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# STORAGE, FITTING & MAINTENANCE INSTRUCTIONS

No. 06A-2019

V1.1 17/01/19

## Manufacturing Tolerance:

Engineered floors are manufactured in accordance with accepted industry standards, which permit tolerances not to exceed 5%. The tolerances may be of a manufacturing or natural type (this does not include colour variation). We supply flooring material in accordance with our Product Specification and Data sheets subject to this 5% tolerance.

## Specification and Defects:

It is the responsibility of the buyer to examine goods supplied by the company and to identify defects in materials and/or workmanship which might cause damage or injury. Illustrations, descriptions, weights and measurements shall be taken by the buyer as a guide only, and are not binding in detail. The company reserves the right without notice and without affecting the validity of the contract to make such changes in materials, dimensions and design as are reasonable and desirable. No claims for damages / discrepancies can be made after installation as installation of our materials constitutes acceptance of the product in its current state.

Exposure of the flooring to sunlight will alter the colour of the floor, exposure for prolonged periods to excessive heat from the sun through glass in summer (such as conservatories) will make it shrink and it will then expand in winter, this will happen even with engineered flooring, this is a natural reaction for wood floors which is not considered a defect.

While the company endeavours to hold sufficient stock to meet all orders, if insufficient stock is held or the stock item has been discontinued, the company may, at its discretion, supply or deliver a substituted product or refund the buyer for such goods as soon as possible.

## Storage of Wood Flooring:

We will not accept returns or claims of any kind if the wood flooring has been delivered before the completion of wet trades including plastering, plumbing and any trades that will increase the humidity of the building. Wood flooring should not be stored in any area where the humidity is more than 60% and must not be subjected to direct heat if an area is damp and you are trying to dry it out. We cannot accept any returns or claims if you have decided to store the flooring yourself prior to fitting.

No claims can be made against quality or the condition of the flooring if you have stored it on site, or anywhere else for more than 30 days and we cannot accept any returns where you have had the flooring for more than 30 days. **We will not accept any returns of cartons of wood flooring if the shrink wrap on the cartons has been removed.**

**DO NOT** take boards onto site until all **WET** trades have been completed and Relative Humidity is less than 65%.

Stack cartons 50mm off the substrate supported along their full length, a minimum of 500mm from any wall, and allow the wood boards to retain a moisture content of between 6% and 9%. The moisture content of the substrate must be as detailed in BS8201:2011.

## Cementitious Boards dry fit as fitted

Cement and sand screed must be less than 75% relative humidity for floating engineered wood flooring & less than 65% relative humidity for full trowel applied glue down of solid and or engineered.

*Calcium sulphate screeds must be fully cured either <65% RH or <55% for glue down alternatively, <0.5% determined using the calcium carbide (CM) method. Ensure any laitance or surface treatments are removed in accordance with the supplier's instructions. For more information, please refer to the 'Subfloors for Wood Flooring and Remedial Work Advice' section of our Technical Library, accessible on our website.*

Some screeds are modified and the strict instructions of those manufacturers for testing must be followed.

Timber battens must have moisture content (MC) of no more than 12% Timber based softwood floorboards /plywood panels must be dry to within 2%M.C for wood flooring wider than 100mm maximum wood-based subfloor being no more than 12%M.C. For wood flooring less than 100mm 4%M.C is acceptable with maximum of 12%M.C of wood-based subfloors.

Timber subfloors must be no more than 12%M.C. and our flooring should always be fully bonded with the SW 890 adhesive unless it is a "click System". All surfaces must be dust free, stable and manufactured to BS Standards.

## Fitting:

**All wood Flooring products should be fitted in accordance with BS8201:2011** which is the 'Code of Practice for flooring of timber, timber products and wood-based panel products'.

Normal manufacturing tolerance of 5% have been set to allow for de-selection of material if deemed unsuitable for the installation. An additional 3% allowance should be made for cutting or wastage to the net square meters required.

***Protection:** If there are any other trades that need to work after the floor is fitted it must be protected properly. Do NOT use plastic coverings because they are not breathable and, in some cases, if exposed to sunlight can affect the floor. The correct method is to use a "Breathable Soft Membrane" then lay hardboard on top and fully tape the hardboard sheets together at the joints. Do not apply tape to the wood floor. This should prevent any dust and particles contaminating the floor underneath. The hardboard covering should be fully vacuumed prior to removal. If remedial works are being done on walls and there is plaster or cement dust, under no circumstances should water be used before fully vacuuming the floor. Cement and Plaster are corrosive materials and will damage any floor. If this type of protection is not installed and subsequent damage occurs to the floor or finish then all warranties on our floors are null and void.*

**Underfloor heating:** If the boards are to be installed with under floor heating, please see the under-floor heating instructions on our website and refer to BS8201:2011. You should only use engineered boards with underfloor heating and the surface temperature must not exceed 27 degrees. If the surface temperature exceeds 27 degrees and any of the installation conditions are not met then we cannot validate the warranty our products.

The installation of the flooring must be carried out according to our recommendations in the underfloor heating technical section, the most important aspects being that the underfloor heating system must be commissioned and working at full temperature to test the controls and then turned off so it is completely cold and left for 2 days. The floor should then be installed and left for 72 hours before starting the underfloor heating system which must be gradually turned up by no more than 2 degrees a day. In addition, excessive sunlight and extreme temperature and humidity variations are not covered under any of our warranties especially where there is underfloor heating. **At no time should any protective covering be left on the wood flooring when turning the underfloor heating back on. All covering must be removed and as much ventilation as possible should be made available. Remember if you are comfortable in a room then the wood floor will be also "comfortable".**

## Acclimatisation:

With underfloor heating even engineered boards should be acclimatised with the underfloor heating on and then installed after it is turned off. The re-commissioning of the underfloor heating system must be done gradually over a period of 10 to 14 days at no more than 2 degrees a day. The boards should never be left in a humid or damp environment, or in any premises where plastering or any wet trades are in operation. **If dehumidifiers have been used to reduce the moisture and humidity after plastering there must be no wood in the vicinity or on site.** No wood flooring should be delivered for at least 14 days after all plastering work has been completed and the plaster has dried to below 2% moisture, and the dehumidifiers removed. The boards should never be left in a damp cold place and then fitted in a warm moist room this could cause "cupping" and twisting of the boards and may occur 6 months to a year later. If dehumidifiers are on when wood flooring is delivered then it will dry the wood below the 7% moisture threshold which will damage the timber. Wood floors need to "live" at 7% to 9% moisture levels. ON delivery wood flooring must be moisture tested and documented.

All wood floors must be installed by competent professionals who have the necessary skills and instruments to test the subfloors and local environment and ensure conditions are acceptable for wood flooring. You can refer to our Technical Library in the "Site Conditions" section for further details. You can contact the British Wood Flooring Association for installers for your local area.

All negotiations for fitting, terms of business and payments should be made direct to the fitting company you employ. Our recommended fitters are the best we know and if you follow their advice then you should have a trouble-free installation and a lifetime of enjoyment from your wooden floor.

## Installer and Purchaser Responsibility:

It is critical that all installations are done in compliance with the procedures outlined in the solid wood flooring company's installation and maintenance instructions and or BS8201 Failure to install in accordance with the instructions and to properly maintain your wooden floor will void all warranties. No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. It is the installers and purchaser's responsibility to set aside pieces with visible defects and not use them and you must make sure that the flooring meets the purchaser's expectations prior to installation. Likewise, it is the installers and purchaser's responsibility to check that the moisture content of the uninstalled flooring is within the acceptable range that the solid wood flooring company warrants of 6% to 9% prior to installation. The wood flooring supplied is manufactured to 7% to 8% moisture content. The installer and purchaser are also responsible for ensuring that the subfloor has an acceptable moisture content (see subfloor moisture content and relative humidity requirements above) and that the relative humidity conditions at the site are suitable (35% to 55% relative humidity) prior to installation. It is the installers and purchaser's responsibility to inspect the flooring prior to installation and to install the floor in a random and harmonious mix, and with good workmanship. The Solid Wood Flooring Company's warranty does not apply to claims made on pieces of flooring installed with colour/grain variation and any warranty does not cover poor workmanship by the installer. Once the flooring has been installed, the installer and purchaser have deemed the flooring acceptable and The Solid Wood Flooring Company assumes no further responsibility for defects visible at the time of installation or moisture/humidity problems.

**Unfinished Wood Flooring:** If you purchase our unfinished wood flooring and use your own fitters or builders to finish the floor then we will not accept any claims for the finish and any staining or discolouration that may occur when the floor is being fitted or finished or when the floor is used. We cannot be held responsible for site conditions that may not be conducive to the application of wood oils and treatments on site. Oils will always take about 2 -3 weeks to harden properly so that staining does not occur and if the application is not done in the correct temperature normally 18 degrees then the floor will never properly cure and the application will be sub-standard. Where unfinished wood flooring is used any colour variation, no matter how extreme resulting from subsequent staining, oiling, or lacquering will not be the responsibility of The Solid Wood Flooring Company.

**Bespoke Wood Flooring:** We can produce bespoke wood floors but we will require a full detailed specification and payment prior to manufacture. The company will not be responsible for the final aesthetic look of the floor as this is down to the fitter.

**Underfloor Heating Flow Temperature Controls:** Unless a condensing boiler with a low temperature control is being used, for most underfloor heating systems the water temperature from the boiler, normally 82 degrees centigrade is reduced to the required temperature using a mixing valve. More advanced controllers, called weather compensators, use an external sensor and programme to adjust the flow and temperature to compensate for outside conditions. It is imperative to have a device to control the boiler and pump to prevent flow temperatures exceeding safety limits for wood flooring which is a maximum floor surface temperature of 27 degrees centigrade. If any of these conditions are not met then we will not guarantee our flooring and no claims can be made against us for not following our recommendations.

**Electric Underfloor Heating Mats or Carbon Film Systems:** Wood flooring must never be fitted directly on electric underfloor heating mats, there must be an underlay over the matting and there must be a form of spreader plate or method to spread the heat evenly over the floor. The underlay used over the matting must be tested with the heating fully turned on to its maximum heat to ensure that the surface temperature of the surface of the underlay over the heating elements does not exceed 27 degrees before fitting the flooring. If any of these conditions are not met then Ryder International Limited trading as The Solid Wood Flooring Company will not be held responsible and will not offer any refunds and no claims can be made against us.

**Samples:** We always insist on sending wood samples and our wood floors are sold on the basis of the wood samples that are part of each batch production. However, because wood is a natural product with inherent characteristics such as grain and colour variation, knots and splits samples can only be an indication of and guide to what you will get. Every board will be individual and we try and show the colour variations on the web site. We can accept no claims for colour variations or characteristics which are inherent in natural wood flooring. Not every board will have the same features or characteristics as the sample we send.

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, The Solid Wood Flooring Company will replace (material only) such portion, at no cost to the original purchaser, with the same product or another product of equal value. To file a claim please contact the solid wood flooring company, attention to Claims Department. Claims must also be filed within the warranty coverage period and a receipt verifying the date of purchase and the ownership of the products will be required. The Solid Wood Flooring Company warranties are not transferable and the warranties are valid ONLY if the owner can provide an original proof of purchase. The Solid Wood Flooring Company reserves the rights to have a designated The Solid Wood Flooring Company representative inspect the floors and remove samples for technical analysis. No distributor, installer, retailer, agent or employee of The Solid Wood Flooring Company has the authority to alter the obligations or limitations of any The Solid Wood Flooring Company warranty.

**Advice, Information and Opinion:** Advice, information and opinion given by any Director, Employee or Agent of the company is given without legal responsibility. Any recommendations or suggestions made by the company relating to the use of goods, whether in technical literature or in response to a specific enquiry is made in good faith, but it is for the buyer to satisfy themselves of the suitability of the goods for their particular purpose, and shall be deemed to have done so.

**Limit of Liability:** The company shall not be liable for damage or injury caused by its goods or workmanship beyond replacement of goods or work verification of the buyer's complaint. The company shall not be liable for any consequential loss caused by its failure or delay in supplying, servicing or repairing goods, whether the loss arises from the actions or from the omissions of the company, its employees, agents or subcontractors.

## **Cleaning and Maintenance:** (never use solvent cleaning solutions and never use steam cleaners)

At completion of the installation remove any protection (ensure to vacuum the covering first to stop debris going onto the wood floor when the protection is removed) and vacuum thoroughly with a soft brushed vacuum head (ensure there is not an exposed support bar which could damage the floor). Never clean wood flooring with water alone; water contains compounds of calcium and magnesium as well as a variety of other metals. Cleaning a wood floor with 'water only' will significantly increase the risk of the surface coating failing and leaving residual minerals on the surface which will make the wood floor look patchy and dull. It is also vitally important to never clean a wood floor with bleach, surface cleaner or any other chemical or steam cleaning products. Correct cleaning material's also feed the necessary oils or refreshers back into the surface finish to protect the boards and enhance the longevity of the wood floor. Contamination from paints, whether oil or acrylic based will prove to be difficult to remove without damaging the wood surface. If any paint finds its way onto the wood surface, then BEFORE it completely dries, gentle rubbing with a non-alcoholic wipe might soften and remove the paint - but once the paint has dried it will be almost impossible to remove.

## Light Clean

When cleaning general dust and debris from your floor you should use a vacuum cleaner with a soft brush head. Vacuum cleaning the floor can be repeated as necessary.

For quick, light cleaning you can also use the Microfibre Flat Mop. This will remove most of the dust that will collect on the floor and is quick and easy.

Always clean smooth or brushed floors along the length of the boards. If you do a 'band sawn' surface, clean in the direction of the saw marks to minimise snagging.

*Do not use a vacuum with a rotating brush if it has support bar underneath, as this can leave marks and scratches on the floor. We also strongly recommend fitting protective felt pads to any furnishings that will be placed on the wood floor.*



## Nourishing Clean

**MUST ALSO BE COMPLETED AFTER INSTALLATION OF PREFINISHED OILED OR UV CURED WOOD FLOORING**

**Note: If maintained properly, UV Cured boards should never require re-oiling**

**BEFORE USING THE SUPERDRY PLUS MOP FOR THE FIRST TIME: RINSE THE MOP IN HOT WATER AND SQUEEZE FULLY UNTIL THE WATER RUNS CLEAR**

Once your floor starts to look a little dull, has marking or is soiled, then it's time to give it a Nourishing Clean. You can do this as often as you like as the Blanchon Natural soap includes natural oils that replenish the floor.

*(Though it is not recommended to do this a lot in a short space of time as you may over-wet the boards).*

This simple process should be followed to keep your floor looking clean and like new. By using the professional cleaning products we supply, you can increase the longevity of your floor as you will be nourishing the wood with each clean.

**Remember: White Natural Soap for white finished floors and Colourless for all other oil finished floors.**



### Step 1.

Using the double bucket included in your kit, add at least 40ml of Blanchon Natural Soap (make sure to use the right colour) into one of the troughs. Then pour very hot water (not boiling but too hot for your hand) into both troughs (each trough can hold up to 4L of liquid), this will give you one trough with the Natural Soap Solution and one with clean water for rinsing.

If the floor is heavily soiled and/or covers a large area, you will likely need to replace the water in both troughs several times during the clean. You can also use more soap to boost the sheen on the floor or increase the depth of clean.

### Step 2.

Make sure the Superdry Plus Mop is clean (for first use you'll need to rinse the blue sponge mop multiple times to remove any excess blue dye) and then soak it in the trough containing the Natural Soap & hot water solution. Stir it around and then squeeze as much water out as you can. Use the pull handle on the mop to easily squeeze out the excess water.

**DO NOT OVER WET THE FLOOR.**

### Step 3.

Then clean the floor, ensuring to move the mop in the direction of the grain (along the length of the board). Regularly rinse the mop in the clean water trough and then repeat 'step 2'. It is best to work in an area between 0.5-1<sup>m</sup><sup>2</sup> or less per rinse (depending on how dirty and dry the floor is). You'll be able to tell how dirty the floor is by looking in the rinse trough after the first boards are cleaned.

For first-time-cleans in building sites do not do more than 0.5<sup>m</sup><sup>2</sup> before rinsing and soaking the mop in the natural soap solution.

### Step 4.

Allow the floor to dry before putting it into use, drying times are usually 20-60 minutes. Once dry, the floor can be put into full use.



# How to Clean Lacquered Wood Flooring

## Light Clean

For quick, light cleaning it is best to use the Microfibre Flat Mop. This will remove most of the dust that will collect on the floor and is quick and easy. You can also use a vacuum cleaner with a soft brush head.

Always clean along the length of the boards, never across the width.

*Do not use a vacuum with a rotating brush if it has support bar underneath, as this can leave marks and scratches on the floor.*



## Routine Clean

### MUST ALSO BE COMPLETED AFTER INSTALLATION OF PREFINISHED LACQUERED WOOD FLOORING

Once your floor starts to look a little dull, has markings or is soiled, then it's time to give it a Routine Clean. You can do this as often as you like, as the Blanchon Lagoon Cleaner is a gentle but effective cleaning agent.

*(It is not recommended to do this a lot in a short space of time as you may over-wet the boards).*

This simple process should be followed to keep your floor looking clean and like new. By using the professional cleaning products we supply, you can increase the longevity of your floor.

### Step 1.

Complete a 'light clean' as directed above. Then Shake the spray bottle of Blanchon Lagoon well before moving onto step 2 below.



### Step 2.

Using the Blanchon Lagoon, spray a small amount onto a small area of the floor (please note a 0.5L spray bottle can cover up to 200m<sup>2</sup>, so it can be used sparingly). Wipe the sprayed area with the Microfibre Flat Mop.



### Step 3.

Continue to clean the rest of the floor; working in small areas. If the floor is very dirty, it might be necessary to do several cleans.

**DO NOT OVER WET THE FLOOR.**



### Step 4.

Allow the floor to dry before putting it into use, drying times are usually 10-15 minutes. Once dry, the floor can be put into full use.