



Hanwood Luxury Vinyl Installation & Warranty Information

Before Installation

Suitability of sub-floors and site conditions must be assessed prior to beginning an installation to ensure that they are in accordance with national standards. Hanwood products are not suitable for external installation.

Subfloor Preparation

The quality and preparation of sub-floors, testing for moisture content and relative humidity, and installation procedures must be in accordance with standard AS NZ 1884-2012.

Receiving Materials, Conditioning & Storage

Before laying flooring, all materials must be checked to ensure that the batches are identical and free from defects. Complaints with regard to clearly identifiable defects cannot be accepted once the flooring has been laid.

Boxes should be removed from pallets, opened and separated from one another as part of the acclimatisation process.

Ensure that the heating/air conditioning is fitted and operating. Alternatively, temporary heating or cooling may be used to maintain a constant temperature within the specified range. Product adhesive and sub-floor must be allowed to stabilise to a constant temperature between 18°C-27°C for a period of at least 24 hours before, during and after installation. If product and adhesive have been stored outside of this temperature range, then it is recommended that acclimatisation between 18°C-27°C is increased to 48 hours. Tiles must be stored flat and kept away from direct sunlight, heaters or air vents for proper conditioning.

Moisture in sub-floors

Moisture testing of all sub-floors is essential before installation can begin. This is true of new and old buildings. Moisture testing must be carried out and recorded. All moisture tests must be undertaken in accordance with AS NZ 1884-2012 and using an appropriate method to suit the subfloor type.

The sub-floor may be considered dry when the relative humidity is 75% or below. If readings are above this level, a surface damp proof membrane can be applied. Consult manufacturers for instructions. Alternatively sub-floors can be given sufficient time to dry.

Preparing a sub-floor

1. Solid Sub-floors

Concrete

Product must only be installed on suitably dry concrete sub-floors. Drying time will depend on several conditions, including thickness of slab, location, type of construction, temperature and humidity. New concrete bases contain a high percentage of residual moisture.

Sub-floors must be thoroughly mechanically cleaned of all paint, curing agents, grease, wax and any other foreign matter. The use of solvents to remove surface contaminants is not permitted.

The floor must be hard, smooth, level and free from cracks. Use a suitable repair compound to fill grooves, cracks, holes and depressions.

A levelling compound should be applied. Please refer to section titled Levelling Compounds for Solid Sub-floors.

Power Floated Concrete

Power floated concrete has a relatively non-absorbent, low porosity surface which will increase the drying time. It is not a suitable surface for direct application of adhesive. Surface laitance may also be produced by the power floating procedure. For these reasons, it is recommended that an appropriate method of mechanical preparation such as shot blasting or scarifying is used to prepare the surface.

A levelling compound should be applied. Please refer to section titled Levelling Compounds for Solid Sub-floors.

Levelling Compounds for Solid Sub-floors

Most solid sub-floors will require an application of a levelling compound to provide a hard, smooth and level surface to which adhesive and tiles can be applied.

The selection of a suitable levelling compound is critical in determining the long term durability and appearance of the flooring system. Generally levelling compounds should be applied at a minimum of 3mm thickness. The manufacturer of this compound can supply details of the product within their range that should be used to suit the end use application together with details of which primer should be used. AFS recommends Roberts and Sika levelling compounds.

Expansion Joints

Expansion joints are incorporated into concrete floor slabs in order to permit movement without causing cracks to form. These joints should not be filled with smoothing compound or overlaid with Hanwood floor coverings. In all cases they should be mirrored through to the surface.

2. Timber Floors

Existing Floorboards

Loose floor boards should be firmly nailed down and any damaged boards replaced. If necessary, the boards should be planed and/or levelled with a suitable levelling compound prior to covering with plywood or hardboard. See section on Plywood Overlays.

Wood sub-floors that exhibit excessive deflection, or are "springy" or "give" when walked on are not suitable for installing Hanwood unless suitable remedial work is carried out.

Chipboard, Particleboard

Tiles should not be adhered directly to such sub-floors whether they are free floating or fixed, and floors should always be overlaid with plywood or hardboard prior to installation of tiles. See section on Plywood Overlays.

Wood Block Floors

Existing wood block floors laid onto a concrete base are unsatisfactory as an underlayment for resilient floors, even when plywood has been fitted. Such floors must be lifted and the sub-floor levelled.

Plywood or Hardboard Overlays

Plywood or Hardboard should be a minimum of 5.5 mm thickness.

The thickness selected should be determined by the quality of the surface being covered.

Panels should be acclimatised to the site conditions as recommended by the supplier and should be protected against damage or water prior to application.

They should be laid in sheet sizes not exceeding 2400 x 1200 mm, and fixed using screws, twisted shank or ring shank nails, serrated or divergent staples. Fixing should start at the centre of each sheet – nailing, screwing or stapling at 150 mm intervals at intermediate centres and at 100 mm centres along the perimeters with the fixing line 12 mm from the edge. All fixings should be finished flush with the surface.

Joint lines should be staggered, and every effort made to prevent coincidence of joints in the sheets and the timber base.

We would recommend the use of a suitable compound to ensure the joints of the underlay and all fixings are not visible when the installation is complete. The manufacturer of this compound can supply details of the product within their range that should be used to suit the end use application together with details of which primer should be used.

Other Sub-floor Types

Existing Resilient Floors

It is recommended that Hanwood is not directly applied over existing resilient floors. Generally, the old flooring should be removed and as much of the old adhesive scraped away by hand or using an appropriate mechanical method. Under no circumstances should solvents be used.

NB: Some resilient tiles and adhesives can contain asbestos. In case of doubt, contact the relevant local authority for advice on their removal and disposal.

Terrazzo, Stone, Quarry tiles

Some existing flooring materials such as quarry tiles, ceramic or terrazzo may be suitable for the installation of Hanwood if properly prepared. These bases may be sufficiently porous to allow moisture to pass through to the back of the tile, and must be checked for moisture and damp-proofed if necessary. Worn and damaged areas must be repaired, including any tiles that are insecure, which must be removed. The surface must be thoroughly cleaned of all sealants and varnishes, as well as foreign matter such as oil, grease, wax, etc. It is recommended that a suitable mechanical method is used to prepare the surface, as this will also provide a satisfactory surface to accept a levelling compound. Please refer to section titled Levelling Compounds for Solid Sub-floors.

Metal

(i) Direct Application

The metal surface should be cleaned/degreased and then prepared by grinding or scarifying to ensure that it is clean and free from any contamination, such as rust or metal oxide. It should then be mechanically abraded to give a surface key. Hanwood can then be installed onto the prepared surface using a Universal 2-Part epoxy Adhesive.

NB: under no circumstances should a water-based adhesive be used for bonding directly to metal.

(ii) Indirect Application

The metal surface should be cleaned/degreased and then prepared by grinding or scarifying to ensure that it is clean and free from any contamination, such as rust or metal oxide. It should then be mechanically abraded to give a surface key.

A suitable primer should be applied to the metal surface prior to putting down a suitable levelling compound, which must be applied as recommended by the manufacturer.

Raised Access Floors

Hanwood cannot be fitted directly to raised floor panels. Where this is required, the panels should be level and stable, and then overlaid with plywood or hardboard, using appropriate fixings to suit the panels surface – see section on Plywood Overlays.

Underfloor Heating

The heating system must be commissioned before the floor is installed, to ensure that the sub-floor is stable, the heating system is working as required with no leaks or cable breaks.

Underfloor heating should be switched off for 48 hours before, and should not be switched back on until 48 hours have elapsed after installation. It is recommended that the heating is slowly re-applied to return it to the required operating temperature.

With underfloor heating systems, it is the responsibility of the manufacturer and/or installer to recommend appropriate procedures and materials for producing a surface suitable for installing floor tiles. For electrical systems, this will require that the heating elements are fully embedded in a well-bonded and appropriate levelling compound, and that the temperature is adequately controlled to maintain the temperature at the sub-floor surface at a maximum of 27°C.

Care should be taken in the placing of large insulating items such as rugs, beanbags and towels onto floors containing underfloor heating. This can result in localised “hot-spots” which may lead to distortion or discolouration of the tiles. No responsibility can be accepted under these circumstances.

Recommended Adhesives

The following adhesives are recommended for use with Hanwood Luxury Vinyl wood planks.

- Roberts R2000
- Roberts GS Solutions GS200

Follow the instructions on the packaging. Spread adhesive evenly using a V1 notched trowel. Do not use worn trowels. Only spread sufficient adhesive that can be covered within the recommended working time. Hanwood should be rolled with a 45kg (100lbs) roller after laying and before the adhesive sets – timing will depend on site conditions and adhesive selection – see data sheets for more information. Always clean away excess adhesive before it is allowed to dry – use a soft cloth with adhesive remover. Dried adhesive can be removed by carefully scraping it off the tile, or by using a 3M red pad moistened with adhesive remover.

Hanwood Luxury Vinyl Warranty

Any claim under this warranty must be made within 7 years (light commercial) or 15 years (residential) of the date of purchase of the product. To make a claim under the warranty, take the product (with proof of purchase) to the store where you purchased the product or contact QEP Australia Pty Ltd. QEP Australia Pty. Ltd. will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to QEP Australia Pty. Ltd. for consideration. This warranty is given by QEP Australia Pty. Ltd. ABN 83 087 683 092, 68 Prosperity Way, Dandenong South, Vic, 3175, 1300 737 155, salesaust@qep.com. This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For enquires please contact QEP Australia PO Box 1225 Dandenong 3175 VIC

P: 1300 737 155 **F:** 03 9797 1878 **E:** salesaust@qep.com **W:** www.hanwood-aust.com.au