



# **PRODUCT MANUAL** Oak Life Flooring Pty Ltd (ABN 78 166 365 206)

### About Oak Life Flooring

We are a group of creative designers and talented craftsmen. Since the 1990s, we have established our family business focusing on manufacturing and distributing premium European Oak engineered flooring. We love to create styles that describe a character. Classic or industrial, timeworn, old-world charm or rustic, there is always a design that suits you.

### **Contact Us**

Showroom: 27 Hilly Street Mortlake NSW 2137 Hours: 9am – 5pm Mondays – Fridays; by appointment By appointment on weekends Email: info@oaklifeflooring.com.au Phone: 02 8006 8929

### How To Order

### PLEASE ENQUIRE FOR PRODUCT AVAILIBILITY AND LEAD TIME

Email your order to: info@oaklifeflooring.com.au, along with order details as below:

- 1. Product name and code;
- 2. Order quantity number of packs;
- 3. Preferred delivery time and address;
- 4. Contact name, phone numbers and email address;

We will send our quotation/tax invoice by return email.

### Delivery

- 1. We will quote delivery rates according to delivery address and quantity.
- 2. No surcharge for specific time deliveries during business hours.
- 3. Weekend delivery is possible, conditions and surcharges apply.
- 4. Standard delivery is to the roadside or vehicle accessible front yard.
- 5. Please ensure there is a capable person (or persons) onsite to carry the floorboard packs (approx. 26~28kgs each) into premises as required.
- 6. Floorboard packs should be laid flat in a dry area to avoid damage.
- 7. In case of wet weather, please provide a dry (ideally weather-proof) area to unload and store the packs as they are subject to water damage.
- 8. Goods collection requires appointments.
- 9. Returns are accepted on products with manufacturer's defects.



# **ABOUT TIMBER FLOOR**

Timber flooring is a living and natural product, therefore the typical timber features such as knots and colour variation are part of the unique beauty.

Oak Life Flooring products are manufactured according to acceptable industry standards with a 5% defect allowance.

Usually we recommend approximately 7-10% extra material above the surface area for a professional finish.



# **DESIGNS & COLOURS**



### The timeworn style of the old world

The Oak Life Collection recalls the magnificence of medieval Europe's finest households.

Each plank is individually handcrafted to create a unique timeworn appearance, infusing history into modern spaces.

Made with premium, wide rustic grades of European oak, the Oak Life Collection is enhanced by its hand-worked, wire-brushed surface texture. This gorgeous collection has a pronounced grain texture with a slightly uneven surface, giving it the look of a solid plank floor hewn centuries ago.

Made with wood from responsibly managed European forests, our White Oak planks are available in more than 60 classic colours and designs.

A low gloss finish accentuates the timber's timeless appeal.

# **SPECIES** - White Oak



With its distinctive grain pattern and exceptional character, white oak presents many stunning looks by using various techniques ranging from wire brushing, glazing, fuming and staining.

# **ENGINEERED COPOSITION**

## **15MM THICK CLICKING PLANK**

- 15mm thick planks with 4mm top layer of solid oak in 190mm width and 1900mm fixed lengths
- Engineered construction with greatest stability and highest durability
- 4mm thick solid-sawn veneer allows for 3-4 re-sandings, with an estimated lifespan up to 80 years
- Highest-quality low formaldehyde emmission adhesive used for gluing components
- Air-dried, scratch-resistant natural oils or hardwax oils, low VOC, low gloss finish

### 20MM THICK T&G PLANK



- 15mm thick planks with 4mm top layer of solid oak in 190mm width and 1900mm fixed lengths
- Engineered construction with greatest stability and highest durability
- 4mm thick solid-sawn veneer allows for 3-4 re-sandings, with an estimated lifespan up to 80 years
- Highest-quality low formaldehyde emmission adhesive used for gluing components
- Air-dried, scratch-resistant natural oils or hardwax oils, low VOC, low gloss finish



# **INSTALLATION – PREPARATION**

#### ABOUT OUR OAK FLOORING

At Oak Life Flooring, delivering the top quality is our ultimate goal. Timber is a natural product, and its features such as grain/colour variation and knots, are part of its character. Every piece of wood has different grain, colour and texture. Oak Life Flooring collection is manufactured according to industry standards.

Timber is a living product affected by changes in moisture. It shrinks when dry and expands when wet, and this process never stops. Also, exposure to direct sunlight will cause discoloration.

Standard wastage allowance is recommended between 7% and 10% depending on the room layout. The installer would be responsible for measuring correctly.

#### PREPARATION

The key to successfully installing timber flooring is in proper planning and preparation. The main thing to consider is the relative humidity of the air in the room where the floor is to be installed. Ideally this should be between 50-65%. All our floors are kiln dried to a moisture content of about 10-12%.

1) Moisture

Insufficient or defective damp proofing can cause moisture to track through sub floors, moisture vapour to rise up from below or water to soak through walls.

You don't need to actually see water for moisture to be present and become a problem. If there is any doubt, professional advice should be sought and proper readings taken.

2) New Building

A large amount of water is used in the preparation of concrete and plaster, and that water has to go somewhere as it dries out. It is imperative to ensure that everything is fully dried out and the relative humidity within the room has reached acceptable levels prior to installation. Under normal conditions concrete screeds can take one month per inch to dry out and traditional base and top coat plaster several weeks.

Also, new sub floors such as chipboard can become very damp due to water from plastering, plumbing works etc.

De-humidifiers can speed up the drying process but again, professional advice should be sought and proper readings taken prior to installation.

3) Decide which direction to lay the floor

Installers can provide advice but the owner or architect/interior designer ultimately always decide on this.

- 4) Check that the floor runs square with entranceways and interior walls. It is very common for walls to be out of square so one needs to look at which option is best. Make sure you exhaust all options before deciding on the best option.
- 5) Before beginning the actual installation, spread out short and long lengths equally over the area where the floor is to be installed. Work out of several packs at a time to ensure an even colour and shade distribution over the whole floor.
- 6) Stack the timber boxes in the area to be installed and let it acclimatise until you reach the appropriate Equilibrium Moisture Content. We advise removing timber from boxes and pin stacking timber.
- 7) Sub-floor Preparation: All sub-floors must be level, structurally sound and clean from any grime, sand or anything that will affect the quality of the installation.
- 8) Please consult appropriate available standards or enquire with appropriate authorities
- 9) Make sure that the sub-floor is clean and dry. Sub-floor must remain dry all year-round. Moisture content of wood sub floors must not exceed 11%, and must be level, dry and well secured. Concrete sub-floors must be fully cured and at least 50 days old. They should be level, with minimal height variance. A moisture content test is imperative using a pin/probe moisture meter. We do not advise installing on uneven sub-floors as it will rapidly reduce the longevity and quality of the flooring. All subfloors should be flat to within 3mm over a 3 meter length, or 2mm over a 2 meter length.
- 10) We recommend 10mm-15mm expansion gaps for all applications. Larger floors or floors that will be exposed to higher levels of relative humidity will need larger expansion gaps.
- 11) Some multi-room or very large installations will need expansion joints installed throughout the floor. In most cases, multi-room installations will need to be separated at doorways using connector trims.

# **INSTALLATION – STORAGE & ACCLIMATISATION**

#### STORAGE

ALL FLOORING MUST BE STORED IN THE CORRECT CONDITIONS PRIOR TO INSTALLATION. The product must not be stored on site until the site is watertight and all subfloors, plastering, cement work, decorating and all other wet works (i.e. plaster, paint, tiling etc.) are completely finished and dry. The product must be stored horizontally on a flat surface in its original

packing, no more than 2 - 3 packs high. Stacked packs should be separated with battens to increase air recirculation. The product should not be stored next to a radiator or other heat source.

We strongly recommend keeping record of moisture and humidity conditions on site prior to installation. These would be required if there was any future dispute.

Once delivered, the product must be stored according to our guidelines until the installation date.

### ACCLIMATISATION

Most engineered boards can be installed within a short time after delivery. Before the installation gets started, installers need to acclimatise the floorboards. It's important to acclimatise your hardwoods before installing them. Doing so can be the difference between an installation done well and an installation gone wrong.

Give the floorboards a chance to get used to their new environment. For proper acclimatisation to occur, the temperature and humidity of the floorboards must match the temperature and humidity of the room they're in. If not, a lot can go wrong -- the boards can shrink or expand way too much, buckle, cup, or develop deep structural damage.

There are two ways to acclimatise your flooring:

1) Keep them inside of the boxes they come in, or

2) Take them out of the boxes they come in.

#### Keep Flooring Inside of the Boxes

If you choose to keep the woods in their boxes, make sure you keep the ends of the boxes fully opened and lay the boxes flat across the floor throughout the room. If you do not have enough space to lay the boxes out flat, you can stack them on top of one another.

If you must stack the boxes, try to stagger them to allow as much air to circulate as possible.

Make sure the room or level where the flooring will be laid is an enclosed space.

Between 5 and 10 days ahead of delivery time, check to see if the temperature and humidity of the space is at normal living conditions. In other words, let the heat or air run as it would normally for at least 5 days. Between 15 and 30 degrees centigrade is a good range. The humidity level should be around the yearly average for the area.

If the temperature and humidity of the room is abnormal, use a heating and/or air conditioning system to balance it out. Don't bring the flooring into the space until the heating or air has been running for at least 5 days, and wait 7-10 days before actually installing them.

Open the boxes and lay them flat in the room where they'll be installed. If because of space you stack the boxes try to stagger them to expose as much of the box to the open air as possible.

#### Take Flooring Out of the Boxes

If you have the room, you can take the individual boards out of their boxes and lay them on the floor in the pattern you want them to be installed.

Instead of laying the opened boxes flat across the floor, take the flooring out of their boxes and lay them out as you're going to install them. Lay them out and piece them together like you would a puzzle. Doing so will help you see where the transition lines will go and will make the installation process much quicker.

Taking the flooring out of the boxes is the best way to acclimatise them as air can surround the boards on more fully.

# **INSTALLATION - METHODS**

There are three ways of fitting a hardwood floor: Nail-Down Installation, Gluing-Down Installation and Floating Installation.

It is important to understand that any movement that may occur will be across the width of the boards and not in the length. Keep this in mind when planning the run of the boards. The principles of the three methods are set out briefly below:

#### I. Nail-Down Installation

The most common way of installing prefinished hardwood flooring is to nail or staple it down. Specifically designed nail guns are used to secure your flooring to the appropriate subfloor. It is also arguably the most successful as it is the way that floors have been fitted for years.

Nail-Down installation means nailing or screwing the floor down onto joists, battens, sub floor or existing floorboards. Although there are several ways of achieving this such as pre drilling and screwing or face nailing,

by far the most popular method is to 'secret nail'. A special nail gun is used to drive a nail at between 33 degrees and 45 degrees through the side of the tongue.

Ever more popular are the specially designed Tongue-Tite flooring screws which are fixed in the same way as nails. These keep the boards nice and tight but unlike nails, they don't work loose over time, which results in creaking floorboards. Another advantage is they are reversible, so the boards can be taken back up if required. Suitability: Mechanical Fixing is only suitable on floorboards with Tongue & Groove profile.

#### **Subfloor Preparation**

If the floor is to be nailed down then obviously there has to be something under the new floor that is capable of taking a nail such as joists, battens, chipboard subfloor or existing floorboards.

The following preparation work is recommended;

#### a) Joists (FOR 20MM THICK FLOOR BOARDS ONLY)

Pin a layer of moisture barrier, overlapped at the joints, on top of the joists. This is

advisable at ground floor level. Moisture content of the joists should be comparable to the floor, i.e. 10%.

The recommended centres for joists is 400mm. Please ensure the joists are leveled prior to laying down floorboards.

#### b) Battens (FOR 20MM THICK FLOOR BOARDS ONLY)

If fastening over concrete, a layer of moisture barrier should be placed over the concrete prior to fitting the battens. Insulation can then be placed between the battens if required. A further layer of moisture barrier or a layer of building paper can then be pinned to the top of the battens. The moisture content of the battens should be about 10%. The recommended centres for battens is 400mm. Please ensure the battens are leveled prior to laying down floorboards.

#### c) Chipboard / Plywood / Oriented strand board (FOR EITHER 15MM OR 20MM THICK FLOOR BOARDS)

When laying over concrete, the sub floor should be of flooring grade quality, tongued and grooved all round. The correct fixings must be used to ensure a good 'hold' when using chipboard.

Firstly, ensure the concrete base is sound. Cover with a layer of moisture barrier, overlapped at the joints by 150mm (6") and taken up the side walls by 100mm (4").

Then lay out the sub floor material in a brickwork design so that the joints are not lining through. Glue with PVA glue along the joints. Leave a 12mm (1/2 ") gap all round the outside.

The hardwood floor can then be fitted by secret nailing or screwing.

If the sub floor is already in place over joists, check that it is securely fastened down. Any points of movement can be rectified by screwing down on to joists. Please ensure the subfloor boards are leveled prior to laying down floorboards.

#### d) Existing Floorboards (FOR EITHER 15MM OR 20MM THICK FLOOR BOARDS)

Existing floorboards should be sound and securely fastened to the joists beneath. If not, remove any defects or overlay with plywood. Again, pin a layer of building paper over the whole floor, particularly at ground floor level. Once the sub floor has been prepared then you can start to nail the hardwood floor down. You should always allow for an expansion gap all around a hardwood floor. It is important to understand that any movement that may occur will be across the width of the boards and not in the length. Keep this in mind when planning the run of the boards. We usually recommend when fitting over existing floorboards, that the new boards run at 90 degrees to the old ones. The expansion gap should be about 12mm.

#### Procedures

Once you have set out for the expansion gap, the first line of boards can be set. Choose the wall that you want to start from, this will usually be the longest wall.

The first one or two rows of boards will have to be face fixed, i.e. vertically. First pre drill a fine hole, nail through into the sub floor, sink the nail head with a punch and fill. Be careful that the nails used are suitable flooring nails and that they will not penetrate further than the sub floor.

As you start to secret nail the boards down take care to ensure that the joints are completely random. Try not to line joints through or set the floor out brickwork style.

Also, if you have a floor that has a variegated pattern such as rustic or character oak, ensure that you open several packs at a time in order to ensure an even mix.

Nails should be at 6 to 8" centres with a nail a couple of inches either side of joints.

Once you reach the far wall you will need to face nail the last one or two lines of boards as before.

Whilst fixing the floor a few points should be borne in mind;

i. The boards should fit up snugly together, if not there is a good chance that there is some debris in the groove or a tongue is damaged. Clear this before nailing.

ii. Flooring should not be scribed around areas like architraves and casings. These should be undercut by hand or with a jamb undercut saw so the flooring can neatly slide under. Remember to leave some gap for expansion. Refer to picture above.

iii. When fitting around radiator pipes a 20mm hole (for 15mm pipes) should be drilled in the floor to allow for expansion.

#### II. Fully Glue-down Installation

Glue-Down installation requires the use of an adhesives or bonding agent applied directly onto the subfloor. It can be used on both concrete and wooden subfloors. Some of these adhesives are designed with under floor heating in mind and can be used for both solid and engineered floors. Laying over a concrete subfloor will first require a two-part epoxy liquid Damp Proof Membrane (DPM) to ensure no damp rises into the new floor.

The Glue-down installation method can provide an extremely stable floor when done properly, although it will require a slightly longer overall installation process. As with other installation methods, the installers should leave an expansion gap around the perimeter and follow the same laying pattern.

#### Suitability:

This method is suitable for either Tongue & Groove boards or Inter-locking boards.

#### **Subfloor Preparation:**

Floorboards can be laid above Chipboard / Plywood / Oriented strand board and existing floorboards, please refer previous page for detailed subfloor preparation tips.

#### Procedures

For optimal application, a flexible adhesive should be used and the trowel should be worked at a 45° angle so the adhesive left on the floor by trowel teeth is just the right amount. Adhesive should only be applied to surfaces that can be covered in under an hour. Many flexible adhesives are also designed with under floor heating in mind and can be used for both solid and engineered floors. Laying over a concrete subfloor may first require a liquid Damp Proof Membrane to ensure no damp rises into the new floor.

As with other installation methods, the installers should leave an expansion gap around the perimeter then carefully select the boards, setting aside any with imperfections or high colour variation for less visible areas of the floor. The installer should then press the planks down into the adhesive with a slight sliding movement, keeping adhesive out of board grooves and sides to ensure perfect fit with adjacent board tongue.

No two connecting boards should end on the same line so the installer should alter lengths, to stager joints at least 150mm (about 6 inch) apart. Often the last row will not fit a full strip of flooring and should be cut so the installer is able to glue the last row, leaving enough space for an expansion gap between the wall and the wood. For better aesthetics the installer should run the boards through the doorway and continue into the adjacent room, although it may not be possible in all property types or room layouts.

#### III. Floating Installation

Using the floating method of installation will require the pre-laying of an underlay in order to provide a cushion between the floor and the subfloor. Use one that combines a built in damp proof membrane on ground and basement levels or above concrete sub-floors and an acoustic option in multi occupant buildings to provide sound reduction between floors.

#### Suitability:

This method is suitable for Inter-locking flooring.

#### Subfloor Preparation:

Floorboards can be laid above Chipboard / Plywood / Oriented strand board and existing floorboards, please refer previous page for detailed subfloor preparation tips.

#### Procedures

Once the underlay has been fitted, the installers should start laying the planks at one end of the room and leave a 10-15mm gap around the entire perimeter to allow for expansion. In this method no nails are used and the board's connected using a click system.

No two connecting boards should end on the same line so the installer should alter lengths, to stager joints at least 150mm apart. Often the last row will not fit a full strip of flooring and should be cut so the installer is able to fit the last row, leaving enough space for an expansion gap between the wall and the wood. Although providing a better overall look, continuing boards between adjacent rooms may not be suitable for all room layouts or property types due to excessive movement.



# MAINTENANCE

#### Special Guidance for Job Site Maintenance

If additional building work is to be carried out or heavy furniture is fitted and/or moved around we would recommend laying a 3mm cover for a short period, on top of the new floor. This will help protect against tools and equipment accidentally dropping, painting splashes and scratches due to furniture movement etc. Please note that this may not protect against brick-dust or other building or paint dust reaching the floor and some maintenance work may be required to restore the floors lustre if a significant amount of work has taken place post installation. Good maintenance will increase the life of your floor.

#### **Regular Maintenance**

Regular maintenance requires little more than sweeping with a soft broom or vacuuming with a soft attachment on a regular basis. Walking on a dirty floor is the fastest way to damage a finish – the dirt and grit acts like sandpaper under your feet.

- Sweep or vacuum regularly to rid your floor of dust and eliminate abrasives that can scratch the finish.
- Quickly wipe spills from floor to protect wood from excess liquid.
- Use doormats to stop dirt and grit from coming in. Mats should be placed at all exterior doors. Avoid rubber or other dense mat backings that prevent airflow and retain abrasives and humidity
- Kitchen floors get the most wear, particularly in front of the sink. It's a good idea to place a rug in any areas where excessive wear may occur.
- Floor protector pads (e.g. soft felt pads) should be attached to the bottom of chair and table legs to prevent scratching the surface of the floor.
- Castors may gouge the floor. The floor should be protected by using protector cups in which the castors sit. (e.g. glide castor grips)
- Stiletto heels may damage even a hardwood floor, particularly if the heel tips are metal. Sport shoes may damage the finish of your floor, especially if they are worn or damaged.
- Water can also damage your floor, so be careful to mop up any spills immediately. Raise any pot plants onto stands or trivets so that air can circulate under the container and so that water spills can be seen.
- Protect your floor when moving heavy furniture. Place a smaller piece of plywood on a soft mat. Place furniture on this and slide smoothly over floor.
- Re-coat your floor with the original finish as often as you need every 12-18 months in heavily used areas
- Keep pet claws trimmed to avoid scratching floors.
- Although manufacturers' finish delays and reduces most of the sun-shading phenomenon that causes wood to darken and look yellow over time in some natural species, your floor needs to be protected from sunlight and intense artificial lighting to reduce discoloration of exposed wood. This phenomenon with wood surfaces is normal and natural. The lighter the color of the wood, the more apparent this color change will be.



# IMPORTANT

- Excessive exposure or submergence to water will greatly compromise the flooring and nullify the warranty
- Please note that a "non-correct" installation will affect the warranty
- After timber flooring is installed, please vacuum the floor thoroughly, then fully cover the floor with dropsheets if there are other construction jobs to be done. This is even more important when painting or cutting plasterboards as the fine dust may get into the timber grain.
- Excessive fluctuations in temperature and humidity can cause expansion and contraction of the flooring planks. It is important therefore to control the environment to the best of your ability and try to protect your flooring from direct sunlight or extreme cold temperatures.
- Natural floors contain organic pigments and if exposed to excessive direct sunlight, it may cause fading.
- When installing Oak Life flooring on stairs, glue both tread and riser using a recommended polyurethane or construction adhesive. No underlay should be used on tread or riser. Special stair nosing trims are also available for this application.
- It is the installer's responsibility to check each board for faults or defects, in appropriate finished lighting conditions, prior to installation. Labour costs or any other costs associated with the replacement of boards after they have been installed will not be accepted by Oak Life Flooring P/L or its agents.
- Oak Life flooring is not designed to be exposed to extremes of humidity or temperature. It is important to
  note that floors exposed to such conditions may fail. Sensible protection of the flooring from such
  extremes, particularly in unoccupied homes, must be afforded. Measures can include curtains, awning,
  blinds, window tinting, and early commissioning and/or regular use of air conditioning or humidity control
  devices. Protection of the flooring from any radiant heat source should also be provided, eg: around
  combustion heaters and other heaters, as these generate extreme low humidity. Oak Life flooring should
  not be installed until these measures are in place, and should not be installed more than 2 weeks prior to
  occupation of the home. It is important to understand that any warranty, expressed or implied, may be
  voided if the floor is exposed to extreme conditions.
- It is the homeowner's responsibility to provide a moderate indoor environment in order to prevent cracking and distortion of the flooring, even when unoccupied.
- The installer has responsibility for the final inspection of the boards and has to check the quality prior to installation. Once the floor has been installed, it is deemed inspected and acceptable by the installer and homeowner, even if the homeowner is not present at the time of installation.



# **25 Years Structural Warranty**

Throughout the entire manufacturing process, every piece of Oak Life flooring is inspected under the strictest quality control standards. Oak Life Flooring warrants European Engineered Oak Flooring to the original purchaser in the original manufactured/purchased condition, to be free from milling defects and delamination for 25 years. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other causes, is not covered by this warranty. As per industry standards, Oak Life Flooring reserves the right for a 5% defect allowance, which is not covered under this warranty. During preparation and installation of the floor all installations must adhere to the instructions and information found in the Oak Life Flooring Installation Instructions document.

# **5 Years Residential Wear Warranty**

Oak Life Flooring warrants to the original purchaser that, under normal residential conditions, the finish wear layer of Oak Life flooring will not wear through or peel from the wood for a period of five (5) years from the date of purchase by the original purchaser. Regular maintenance outlined in the Oak Life Flooring care and maintenance document must be followed in order to validate this warranty. This warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, Oak Life Flooring will, upon request, refund the original purchase price of the defective floor on a pro rata basis. Any attempt to repair, refinish or replace the defective product prior to inspection by Oak Life Flooring or its appointed agent will invalidate this warranty.

# Warranty Exclusions

Oak Life Flooring warranties do not cover scratches, dents or any noticeable markings caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets, or insects. Furthermore, Oak Life Flooring will not warrant any product that becomes faulty due to improper re-coating, improper installation, nealect, environmental extremes, or improper storage of product. Please read and adhere to all instructions and information found in the Oak Life Flooring Installation Instructions document prior to preparation and installation of the floor. Additionally, the subfloor is the responsibility of the installer. Failure of Oak Life Flooring products relating to the subfloor, in any manner, is not the responsibility of Oak Life Flooring and is not covered under the warranty. The finish wear surface must be easily noticeable and cover at least 15% of the total floor area for a claim to be considered. Any variation or reduction in gloss level will not be considered under this warranty. Small cracks or delamination that develop from improper moisture control, flooding or excessive drying, will not be covered under this warranty. All wood floors will expand and contract with the change of seasons. The expanding and contracting is not covered under this warranty. It is recommended that you maintain a relative humidity of 35-55% in your home by using a humidifier and/or dehumidifier to minimise movement of your hardwood floor. Colour variations are a natural occurrence in flooring due to age, species and exposure to ultraviolet sunlight. For this reason, slight color variations may be encountered, and this is considered normal. Also, normal sunlight may cause slight fading or darkening. Area rugs should be moved occasionally as they block sunlight and may give the appearance the floor is discoloring under the rug; this discolouring is a natural occurrence of all wood floors and is not covered under the warranty.

# **OUR STORY**

We are a group of creative designers and talented craftsmen. Since the 1990s we have established our family business focusing on manufacturing and distributing premium European Oak Engineered Flooring. We love to create styles that describe a character. Classic or industrial, timeworn, old-world charm or rustic, there is always a design to suit you.

# **OUR SERVICES**

### The Large Collection

With over 60 finishing styles, you will always find one to suit you

### Full Custom Made Flexibility

With no surcharge, we provide clients the flexibility to create their own designs and choose sizes

### No Minimum Order

All orders, big or small, receive our full attention. No minimum order requirements, no extra shipping & handling fee for small orders

### **Fast Delivery**

We keep large stock and finish our products locally to ensure prompt delivery. The average order can be ready within 1-2 weeks. For any special orders we guarantee delivery up to a maximum of 12 weeks

The Manufacturer's Prices Competitive prices from the manufacturer.

# **OUR ADVANTAGES**

### **ECO Coating**

A choice of hard wax oil, natural oil or waterborne lacquer, we only use environmentally friendly coating products

#### Handcrafted Antique Styles

All our floorboards are carefully handcrafted by talented craftsmen to restore a timeworn antiquity of the old world Europe

### Extra Wide Plank In Stock

Starting from 190mm classic wide plank, the width can go up to 220mm, 240mm and 300mm. Our solid oak flooring collection starts with 80mm, and go up to 130mm, 180mm, 205mm and 230mm.