



We always recommend that our customers use a qualified Flooring installer who is familiar with the workings of natural wood and fibreboard (Laminate) products and understand the importance of level and sound subfloor and will check for all external factors that can impact on the performance and longevity of your Investment. (Your new floor)

Key points ref Subfloors.

1. The subfloor always needs to be inspected by the flooring installer.
2. Failure to correct any issue with the subfloor be it timber or concrete will affect how your floor wears and looks over time.
3. Your fitter should always check concrete or Wood subfloors for moisture.
4. Moisture in a subfloor will cause problems with and damage your floor in the very near future.
5. Checking of site conditions: Your professional fitter should have the proper equipment i.e. Moisture meters and Hygrometer's to check the house / site conditions before your new floor is fitted.

Key points Ref Laminate and engineered flooring.

1. When your floor is delivered you should have the floor inspected by whoever is receiving it and make sure that it is in perfect condition. This is your responsibility, no damages will be entertained after the flooring has been inspected and signed for.
2. Your flooring should be placed in the room that it's to be fitted in 48/72 hrs before it is due to be installed. At certain times of the year and with certain products this acclimation of the floor can take longer. (Your qualified fitter will advise on same)
3. The floor should always be stored flat on a dry floor.
4. Your floor should NEVER be placed standing against a wall.
5. All flooring should be left sealed in the boxes until your fitter is actually fitting them and they should mix 2 -3 boxes when installing.
6. No flooring packs should be left open / unfitted overnight or on site as the board will immediately take on moisture and without being locked together will start to twist and bend making fitting very difficult.
7. Longer laminate flooring boards i.e. 1845mm or 2025mm, it is recommended that because of their size and make up two people will be required to fit the boards.
8. All laminate and engineered floors should be the LAST job in your renovation or build. NEVER put your kitchen island unit or heavy built in units on your floor. All flooring needs expansion depending on room shape, length and width. Your fitter will make the decision and advise about expansion.

9. Your professional fitter will be able to advise on the points listed above and more. These are just some pointers for you to know about your new floor and what can affect its performance.

Maintenance

When cleaning your floor you need to use as little water as possible. NEVER “wet” mop your floor.

Using a well wrung out mop or cloth on a brush head will clean your floor perfectly.

There are a number of floor cleaning products available on the market. Use them sparingly as some can build up a film on your floor and distort its look.

All our floors come with Fitting instructions and there are a number of very good tutorial videos on You Tube available on line.