

Reflections Laminate 12mm Ultimate Flooring Installation Instructions

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IMPORTANT NOTICE:

- Please read the entire installation instructions carefully before proceeding with the installation. If unsure, please contact your retailer or the manufacturer.
- Proceed with a visual inspection of the boards before installation. Once installed, the boards are considered accepted by the installer and the homeowner.
- Laminate Flooring must be installed as floating floor method **ONLY** and **CAN NOT** be glued, screwed, nailed or fixed to the floor in any other fashion.
- Wet and dry electric vacuum cleaning method is **NOT ALLOWED** under any circumstances.
- The use of silicone or caulking compound is **NOT ALLOWED** throughout the installation.
- Minimum 10-12mm expansion gap is required around the perimeter at all times.

ACCLIMATISATION & SITE INSPECTION

- Reflections Laminate 12mm Ultimate flooring must be installed in a regulated and liveable environment to prevent possible damage not covered by warranty. As such, Reflections Laminate 12mm Ultimate flooring should not be installed more than 2 weeks prior to occupation of the home. The floor is designed to perform in an environmentally controlled structure.
- Please store the packets 48 hours prior to installation under the same climatic conditions (temperature and moisture) as the actual installation process.
- **IMPORTANT:** pre-condition for proper fitting and long-term durability of the Laminate Flooring is a room temperature between 15°C - 27°C and a relative humidity of around 45-60%.
- Avoid exposure to direct sunlight. Sliding doors and/or windows need to be covered by blinds or curtains.
- **DO NOT** install in bathrooms, laundries, toilets, or areas subject to regular moisture or water.
- Flooring should not be delivered until the building has been closed in and cement work, plastering, painting and other materials are completely dry. Concrete and plaster should be cured and at least 60 days old. Check basements and underfloor crawl spaces to ensure they are dry and well ventilated to avoid damage caused by moisture.
- Each plank should be carefully checked prior to installation. **DO NOT** install sub-standard, non-confirming or faulty boards. Do alignment inspections as you continue the installation.
- Handle with care. **DO NOT** stand packs on their ends.
- When Reflections Laminate 12mm Ultimate flooring is ordered, allow approximately 5%-10% for wastage and off-cuts, depending upon size or layout of the room or installation area. (Please note diagonal installations may require additional wastage allowances).
- Extremes in humidity levels in the home must be prevented year-round. Laminate Flooring is a living product which reacts to humidity level variations. During summer, where the humidity level is usually at its highest point, the flooring is expected to expand as it absorbs moisture from the air. These variations must be dealt with adequate dehumidification. As for winter, when the heating system is working, the humidity level is lower. It is then recommended to use a humidifier to minimise the extreme effects of shrinkage.

GENERAL INFORMATION

Reflections Laminate 12mm Ultimate flooring has been manufactured with a licenced click system, the planks can be clicked together without using any glue. The use of Crosslink PVA glue on the **SHORT SIDE** of the plank is accepted during the installation but it is not necessary.

Before installing the flooring, you must clean, sweep, or vacuum the subfloor so that it is free of dirt and debris. Verify the moisture content of the subfloor using a moisture meter or another approved method.

DO NOT INSTALL REFLECTIONS LAMINATE 12MM ULTIMATE FLOORING OVER ANY UNDERFLOOR HEATING SYSTEMS.

Expansion Gap

When installing Reflections Laminate 12mm Ultimate flooring, you must leave an expansion gap around the perimeter of the room of 10-12mm to prevent binding of the flooring. The planks must not be glued or tacked to the subfloor in any way.

DO NOT INSTALL ANY CABINETS, KITCHEN ISLANDS OR ANY HEAVY ITEMS (ABOVE 200KG IN WEIGHT) ON TOP OF FLOATING LAMINATE FLOORS.

The 10-12mm expansion gap should be maintained when meeting other types of flooring. This also applies to any obstructions (columns, pipes, etc.) in the installation. Door jambs must be undercut to allow for expansion; **DO NOT** force the laminate product under tight door jambs.

Cutting the planks

When cutting Laminate Flooring with a circular saw, it is recommended to cut with the decorative side down. When using a table saw, jigsaw or handsaw, cut with the decorative side up.

Always start a row with a plank at least 400mm long and ensure the minimum end joint offset is 400mm apart.

Expansion Moulding

If the installation areas are greater than 16m in length and/or 10m in width or those with separate rooms, you will require the use of transition moulding to provide proper expansion space.

It is recommended to provide an expansion joint between different rooms (e.g. doorways) to allow for normal expansion and contraction.

Wet Areas

Laminate Flooring **CAN NOT** be installed in **ANY** wet areas including bathrooms, laundries, toilets, or areas subject to regular moisture or water.

Layout and Measuring

First, determine which way to run the planks.

Rules of thumb are:

- Lengthwise in the longest direction of the room.
- Lengthwise perpendicular to the main source of incoming light.

To avoid straddling a door jamb with a plank, measure back to the starting wall to ensure a plank connection within the door jamb area. Undercut all door jambs so that the flooring will easily slide underneath them. Using a scrap piece of flooring and underlayment as a guide, undercut the jambs with a jamb saw or regular handsaw. Always leave 10- 12mm expansion gap between the flooring and all walls or other fixed objects.

It is recommended that you do not end up with a narrow strip at the end that is less than 50mm wide on any wall in the room. It is highly recommended to cut both first and last rows, so they are equal in width. The planks in the first row can be cut to a narrower width to ensure the planks of the final row are at least 50mm wide.

Tools Required

- Safety glasses
- Dust mask
- Measuring tape and square
- Ruler
- Sharp 'Stanley' type knife
- Pencil
- Pull bar
- Hammer
- Tapping block
- 'Table type' power saw with dust collector, or a circular saw with carbide-tipped blade, or a power jigsaw, multitool, drop saw, and undercut saw Small hand tools associated with woodworking
- Expansion wedges (Suitable sized spacer blocks of plastic or wood)
- Trims
- Scotia
- Stair Nosing
- Select Underlay & moisture barrier
- Select Guard floor protection
- Waterproof tape

Visual Inspection and mixing planks

Notice to installer

Planks showing visible defects should never be installed. These planks should be put aside and used for cuts or submitted for a product claim. Claims resulting from the installation of such planks will not be honoured. For best results, it is recommended that material be mixed from four (4) to six (6) boxes when installing Reflections Laminate 12mm Ultimate flooring.

DO NOT PUT LIKE PLANKS NEXT TO EACH OTHER AND YOU MUST RANDOMLY STAGGER END JOINTS FOR BEST APPEARANCE.

Preparation

SUBFLOORS MUST BE CHECKED PRIOR TO INSTALLATION.

Subfloor

Reflections Laminate 12mm Ultimate flooring **CAN NOT** be installed over any existing flooring that has an attached cushion or is a floating floor such as carpet or carpet underlay. However, it can be installed over well-bond vinyl or ceramic tiles if sufficiently levelled. Tile grout joints or other gaps of more than 2mm in depth and 4mm in width should be levelled.

Please ensure the subfloor or surface that the flooring is being installed over is levelled. Using a 1m straightedge, the subfloor level should not exceed 3mm over 1 lineal metre in any direction. Remember, uneven floors may lead to movement and noise, so it is necessary to assess the levelness and get it right. Timber subfloors can be sanded level and concrete subfloors, or existing floor coverings can usually be levelled using a cement based self-levelling compound.

Wooden and wood-based materials (plywood, OSB, particle board) must be dry, with a moisture reading no greater than 14% (this should be checked with a moisture meter). All wooden subfloors must be greater than 19 mm thickness. Ensure that the boards of the subfloor are properly fastened to the supporting beams and that you do not have any squeaking or depressed areas. Patch if needed and fill depressed areas with floor levelling compound. Raised areas must be sanded down. The subfloor must be smooth, flat, structurally sound, and free of deflection.

SHOULD THE RELATIVE HUMIDITY OF THE SUBFLOOR BE ABOVE 85%, THE FLOORING SHOULD NOT BE INSTALLED.

Before installing any floor, a moisture level measurement of the subfloor is very important to know so that we can choose the correct installation procedure(s). If the moisture level is above 70% relative humidity as measured by an approved moisture meter that complies with the current Australian ATFA codes, you must first install a 200um minimum plastic moisture proof membrane or sheeting. Where the membrane edges meet, they must overlap by 300mm and the joints must be sealed using a waterproof tape. All walls and vertical fixtures must have the membrane turned up and then trimmed back to the appropriate level depending on skirting and/or beading to be installed.

Underlay

Reflections Laminate 12mm Ultimate flooring is installed by the floating floor method and may not be glued, screwed, nailed, or fixed to the floor in any other fashion. All types of subfloors require moisture inhibiting membrane (underlay). We recommend using our Select Underlay and moisture barrier. The Select Underlay must be used on the subfloor prior to the Reflections Laminate 12mm Ultimate flooring installation.

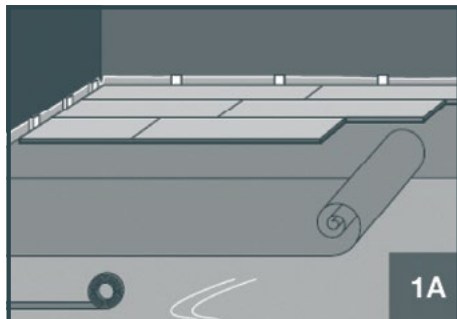
The underlay must be applied with a minimum 100mm overlap and sealed with waterproof tape.

All walls and vertical fixtures must have the underlay turned up and then trimmed back to the appropriate level depending on skirting and/or beading to be installed.

INSTALLATION

1. Getting started

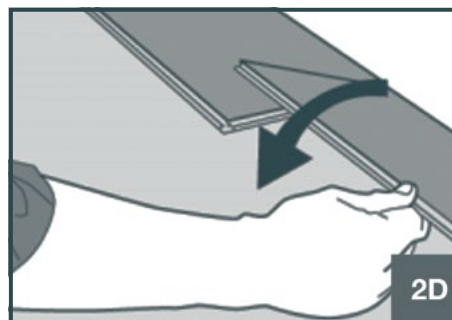
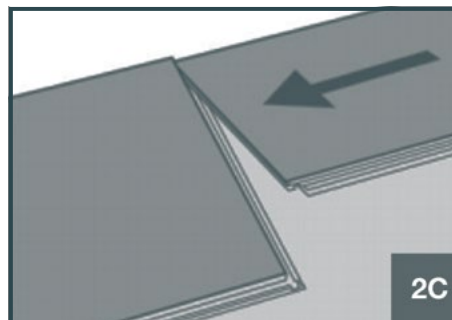
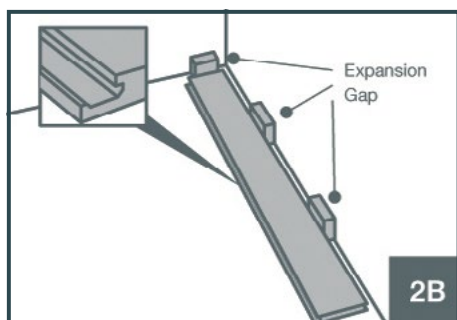
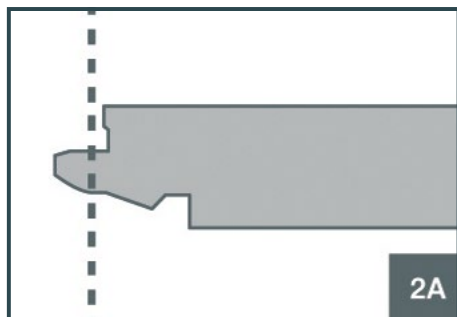
Check the planks before you start to make sure that they are not in any way damaged or have quality defects. After cleaning the subfloor, you may roll out the Select Underlay and must use its 100mm overlap and tape to ensure the moisture protection.



2. First row

Start installation of the planks in the left-hand corner, tongue-side against the wall. Make sure you place the short side of the plank 10-12mm from the wall. It is practical to adjust the gap between the long sides and the wall later, when three rows have been installed. Place next floorboard tight to the short end of the first one in the corner, then fold down with a single action movement. The planks will automatically click into place.

Repeat the same process for the next 3-4 planks and then start the second row. Ensure the long sides of the planks make a straight line.

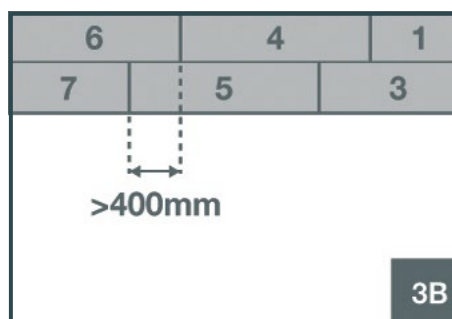
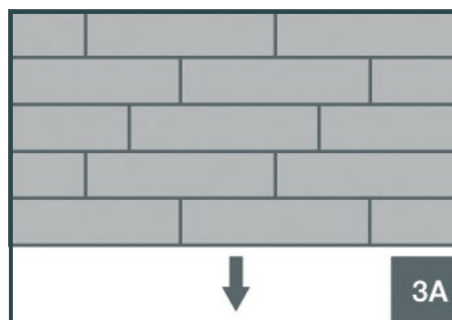


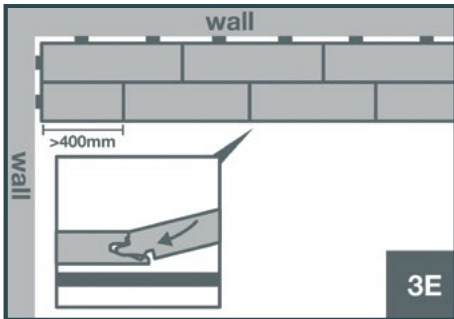
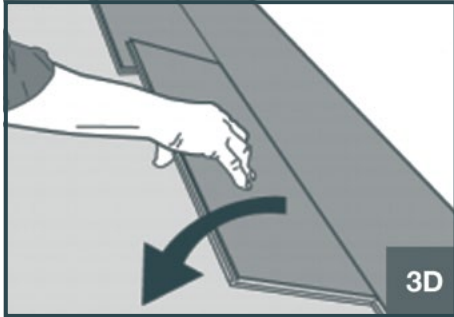
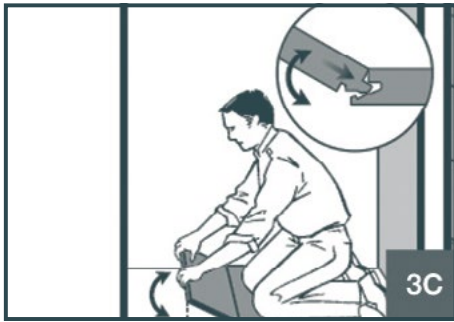
3. Second row

Use a cut piece of plank at least 400mm long from the previous row to start the next row. Always ensure that the end joints are randomly staggered at least 400mm. Place the next floorboard tight to the short end of the previous panel and fold down in a single action movement. The planks will automatically click into place.

Repeat the same for the next 3-4 planks and then start the third row.

Always ensure that the end joints are randomly staggered at least 400mm apart.



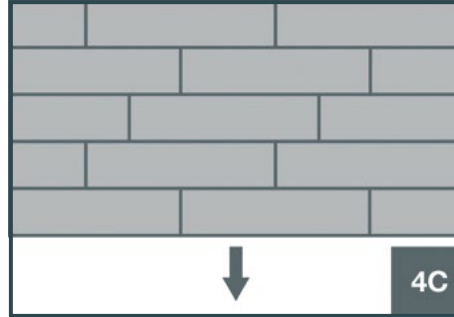
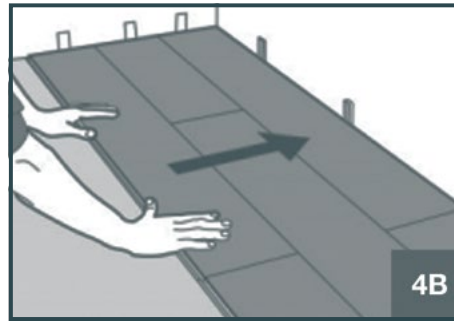
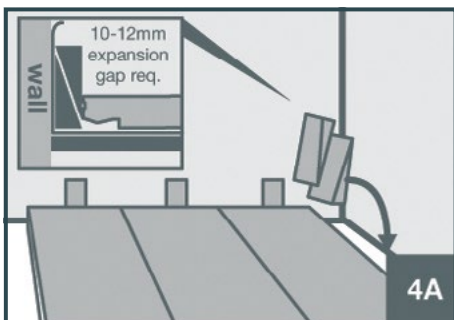


4. Third row

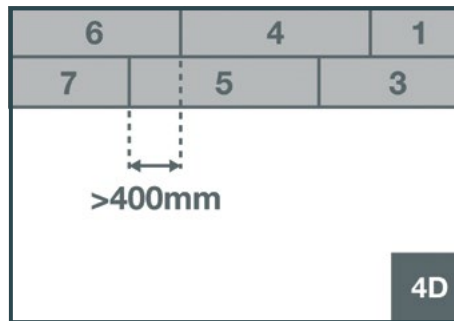
Start and complete the third row in same way as second row.

Important: Now we can slide these three rows off the starting wall and install the suitable spacers against the starting walls. Make sure you leave minimum 10-12mm expansion from both walls.

It is critical to keep the first three rows straight and square as their alignment will affect the rest of the installation.

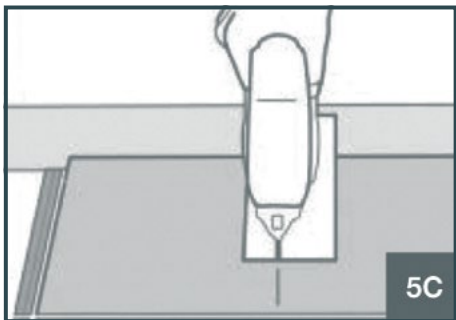
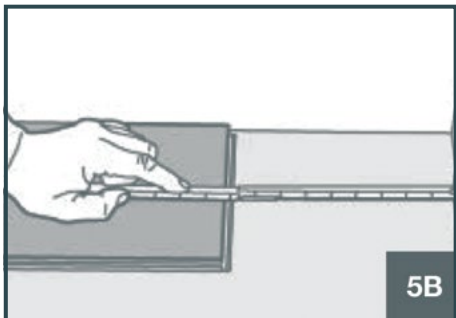
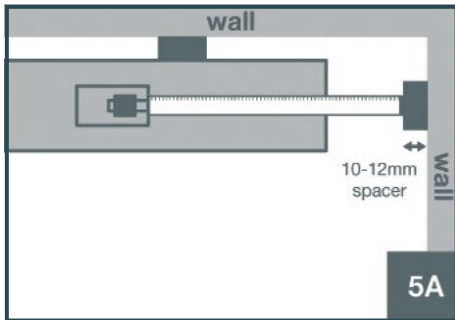


Always ensure that the end joints are randomly staggered at least 400mm apart.

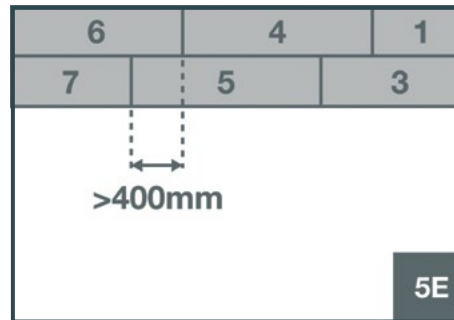
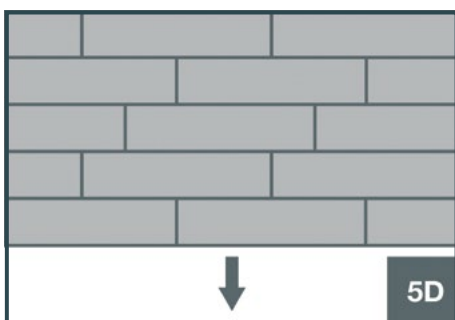


5. Completing the first three rows

Move back to the first row and continue the installation. Place the final plank face down. The distance to the wall must be 10-12mm. Mark where the plank is to be cut. Place the plank face down on the work surface and cut to size using a circular saw. If you are using a hand saw, ensure that it is fine toothed and cut the plank face up.



Always ensure that the end joints are randomly staggered at least 400mm apart.

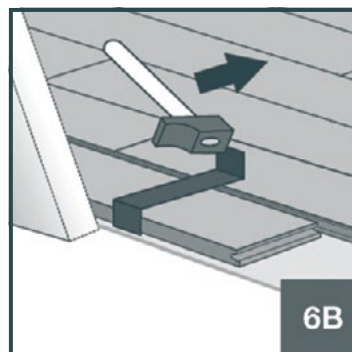
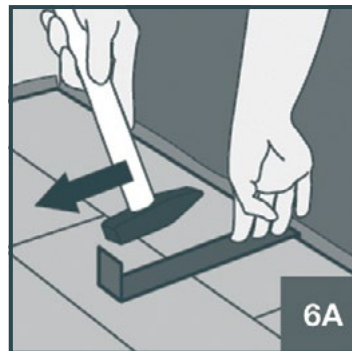


6. Continuing the rest of the installation

Repeat the same way row by row. Check to be certain that all planks are **FULLY ENGAGED**.

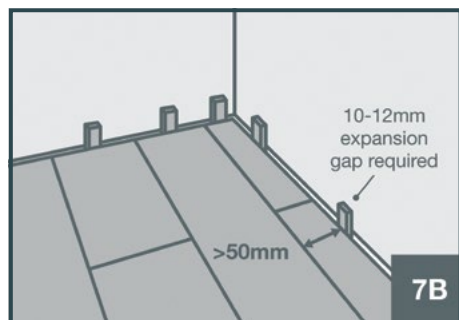
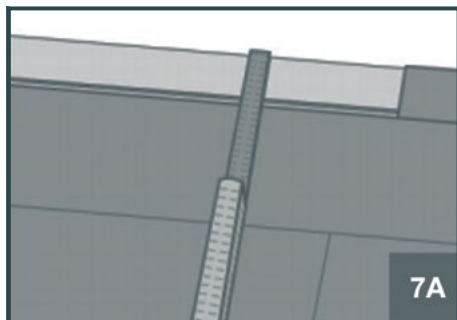
If gapping is noticed or the planks are not lying flat, simply disengage the long side by lifting up and then carefully lift the short side.

In some places where it is too difficult to install with the tapping block (e.g., against the wall), you can tap the planks together using a pull bar and hammer.



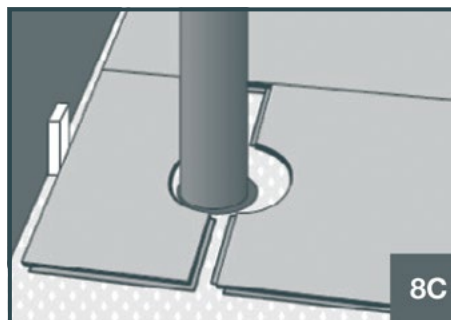
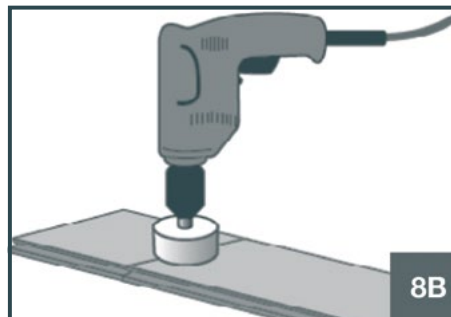
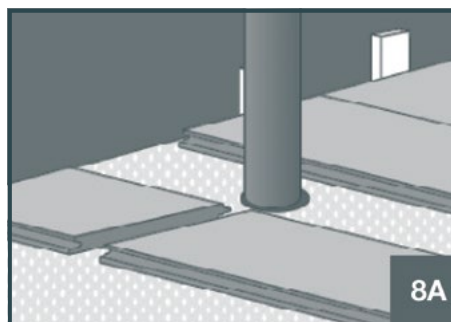
7. Laying the last row

Measure and cut the plank, it must be a minimum 50mm in width. Leave a 10-12mm expansion gap to the wall.



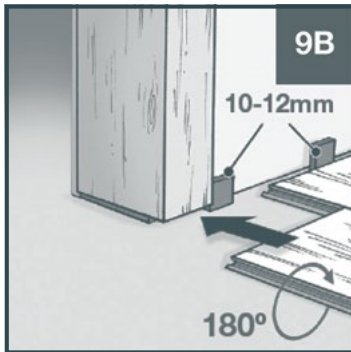
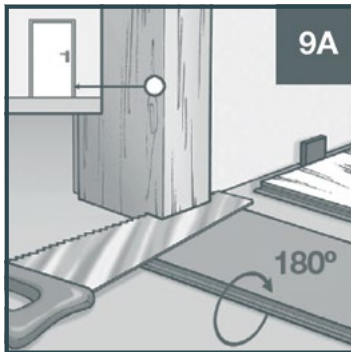
8. Holes for pipes

Measure the diameter of the pipe and drill a hole that is 20-24mm larger for the expansion. Saw off a piece and lay the plank in place on the floor.



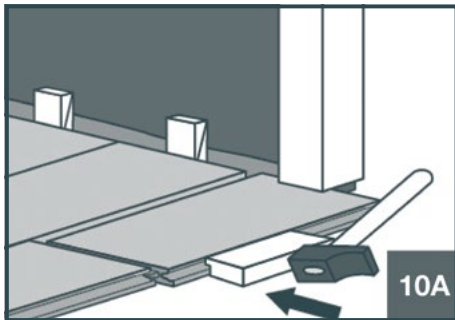
9. Door moulding & skirting

Lay a plank, with the decorative side down, next to the door moulding to measure where it is to be cut. Cut and remove the door jamb and slide the plank under the moulding.



10. Under door frames

Ensure that the expansion joint under the door is at least 10-12mm. If the planks cannot be lifted, gently use a tapping block or pulling iron and hammer to tap the planks together with the planks flat against the floor until they click into place.



11. Lifting or removing

It is possible to remove or replace planks that have been laid as floating flooring in living areas and commercial areas without causing damage by the first releasing the whole row along the long side by angling it to free it from the locking mechanism. The planks can be separated from one another by lifting the tongue side out of the groove and removing laterally. Please be particularly diligent and careful when undertaking this work to avoid any damaging the locking systems.

12. Finishing

Remove all the spacers, trim the underlay and make sure the 10-12mm expansion gap is left around the perimeter. Install the colour-matched scotia, skirting boards and other mouldings against the wall. Scotia is to be pinned to the skirting only, so it does not inhibit the free movement of the floor. If skirting boards have been removed or are yet to be fitted, they will usually cover the expansion gap well.

IMPORTANT: THE USE OF SILICONE OR CAULKING COMPOUND IS NOT ALLOWED AROUND THE PERIMETER OF THE INSTALLATION.

Install any end, connector, or adaptor profiles that have not been fitted during the installation process. These trims must hold the floor in place and provide for full and free expansion of the flooring under or inside the trim profile.

IMPORTANT: During the installation of scotias, skirting boards, trims, and door jambs, ensure no downward pressure is applied to the boards. It is recommended that a minimum 0.5mm gap allowance is given where the accessories meet the boards.

Reflections Laminate 12mm Ultimate Flooring Warranty

The Reflections Laminate 12mm Ultimate flooring comes with a 30 Year Residential Wear Warranty and 5 Year Commercial Wear Warranty from the date of purchase. The original purchaser is covered by this warranty and may not be assigned or transferred.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications.

Installation is installed in strict accordance with current written installation instructions.

Wet Areas are not suitable for installation in bathrooms, saunas, laundries, or any other areas, in which high levels of steam and moisture are present.

Maintenance care guidelines must be adhered to.

Non-Assignment the warranty is limited to the original purchaser and may not be assigned or transferred.

Reflections Laminate 12mm Ultimate flooring installation instructions must be followed strictly when installing your floors and the manufacturer's Care & Maintenance Guidelines should be followed at all times after your floor is installed.

All installation instructions can be found inside each pack of Reflections Laminate 12mm Ultimate flooring and the manufacturer's Care & Maintenance Guidelines can be obtained by contacting your local retailer.

Please make sure you fully understand the manufacturer's care & maintenance guidelines before commencing any cleaning and maintenance schedules.

IMPORTANT: The floorboards must be inspected prior to use and any planks deemed not fit for service, should not be installed and will not be covered by warranty provisions.

After installation certain cupping and gapping issues could be considered site related installation or performance issues and may not be covered by the warranty and other consumer related product purchase laws.

30 Year Residential & 5 Year Commercial Wear Warranty

Reflections Laminate 12mm Ultimate flooring provides for a 30 Year Limited Residential and 5 Year Limited Commercial Wear Warranty. From the date of purchase, the manufacturer warrants to the original purchaser only, that under normal domestic conditions of use, the surface will not wear through during the period warranted.

With proper maintenance, the goods will perform under normal household conditions. Scratches, dents, reduction of gloss (appearance reduction), damage caused by negligence, urine, animals, or high-heeled shoes are not considered as a defect and therefore are not covered by this warranty.

All furniture requires felt to be adhered to the underneath to protect the surface of your floor. From time to time this will need to be maintained and checked for wear.

PLEASE NOTE: All warranty claims must be lodged by contacting the retailer from the where the flooring was purchased within 30 days of the problem being noticed along with proof of purchase (date), identity of the wholesaler or retailer, and the location of installation.

All assessment and final approval for replacement or rectification work that may need to occur for faulty planks or floor installation must be formally inspected and approved by the supplier prior to any repair activities.

Major Failure

Reflections Laminate 12mm Ultimate flooring is highly resistant to chips, scratches, stains, wear, moisture and heat, but still not "proof" in any respects (i.e., scratch proof and waterproof).

Slight colour variation from batch to batch may occur, minor gaps between the joins of each board might be caused by temperature or relative humidity change. Please note these minor gaps, batch colour variation, chips, scratches are not considered as major failure. Once floor has been installed, it is considered that the product has been accepted by the installer/contractor.

Acceptable quality and user guidelines

Reflections Laminate 12mm Ultimate flooring is designed for use in internal environments including floors, walls, etc, and should not be used externally. Furthermore, Reflections Laminate 12mm Ultimate flooring should not be directly adhered to a subfloor and must be installed as a floating floor.

Reflections Laminate 12mm Ultimate flooring should be installed in a "laminate flooring friendly environment" in which the area is occupied, protected from direct heat and sunlight and where heating and cooling systems are in place and used to control the internal temperatures and humidity. Keep the floor area environment relative humidity level between 45-60% range throughout of the year, using humidifiers or dehumidifiers if necessary.

Reflections Laminate 12mm Ultimate flooring **SHOULD NOT** be installed in wet areas including bathrooms, toilets, areas or rooms where a floor waste (water drain) is present or required. Residential kitchens are not considered as wet areas. In areas where spills may occur often such as kitchens and living areas, make sure spills are wiped up and dried as soon as possible to avoid moisture ingress and possible planks deformity.

Reflections Laminate 12mm Ultimate Flooring 5 Year Commercial Wear Warranty does not apply to:

- All industrial food areas, such as, but not limited to, intensively frequented restaurants and cafeterias, pubs, dance halls.
- All institutional applications, such as, but not limited to hospitals and government buildings.
- Heavy commercial areas, such as, but not limited to airports, lobbies, schools, and barber shops.
- Other areas that have heavy traffic and immediate access to street traffic.

Australian Consumer Law:

Reflections Laminate 12mm Ultimate flooring comes with warranties that cannot be excluded under the current Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty Exclusions:

- The manufacturer for the purpose of this warranty will be referred to as 'the supplier'. Breach of Warranty Conditions - any breach of warranty conditions will void the warranty.
- Directly associated with improper installation or care and maintenance will void the warranty. The Reflections Laminate 12mm Ultimate flooring must be installed in strict accordance with the manufacturer's current written installation instructions. In addition, the Reflections Laminate 12mm Ultimate flooring care and maintenance guidelines must be adhered to.
- Wear that may be directly associated with water or liquid damage from any source, moisture ingress from any source into the floorboards.
- Scratches, surface marks/stains, chipping or indentations of any type are also not covered by this warranty.
- Boards that are visibly faulty or deemed visually or structurally inappropriate prior to installation should not be installed and are therefore also not covered by this warranty.
- Surface coating damage caused by using duct tape, masking tape and/or other industry tapes.
- Damage, intentional or accidental, caused by water, abuse, misuse, stiletto heels, dragged objects, heavy furniture, sand, stones, castor wheels, dropped items, etc.
- Floor performance issues that may arise as a direct or indirect result of moisture ingress along with the incorrect use of heating and cooling systems will not be covered by warranty provisions. Please note evaporative cooling systems need to be operated as per the manufacturers guidelines. Always consult with the manufacturer to better understand operating methods.
- Extreme Conditions: The humidity level in the home must be in the 45%-60% range throughout the year, using humidifiers or dehumidifiers as appropriate.
- Labour charges associated with any rectification work may apply. In some cases, reasonable labour costs may be considered, at the sole discretion of the distributor's authorised representative.
- Misuse of the warranty does not extend to damage caused by moisture penetration through the subfloor, other flooding, leaking, plumbing, overflowing, hydrostatic pressure, or any other water damage.
- Alterations where floor or subflooring has been altered, repaired, resurfaced, or replaced, no warranty will apply except to the extent implied by law.
- Any costs associated with any rectification work required other than the supply of new flooring and scotia beading if necessary. Re-painting, removal of fixtures or furniture, accommodation and any other cost is specifically excluded from this warranty.
- Directly associated with improper installation or maintenance.
- Direct or indirect result of moisture ingress and heat damage along with the incorrect use of cleaning will not be covered by this warranty.

Cleaning and Maintenance

Prevention

- Installing good quality mats both inside and outside of external doors, mats should be as large as possible and able to trap both grit and moisture.
- Remove your shoes whenever possible, this will help reduce the amount of dirt brought into the property and impact damage from stilettos.
- In high traffic areas, such as entrance halls and kitchens, the use of mats is recommended to give added protection.
- All furniture should have felt pads fitted to the base of legs or on other areas in contact with the floor to avoid scratches. On heavy furniture felt backed castors can be used if required.
- Avoid using wheeled chairs (i.e., office furniture) or ensure that a large, good quality office mat is used to prevent indentations in the floor.
- Rubber based items (e.g., the backing for matting, castors under furniture and rubber tipped furniture feet) should not be in direct contact with the floor.
- Wipe up all spillages immediately.

Cleaning

- **NEVER USE WET & DRY ELECTRONIC VACUUM CLEANERS TO CLEAN YOUR LAMINATE FLOORS.**
- Use our SelectCare+ Spray mop and SelectCare+ Hard Floor Cleaner kit to clean the floor surface when required. This will remove the stains, dirt, footprints, and any other marks.
- Always dry clean the floor first. Spray the surface sparingly with our SelectCare+ Hard Floor Cleaner and clean using the microfiber cleaning pad, rinse the mop pad regularly in clean water and replace when dirty. **DO NOT 'WET'** mop the floor anytime as excessive amounts of water may cause damage. If spills occur remove as quickly as possible. Always use a lightly damp, 'wrung out well' mop to clean your installed Laminate Floors.
- Pull the mop back towards you and wipe in the lengthways directions of the floors, make the zigzag movements across the floor.
- Make sure floor is wiped dry with a microfiber cloth and no moisture is left on the floor after cleaning.
- Dry cleaning of the floor should be carried out regularly to remove loose dirt, grit and dust. Use a dusting pad or soft broom.
- If vacuum cleaning, the cleaning head must have a soft brush to avoid damage to the floor.
- **DO NOT USE** scouring products and any wax or varnish coating on the floor.

Steam Mop Cleaning

- If necessary, a suitable steam mop can be used on the Reflections Laminate 12mm Ultimate flooring range. The use of a steam mop **SHOULD NOT EXCEED** more than once a fortnight or twice a month.
- Before carrying out the steam mop cleaning process, ensure your floor is free of any sand, stones or grit that can be dragged across the surface of the floor.
- Use a suitable steam mop pad and cloth is a must to ensure moisture and heat is evenly distributed across the floor.

IMPORTANT: Always use at the steam mop at a low power setting. **NEVER ALLOW** your steam mop to remain in one spot for more than 30 seconds while in use, this may result in the damages to your Laminate floor. Always follow manufacturers' user instructions/guidelines and contact the manufacturers for more details if unsure.

- Pull the steam mop back towards you and wipe in the lengthways directions of the floors.
- Make sure your Laminate floor dries quickly and **DOES NOT** remain wet for a long period of time. This can damage your floor and may result in your warranties being void.

Avoid the following

- Pulling or pushing furniture or other objects across the floor.
- Using a wet & dry electronic vacuum cleaner, abrasive cleaning materials, or harsh detergents/household cleaners on the floor. These cleaning methods/materials will harm the surface of the floor and may cause physical damage to the boards.
- Polishing, waxing, oiling, and sanding the floor.

Please always visit our website www.asttimbers.com.au for the most up-to date version of instruction and care & maintenance as it may have been revised and updated.

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