

These instructions apply to all Godfrey Hirst engineered timber floors.

Godfrey Hirst recommends installation be carried out by a professional flooring installer.

Godfrey Hirst Timber Floors can be installed either as a floating floor, or by the glue down method. Godfrey Hirst timber floor glue down installations have been tested and are recommended for use with the adhesives in the Godfrey Hirst Adhesive Recommendations list and Godfrey Hirst cannot guarantee the performance of products installed with any other adhesives.

For recommended adhesives for glue down installations see:

Australia

www.godfreyhirst.com/au/news/hard-flooring-installation-guidelines

New Zealand

www.godfreyhirst.com/nz/news/installation-guidelines-hard-flooring

Important Notice

Godfrey Hirst engineered timber floors are natural products made up from real wood. These products are designed by nature and as such will contain colour variation, grain structure and knots specific to each range. Knots can also contain filler, putty and stain – this is a manufactured part of the design aesthetic.

Timber products may also produce some slight noise as the floor moves and settles – especially after periods when the floor is not in use. This is common and not considered a defect. Excessive prolonged noise is most commonly due to subfloor or environmental control issues and should be investigated immediately.

PLEASE ENSURE that the end user is aware of the product they have selected and has been informed of the natural variation contained within the structure of a timber floor, including grading and knot characteristics. Please also ensure the end user is aware of the benefits of Floating Installation and Glue-Down Installation methods to select the method that will deliver the results expected. Godfrey Hirst will not be responsible if incorrect installation method is chosen for the desired application.

Once installed, these product are considered of accepted grade and structure. Please examine all boards in good natural light. Visual defects in the product should never be installed. If in doubt **DO NOT INSTALL.**

Warning

Prior to any take-up or removal of floorcoverings, adhesives or underlay, you should be certain these do not contain asbestos. If it is known or suspected the previous flooring, adhesive or underlay contains asbestos, you should avoid creating dust and the previous flooring and/or components should only be removed by an appropriately licensed asbestos removal contractor.

General

1. Inspect product in good lighting conditions to ensure it is correct (colour, quality and quantity) as ordered. Open boxes cannot be returned. Godfrey Hirst timber flooring is for interior use only.
2. Note locking systems listed above.
3. The product and any adhesives being used must be acclimatised in the installation area for at least 24-48 hours in unopened packs at temperature between 18-27°C and a relative humidity between 35-65%. This temperature and humidity range is to be maintained before, during and after installation. Packs should be stacked flat on the floor during acclimatisation and not be opened until the day of installation. The product must also be protected from direct sunlight both during and after installation. These are the most important steps to a good installation and a great performing floor and failure to maintain an appropriate controlled environment may void warranty.
4. Check each board for visual defects and locking system integrity in optimal lighting before and during installation. Clean any debris out of locks before installation. As wood is a natural product, some locks will need adhesive applied if not performing correctly.
5. Always use boards from several packs to randomise distribution and ensure good colour and grain mix and inspect each board to get the best balanced visual installation. Never install defective product. Installation is recognised as acceptance of all visual defects.
6. When cutting boards during installation, cut décor face up with a hand saw and/or cut décor face down with a power saw. If cutting boards using any type of saw, dust extraction and/or respiratory protection must be used.
7. Record temperature and relative humidity readings at regular periods for the 48 hours before installation, during installation, and for 7 days after installation. In new buildings, the area in which the floor is to be installed must be sealed and the climate control in operation. Results should be recorded and retained for the period of any warranty applicable to the floor.
8. Minimum width of boards for first and last rows is 40mm – plan ahead when fitting the first row.
9. End stagger of joins in rows should be minimum 300mm.
10. Ensure that the first 3-4 rows are checked for straightness using a string line. Continue to check for straightness at all stages of the installation.

Excessive moisture/humidity can cause or contribute to a wide range of problems with timber floors. It is essential the sub floor is totally dry (75% or less relative humidity) and the moisture barrier and underlay are correctly installed and completely taped and the environment is controlled before, during and after installation as set out above.

Floating Installation

1. Subfloor must be solid, level (2mm over 1000mm), dry (75% or less relative humidity) and clean. Any concrete subfloors must comply with NZS AS 1884. Moisture and surface PH tests should be undertaken prior to installation and results recorded and retained for the period of any warranty applicable to the floor. Do not install over existing floor coverings as any such installation may void warranty.
2. Use 200Um builder's plastic as a moisture barrier ensuring joins are overlapped 300mm and completely taped with moisture resistant tape. Install a 2mm foam underlay over the builders plastic and run both at least 100mm up the vertical surfaces and trim back after installation.
3. Minimum expansion gaps to be provided at all fixed vertical surfaces (including around cabinetry, island benches and all fixed furniture) – minimum 10mm and 15mm in high humidity zones (>55 RH). Door jams and trims must be undercut to allow of expansion space. If expansion space cannot be provided for to the entire perimeter of the installed floor area, a floating installation method should not be used.
4. Internal expansion breaks to be provided at doorways, thresholds and open areas exceeding 12m (length) x 8m (width). This is especially important to provide appropriate movement and expansion in complex layouts such as adjoining to corridors or provide a break between areas with large amounts of weight or movement.
5. Skirting boards or Godfrey Hirst scotia and/or end caps will be needed to cover the perimeter expansion gap. Alternately, the skirting boards can be undercut. Fixings should be to the wall only, never directly to the floor and should not be installed tight to the floor (so to allow the floor to move freely).
6. **Do not** use silicone or caulking compound as it will restrict movement and not allow the floor to float.
7. In intricate installations, such as corridors linking to kitchen/living areas, Godfrey Hirst recommends a glue down installation to avoid excessive trims/transitions.

Glue Down Installation

1. Subfloor must comply with NZS AS 1884 and be suitable for the adhesive (refer adhesive manufacturers recommendations). The subfloor must be free of all contaminants and substances which could be harmful to the floor or adhesive. The installer must inspect and approve the subfloor as satisfying these requirements prior to installation. If required, remove any contaminants. Moisture and surface PH tests of any concrete subfloors should be undertaken prior to installation and results recorded and retained for the period of any warranty applicable to the floor. Do not install over existing floor coverings as any such installation may void warranty.
2. Use a Godfrey Hirst recommended adhesive (in accordance with the relevant Godfrey Hirst Adhesive Recommendations) together with the moisture barrier system recommended by the adhesive manufacturer. Use the correct notched trowel as recommended by the adhesive manufacturer.
3. Minimum expansion gaps to be provided at all fixed vertical surfaces (including around cabinetry, island benches and all fixed furniture) - 6mm in average humidity zones (<55 RH), and 10mm in high humidity zones (>55 RH).
4. Post installation maintain the site temperature and humidity as per the adhesive manufacturer's directions and set out above.

NOTE: Herringbone and Chevron installations require the flooring to be installed from the middle of the room first – working outwards to the walls.

Detailed Instructions

Floating and Glue Down Installation

1. Perform preparation works including (but not limited to) any levelling, undercutting of door jambs and/or skirting boards and correctly install the underlay and fully tape the join.
2. Timber floors are normally installed adjacent the longest run where possible. Plan your installation, refer to note 7 below, which may necessitate trimming the first row.
3. Start in the left corner, install the first row. Leave a minimum expansion gap of 6-10mm for glue down installation and 10mm+ for floating installation.
4. **Install the second row:**

Use the off-cut from the first row to start the second row. It must be >300mm and not closer than 300mm from the end join of the previous row.

All locking systems: long side first, then fold down.

Always tap the long join with a tapping block to ensure complete engagement. Never strike the floor directly as this will damage the locking system – always use a block.
5. Continue laying the floor. Place wedges/packers to ensure the minimum expansion gap is respected. Always tap the long join with a tapping block.

6. At doorways, trim the male part of the end click so the board can slide under the architrave. Use a crosslinking PVA glue for the trimmed join, engage the long side of the board and use a tapping block to engage the short end of the board. Godfrey Hirst Timber products can be side-tapped when following this section of the instructions.
7. The final row must be a minimum 40mm in width. Glue the last rows end joins with PVA glue if not able to side-tap.
8. For floating installations, internal expansion breaks are required at doorways/thresholds and rooms exceeding 12m (length) x 8m (wide).
9. Remove spacers/wedges from around the room and install skirting boards and/or Godfrey Hirst scotia and finishing trims (in accordance with Godfrey Hirst accessories installation instructions). Never fix any trims directly to the floor and ensure fixing does not compromise expansion gaps. **Silicone or caulking compound must not be used.**

Please note:

1. Godfrey Hirst recommends that batches not be mixed. In circumstances where the installer has two or more batches, they must check to ensure they are compatible in colour, surface texture, gloss level, dimensions and locking system.
2. Do not install timber flooring outdoors, wet rooms (excluding residential kitchens) and/or rooms with floor wastes such as bathrooms, toilets and laundries, hair dressing salons or other high moisture or humid areas or anywhere elevated moisture levels can be expected.
3. Godfrey Hirst timber floors must be installed using a floating floor or glue down (using a suitable adhesive) system. Ensure expansion gaps allow for movement, and furniture items exceeding 200kg are not placed on floating floors. It is not recommended to nail or screw the product to the subfloor.
4. Insufficient expansion gaps, including in doorways and under trims, will cause a floor to potentially buckle, peak, cup, and/or separate, leading in most cases to floor failure.
5. Godfrey Hirst timber 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. Godfrey Hirst timber flooring may, if properly installed, be installed over hydronic underfloor radiant heating systems.
6. Do not install on substrates outside of the flooring standards and installation instructions. Uneven subfloors can cause the locking system to break and/or the floor to sound drummy, or become noisy, and will cause early deterioration and/or failure of the floor.
7. Care and Maintenance Instructions must be followed to maintain the product warranty. Please ensure these instructions are left with the occupier.

Care & Maintenance – Lacquer Finished Floors

Congratulations on selecting a quality floor designed with easy care and maintenance in mind. To help enjoy the longevity of your floor for many years to come, follow these simple steps:

With a little routine care and regular maintenance, it is easy to look after your Godfrey Hirst lacquer finished timber floor. Just follow the easy steps below:

Cleaning & Care

1. Wood is a natural product and will adjust to its environment over time. Differential shading/colour adjustment is likely to occur where the flooring is covered (e.g. under rugs) or in direct sunlight.
2. **Immediately** – clean up any liquid or water based spills or any other potentially staining marks using a dry clean cloth. Godfrey Hirst floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point, marker pens, pet mishaps or foods/beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
3. **Daily or as required** – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (turning off powerhead, if applicable).
4. **Weekly** – clean using a waterless timber floor cleaning fluid and micro fibre mop, otherwise mop the floor using a well rung out damp mop (the floor should be dry 15 seconds after mopping) and a non-abrasive soap-free cleaner suitable for timber floors to remove any footprints, dirt and other stains or marks. Never flood the floor with water as excessive moisture can damage the floor.
5. **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits (testing first on a left over piece or non visible area (such as a cupboard)). Ensure the methylated spirits is completely rinsed from the flooring.
6. Never use a steam-mop or steam-cleaner.
7. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
8. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
9. Place entrance mats (which must not have a rubber backing) at all external doors to trap dirt, sand, grit, moisture and other substances from shoes:
 - a. Double entrance mats are required for residential installations - 1 coarse external mat, and 1 medium internal mat.
 - b. Triple commercial mats with a minimum walk off zone of 3.5 metres are required for commercial installations – refer to mat manufacturer.Mats must be cleaned regularly.
10. Use non-staining felt protectors under heavy pieces of furniture. Fit office furniture or any furniture with sharp edged or hard feet or castors with soft treads or castors. Chair pads should be used under desk chairs with castors.
11. Heavy objects (>200kg) 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.
12. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
13. Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Your floor should be protected from extreme temperatures and strong direct sunlight and rapid changes in temperatures and humidity by the use of interior temperature and humidity control (recommended temperatures 15-30°C and relative humidity levels between 35% and 65%) , window tinting, awnings and/or curtains/blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading. These conditions are beyond our ability to control such that if these conditions are not maintained the Godfrey Hirst warranties may be voided.
14. Pet claws can scratch the flooring. Keep nails trimmed.
15. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

Maintenance

1. Godfrey Hirst lacquer finished timber floors are maintained by the above CLEANING & CARE instructions.
2. The appearance of minor nicks and scratch marks can be reduced using repair accessories such as colour matched filler sticks. Products such as Tibetan Almond Stick or Gilly's Scratch Cover oil will successfully cover/disguise most minor scratches and blemishes.
3. While the factory finish of Godfrey Hirst timber floors may be refinished, doing so will void the Finish/Abrasive Wear Warranty. If your lacquer finished timber floor starts to show dull spots or signs of wear, then periodic maintenance can be considered, consisting of a thorough clean and application of a topical water based polyurethane maintenance coating, such as Bona Timber Refresher (always following the manufacturer's instructions). This will typically satisfy most light scratching and dullness issues and reduce the need for a full refurbishment. Where refurbishment (sanding and recoating) is required, it is essential that a professional flooring contractor is engaged prior to commencement of any works.

For Commercial Installations – Additional maintenance may be required for commercial installations. A copy of the Godfrey Hirst Commercial Cleaning and Maintenance Guide for engineered timber floors is available at www.ghcommercial.com