

INSTALLATION GUIDE FOR JASPER EUROPEAN HARDWOOD

PRE INSTALLATION

ACCLIMATISING YOUR NEW FLOOR:

A strict part of your solid flooring warranty conditions are that the wood flooring be acclimatised prior to installation in order to find its natural equilibrium. As your solid flooring has been kiln-dried to realise the ideal relative moisture content of 8-12% at the point of delivery, it will need to be acclimatised in the room site conditions that it is to be installed for a minimum 72 hours prior to the installation of the floor.

SITE CONDITIONS

The site in which the floor is to be installed must be weather tight, heating system in operation and all wet trades work must be fully dry. Any damp problems must be remedied in advance of installation taking place. At the time of installation, and thereafter, conditions should be within the range expected when the building is in use. The Relative Humidity (R.H.) of the air should be between 45° and 55° R.H. The temperature should be between 18C and 21C, 66F – 72F. These figures also apply once the floor is installed. This climate is coincidentally also the most comfortable for people to live or work in. The installer / owner assume all responsibility for the final inspection of both the site suitability and product quality prior to installation in order that the requirements of these instructions are fully complied with. Claims of any nature will not be accepted if a fault was visibly noticeable prior to installation.

Both Ash-felt and Bitumen based sub-floors are not a suitable base for the installation of flooring, We do not recommend this product for use with under floor heating systems, if it is allied with under floor heating system the warranty is null and void.

SUB-FLOORS

This flooring can be laid on most types of substrate flooring which is clean, dry and level, e.g. sand and cement screeds, timber floor boards, chipboard, ply etc. It is the responsibility of the flooring contractor to check that the site condition is in a satisfactory state for the installation to take place including all moisture related readings.

WOOD SUB-FLOORS

Floor boards, O.S.B., plywood or battens are suitable for laying flooring on top of. Ensure that if the floor is laid directly over joists that adequate ventilation below floor level is in place and to LOCAL building regulations. In the case of chipboard it is recommended that this be stabilised using a minimum of 6mm/ ¼" plywood prior to installing your wood flooring. The same level tolerance of 3mm/1/8" over 10ft applies. Note: if installing on existing tongue and grooved flooring, make sure all old floorboards are secure and free of infestation; it is then recommended that you lay the new flooring at 90° to the existing floor in order to stabilise any subsequent movement within either of the timbers.

INSTALLATION OF FLOOR

WE RECOMMEND THAT THE INSTALLATION IS BY NAILING

On completion of the preceding tasks the following steps should be followed for installation:

1. Under cut the bottom of door frames, wardrobes, etc. to allow for the floor board to fit under it, plus always leave a full 15mm/1/2" expansion gap around the full perimeter of the floor.
2. Open 4 or 5 packs and "shuffle" the boards to ensure an even distribution of colour and character.
3. The industry standard of 5% waste shall apply for defects and cutting.
4. If you discover a defective piece DO NOT LAY IT. You are the final judge of acceptable quality. Jasper will not be responsible for costs associated with installing, finishing and/or replacing of flooring installed with obvious defects.
5. Ideally, boards should be laid 'end on' to the incoming daylight. The first board should be laid groove to the wall allowing for a minimum expansion gap of 15mm/1/2" between the wall and the first board, then continue with the 15mm/1/2" expansion gap around the full perimeter of the room. Do not butt up against any fixed construction such as wall, door frames, pipes, partitions etc

NAIL DOWN INSTALLATIONS

1. It is recommended to use a professional flooring nailer for this product.
2. Our flooring boards can be fixed directly onto joists or battens. The joists or battens should be sound rigid and level with moisture content no greater than 12-14% at the time of fixing the floor.
3. In the case of battens fixed to a concrete/screed base, the conditions described above should be met; i.e. the base must be dry. The battens should be not less than 36mm wide for a fixed floor and of sufficient depth to accommodate the length of the flooring fixings. End to end joists between battens should be staggered throughout the floor area to avoid creating a line of weakness. Battens are usually laid at 300 – 400mm/11 ¼"-15 ¾" centred and fixed with either nails or clips or appropriate adhesive to the sub-floor.

FINISHING OFF

1. The last board of the first row should be fitted using a puller bar ensuring a 15mm/1/2" expansion gap at the head of the board.
2. Tapping blocks should be used to tap boards together, direct contact of hammer or mallet on the board edge is not recommended.
3. All perimeter gaps should be covered with skirting or Scotia using cover strips at thresholds.

FLOOR CARE PRINCIPLES AFTER INSTALLATION

1. Correct humidity and temperature conditions must be maintained within the environment that the flooring is installed.
2. Mats on both sides of entrance ways, designed to prevent sand, stones and other hard materials sticking under shoes/feet etc to wear the flooring.
3. Prevent water being walked or leaked onto the floor at all times especially at entrance ways.
4. Do not install this type of flooring in bathrooms, kitchens or conservatories where leaks or excessive humidity may occur. Consult a BuildDirect Product Expert at 1-877-631-2845 who will advise.
5. When cleaning, use water sparingly and mop dry to remove all excess water.
6. Immediately remove stains and spillages.
7. Protect your floor by using good quality felt pads under all furniture.
8. Always follow a professional maintenance program.

RESIDENTIAL WARRANTY

1. The manufacturer is responsible for manufacturing defects.
2. The warranty lasts for 25 years starting from the date of purchase. The original invoice is proof of date of purchase.
3. Solid flooring must be installed correctly according to the above mentioned instructions. The warranty covers normal use. The warranty does not cover the use in damp and wet spaces, such as conservatories, bathrooms and kitchens.
4. Floor boards showing visible defects should not be installed. It is the responsibility of the owner/fitter to deselect these boards at time of installation. These boards are to be allowed for in the 5% tolerance allowance. Boards with visible defects that are installed in spite of these instructions are excluded from this warranty. The manufacturer will not be held liable for loss of installer man hours (claims) as if all elements of these instructions are followed the flooring is in good condition for installation first time
5. Finished flooring, i.e. lacquered, stained, oiled, brushed, or other finished flooring is subject to normal wear and is not covered by this warranty, i.e. if you don't maintain the floor correctly, the warranty is null and void.
6. Excluded under this warranty are: scratches, heavy impacts, humidity, and damage caused by incorrect use or lack of correct maintenance.
7. If you have a defect which falls under the conditions mentioned in this warranty, you should report this to your dealer in writing within 14 days after detecting the defect. In your letter you should include a copy of the invoice.
8. The warranty provided only relates to the floor boards supplied, consequently it does not include labour costs, the costs of additional material and any other consequential loss.
9. In case of a dispute arising from the warranty, either party may call upon an independent expert to render binding advice. In the event that this clause is applicable, the cost of same shall be agreed on in writing by all parties involved in advance.
10. The 25 year warranty period will continue from original date of purchase and will not be affected by subsequent resolution of any complaint.
11. Where the solid floor warranty applies, the manufacturer or its distributors will replace the faulty floor boards. In case the product in question is no longer available, the manufacturer or its dealers will ensure replacement by an alternative product of the same quality.
12. This warranty shall apply only to the original owner/purchaser of this wood floor.

WARRANTY WILL NOT BE APPLICABLE IN CASE OF:

The floor not having been fitted in accordance with the instructions by a properly qualified installer. The faults were noticeable prior to the floor being fitted. Defects and/or faults having arisen due to dampness and/or water damage or any other causes as a result of force majeure. Defects and/or faults having been caused by improper use or negligence and failure to use the product for its intended purpose, as well as having been caused by having disregarded the instructions with respect to installation, use and maintenance. Visual faults having arisen as a result of any deformation of the floor boards due to changed climate conditions, any variations in colour due to the influence of sunlight and the effects of regular aging and/or wear and tear of the finishing coat. Stains or mechanical damage of the surface (scratches and dents etc.) resulting from improper treatment during transport, storage and any damage caused by stiletto heels, furniture, stones, sand, pets etc.

MANUFACTURING TOLERANCE

HARDWOOD FLOORS ARE A NATURAL PRODUCT AND AS SUCH ARE SUBJECT TO MANY VARIANCES IN COLOUR AND CHARACTER IN EACH INDIVIDUAL PIECE OF FLOORING, WE ALWAYS THEREFORE RECOMMEND YOU WORK FROM 3-4 PACKS OF FLOORING AT A TIME IN ORDER TO GET THE BEST NATURAL COLOUR MIX. AS SUCH A TOLERANCE OF 5% SHOULD



INSTALLATION

BE ALLOWED FOR THE DESELECTION OF ANY MATERIAL DEEMED UNSUITABLE FOR INSTALLATION. THIS PRODUCT IS PRODUCED WITH A MANUFACTURING TOLERANCE OF + OR – 1.5% ON THE DIMENSION OF THE BOARD AND IN LINE WITH SPECIFIED TIMBER MANUFACTURING GUIDELINES, AS SUCH ANY ITEMS OUT OF TOLERANCE SHOULD BE DISMISSED AS PART OF THE 5% MANUFACTURING TOLERANCE.