

BRILL SAWMILLS LTD

Brill Sawmills advises that a flooring industry trained installer is used to install our range of flooring products. Manufacturer instructions and guidelines should always be followed, if there is any doubt as to how to proceed please contact a Brill Sawmills Ltd representative.

INSTALLER/OWNER RESPONSIBILITY:

Beautiful hardwood floors are a product of nature and therefore, not perfect. Defects may be of a manufacturing or natural type. Prior to the installation of any hardwood flooring product, the installer must determine that the jobsite environment and the sub floor to be installed over meet or exceed all requirements as stipulated in the installation guide. We the Supplier/Wholesaler declines any responsibility for job failure resulting from or associated with subfloor or job site environment deficiencies.

When Brill Sawmills flooring and installation service is ordered, a minimum of 8% will be added to the quantity required - this is to allow for cutting waste and installer grading. Should an individual piece be doubtful as to grade, manufacture or factory finish, the Brill Sawmills installer should not use the piece. It is recommended that all unfinished products are sanded before finishing.

Whilst we appreciate the difficulties of relocating furniture in your home prior to installation, this work is a chargeable extra and we accept no liability for any damage incurred during this process.

IMPORTANT

Beautiful hardwood floors are a product of nature and therefore it is to be expected that they will vary in shade, colour, and grain pattern and may be different from samples previously viewed. Hardwood floors will mature and experience colour change once they have been installed and are exposed to natural light. For detailed specification of all grades please contact Brill Sawmills.

JOB SITE CONDITIONS

The buildings should have all the windows and external doors fitted. All wet work such as plastering, plumbing and decorating should be complete. The heating system should be operating as normal and should have been doing so for at least two weeks. The sub floor must be dry (*See Below Subfloor Conditions*). The temperature in the room should be 15-20°C and the ambient relative humidity should be 35-65%RH.

SUBFLOOR CONDITIONS

All subfloors must be:

- **CLEAN** - Scrape off residues of plaster, paint, artex and adhesives and sweep or vacuum the subfloor.
- **SOUND** - The subfloor should be free of cracks, latency, loose or creaking floorboards, dry rot and excessive vertical movement.
- **LEVEL / FLAT** - to within +/- 3mm over 3m when checked with a rigid straight edge, high points should be sanded or ground off and hollows should be filled with suitable levelling compound or layered plywood shims accordingly.
- **DRY** - The subfloor should be tested in accordance with BS 8201: 1987 and the correct use of relevant moisture meters. Wooden subfloors should not have a moisture content exceeding 13%. Sand / Cement subfloors should not exceed 4% MC (Moisture Content) and 70% RH (Relative Humidity). Subfloors that exceed the levels above may still be suitable to receive a solid hardwood floor once remedial or additional work has been completed.

For further guidelines to subfloor conditions and also for fitting methods please refer to the manufacturer instructions and guidelines, which should always be followed - if there is any doubt as to how to proceed please contact a Brill Sawmills Ltd representative.

UNDERFLOOR HEATING

Brill Sawmills does not recommend any of our solid hardwood flooring range for use over subfloors with any kind of underfloor heating system.

For engineered floors, the heating system should be operating as normal and should have been doing so for at least 2 weeks. The maximum permissible surface temperature should not exceed 27°C. The heating should be turned off 48hrs prior to installation (The room temperature must be maintained with portable heat) and remain off during and 48hrs after the floor installation has been completed. When the heating is turned on it should be raised back up to its normal temperature in stages over a number of days. Rugs should be avoided as they can create hot spots in the flooring due to their insulating properties. For a more complete guide please refer to our website at www.brillsawmills.co.uk - manufacturer instructions and guidelines should always be followed, if there is any doubt how to proceed, please contact a Brill Sawmills Ltd representative.

PRODUCT STORAGE

For solid hardwood flooring, the flooring should be delivered to the installation site and stored in the room it is to be installed in to. The packs should be opened and the wood stacked as such that the air can circulate around it. The flooring should remain like this for 7-10 days or until it's moisture content is in equilibrium with the environment. Avoid stacking the material next to sources of heat and large windows and glass doors.

For engineered flooring, the flooring should be delivered to the installation site and stored in the room it is to be installed in to. The packs should remain sealed and stacked as such that the air can circulate around them. The flooring should remain like this for at least 48hrs. Avoid stacking the material next to sources of heat and large windows and glass doors.

CARE AND MAINTENANCE

- Always follow the manufacturer's recommendations (when known) for the proper care of a wood floor.
- Know the type of finish on the wood floor. Follow the proper maintenance procedures for the particular finish.
- All items of furniture should have felt pads or castor cups fitted to them too reduce the risk of scratching.
- It is advised that exterior doors have a protective barrier mat to reduce soiling from footwear when entering.
- Place mats and throw rugs at doorways, exteriors and interiors to help prevent the tracking of grit, dirt and sand.
- If rugs are to be placed on the floor they should have an anti-slip matting between them and the floor and they should be regularly moved to reduce the shape of the rug that will appear as the exposed floor matures and changes colour and shade. Not placing rugs on new floors for 34 months will reduce the effect, as the floor will have experienced the vast amount of change that can occur in this time.
- All floors should be swept or vacuumed regularly to remove grit that may abrade on the floor.
- Lacquered floors should be cleaned with a well rung cloth or mop rinsed in warm water with a mild detergent suitable for use on wooden floors. Most stubborn marks can be removed with acetone on a soft cloth.
- Oiled floors should be cleaned with a well rung cloth or mop rinsed in an oil soap diluted accordingly in warm water. Most stubborn marks can be removed with a green 'scotchbrite' type pad and the use of an oil paste or liquid applied once the mark is removed.
- Never wax a urethane floor. A majority of floors installed today have urethane finishes.
- Never use sheet vinyl or tile floor care products on wood floors. Self-polishing acrylic waxes cause wood to become slippery and appear dull quickly. The only remedy in this situation is to sand and refinish the floor.
- Consult with an installer, the finisher or the manufacturer if there is any doubt of the kind of floor finish.
- Never wet-mop a wood floor. Standing water can dull the finish, damage the wood and leave a discolouring residue.
- Wipe up food and other spills immediately with a dry or slightly dampened towel (wipe dry).
- For a wax floor, buff to restore shine. You may want to invest in a buffer.
- Do not over-wax a wax floor. If the floor dulls, try buffing instead. Avoid wax build-up under furniture and other light traffic areas by applying wax in these spots every other waxing session.
- Put plastic or fabric-faced glides under the legs of furniture to prevent scuffing and scratching.
- Remember: cleats, sports shoes and high heels can dent any floor surface.
- When moving heavy furniture, protect wood flooring by slipping a piece of cloth or pile under the legs, or covering each leg with a heavy sock.
- For wood flooring in the kitchen, place an area rug in front of the kitchen sink to catch sink splashes and cut down on wear.