

FLOORING

MAINTENANCE MANUAL

DISCLAIMER

Please conduct a visual inspection of the flooring material prior to installation. Note that all boards/planks installed are considered accepted by the installer and the owner. Bamboo flooring is designed for internal use only, it cannot be used externally or in below ground applications. DO NOT install in dedicated wet areas such as bathrooms and laundries.

ACCLIMATISATION

The most crucial precaution to take to ensure a successful installation is to acclimatise the panels beforehand due to variations in relative humidity across different regions of Australia. The moisture level of the item must be properly acclimated to your environment's conditions. An improper acclimation process may result in the substrate expanding and/or shrinking more than usual after installation. The cladding should be allowed to acclimatise in its unopened packaging for at least 48 hours at a standard room temperature of 18 to 25 degrees Celsius and a relative humidity of 50 to 70%.

CARE & MAINTENANCE

Indoor Application:

- If accidents occur such as spills, wipe the affected area with slightly damp cloth. Check with coatings manufacturer for advice regarding their recommendations.

Note: HOB recommends the use of WOCA Water-Based Oil. However, any good-quality oil designed for hardwood is also suitable for maintaining your engineered bamboo product.

<https://wocadenmark.com/product/maintenance-oil/>

COLOUR VARIATION

Bamboo flooring is subject to some natural colour variations and bamboo features within the species. Tinted or stained, and distressed options may have small or minor differences in feature and colour toning between boards. These variances do not provide grounds for replacement. Any concerns MUST be raised prior to installation.

SUBFLOOR PREPARATION

Subfloor must be level, dry and free of imperfections. All subfloors need to be sufficiently flat to accept the flooring system with a deviation tolerance of +/- 3 mm over a 3 m radius. Fresh screed / levelling compound must be completely dry prior to installation. An uneven subfloor may lead to movement of the flooring underfoot and within the joining system, resulting in excessive noise, and joint "crackling" or "creaking". This is a sign of an uneven substrate.

UNDERLAY

Please use a flooring underlay, minimum 2 mm thick with moisture/vapour barrier.

EXPANSIONS

Humidity can vary from season to season and State to State. A minimum gap of 12 mm expansion around the perimeter is required for most areas. This includes doorways, heating tubes outlets, kitchen island bench and connecting sections to other types of flooring. An expansion gap of 12-15mm is required to allow for adequate expansion. For dryer environments the expansion provision could be reduced slightly 8- 10 mm gap, this may assist with plank contraction if it occurs. Please check the general humidity levels for your area and install accordingly. For large areas between 6 -8 m in width and 11-13 m in length, extra expansion capacity is required. Specific site by site evaluation is required prior to install. Expansion trims are required to divide areas into separate zones, this will allow the bamboo flooring to expand and contract independently from each section. Allowing for extra expansion on perimeter walls may also assist with expansion and contraction dynamics.

HANDLING & STORAGE

Precautions for Safe Handling

Material should be stored in a cool dry area. Exposure to moisture may cause mould or mildew to form on the surface of the material.

Minimize Handling

To reduce potential damage to materials, minimize handling and utilize team lifting procedures.

Proper Stacking

Materials should be stored flat on raised blocking of equal thickness and spacing. Recommended spacing for spacers is every 30 to 60 cm.

Light

Avoid long exposure to direct sunlight for unfinished materials.

Acclimatisation

Materials should be allowed to acclimate to the installation environment and humidity prior to installation. Recommended acclimation time is 48 to 72 hours.

GUIDELINES FOR CLEANING THE BAMBOO

Engineered bamboo used externally would usually accumulate dust and dirt from the environment over time. We recommend inspecting the material every 6 to 12 months. Follow these guidelines to ensure proper care:

Removal of Surface Dirt

- To remove surface dirt and grit, regularly vacuum ,with a soft bristle head or sweep with a General Purpose Microfibre mop.
- Lightly mist an area of the floor with a Timber Cleaner solution and wipe over with the damp heavy duty Microfibre Mop.
- Wipe up spills and leaks promptly with a Microfibre Cloth or dry paper towel. For sticky substances, moisten the cloth slightly.

Drying

- Over wetting a floor when mopping or cleaning can change the moisture balance in the floor and cause a floor to expand, with some resulting in cupping. For this reason, it is important to ensure that mops and cloths are well wrung so that as little water solution as possible wets the floor.
- Never clean a floor with common household detergents, polishes, steel wool pads, wax or similar products.

ROUTINE CLEANING REQUIREMENTS

Regular cleaning is essential to keep your engineered bamboo in optimal condition. Establish a routine based on the following frequency:

12 Months

- Deep Cleaning: Conduct a more thorough cleaning using a slightly stronger solution if necessary, but always test the solution on a small area first.
- Inspection: Check for signs of wear, scratches, or damage. Address any issues immediately to prevent them from worsening.

CARE & MAINTENANCE

Maintenance is necessary to maximise and protect the surface of your new floor so it looks better for longer. Maintenance is also important to ensure warranty coverage.

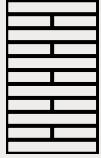
- DO NOT USE A STEAM MOP ON ANY BAMBOO, TIMBER OR LAMINATE FLOORING.
- Regular dusting is important to minimise grit and dirt. For daily cleaning, vacuum using a soft bristle head, soft bristle broom or by using quality anti-static or micro-fibre mop.
- When mopping, the mop or wiping cloth must be well wrung out to remove all excess water. EXCESSIVE MOPPING MUST BE AVOIDED.
- Scratches appearing as white lines can be hidden using furniture oils, waxes and scratchpens (only on Bamboo and timber products).
- Use floor protectors to minimise indentations from heavy objects.
- Shield your floor from direct sunlight and excessive heat by using blinds and curtains, fading, checking and warping caused by direct sunlight are not covered by warranty.
- Avoid gouges or cuts to your floor from sharp objects including stiletto heels and pet nails which be trimmed.
- Use quality door mats at outdoor entrances to prevent dirt and sand from damaging the surface.
- Periodically re-arrange rugs and furniture so that your floor ages evenly.

CLEANING YOUR FLOOR

A Bamboo or Timber floor will look better for longer if it is kept as clean as possible. A Bamboo or hardwood timber floor is a significant investment, so you should get the most out of it. The key to maintaining your floors is in the cleaning. Your bamboo or hardwood timber floors will endure the test of time, if you provide them with the care they need. Although bamboo or hardwood timber floors are generally considered easy to maintain, using the wrong products and techniques put the finish and longevity of your floors at risk. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines.

FINISHES

As with hardwood, it is always recommended to test stains and finishes to ensure desired results. Apply finishes according to the manufacturer's specified thickness and temperature. Additionally, test the adhesion or finish to ensure compatibility between the treatment, the bamboo panel, and the installation environment.



FLOORING

INSTALLATION MANUAL

INSTALLATION MATERIALS

What you will need:

- For floating Floor:
 - Moisture barrier
 - Timber floor underlay
 - Adhesive tape (to join underlay)
 - Spacers
 - Filler or putty (coordinated to boards)
 - Transition trims (skirting, moldings, etc)

- For Glue Down:
 - Timber flooring adhesive
 - Adhesive cleaner
 - Cloth towels
 - Filler or putty (coordinating to boards)
 - Transition trims (skirting, moldings, etc)

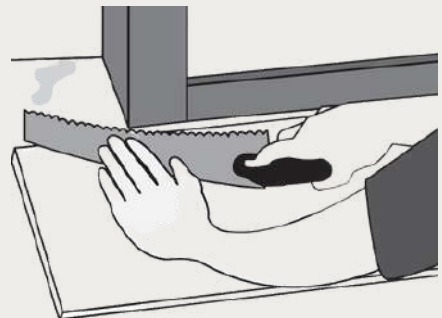
IN ADDITION TO THESE INSTRUCTIONS, WE RECOMMEND THAT THE INSTALLER MAY ALSO FOLLOW INSTALLATION GUIDELINES AS SET FORTH BY AUSTRALIAN TIMBER FLOORING ASSOCIATION.

For Floating Floor Installations use Dunlop Timber Underlays (incorporating moisture barrier) Z select from four options that provide varying degrees of moisture resistant barrier and acoustic, thermal & antimicrobial properties, OR those products that meet or exceed these products' specifications.

For Glue Down Installations use Sika Sikabond T55(J) Flooring Adhesive with a 5mm "V" notch trowel, OR those products that meet or exceed this products' specification.

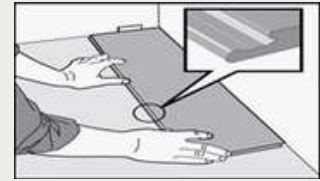
ROOM PREPARATION

1. Remove existing mouldings and skirting boards.
Check clearances to ensure that doors will still open and close freely after the flooring is installed, without contacting the bamboo surface.
2. Door frames should be undercut 1.5mm higher than the total thickness of the flooring materials being installed. To do this use a scrap piece of flooring as a guide, lay it on the sub-floor (with underlay where appropriate) and cut the frame with a hand saw.
3. Clean and sweep the sub-floor.



INSTALLATION

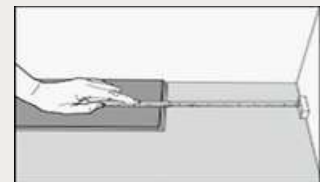
1. First plank, first row. Place a spacer 12-15mm thickness to the left and position the plank against the wall. Later, after 3 rows, you can easily position the flooring against the front wall with spacers of 12-15mm.



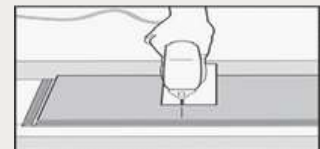
2. Second plank, first row. Press the short end of the next floorboard at an angle to the first one, and then lay down. Complete the first row. The boards can also be tapped up without lifting.



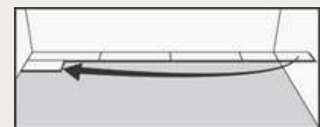
3. At the end of the first row, place a spacer 12-15mm to the wall and cut the length of the last plank to fit.



4. Cut with a saw – decor turned down.



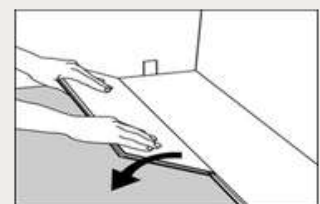
5. Second row, first plank. Minimum length 300mm. Place a spacer against the wall.



6. General. Minimum distance between short ends of planks in parallel shall not be less than 200mm.



7. Place the floorboard at an angle against the floorboard in the previous row, press forward and fold down at the same time. A rubber mallet and tapping block may be necessary.

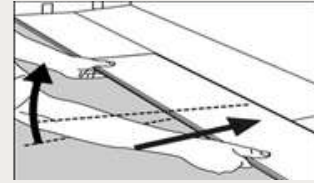


8. Second plank, second row. Place the short end of the floorboard at an angle against the previously installed floorboard. Fold down. The boards can also be tapped up without lifting.

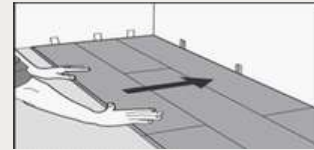


INSTALLATION

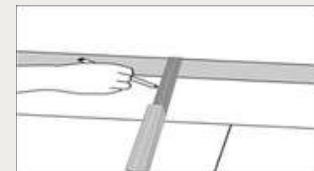
9. Lift floorboard (together with the previously installed floorboard in the same row) lightly up (about 30mm) and push it against the row in front. Push down when the floorboards are positioned tightly together.



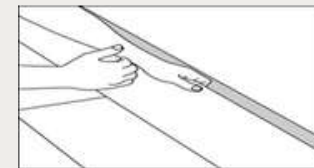
10. After 2-3 rows, adjust the distance to the front wall by placing spacers 12-15mm.



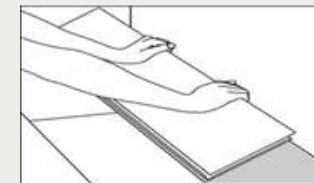
11. If the wall is uneven, the floorboards must be adapted to its contours. Mark the floorboards with the contour of the wall. Do not forget to leave a 12-15mm space to the wall.



12. To remove the first row, lift the floorboard a few centimetres and tap along the joint. Cut the floorboards as required.



13. Reinstall the first row from left to right. Press the boards against the edges of the floorboards that are already in position, with the strip first.



14. Last row. Minimum width 30mm. Remember, the space to the wall is 12-15mm. Tip! Place a spacer before measuring. Cut the panels lengthwise and install.



CONCRETE SLABS

Concrete slabs shall be in accordance with AS2870Z2011: Residential Slabs and Footings, and surfaces require a finish equivalent to that obtained when using a steel trowel. To be stable, new concrete should have been cured until the moisture content of the slab is less than 5.5%. Concrete must meet ASTM F710Z11: Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring.

The sub-floor (or underfloor) must be clean, flat, dry, structurally sound and free of voids, loose materials and contaminants. Complete removal of any contamination must be carried out where it is suspected or evident (e.g. carpet staples, glue residue).

TALK TO US ABOUT THE BAMBOO YOU NEVER KNEW

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