



Warranty and Technical Data

T +61 3 9877 1966

E sales@oslek.com.au

Oslek Packaging Pty Ltd t/a Oslek Flooring ACN 136 902 906 (Oslek) provides the following warranties for its engineered flooring products (the "Products"). The warranty applies to the original purchaser,

commencing from the date of purchase ("Warranty"). Please note that all floor coverings will show signs of wear over a period of time depending on the amount of traffic over the floor and the diligence of cleaning and maintaining the floor. Here are a few useful tips:

1. The expansion gap left between the wall and the floorboard will need to be covered. This can be covered with an appropriate skirting to be nailed to the wall and not to the floor. If installed with existing skirting, use a fillet mould or scotia to cover the gap, fixed to the skirting and not the floor. Suitable flexible corking may also be used only when using direct stick method.
2. Upon completion, protect the timber flooring from damage during the final stages of construction. Installation of the timber floor should be completed at the final stage of construction to minimise any damage. However, the use of a breathable floor protection such as RAM or SUPAboard to cover the freshly installed floor as well as a protective cover sheeting such as MDF (medium density fibreboard) to cover high traffic areas is appropriate where required.
3. Care should be taken when installing the protective sheeting that no loose grit or obstructions get trapped underneath, as this will damage the coating when pressed upon. Please also ensure that any taping is **NOT** applied directly to the floorboards. Note: Do not cover the flooring with plastic sheeting of any kind, as this can cause the floor to sweat, leading to expansion of the flooring and possible damage to the coating.
4. Use "breathable" woven fabric rugs at entry points and in high traffic areas to collect grit in conjunction with externally placed door mats. Grit crushed underneath shoes creates the most wear to a floor surface.
5. Sweep with soft broom or static mop or vacuum regularly. Use a "soft" vacuum head to remove grit and abrasives. At least once a week "damp clean" with a microfiber-type swivel cleaner. Do not use a bucket and mop or use too much water on the floor. Do not use any bleach, ammonia, or caustic cleaners to clean the floor.
6. Ensure all furniture legs and bases are covered in thick felt or rubber stoppers to avoid scratching. Never drag heavy furniture over floors.
7. Keep pet's nails trimmed.
8. Never wear stiletto or sharp heels.
9. Remove spills as soon as they occur. Acidic liquids such as lemon juice or vinegar can damage the coating

Domestic Warranty 25 Year Structural Warranty and a 15 Year Wear Warranty: Your Oslek floor comes with a 25-year structural warranty and a 15-year wear warranty. The structural warranty warrants that the product will not de-laminate, expand or contract within 25 Years from the date of purchase; the 15-year wear warranty warrants that the veneer surface will not wear through to the plywood under normal domestic use during the 15-year period. Both warranties are subject to the conditions stated below.

Commercial Warranty 20 Year Structural Warranty and a 10 Year Wear Warranty: Your Oslek floor comes with a 20-year structural warranty and a 10-year wear warranty. The structural warranty warrants that the product will not de-laminate, expand or contract within 20 Years from the date of purchase; the 10-year wear warranty warrants that the veneer surface will not wear through to the plywood under normal commercial use during the 10-year period. Both warranties are subject to the conditions stated below.

Conditions of Warranty:

1. The flooring system must be installed by an accredited flooring installer in accordance with Oslek flooring installation instructions. PLEASE NOTE Installation of the flooring is **not** covered by Oslek. Please ask your installer for an installation warranty.
2. With either Glue-down or Floating installations, the sub-floor must be level as per AS 1884 – 1985 section 2.1 & 2.2 or any relevant new standards. In these instances, the underlay or adhesives must be of reasonable quality.
3. The warranty does not cover damage caused intentionally, recklessly, negligently or by accident.
4. Oslek floors are made from timber and may contain variations in colour and grain. Exposure to sunlight may also cause colour variation, as may partial exposure due to placement of rugs, mats, furniture etc. No warranty is offered against these natural characteristics.
5. The warranty is only honoured with the original proof of purchase.
6. Apart from the warranties implied by the full text of the Australian Consumer Law (ACL), set out in Schedule 2 of the Competition and Consumer Act 2010 as amended from time to time all other warranties express or implied whether arising by virtue of statute or otherwise are excluded.
7. This warranty shall not apply where the product is laid in "wet areas" such as bathrooms and laundries.
8. This warranty shall not apply where the product is used other than for commercial, domestic or household application.
9. Air conditioning – This warranty covers air conditioning use provided the relative humidity levels are maintained at between 35% and 55% and the temperature is maintained at 20°C.
10. Except for costs incurred by the seller in repairing or replacing the floors or by refunding the purchase price, Oslek will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs, damages for physical inconvenience.

General Exclusions:

This warranty does not cover damage to the floor caused by such things as:

1. Water damage caused by flooding or rainwater runoff as a result of a storm.
2. Water damage from bursting, leaking, discharging, or overflowing water or liquids at the installation location.
3. Use of steam mops or unauthorized cleaning products such as ammonia-based cleaning products.
4. Spillage of corrosive, acidic liquids, chemical or other substances.
5. Failure to clean and maintain the floor in accordance with the guide set out above.

6. Damage caused by insufficient protection from furniture, from items such as stiletto or spiked heeled shoes, or by pets.
9. Faulty or defective workmanship on the part of the installer. This includes areas that are not glued adequately.
10. Not being installed as outlined in the current installation instructions.
11. Noises (squeaks etc) associated with anything other than the manufacture of the flooring.
12. Damage caused by sun or its UV rays.

INSTALLATION SPECIFICATION

Oslek Flooring's engineered product is made from a top wear layer of European Oak, Australian Oak or Chestnut usually between 2mm to 6mm thick on a cross-linked multiply base. This gives an option of total thickness of between 15mm and 22mm. All boards are tongue and grooved and end matched with widths including 180mm, 190mm, 220mm, 240mm and 300mm. The boards come in a variety of lengths from 1800mm to 2900mm long boards with up to 25% nested shorts. Boards can be supplied in a choice of finishes or sold unfinished. The quality of the boards is exceptional in appearance and trueness. We recommend a wastage factor of between 5 -10% extra to cover cutting waste. Moisture content is generally around 10-12% depending on seasonal variations etc.

Wood is a natural product, subject to colour, character, and grain variations. Gum veins, mineral streaks, knots, splits, cracks, and other imperfections will also be present. These add to the natural character of the product and are not considered defects. Real wood is an organic material; the character will vary from tree to tree and board to board. The process used to fume, smoke and/or stain gives the product its deep rich colours. Because each board will accept the surface treatment differently, we cannot guarantee that the timber floor you order will exactly match your sample board. It is extremely important that boards are selected from multiple cartons and shuffled during the installation process.

Mouldings should be matched to boards that will enhance the look of the installation before the installation process begins. Finished boards require minimal additional finishing treatment once down, however care must be taken to remove glue residue during installation and to protect the floor from other trades and traffic. To further protect your floor, we always recommend applying the Maintenance Oil after installation or before handover (contact Oslek or your retailer for further instructions) to seal bevels and cuts, provide a consistent sheen level and to further protect against general wear and staining. As a minimum in areas such as the kitchen or dining area where the floor is most exposed to spills or fatty foods High quality engineered floors can be laid without the usual restrictions that apply to a solid product as movement is greatly reduced. We recommend qualified floor layers only be used to install our floors (please contact Oslek for recommended installers).

Methods of installation over concrete slabs: A) Slab Preparation:

This information is relevant to all timber floor installations over a concrete slab. Concrete must be structurally sound, dry (no more than 5.5% moisture content), level and cleaned of waxes, adhesives, dust etc. Slabs must be flat with no more than a 3mm deviation in a 3-metre radius. If deviations are greater than above, use a self-levelling compound (e.g. Ardit) to level the surface within the above tolerance. All levelling compounds are to be applied to the manufacturers instructions and care must be taken to ensure sealers used are compatible. Sealers may affect a direct stick by preventing proper adhesion with the glue.

Please note: We recommend using a high elastic strength wood flooring glue. Silane Modified Polymer (SMP) can be purchased now with Acoustic ratings and Moisture Barriers included. Please contact your place of purchase if you require information on suitable glues.

1. Direct Sticking onto an acoustic mat or directly onto concrete slab

Over a levelled slab, first coat the entire slab with an appropriate moisture barrier (paintable membrane) to the manufacturer's instructions. Failure to correctly seal the slab can result in floor failure due to moisture rising and weakening the glue bond. If using acoustic mat over entire surface as per instructions below there is no need to apply a membrane first. Expansion allowances of a minimum of 10mm at skirting boards, perimeter walls and around fixed objects. Joinery and cupboards are permitted to have a minimum 5mm expansion gap allowance only with the direct stick installation. The installation of joinery and cupboards are allowed on top of the floor using this method only.

If using an acoustic mat (e.g. 5mm thick Impactamat) glue down using a 3mm V-notched trowel. Allow to dry to manufactures' instructions. Otherwise use a suitable SMP* glue such as Acoustic as a one step process. Glue the boards directly to the Impactamat using a 3mm notched trowel. This mat system is a requirement on first floor residential or multi-level installations to absorb noise it also works well on ground floor slabs. The floor will have a very solid sound and a softer feel under foot. If not using an acoustic mat, directly stick floor boards to the membrane or slab using the SMP glue with the appropriate trowel usually 6mm to the required coverage specification from the glue manufacturer. Using this process ensure all boards are laid flat and have contact with the glue. This may require to weighing them down until the glue sets.

2. Installation over existing timber floorboards

Plane flat any high points on existing boards and rough sand to provide a glue key. Glue 4mm plywood using SMP glue using a minimum 3mm v-notched trowel or as per manufactures' instructions in the opposite direction (cross laminate) to the intended direction of the new floor. Glue and secret nail floorboards using SMP glue applied using approved V-notched trowel. Allow to dry to manufactures' instructions. Expansion allowances of a minimum of 10mm at skirting boards, perimeter walls and around fixed objects. Joinery and cupboards are permitted to have a minimum 5mm expansion gap allowance only with the direct stick installation.

3. Direct Sticking over ply over a slab.

Use this method to pack-out to a specific level; plywood from 9mm up can be used. Over a levelled slab lay thick polythene sheet as a moisture barrier. Overlap each sheet by 150mm and attach the overlaps using 50mm wide double-sided tape. Alternatively, you can use a coated application moisture barrier. Lay the ply over the polythene sheet in the opposite direction (cross laminate) to the intended direction of the floor. Attach the sheets to the slab using pre-drilled sleeve pins only at a rate of 28 pins per 2400mm x1200mm sheet. Level ply if necessary by plane. Rough sand ply and glue and secret nail boards using the SMP glue with the specified trowel. Allow to dry to

manufactures' instructions. Expansion allowances of a minimum of 10mm at skirting boards, perimeter walls and around fixed objects. Joinery and cupboards are permitted to have a minimum 5mm expansion gap allowance only with the direct stick installation.

4. Floating

Technically our floors are not "Floating Floors" as such and it is our least favourite method of installation. However, being engineered and inherently flat means they can be used in this way. The floating method is not suggested because it can give the floor a more "hollow" sound as opposed to a "dead" sound achieved when the floor is glued to the subfloor. Floating floors will bend slightly underfoot which can make a sound as boards rub under movement. The composition of our floor means that the sound made when walking has a solid but hollow quality underfoot not like the "tinny" sound produced from most thin floating floor systems that you may have experienced. We DO NOT recommend D.I.Y. installation.

Over a levelled slab, first lay a floating pad or underlay with the impervious side facing down. Overlap the pad by 150mm and join the overlaps using a 50mm wide double-sided tape. As a guide, lay boards parallel to the longest wall in the room. Leave a 10-12mm expansion gap along end walls and cover with skirting board or scotia. Allow a minimum of 10mm gap around joinery or cupboards. No joinery or cupboards are to be installed on top of the floating floor. It must be able to move in all directions. Greater expansion gaps may be required in areas greater than 10m wide and 12m long or with extreme fluctuations in humidity or temperature levels. The length and width at which internal expansion allowance is needed will depend on the area to which the timber flooring is being installed. Eg. in longer rooms, floors may need expansion at doorways due to the movement of different sized floors in different rooms. Thought needs to be given to the environmental conditions relating to the on-site storage and acclimatisation as well as the conditions on the day of installation. When laying the boards, use a small quantity of PVA glue for the tongue and grooves only and remove any excess glue from the floor face with a wet rag.

UNDERFLOOR HEATING OPTIONS:

In-slab and above-floor heating systems can be used under *Oslek Floors*. In-slab heating uses either electrical or hydronic heating elements which are embedded into the slab. If using in-slab, we recommend installation method #1 above incorporating the acoustic mat. Expansion allowances of a minimum of 10mm at skirting boards, perimeter walls and around fixed objects. Joinery and cupboards are permitted to have a minimum 5mm expansion gap allowance only with the direct stick installation. IT IS VITAL THAT ANY UNDERFLOOR HEATING SYSTEM BE FITTED WITH A CUT-OFF THERMOSTAT SET TO NO HIGHER THAN 25 DEGREES CELSIUS WHEN MEASURED UNDER THE TIMBER FLOORING.

Irreparable damage to wooden floors occurs if it is subjected to temperatures above 25 degrees. Above-floor heating uses electrical wires attached to the slab. This type of system is suitable for existing slabs or over other sub floors. With either system it is important not to have a total timber thickness above greater than 20mm otherwise the insulating properties of the timber reduce the effectiveness of the heating system. This eliminates using installation method #3. We recommend installation method #1 incorporating the acoustic mat. Also, any air gaps between the heating system and the floor acts as an insulator and should be avoided. **Please ensure the in-floor heating is turned on for 3 weeks prior to installation and turned off the day prior to installation. Once installed and the glue cured the heating can be turned on but must increase in temperature by no more than 1 degree Celsius per day until the floor acclimatises.**

IMPORTANT CONSIDERATIONS:

1. It is vital that all glue residues are removed immediately after laying each pre-finished board. If using "Bostik Ultraset" to glue down, use "Bostik Wipes" or a solvent suitable to the glue being used. Always test solvents first on an off-cut to establish that the solvent does not affect the colour or finish. Otherwise use a SMP glue as above. They are nontoxic and easily removed after laying.
2. Once floors are laid on a building site it is essential that the floor be protected using a breathable covering such as Ram board or Supaboard that is securely taped together (do not apply tapes to the finished floor). This protection must be maintained until all works have been completed. Avoid plaster dust on the surface of the floor. If dust is present, vacuum off immediately. Do not mop. Moisture can set the plaster dust into the low grain of the timber making it extremely difficult to remove.
3. Regular cleaning will prevent dirt and grit from wearing and scratching your floor and will extend the life of the finish considerably. Loose dirt and dust should first be removed using an electrostatic mop, or by vacuuming (after first ensuring the head of the vacuum won't scratch your floor). A swivel-type-cleaning pad is preferred (e.g. Sabco Super Swish); normally these products are supplied with one dry electrostatic pad and one wet microfiber pad that are interchangeable; these types of cleaning products are available from most well-known hardware and building supplies stores.

After dirt/dust removal, use a spray bottle (either, mop-mounted or hand-held) containing a mixture of the **Vesting Wax & Clean** concentrate and water (mixed as noted on label) to mist, or lightly "spritz", the floor. (*Contact Oslek for more products.*) This cleaner is specifically designed for LED-cured Hardwax oil finishes; in addition to cleaning the floor, it adds a small amount of wax to further optimise coating life. Clean a section of the floor at a time, working along the boards in the grain direction to remove any marks and collect any missed grit. Best cleaning results are achieved by frequent rinsing of the microfiber pad in water to continually remove any lifted dirt and grit. It is most important not to over-wet timber floors, nor to allow moisture to remain on a timber floor for any period. After floor cleaning is completed, the damp mop should either be thoroughly rinsed with clean water, or better still, washed in a washing machine ready for the next use.

Please contact your place of purchase if you require any further information prior to installation. Thank you.