

# Installation Instructions

## Bespoke Engineered Oak

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Bespoke Engineered European Oak is available in a variety of thicknesses and widths. All products have a tongue and groove profile and are designed for a glue down application. Manufactured to exacting specifications for NZ conditions, making it the perfect base for your interiors. This product can be prefinished in NZ to a limitless range of colours with your choice of an Oil or UV Lacquer Finish.

### Product specifications

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Please refer to individual specification sheets for full product specifications

### Storage

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Bespoke Engineered Timber Flooring should be left flat in the original unopened packaging in the areas it is to be installed in for at least 48 hours prior to installation. This allows the product to acclimatize to the room temperature and minimize the likelihood of any shrinkage or swelling. The timber should be stored out of direct sunlight, away from walls and radiators and on battens fully supporting the timber.

The product should be kept in a shaded and protected dry place (18°C - 25°C). Do not store the timber flooring outside.

### Subfloor preparation guidelines

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The entire sub-floor should be checked for any unevenness. The sub-floor must also be level before installation, not exceeding 3mm of variation in height for every 3m of floor area.

The substrate must be completely dry, clean and level before installation begins and free of any cracks.

#### **Concrete**

A new concrete slab will usually take 90 to 150 days to dry thoroughly, depending on the size of the concrete slab and weather conditions.

The substrate should be moisture-tested with a hygrometer. If the hygrometer reading is above 70% RH (Relative Humidity), then a coat of the recommended moisture barrier should be applied to the concrete slab before laying. The RH reading of the substrate should be rechecked once it is dry. If the hygrometer reading is still too high, another coat of the moisture barrier should be applied to the concrete substrate. Continue this process or wait until the hygrometer reading is below 70% RH.

The sub-floor must also be level before installation, not exceeding 3mm of variation in height for every 3m of floor area.

## Timber

A timber substrate should be machine sanded in conjunction with the levelling recommendation, not exceeding 3mm of variation in height for every 3m of floor area. If the substrate is not within our recommendation, a levelling compound can be applied to the substrate.

The moisture content difference should be no more than 4% between the Engineered Timber flooring and timber substrate.

## Installation tips & tricks

Always work out of several different packs concurrently to ensure there is an even consistence of tone throughout the area. Bespoke is a natural product and will showcase colour variation. Every plank will be slightly different.

As a general rule, wood flooring looks best when running in the same direction as the longest dimension of the room. We recommend that all flooring be laid lengthwise against the longest wall of the room, starting from the corner furthest from the entrance. This enables proper workspace practice by not walking unnecessarily on the newly laid floor.

Ensure the first row of planks that is installed are perfectly straight to avoid the pattern running off.

## Installers obligation

Bespoke Engineered Timber is a natural product that will display natural variations of colour, grain, texture and other characteristics of European Oak. These are not considered as defects.

Each board should be thoroughly checked for damage or defects prior to installation. If an installer is not happy with a board, do not install it. Never install damaged or defective boards - it is the responsibility of the installer to conduct this final check.

If you come across boards you don't like the colour or look of, put them aside and use them in an area that is not as prominently visible, such as a wardrobe.

In the case of usage of defective boards, the product is not subject to claim.

**Please do not apply adhesive or tape to the floor surface for any reason.** The substances in the adhesive can damage the coatings of some floors, in particular the friction when removing the tape.

## Installing with underfloor heating

**For installation of flooring with an underfloor heating system, ensure that procedures below are adhered to:**

If the heating system is new, the system must be switched ON for at least 3 weeks prior to laying the floor.

Ensure the system is switched OFF 48 hours before the start of the installation. The heating system can be started again 7 days after the floor installation is completed, a gradual increase of the temperature is important.

The surface temperature from the underfloor heating must not exceed 24°C and the wattage should not exceed 60 watts/m<sup>2</sup>. When installing over a concrete substrate with an

underfloor heating system, the moisture content of the sub-floor must not exceed 70% RH. Please refer to the 'Sub-floor Preparation Guidelines'.

It is essential that the temperature is changed progressively, 2°C per day is recommended.

The Underfloor Heating system must be provided with a regulator that avoids the temperature dropping lower than 18-22°C and never exceeding 24°C.

## Direct stick floor expansion recommendation

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An allowance of 5 - 10mm should be provided around the perimeter when direct fixing Bespoke Engineered Timber flooring to accommodate for expansion, including at doorways, heating tube outlets, connections with tiles, and any fixed items in the area where the floor is laid.

Spacing wedges can be used to assist in maintaining the expansion gaps during installation.

When laying Bespoke Engineered Timber flooring through several adjoining rooms, you may require expansion-joints at doorways.

## Direct stick installation method

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When planning the area, try to balance the board width against the two most prominent walls taking into account focal points (such as fireplaces). In small areas, this is more critical than in larger areas where you cannot visualize both sides at the same time.

You should always try to have at least half a board at each side as smaller width boards are difficult to fit and do not look good, particularly if the wall is not straight.

We recommend dry laying the first 2 or 3 rows adjusting the first row to the wall contours and adjusting for the width you have planned. Make sure you have at least a 300mm distance between joins. Once complete, mark a glue line on the sub-floor and move the boards whilst applying the adhesive. Immediately place the boards into the adhesive which must be prior to the adhesive skinning over. Place spacers between the boards and the wall to keep the expansion gap whilst the adhesive is curing.

### **Please note:**

The substrate must meet the 'Sub-floor Preparation Guidelines' before commencing the installation.

A flexible adhesive should be used to adhere the product to the substrate using a trowel or "gun" application. If using the "gun" application method, there MUST BE at least 80% coverage to the underside of the board once the board is pressed to the subfloor.

Ensure adhesive is applied to the edges of the board and not only to the middle. Follow the glue manufacturer's application instructions and be sure to choose the correct size trowel or adhesive bead size and spacing.

Following the spread rate and curing time, spread the glue evenly on the substrate or apply to the back of the board ensuring the installer can lay the planks in time for best result of the glue.

Lay one row of plank along the entire length of work line. Add each additional row of flooring, off-setting or staggering the joints at least 30cm apart.

## Installation in wet areas

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We do not recommend installing Bespoke engineered timber into high risk wet areas. However, if you do wish to install the product in wet areas please contact us..

## Installation over acoustic underlay

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Multi-level buildings such as apartments and high rise developments often choose to install acoustic underlay to minimise noise transmission between levels.

Engineered timber can be installed using acoustic underlay. Please ensure that the manufacturers instructions for the underlay are followed and appropriate moisture treatment and / or adhesives are used.



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