



# EMBELTON

## ENGINEERED TIMBER FLOORING

# INSTALLATION, MAINTENANCE & WARRANTY GUIDE

READ THOROUGHLY BEFORE STARTING INSTALLATION

All installed boards will be considered as accepted by the installer and/or homeowner. Any defects should be reported to the wholesaler or retailer immediately for inspection and/or replacement. We cannot accept responsibility for flooring installed with visible defects.

Warranty Provider

GP Embelton & Co Pty Ltd | 147-149 Bakers Road, Coburg VIC 3058 Australia T: 1800 889 181  
E: [customerservice@embelton.com](mailto:customerservice@embelton.com) W: [embelton.com](http://embelton.com) | Updated: 01.10.2020

FOR DOMESTIC PURPOSE ONLY

## PRE-INSTALLATION CHECKLIST

### Checking for signs of Moisture



#### Subfloor - Concrete Slabs

- Concrete slabs are porous and allow moisture to pass through as a vapour. Adequate protection must be installed over the slab to prevent moisture ingress into the timber, bamboo or laminate floor.
- Poor drainage and subfloor ventilation often contribute to high moisture content in slabs.
- Chalky slabs - If the slab easily marks when a coin is run over the surface, it may not be properly cured. Moisture vapour as a result can easily pass through the slab and into the floor.
- Wet slabs - Concrete slabs in new build homes must be allowed enough time to cure properly.
- Moisture content must be below 5% before any installation is commenced.
- Moisture readings should be taken prior to installation, with records kept.



#### Subfloor - Timber Substrate

- Houses built on battens and joists require adequate ventilation and drainage underneath to ensure no moisture can build up underneath the substrate.
- It is mandatory to conduct moisture checks of the timber subfloor using a calibrated surface moisture metre, with records kept.
- Moisture content must be below 12% prior to installation, and must not exceed this level at any given time.



#### External Site Inspection

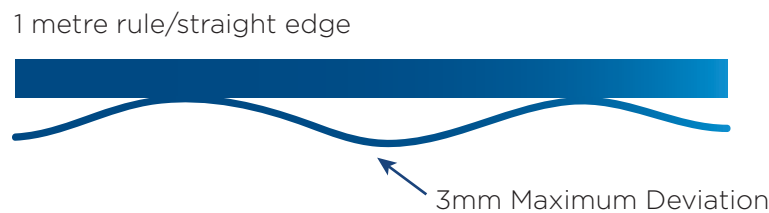
- Ventilation - Check there is sufficient airflow underneath the structure to prevent moisture build up below the substrate.
- External drainage - Poor drainage will allow moisture to build up under the property. Check for garden beds against the walls of the foundation. Ensure foundations are thoroughly checked prior to installation.
- External Plumbing - Check for leaks.
- Blocked Downpipes - Causes moisture ingress into walls, which can enter the floor.



#### Internal Site Inspection

- Leaky Equipment - Check for watermarks around doorways, ceilings and walls from fridges, washing machines, dishwashers, heating and cooling appliances.
- Leaky Fixtures and Seals - Check for poorly sealed sinks, shower basins and other plumbing fixtures.
- High Humidity Heating and Cooling Systems - Evaporative coolers are not recommended with engineered timber, bamboo or laminate floors as if not used correctly, they can cause extreme internal humidity levels. It is essential in these high risk installations, that maximum raft size and expansion allowances are adhered to.

## Floor Levels



- **Relevant Industry Standards** - require that subfloors must have no more than 3mm deviation over 1m.
- **Squeaky Floors** - Poorly levelled subfloors can cause squeaking in engineered timber, bamboo and laminate floors. Therefore all efforts must be made to ensure your subfloor is within industry standards in order to satisfy warranty conditions.
- **Levelling Checks** - Using a straight edge tool, levelling checks must be performed, with results recorded in case of future warranty claims.
- **Floor Prep** - Where levelling is required, detailed logs should be recorded, including post levelling. Recommended options are outlined in the Installation section.



## The Internal Environment

### Underfloor Heating

- Embelton engineered timber, bamboo and laminate floors are not warranted over underfloor heating systems.

### Optimum Laying Conditions

- Normal living conditions under which the floor will be exposed, is optimal for installation.
- Room temperature should be between 15-30 degrees.
- Humidity levels should be within 30-70%.
- Floor should never be exposed to temperatures greater than 42 degrees.

### Appropriate Window Furnishings

- Harsh direct sunlight will dry out and contract engineered timber, bamboo and laminate floors, as well as cause discolouration.
- Check all external windows and doors have appropriate furnishings such as blinds, shutters, curtains and window tinting to prevent harsh direct sunlight affecting the floor.

### Heat Sources

- Excessive dry heat will cause engineered timber, bamboo and laminate floors to contract, which can cause gapping between boards.
- Use of internal heating systems such as floor ducted heating vents and fireplaces, must be regulated at all times to prevent the floor from drying out.

### Maintaining Relative Humidity

- Excessive dry heat will cause engineered timber, bamboo and laminate floors to contract. It is important that the floor's environment is regulated to normal living conditions once the installation is complete.
- Exposure to prolonged dry periods will cause the timber to contract, which can cause minor surface checking. Can often occur in unoccupied new build developments, so it is important that the floor's environment is regulated to normal living conditions once the installation is complete.
- Where appropriate fill vases and sinks to allow the floor to draw some moisture from its environment.



## Product Inspection

### Acclimatisation & Storage

- Up to one week's acclimatisation is essential in areas that are particularly humid, cold, wet, hot or dry. Boards installed in a humid environment will naturally grow, hence the requirement for acclimatisation in areas such as QLD.
- If the product is to be stored onsite, the cartons should only be opened when the installation is ready to commence. They should not be left opened for several hours/days.
- Once the product is laid, the internal environment must be regulated to normal living conditions.

### Defective Boards

All installed boards will be considered as accepted by the installer and/or homeowner, therefore it is essential that the boards be thoroughly checked pre-installation, with adequate lighting.

Defective boards must not be laid and it is the responsibility of the installer to remove prior to installation.

Boards should be checked for the following prior to installation:

- **Board Defects** - Boards from multiple packs must be checked for defects such as chips, delamination and dents.
- **Excessive Colour Variation** - Boards from multiple packs must be checked for excessive colour variation. While timber is a natural material, and colour will vary between boards, blending boards from multiple packs during installation will balance out normal colour variation.
- **Excessive Feature (engineered timber and bamboo only)** - In packs of bamboo and timber, there will always be boards with heavy feature. Boards with excessive feature should not be laid, or laid in low visibility areas, such as cupboards.
- **Moisture Content** - Randomly selected boards should be checked with an appropriate moisture meter prior to installation. Moisture content should read between 8-10%. Boards that have a moisture reading outside of these limits should not be installed, and Embelton should be contacted for advice.
- **Bow and Spring** - Boards must be checked for bow and spring. Standards for this length of board allow 13mm of bow and 5mm of spring.
- **Locking System.** Check that it is clear and free of debris.

## INSTALLATION

### Direct Stick Vs. Floating



#### Direct Stick Method - Engineered Timber & Engineered Bamboo ONLY.

- Feels, and sounds better than a floated application.
- Allows for bigger raft sizes, as the floor won't contract and expand like a floating floor
- All direct stick applications must include a suitable moisture barrier.

#### Floating Over Underlay

- For floated applications, the use of Hydro-Stop or an equivalent underlay with a 200 micron black plastic is mandatory under all Embelton engineered timber, bamboo and laminate flooring.
- Where the underlay does not have a minimum 200 micron thick plastic layer, builders black plastic should be laid underneath.
- For Hydro-Stop or equivalent underlays that have a moisture proof self-adhesive backing, ensure that an adequate seal between the joints is achieved (It is recommended to use a weighted roller or press the underlay joints firmly together to achieve an effective seal). Any gaps at the joints will compromise the moisture barrier properties of the underlay.
- Underlays that do not have a self-adhesive at the joints must be overlapped by a minimum of 200mm and be sealed with a moisture proof tape.
- All underlays are to run up walls and fixtures to thickness of the flooring.



#### Raft Sizes & Expansion Gaps

- Engineered timber, bamboo and laminate flooring are natural materials and will expand and contract according to the environmental conditions.
- In floating applications, expansion gaps allow the floor to contract and expand as a 'raft'.
- The bigger the raft size, the greater the floor can contract and expand, requiring larger expansion gaps.
- If the raft doesn't have enough expansion, the boards will move and grow against each other resulting in issues such as cupping and peaking.
- In areas of high humidity (e.g QLD), or cold wet areas, engineered timber, bamboo and laminate floors will absorb moisture and expand more than normal. If floating, minimum 15mm expansion gaps must be installed, and maximum raft size allowances must be adhered to.
- Timber, bamboo and laminate flooring will always contract and expand more in the width than the length, therefore extra allowances should be made for expansion across the width of the floor.

#### Maximum Raft Size Allowances

Product	Dry Areas (South of Brisbane)	Humid Areas (North of Brisbane)
Engineered Bamboo	L: 10m x W: 8m	L: 8m x W: 8m
Engineered Timber	Floating: L: 10m x W: 8m	Floating: L: 8m x W: 8m
	Direct Stick: L: 16m x W: 12m	Direct Stick: L: 10m x W: 8m



## Expansion Gap Requirements

### Floating Applications

- A minimum of **10-15mm** expansion gap must be left around the perimeter and internal objects such as kitchen benches.
- As a general rule, for larger raft sizes (up to 10 x 8m), or for more humid environments, please allow 15mm expansion.
- Where required, undercut the gyprock for greater expansion allowances, particularly in high humidity environments.
- Doorways and adjoining rooms are ideal places to install internal expansion trims to separate the floor into smaller rafts.
- Door frames and architraves need to be undercut to allow movement of the raft.
- Scotia, beading and skirts will adequately cover the expansion gaps.

### Direct Stick Applications

- As the floor is direct stuck to the substrate, reducing the ability of the floor to contract and expand, a smaller allowance of **8-10mm** is allowed.
- For longer runs over 10m in Length or Width, allow 10mm expansion gaps.



## Subfloor Preparation

Ensure that the subfloor is clean, flat, dry, smooth and level before installation.

### Floor Levelling - Concrete Slabs

- Subfloor must be within Australian Standards which allow for height differences of +/-3mm over 1m.
- Grind high spots and fill low spots with a levelling compound to ensure the subfloor is level.
- Embelton recommends Bostik UL-200 levelling compound.
- Carpet staples or glue residue must be removed and subfloor must be clean to ensure proper installation.

### Floor Levelling - Yellowtongue & Chipboard

- Correct any changes in height difference by planing, sanding humps (high spots) or by filling depressions (low spots) with timber filler.

### Floor Levelling - Existing Floorboards

- When direct sticking, previously coated timber surfaces should be sanded and be free of dust, oil or contaminants to ensure adequate adhesion between old and new flooring can be achieved.
- Height differences of more than 3mm +/- over 3 meters must be levelled.
- Boards will be more stable if laid at a 90 degree angle to the existing floorboards.

### Moisture Barriers & Underlays

- **Bostik Combined Moisture Barrier and Adhesive. (Direct Stick for engineered timber and engineered bamboo only)** Bostik 3in1 is a combined moisture barrier and adhesive, also offering excellent acoustic performance. Easy to use and efficient option for glue down.
- **Paint on Moisture barriers.** Embelton recommends Bostik Moisture Seal. Correctly applied, this is one of the most effective moisture barriers. Suitable for direct stick and floating installation methods.
- **Embelton Hydro-Stop underlay.** High quality 2mm closed cell acoustic foam underlay, with an Inbuilt 200 micron plastic layer which acts as an effective moisture barrier.
- **Builders Plastic.** Thick black builders plastic with a minimum 200 micron thickness is suitable for installation under standard underlays to act as an effective moisture barrier.



## Best Practise Tips

- Pre-select boards that blend best with matching scotia, skirts and trims.
- Stagger boards to ensure a more favourable overall appearance of the floor. Boards in adjacent rows should be staggered at mid point when the boards are equal length. When installing boards of random length, ensure that the staggered length is at least 20cm. End boards must be greater than 30cm in length.
- Check door and door frame clearances to ensure that doors will move freely without contacting the floor surface.
- Although floating floors can be installed in any direction, as a rule, they are usually installed perpendicular to a window. Installing the floor parallel to the longest wall tends to make a room appear larger.
- You will get better results by laying two or three rows in advance to get an eye pleasing distribution of the plank.

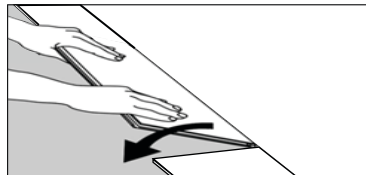


## INSTALLATION INSTRUCTIONS

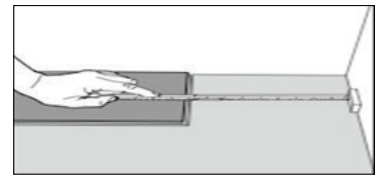
All flooring with Tongue & Groove Locking Systems are to be installed by a professional flooring installer.



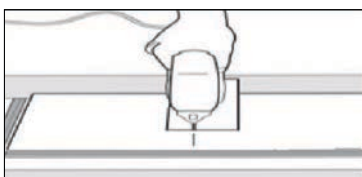
1. First plank, first row. Place a spacer 10-15mm thickness to the left and position the plank against the wall. Later, after 3 rows, you can easily position the flooring against the front wall with spacers of 10-15mm.



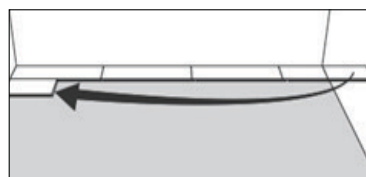
2. Second plank, first row. Press the short end of the next floorboard at an angle to the first one, then lay down, Complete the first row. The boards can also be lightly tapped up without lifting.



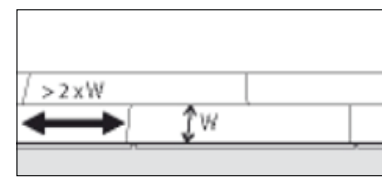
3. At the end of the first row, place a spacer 10-15mm to the wall and cut the length of the last plank to fit.



4. For a clean cut, the top surface should face down when you use a jigsaw, or circular handsaw and up when you use a handsaw or a crosscut saw.



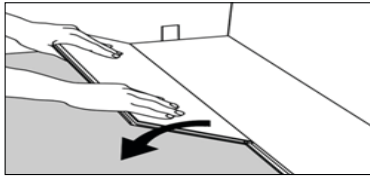
5. Second row, first plank. Minimum length 300mm. Place a spacer against the wall.



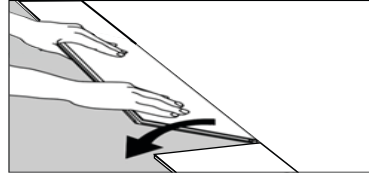
6. Minimum distance between short ends of planks in parallel shall not be less than 200mm.



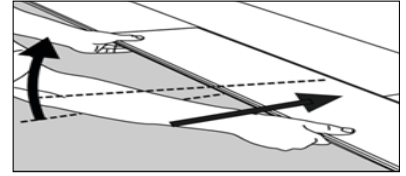
## INSTALLATION INSTRUCTIONS CONTINUED



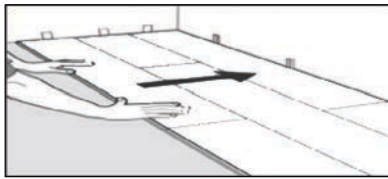
7. Place the floorboard at an angle against the floorboard in the previous row, press forward and fold down at the same time. A rubber mallet and tapping block may be necessary.



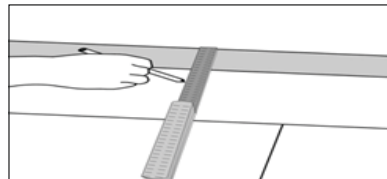
8. Second plank, second row. Place the short end of the floorboard at an angle against the previously installed floorboard. Fold down. The boards can also be tapped up without lifting.



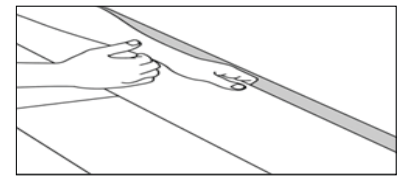
9. Lift floorboard (together with the previously installed floorboard in the same row) lightly up (about 30mm) and push it against the row in front. Push down when the floorboards are positioned tightly together.



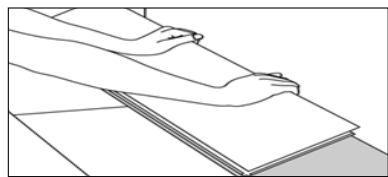
10. After 2-3 rows, adjust the distance to the front wall by placing spacers 10-15mm



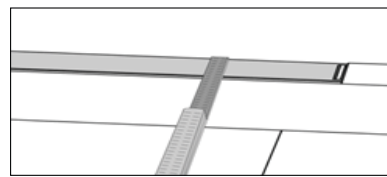
11. If the wall is uneven, the floorboards must be adapted to its contours. Mark the floorboards with the contour of the wall. Do not forget to leave a 10-15mm space to the wall.



12. To remove the first row, lift the floorboard a few centimetres and tap along the joint. Cut the floorboards as required.



13. Reinstall the first row from left to right. Press the boards against the edges of the floorboards that are already in position, with the first strip.



14. Last row. Minimum width 30mm. Remember, the space to the wall is 10-15mm. TIP! Place a spacer before measuring. Cut the panels lengthwise and install.

### Disassembling

Your floor can easily be disassembled. This enables replacement during installation and also after made installation, when it is needed or desired to replace one or several planks, or even the whole floor. Release by angling up.



Your floor is designed with low maintenance in mind, however, from time to time a timber floor will require some maintenance. Follow these simple steps to achieve many years of enjoyment from your floor.



## Preventative Care Tips

### Preventative measures are very important in maintaining timber floors

Clean the floor regularly using dry cleaning methods. Suitable methods include using a microfibre spray & mop system, soft broom or vacuum with a soft brush attachment only. Regular removal of surface dirt and grit will prevent the surface from being scratched. To remove water soluble dirt, clean using a PH neutral Wood Floor Cleaner. First dry clean the floor to remove surface dirt, etc. Spray the surface sparingly with Wood Floor Cleaner and clean using a microfibre cleaning pad. Rinse cleaning pads regularly in clean water during use and replace when dirty. Most cleaning pads can be washed in a washing machine after use, check the manufacturers recommendations.

- In areas of excessive traffic and wear, please make use of runners or area rugs. Install a good quality mats both inside and outside of external doors. Mats should be as large as possible and be able to remove both grit and moisture.
- Regularly move rugs and mats to reduce spot fading. Direct sun exposure will alter the appearance of the coating and timber.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances. Do not use rubber-based furniture or mats as the rubber may leach into the floor.
- Whenever possible remove your shoes. Spiked heels or shoes in need of repair can severely damage your floor.
- Keep animal nails trimmed to prevent excess scratching.
- Protect your floor by using a dolly for moving furniture or appliances. Try not to slide or roll across the floor.
- Maintain relative humidity levels between 30% and 70% and temperature between 15-30°C
- All doorways and adjoining rooms should have expansion joints.
- Sweep or vacuum as often as necessary to remove any loose dirt or grit before it can scratch the floor. Only if required, use a slightly damp mop only - avoid excessive or pooling water. Steam mops must never be used.
- Wipe up all spillages immediately. Animal urine, cooking fats, and other similar materials can damage the floor if left on the surface for any length of time. This may result in permanent staining in some cases.
- Oil soaps, wax, liquid or other household products may affect your coating and should be avoided.
- Avoid prolonged exposure to direct sunlight through the use of blinds or curtains.

**Embelton recommends Bona Timber Floor Cleaning Products.**



## Repairing Scratches

Embelton recommends the following repair accessories:

- For darker timbers, we recommend Gilly Stephenson's Scratch Cover for dark wood floors
- For lighter timbers, we recommend Gilly Stephenson's Orange Oil for pale wood floors
- Alternatively, consult Embelton for a colour matched crayon-type filler stick, designed for use on UV-finished wood floors
- Please contact Embelton Flooring for advice prior to any major rectification.

## FLOOR MAINTENANCE



### Maintenance

If areas of the floor begin to look dull in comparison to the remainder, the use of a Wood Floor Refresher should be considered. Wood Floor Refresher is designed to restore an even sheen to the surface whilst giving added protection against future traffic. Typically, floors maintained using a Wood Refresher can be refurbished in the future without having to be sanded back to bare timber.

**Please note:** Staircases have a specific requirement for slip resistance and a Refresher should not be used on stair treads.

Please consult the manufacturers datasheets and instructions before applying these products. The Manufacturer's instructions may be found on the product labelling or available on their website.

To Refresh the floor, thoroughly clean the surface using a Wood Floor Cleaner. Allow the surface to dry. It is very important that the floor is as clean as possible, otherwise any deposits of dirt, etc. may become trapped beneath the layer of refresher and will remain visible.

Apply an even application of refresher, using an applicator pad. After the specified duration, the floor may be trafficked and put back into normal use. Reinstating rugs, furniture etc. should be avoided for 24 hours. It is important that the whole floor is treated rather than small areas. Trying to coat small areas will result in visible differences in the sheen level.

### Refurbishment



Regular maintenance of a floor will extend the time before refurbishment is required. Refurbishment of timber flooring is usually related to appearance issues from damage such as scratches or indentations rather than wear and is at the discretion of the user. This type of damage can be controlled using preventative measures but inevitably over time the appearance of the surface will deteriorate.

Ideally the application of a refresher will be carried out before the floor is damaged to a point where a complete refinish is required. To refurbish the floor please consult with a coatings manufacturer for instructions before applying an application of the appropriate finish.

### Restoration – Sanding and Re-coating



Timber can be sanded and rejuvenated with a polyurethane or water-based coating to restore the overall appearance of the floor. Sanding and re-coating of any Embelton Floating Floor should only ever be carried out by a professional flooring contractor. If you are considering refinishing your floor, please consult a professional finishing service or Embelton for advice.



## PRODUCT WARRANTY

The benefits to the consumer under the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. 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 major failure. All expenses related to warranty claims are the responsibility of the consumer making the warranty claim. The original purchaser of Embelton flooring in Australia is offered the following warranties, effective for purchases made after 1st June 2010. Please note this product is warranted for indoor use only, and is not transferable in the event of a property sale. Embelton Floating Floors installed in rental properties are covered under Embelton's 10 year commercial warranty, not this 25 year residential warranty.

### 25 Year Limited Surface Warranty

The manufacturer warrants to the original purchaser that the top surface layer will not wear through under normal conditions of wear and tear, for a period of twenty-five years from the date of purchase. Gloss reduction and scratches caused by regular traffic are not considered wear through and are not covered by this warranty. The warranty becomes effective on the date of purchase.

### 25 Year Structural Integrity Warranty

The manufacturer warrants its product in its original manufactured condition to be free from defects in material and workmanship, including dimension, lamination and assembly (may not apply to special or non-standard grade specifications, as advised at the time of sale).

## Notes

Embelton Floating Floors must be laid indoors in suitable areas. While they are tough and durable, they are not appropriate for outdoors or humid spaces such as bathrooms and saunas. As such, this warranty does not cover floors that are laid in unsuitable areas. As a natural product, Embelton Floating Floors will continue to expand and contract during normal seasonal temperatures and humidity changes. The product, when properly installed, may experience slight expansion, contraction and separation between boards, which is normal. If minor separation does occur, it is not covered by this warranty. Expansion gaps should be installed as required. Minor Checking is a natural occurrence in many timbers. If less than 10% of boards are affected by checking, this is regarded as a natural process and will not be covered in this warranty.

Product thought to be defective by the installer should be returned to your dealer for inspection and possible replacement prior to installation. Installation implies acceptance of the appearance of the product. If a flooring product from Embelton should fail to meet the Terms of the Warranty, G P Embelton & Co. Pty Ltd and the manufacturer, at its option, will either supply a replacement product from the current range, parts to repair or replace the defective product, or refund the purchase price of the defective product prorated over the remaining life of this limited warranty. A minimum of 10% of the total installed surface area must be affected for the warranty to apply. This warranty is exclusive. It covers the repair or replacement of defective materials only. It does not cover mouldings or accessories. It does not cover labour costs. Installation of the replacement products will be at the buyer's expense. The above remedy is the customer's only and is an exclusive remedy for claims under this warranty.



## PRODUCT WARRANTY

### Conditions

The manufacturer will honour claims under this warranty, only if all of the following conditions are satisfied:

- The covered person must provide proof of date of purchase, original purchase price and that he/she is the original purchaser. He/she must also demonstrate the floor is at the original installation site
- At all times between purchase and installation, the flooring must be properly stored according to installation instructions.
- This warranty applies to interior residential construction only.
- The flooring must be installed in accordance with the installation instructions. Relative humidity in the area of use must be maintained within a range of 30% to 70%. Room temperature of 15-30°C is recommended.
- The use of evaporative cooling will dramatically increase the moisture content of the flooring and can cause growth of the boards, resulting in possible squeaking or damage.
- Embelton Floating Floors must be maintained in accordance with the maintenance guide.
- The warranty will be made void if unusual man-made or natural disasters, including leaking or broken plumbing, fire, flood, earthquake or standing water occur during or after installation.
- Heavy objects and furniture such as bookcases, billiard tables or kitchen units 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 and possible failure.

### Warranty Exclusions

The manufacturer's warranty does not cover the following:

- Indentations, scratches, damage caused by negligence or accident, water ingress, insects, animals, high-heeled or spiked shoes, urine and high traffic areas.
- Failure to follow the manufacturer's written floor installation instructions, including protecting the floor from moisture from the subfloor and other sources.
- Exposure to excessive heat, sunlight or improper humidity in the environment.
- Improper maintenance, insufficient protection or misuse.
- Where subfloor heating is used.
- Improper alterations to the original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in colour or appearance due to full or partial exposure to sunlight, weather, ageing or refinishing.
- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately levelled (+/- 3mm over 1m).
- Damage/growth/moisture gain from evaporative cooling.
- Failure to maintain adequate ventilation. Most commonly, this may result if areas of floor are closed off for extended periods of time causing excessive heat leading to moisture loss and damage to the floor.

### Warranty Disclaimers

The foregoing is in lieu of all other warranties expressed or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose, except as covered by Common Law. The manufacturer shall not be liable for loss of use or any other incidental or consequential costs, expenses or damages incurred by the original purchaser. This warranty gives you specific rights and you may also have other rights that may vary from State to State. It should be read in conjunction with G P Embelton & Co. Pty Ltd's General Terms and Conditions of Sale (available upon request).

### Does my home have suitable ventilation and drainage?

Airflow under and/or around a floor is essential. Normally brick homes have suitable ventilation slots around the brickwork, but it's important to ensure these have not been filled in over the years or become overgrown by garden beds. Drainage is also essential to ensure water is not trapped around or under your home. Failure to ensure this can increase the moisture content in your floor and potentially cause issues.

### Why does my floor look slightly different to what I imagined?

Photos in magazines or the internet will not give you a realistic representation of full species colour or feature. Even a sample flooring board provides just a representation of the colour and features in that species. It might be noted that many species and types of flooring have a great spread of natural variance and are affected by seasonal and climatic changes. Within a single species the colours and colour variation can be quite pronounced and can differ markedly from one floor to another.

### How will my floor wear?

Hardness indicates a species resistance to indentation. Damage to floors may occur due to continual movement of furniture, heavy foot traffic and in particular "stiletto-heel" type pressure. Embelton flooring ensures improved resistance to indentation and abrasion. Minor surface scratching in the coating can be repaired with Gilly Stephenson oil by the home owner on a regular basis.

### How do I care for my floor?

A simple brush or a light vacuum keeps floors looking great. If household pets or children have dragged mud through the house a micro fibre mop and a light mist of water removes the grime with ease. A minimum amount of water is the key. Many household chemicals and cleaners will damage floors and must not be used. There are many aspects that affect how often the floor requires cleaning and these include the degree of grit present (particularly from children and pets), type of exterior and interior matting used, the level of foot traffic, type of footwear and general conditions of the area outside the house, such as abundant gravel or sand. Spills should be mopped up when they occur and any leaks attended to immediately. Steam mops should never be used on your floor.

### Does the climate and environment of my home affect my floor?

It is important to have an understanding of the relationship between your flooring, humidity in the surrounding air and the dimensional changes that occur as a result of changes in humidity.

During weather conditions of consistently high humidity, your flooring will absorb moisture from the surrounding air causing it to swell or increase in size. This can cause squeaking or creaking due to the tightness of the boards.

Conversely, during drier times when humidity is low, your flooring will shrink, reducing in size. Your flooring, if not placed in a permanently controlled environment, will always move in response to changing environmental conditions.

Ultimately consumers should understand that as a natural product, your flooring will continue to respond to its environment throughout its life.


### Do heating systems, refrigerative air conditioning and evaporative coolers alter the conditions of my flooring?

Any of these products can have an adverse effect on your floor if they are used for extended periods or incorrectly. You must advise the flooring retailer of your normal usage habits when choosing your floor and ahead of installation as these will dictate the product's suitability and installation method.

The home should be kept to a regulated temperature and relative humidity. This will also ensure your floor is in the right controlled environment.

### What impact will large expansive windows or skylights that face the sun for extended periods have on my floor?

If a floor is constantly in direct sunlight this may cause unwanted fading, shrinkage and even some damage due to surface drying. All efforts should be made to protect floors from harsh direct sunlight using window coverings, window tinting or other shade methods such as pergolas or verandahs.



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