**Be aware** - If mats or rugs are laid on the floor occasionally **reposition them** to avoid discolouration forming beneath them and at their edges as the flooring ages. (Avoid the use of rugs over a radiant UFH system )

**Be aware** - That your floor is a natural product and as such will show signs of movement i.e minor gapping, occasional creaking etc, during the various seasons of the year as it reacts normally to its environmental conditions.

**Be aware** - That shade and colour variance is also a normal feature of wooden flooring and that **"blending" of the boards** is a normal part of the wood floor installation process to ensure an overall blended acceptable appearance is achieved when fitted.

#### **Very Important "don'ts" and things to avoid:**

**Don't** - **"Wet mop" or "Steam Mop" the flooring** as this may cause excessive expansion of the floor and possible damage to the lacquered and or oiled surface finishes.

**Don't** - Walk on the floor in **narrow hard, or stiletto type, or damaged heels** as this may damage the surface of the flooring.

**Don't** - **Slide heavy furniture or objects** across the floor as this may also damage the surface.

**Don't** - **Use ammonia based cleaners**, acrylic finishes, wax based products, detergents, bleaches, polishes, abrasive soaps or cleaners, or any acidic based cleaners. These types of cleaners can etch or pit the surface of your flooring.

**Avoid** - Letting **pets with claws** run across the flooring and always keep pets claws trimmed as animal claws may scratch the surface of the floor.

**Avoid** - Letting sunlight shine on the floor for long periods of time as this will accelerate ageing of the floor particularly if your room has large windows or patio doors. The use of curtains & blinds is recommended to reduce the effect of U.V. light ageing the floor.

**Avoid** - Using rugs or mats over an UFH as heat spots under such items can result in uneven heating of the flooring and board distortion and gapping issues.

#### **What to do if you have any problems.**

Should any problems be apparent with your engineered Wood floor upon checking the boards prior to, or at the point of installation, you should immediately contact your supplier and advise them of the problem. **If you have concerns of any kind do not start installation of the floor until your concerns have been clarified satisfactorily.**

If any problems with your floor arise **after installation** then firstly contact your installer to discuss. Your installer should be able to remedy the problem if it is installation related, or alternatively report the matter to his / your supplier of the flooring for further assistance.

### **WARRANTY INFORMATION**

Your Tuscan multiply engineered flooring has a limited 25 year domestic / residential warranty against manufacturing defect.

For commercial use applications guarantees are by application only prior to purchase of the goods and the installation commencing.

To maintain the validity of your warranty, your Tuscan flooring must be installed, cleaned and maintained in accordance with the published installation instructions & care & maintenance advice.

**Please Note!** Any long term renovation of your floor involving sanding and re-sealing will render the original warranty invalid.

Should you encounter a problem with your Tuscan multiply engineered flooring then firstly contact your supplier of the product and advise them of your concerns as your installer / supplier should in the first instance investigate your concerns and who can liase with their supplier of the goods in relation to your problem.

A copy of your Tuscan warranty is available via the Tuscan flooring website – [www.tuscanflooring.co.uk](http://www.tuscanflooring.co.uk)

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**DISCLAIMER:**

Note ! This product is a natural material product and therefore variance in natural character will be present. It is the installer and owners responsibility to ensure they are familiar with the product character and overall look prior to installing the product as the flooring itself may be visually varying compared to any marketing pictures or graphics and small samples viewed prior to purchase.

We reserve the right to amend any detail within this document without prior notice.

Errors & Omissions Exempt (E&OE).

The information contained within this instruction leaflet is based on manufacturers recommendations, Relevant British Standards and industry best practices.

It is ultimately the installers responsibility to ensure they are fully conversant with the installation instruction procedures and are suitably trained & competent to carry out the those procedures including sub floor checks and preparations.

If any doubts exist in terms of understanding the procedures and practices for installation then a suitably qualified wood flooring installer / sub floor specialist / contactor should be employed to conduct the sub floor preparation procedures and installation of this product.

E & O E.

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