

Congratulations on the purchase of your new HanWood floor.

IMPORTANT

Read instructions carefully prior to installation, and please check www.qep-aust.com.au for any potential updates to the installation instructions. A installation video is also available to be viewed before commencing installation.

These instructions are intended to assist in achieving optimum installation. Any variation to these instructions by installers may affect the warranties.

OTHER IMPORTANT THINGS TO NOTE

- Samples are designed to be a representation of the actual product. Your finished flooring may contain a varying ratio of knots, saw marks, splits, cracks streaks, and/or colour contrast. Samples under varying light sources including sunlight and room lightening may result in a difference of appearance of the flooring under each condition.
- Store product boxes flat and ensure they are fully supported during shipping, handling and storage. Rough handling can cause damage to the flooring prior to installation.
- Flooring can be heavier than expected always use proper lifting techniques when handling.
- Avoid direct sunlight exposure to minimize the effects of fading of the floor. Prolonged UV exposure will likely have a uniform fading effect on building materials and floors.
- Cabinets including kitchen cabinets and island benchtops cannot be installed on top of flooring
- The minimum expansion gap must be left around the perimeter of the room, in all doorways/ thresholds and all rooms larger than 10m x 10m
- Scotias, quads and transition accessories cannot be fastened to the planks.
- Silicone or caulking compound to hide the expansion gaps should not be used.
- Door Jambs are recommended to be undercut
- Mix boards from several boxes to ensure a suitable variation of colour and shade.

Installation requirements

- Spacers
- Rubber Mallet
- Pencil
- Adhesive Tape
- Underlay
- Saw/Guillotine/Utility Knife
- Ruler
- Tape Measure
- Tapping Block

Underlay

The installation of a minimum 2mm thick underlay with moisture barrier is required. Never overlap edges of the underlay. Tape underlay edges with appropriate adhesive tape. Underlay thicker than 3mm is not advised for a laminate under 10mm thick. Specialist underlays in excess of 3mm are available and can provide additional acoustic and thermal properties, however be using these please enquire with the QEP customer service team on 1300 737 155 for advice on suitability.

Pre-Laying Checks

It is the installer's responsibility to verify that the product supplied is the correct product, colour, pattern and quantity. Prior to installation, each plank should be carefully checked in good natural light for any obvious visual defects. Never install defective product. If the product is incorrect or has any visual defects or damage, contact the Bunnings retailer. Generally, QEP will not be responsible for any visible defects after the flooring has been cut and/or installed.

Site Testing and Conditioning

Concrete sub floors must be tested in accordance with AS1884-2012 for moisture.

HanWood Laminate must be allowed to condition on site for a minimum period of 48 hours, in a dry, well ventilated area with an air temperature between 17°C and 24°C. The temperature must remain within this range for the entire installation period and a minimum of 48 hours after installation completion. The ambient relative humidity in the installation area should be maintained at 40-65% to prevent condensation forming under the laid flooring.

Boxes should be stored no more than 3 high to avoid damage and maximise acclimatisation.

Sub Floor Preparation

Subfloors must be level, smooth, dry and free of any surface irregularities including dust, dirt, oil, grease, paint or other materials or roughness.

Concrete floors must be cured, completely dry, with a surface free of irregularities. When a straightedge/level 2 metres long is placed on the floor, no part of the surface shall be more than 3mm below the length of the straightedge. Depressions and cracks must be filled using a suitable levelling compound.

Existing timber, plywood and particleboard subfloors, must be checked for any loose boards/panels or excessive deflection or movement. If loose boards are found or movement is excessive, the subfloor should be re-affixed and damaged boards replaced.

The floor can be installed over most existing hard flooring (e.g. ceramic tiles and linoleum) provided the floor is flat, dry and in the case of ceramics grout line tolerances are absolutely no more than 2mm wide and 2mm deep.

HanWood Laminate Flooring should never be installed over any electrical radiant heating system - the speed of sudden temperature changes having the potential to negatively affect the floor. HanWood Laminate Flooring can be used over Hydronic Radiant Underfloor Heating systems only.

Before installing over newly constructed hydronic underfloor radiant heat systems, operate the system at maximum capacity for a minimum of 7 days to force any residual moisture from the subfloor. Shut down the floor heating at least 48 hours prior to installation. Refer to the hydronic underfloor radiant heat system's manufacturer recommendations for additional guidance.

Wet Areas

HanWood Laminate Flooring is not water resistant or waterproof unless clearly stated. The flooring system should only be installed in dry areas and not an area that has a continual risk of excessive moisture/flooding.

Perimeter/Expansion Gaps

A standard perimeter expansion gap of not less than 10mm must be maintained against all fixed vertical surfaces (e.g. walls, cabinets, sliding doors, island benches, plumbing fixtures etc.). A trim or scotia should be used to cover the expansion gaps, ensuring the floor is not pinned to the substrate.

The use of Silicone to cover the expansion or perimeter gap is not warranted.

Large Area Installation

For installation over large areas or in between multiple rooms that exceed 10m in length or 10m in width, you must leave a 10mm mid floor expansion gap and use an expansion trim ensuring the floor is not pinned to the substrate.

The use of Silicone to cover the expansion or perimeter gap is not warranted.

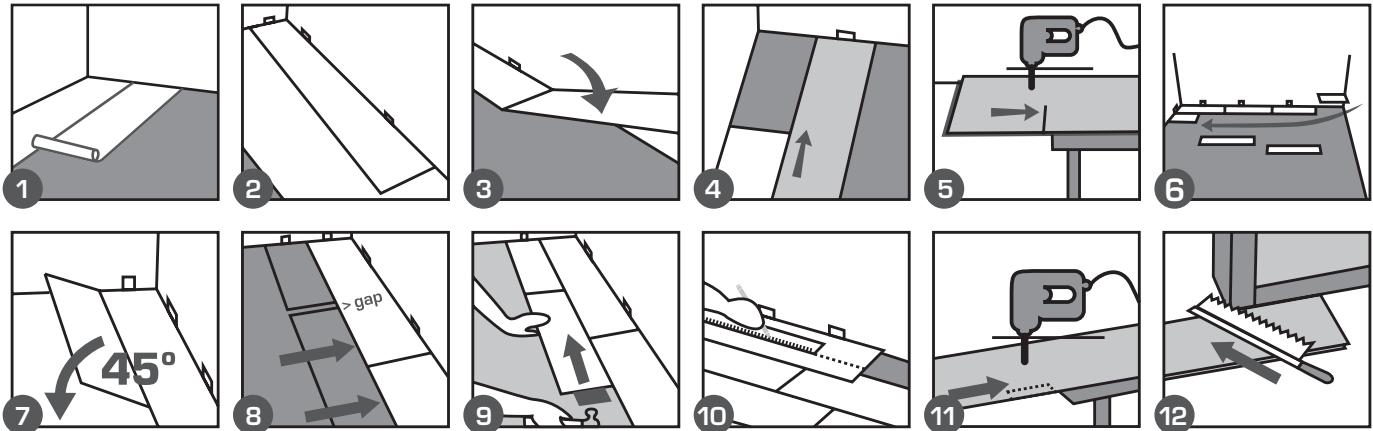
Installation Pre Procedure

As a floating floor, the floor should not be adhered, nailed or pinned in any way to the subfloor or structure.

- 1 Plan the direction of the area to be installed to maximise the visual appearance once installed. The direction of the plank grain should be confirmed and the installation should be balanced from the centre of the area to minimise waste.
- 2 Measure the room and estimate the number of rows required. If the last row is not at least 50mm wide, the first row should be cut so that the first and last rows are similar in width.
- 3 To minimise shade variation, mix and install product from several different packs alternately. After laying a small quantity of product, view from a distance that allows you to see the overall effect.

Installation Procedure

- 1 Run the foam underlay in the same direction as the laminate panels, tape the seams together with vapour barrier tape, or use the self-adhesive overlap included in some underlays.
- 2 From the left corner of the room put the first plank in place using spacer blocks against the walls to maintain the appropriate expansion gap so both the end and side seam grooves are facing outwards. Planks are to be installed from left to right. To assist in laying the first row straight, the use of masking tape across each short end locking system is recommended. Continue this for the first two rows and remove after completion of installation.
- 3 Install the second plank in the first row by laying the short-end tongue onto the previously installed plank short-end groove. Lock the planks together using a soft, white rubber mallet to engage the lock. You will feel the planks lock together as the end join engages. Care must be taken to properly line up the end join and NEVER force the join while out of alignment.
- 4 Continue in this manner for the rest of the first row. The last plank in the row should be cut to length while maintaining the appropriate expansion gap along the perimeter of the room or fixed vertical surfaces.
- 5 Cut a plank that is at least 150mm shorter than the first plank to start the second row or use the cut off from the previous row, keeping in mind the length requirements above. Install the first plank in the second row by inserting the long side tongue into the groove of the plank in the first row at a low angle to the installed plank. Then firmly lower the plank while maintaining a slight pressure toward the installed plank. They should fit snugly together and lay flat maintaining the appropriate expansion gap along the perimeter of the room or fixed vertical surfaces.
- 6 To install the remaining planks in the second row, first align the long edge tongue into the groove of the previous row at an angle. Slide the plank to the left until it meets the previously installed piece.
- 7 Firmly lower while maintaining a slight pressure towards the installed piece. The pieces should fit snugly together and lay flat. Engage the short edge join as in the above.
- 8 Work across the length of the room installing planks in the second row.
- 9 Continue installing, being certain to maintain a random pattern repeat, assisted by offsetting end joins by at least 300mm. Maintain the appropriate expansion gap against all fixed vertical surfaces.
- 10 Check to be certain all planks are fully engaged; if slight gapping is noticed or the planks will not lay flat, simply disengage the long/top side join and then carefully slide the short/end join apart. Do not pull up on this join as it will damage the lock. Reinstall the piece.
- 11 The last row plank width should be no less than 50mm on the long seam. Remember to allow for the appropriate expansion gap to the wall.
- 12 Architraves (doorways) can be installed with a 10mm expansion gap. Or the architrave can be undercut a little higher than the thickness of the board. Adequate expansion must be left.
- 13 Install wall mouldings and door transition mouldings last. Be sure that all mouldings are fastened directly to the wall or subfloor; **do not place any fasteners through the floating flooring**. Care must be taken when fitting wall mouldings that they do not push down on the floor. This will affect the floors ability to expand and contract and may lead to product failure.
- 14 Holes for pipes: measure the diameter of the pipe and drill a hole that is 20mm larger.



NOTE: If necessary, to disassemble your HanWood Laminate floor, separate the whole row by lifting it up carefully at an angle. To separate the planks, leave them flat on the ground and slide them apart.

NOTE: Kitchens and island benchtops should not be installed on top of floating floors as the weight will not allow the floor to expand and contract and will negatively impact the floor.

Post Installation

If construction works are still underway, the floor should be protected from site debris, dirt, soil, traffic etc by use of a protective surface (e.g. sheet plastic, hard boards etc).

Care and Maintenance Instructions

Your new HanWood Laminate Floor has been designed with low maintenance in mind. With a little routine care and regular maintenance, it is easy to look after your Laminate Floor. Just follow the easy steps below:

- Regularly remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum.
- Mop the floor using water a damp mop and a non-abrasive soap-free cleaner to remove any footprints, dirt and other stains or marks.
- As required – any stains or spillages should be cleaned up immediately using a clean white cloth. Stubborn scuffs and stains can also easily be removed using a damp sponge with a diluted solution white spirit.

Never use when cleaning the floor:

- Abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
- Oil, soap, wax or polishes as these finishes may make the floor slippery and can damage and dull the finish on the floor.
- Never flood the floor with water. Excessive water can damage Laminate Floors.
- Steam cleaners are not suitable for use with any floating floor.

NOTE: HanWood Laminate Floors have been designed for internal applications.

Follow these simple steps to achieve many years of enjoyment from your floor:

Additional information to protect your new floor

- Place mats (please ensure the mat does not have a rubber backing) at all exterior doorways and entrances to trap dirt, sand, grit, moisture and other substances from shoes.
- Use wide bearing, clear, hard plastic or non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys and any old hard or sharp edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
- Heavy objects and furniture such as large bookcases, full sized billiard tables or kitchen units including island benchtops should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
- Never drag, 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.
- Laminate floor should be protected from direct sunlight, by use of window tinting, curtains, blinds or awnings.

Warranty

Any claim under this warranty must be made within the specified warranty period which begins from the date of purchase. To make a claim under the warranty, take the product (with proof of purchase) to the store where you purchased the product or contact QEP Australia Pty. Ltd. QEP Australia Pty. Ltd. will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to QEP Australia Pty. Ltd. for consideration.

This warranty is given by QEP Australia Pty. Ltd. ABN 83 087 683 092, 68 Prosperity Way Dandenong South VIC 3175, 1300 737 155, salesaust@qep.com

The warranty is provided in addition to other rights and remedies you have under law. Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

HanWood Laminate Flooring is warranted to be free from the following manufacturing defects for the warranted period: splitting, delamination, twisting, and structural deformation.

HanWood Laminate Flooring is guaranteed not to wear through the decorative coating or to fade (according to EN 13329 which does not include natural aging) or stain during the warranty period provided that the product is used in a normal wear situation in residential environments only (according to EN 13329).

The warranty is conditional upon the product being installed, maintained & protected from damage in accordance with the manufacturer's guidelines contained in each box.

The warranty is restricted to the replacement of defective product only & does not extend to cover claims for consequential loss, damage or expense (including labour & other replacement costs).

Warranty Exclusions

The warranty does not apply in situations where the floor has moved due to incorrect installation, where expansion has been caused by excessive moisture from the sub floor, where moisture has been absorbed into the product as a result of excess water spillage, or where the product has been installed in an external situation.

Making a claim

Any claim must be made in writing & be accompanied by the original sales receipt. The claim must be lodged within 30 days of the defect having become evident. We reserve the right for one of our representatives to inspect the defect before recognising any claim. Where a claim is recognised sufficient floorboards will be provided free of charge but any associated labour costs will be borne by the customer. In the event of the original colour not being available a selection will be made from the colour range at the time.

Compensation under warranty

Any compensation will be in direct proportion to market value of the goods in question. This valuation is based on the life of the floor & the warranty period; e.g. the compensation payable would reduce by 10% for every year of satisfactory use.

Year in which the claim is made, calculated from the date of installation	Percentage
Year 1 to 5	100%
Year 6 to 10	70%
Year 11 to 15	40%
Year 16 to 18	20%
Over 18 years	10%