



Hybrid Flooring Installation Instructions

Homely Flooring recommends installation be carried out by a professional flooring installer.

GENERAL

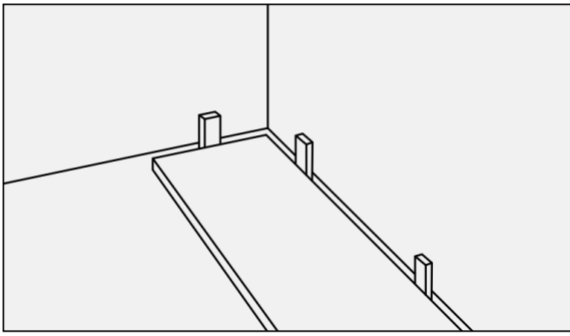
1. Inspect product in good lighting conditions to ensure it is correct (colour, quality and quantity) as ordered. Open boxes cannot be returned. Homely Flooring hybrid flooring is for interior use only.
2. Product has Unilin locking system.
3. Generally Homely Flooring hybrid flooring does not need to be acclimatised. However, if boxes are exposed to extreme temperatures (under 5°C or over 50°C) within the 12 hours prior to installation, unopened boxes should be acclimatised for a minimum of 12 hours at temperature between 18-27°C and a relative humidity between 30- 60%. This temperature and humidity range is to be maintained before, during and after installation.
4. Subfloor must be solid, flat (2mm over 1000mm), dry and clean. Homely Flooring hybrid flooring can be installed over most existing floorcoverings provided the floor is flat, dry and in the case of tiles in a residential installation, grout line tolerances are no more than 3mm wide and 3mm deep. Otherwise grout joints should be filled to the level of the tiles with a suitable leveller. Carpet, carpet underlay and/or existing floating floors is not a suitable subfloor.
5. Minimum 6-10mm expansion gaps to be provided at all fixed vertical surfaces (including around cabinetry, island benches and all fixed furniture).
6. Check each board for visual defects and locking system integrity in optimal lighting before and during installation. Clean any debris out of locks before installation. Always use boards from several packs and inspect each board to get the best-balanced visual installation. Never install defective product.
7. Boards can be cut with the score-and-snap method for straight cuts, and with clippers for complex cuts. If cutting boards using any type of saw, dust extraction and/or respiratory protection must be used.
8. Skirting boards and/or end caps will be needed to cover the perimeter expansion gap. Alternately, the skirting boards can be undercut. Fixings should be to the wall only, never directly to the floor. Silicone or caulking compound is not recommended and will void warranty.
9. Minimum width of boards for first and last rows is 50mm. End stagger of joins in rows should be minimum 300mm.
10. **Ensure that the first 3-4 rows are checked for straightness using a string line.** Continue to check for straightness at all stages of the installation.
11. Homely Flooring hybrid floors are extremely stable and can be installed in individual rooms up to 30m long and 15m wide. In complex or multi room installation, internal expansion joints at doorways / thresholds are required.

Please note:

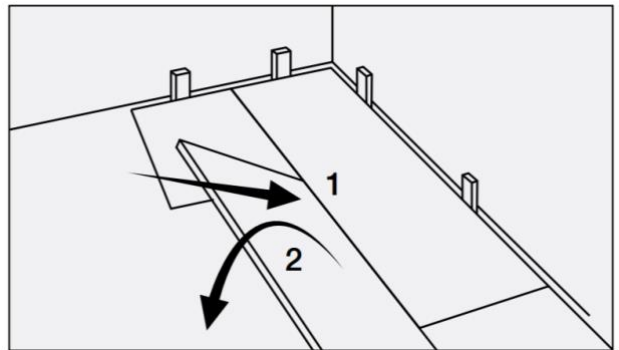
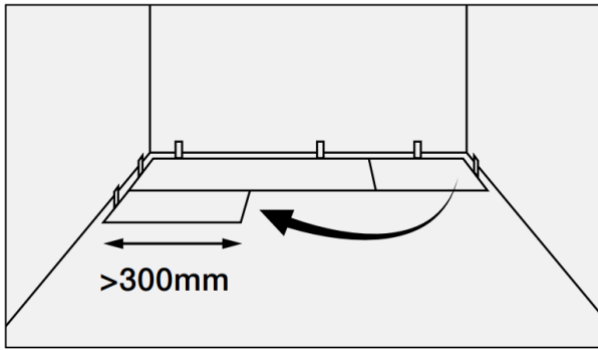
1. Although Homely Flooring hybrid floors are waterproof, it should not be used as a moisture barrier, and should not be installed in areas that have a continual risk of excessive moisture/ flooding such as saunas or outdoor areas. If being installed in a wet area (e.g. bathroom, laundry etc.) please refer to the Wet Area Installation note below.
2. Hybrid floors must be installed using a floating floor system – they need to be able to move. Ensure expansion gaps allow for movement, and furniture items exceeding 200kg are not placed on the floor.
3. Insufficient expansion gaps, including in doorways and under trims, will cause a floor to potentially buckle, peak, cup, and/or separate, leading in most cases to floor failure.
4. Uneven subfloors can cause the locking system to break and/or the floor to sound drummy, or become noisy, and will cause early deterioration and/or failure of the floor.
5. Homely Flooring hybrid floors are not recommended for hairdressing salons.
6. Cleaning and Care Instructions must be followed to maintain the product warranty. Please ensure these instructions are left with the occupier.

INSTALLATION

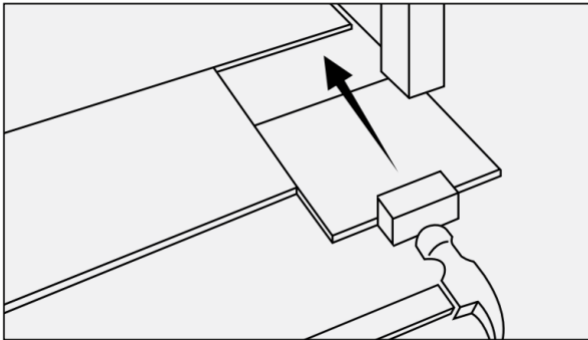
1. Perform preparation works including (but not limited to) any levelling, undercutting of door jambs and/or skirting boards.
2. Hybrid floors are normally installed adjacent the longest run where possible. Plan your installation, refer to **note 8** below, which may necessitate trimming the first row.
3. Start in the left corner, install the first row. Leave a minimum expansion gap of 6-10mm at ends and sides. The amount of expansion is dictated by the expected temperature fluctuations in the building. As a general rule, leave as much expansion as possible to allow for excessive temperature fluctuations.



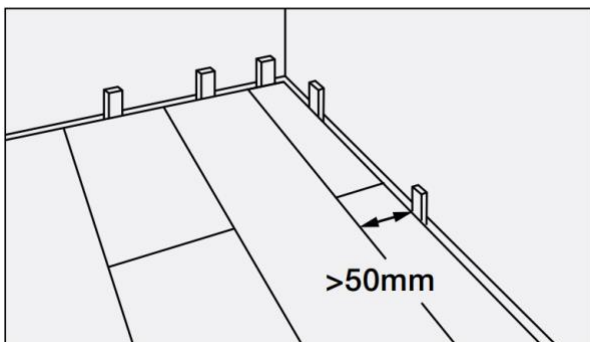
- Install the second row. Use the offcut from the first row to start the second row. It must be $>300\text{mm}$, and not closer than 300mm from the end join in the previous row.



- Continue laying the floor. Place wedges/packers to ensure the required expansion gap is respected.
- At doorways, undercut the doorjamb and doorstop and slide the plank under, then lock in place.
- At other fixed points, such as heater vents or fixed pipes, leave an expansion gap.



- The final row must be a minimum 50mm in width. Glue the last rows end joins with PVC glue.



- Internal expansion gaps are required at doorways/ thresholds and rooms exceeding $30\text{m} \times 15\text{m}$.
- Remove spacers/wedges from around the room and install skirting boards and/or scotia and/or finishing trims. Never fix any trims directly to the floor and ensure fixing does not compromise expansion gaps. Silicone or caulking compound is not recommended.

WET AREA INSTALLATION

If your Homely Flooring hybrid planks are being installed in a wet area:

- Check to ensure product suitability compliance with your local building code.
- Free standing bathtubs should not be installed on a hybrid floor as it needs to float.
- If a floor waste is installed in the area a hybrid floor is not suitable as it needs to float. Following the instructions set out in the Installation Procedure above separate/isolate the wet area from the balance of the floor/area and seal the perimeter of the wet area floor using a bathroom grade soft silicone to prevent moisture seeping under the floor (this is the only area where bathroom grade soft silicone is recommended).
- Do not allow water to pool on the floor for any long periods of time. Wet towels or bathmats should never be left on the floor to dry.

Vinyl & Hybrid Flooring Cleaning & Care Guide

1. **Immediately** – clean up any liquid or water-based spills or any other potentially staining marks using a dry clean cloth. Though Homely Flooring hybrid & vinyl floors are waterproof, don't leave liquid/water-based spills there just to test it. Homely Flooring hybrid & vinyl floors are resistant to most spots and stains, however some materials or colourants (such as tar, grease, oil, dyes, waxes, ball point/marker pens, or foods/beverages containing strong dyes as mustard, curry, cordial, coffee, tea etc.) may under certain conditions migrate into the wear layer causing indelible stains.
2. **Daily** or as required – remove any loose dirt or grit which could damage the floor by sweeping with a soft dry broom or vacuum (preferably with an effective dust filter and suction nozzle for hard surfaces turning off a powerhead, if installed).
3. **Weekly** – damp mop the floor using water and a pH neutral cleaner to remove any footprints, dirt and other stains or marks.
4. **As required** – stubborn scuffs and stains can easily be removed using a damp cloth or sponge with a diluted solution of methylated spirits. Ensure the methylated spirits is completely rinsed from the flooring.
5. Never use a steam-mop or steam-cleaner.
6. Never use abrasive cleaners, nylon scouring pads, steel wool, scouring powder or bleach as they may damage the floor.
7. Never use oil, soap, wax or polishes as these finishes may make the floor slippery and can leave a dull finish on the floor.
8. Place entrance mats (which must not have a rubber backing) at all external doors to trap dirt, sand, grit, moisture and other substances from shoes:
 - a. Double entrance mats are required for residential installations – 1 coarse external mat, and 1 medium internal mat.
 - b. Triple commercial mats with a minimum walk off zone of 3.5 metres are required for commercial installations – refer to mat manufacturer. Mats must be cleaned regularly.
9. Use non-staining felt protectors under heavy pieces of furniture. Fit office chairs, filing trolleys, mobile containers and old hard- or sharp-edged castors on furniture with soft treads or castors. Chair pads should be used under desk chairs with castors.
10. Heavy objects and furniture such as large bookcases, full sized billiard tables, freestanding bathtubs or kitchen units should not be situated on any floating installation. This can lead to the floor failing to respond to contraction and expansion, which can cause squeaking, gapping and possible failure.
11. Never drag, slide or roll furniture or appliances across your floor. Protect the surface if using a trolley to move heavy objects.
12. Floor to ceiling windows coupled with the Australian/New Zealand sun can create floor surface temperatures over 70°C. Homely Flooring hybrid & vinyl planks are manufactured to be stable in low and high temperatures (0-55°C). However, your floor should be protected from extreme temperatures and strong direct sunlight using interior temperature and humidity control (recommended temperatures 10-30°C and relative humidity levels between 30% and 70%), window tinting, awnings and/or curtains/ blinds. Dramatic temperature changes and/or extreme humidity can cause joints to lip/gap and prolonged direct sunlight will cause fading which will not be covered by the manufacturing warranty. To avoid fading you must use window coverings with UV protection.
13. Pet claws can scratch the flooring. Keep nails trimmed.
14. Spiked heels or shoes in need of repair can severely damage your floor. In areas of excessive traffic and wear, make use of runners or area rugs. Rugs should be cleaned regularly.

Vinyl & Hybrid Flooring Residential Warranty

Warranty Period 25 Years for Homely Flooring branded Hybrid or Vinyl plank product with 0.5mm wear layer.

Warranty Period 10 Years for Hybrid or Vinyl plank product in neutral packaging with 0.3mm wear layer (not Homely Flooring branded).

Homely Flooring Pty Ltd warrants Vinyl & Hybrid flooring against manufacturing defects and the stated performance criteria and will remain an essential part of the flooring system for the period of the warranty for the relevant period provided.

The benefits conferred by this warranty are in addition to, and not in substitution for, any other rights and remedies given to consumers in relation to the goods under Australian Consumer Law and are subject to the following terms and conditions. All flooring products were produced using German equipment and manufacturing techniques to comply with Australian standards to ensure top product quality.

The owner of the product is solely responsible for taking all necessary steps in pre-installation checks. These include making sure that the environmental conditions are suitable for the product. The surface on which the floor is going on is repaired to best practice professional guidelines (consult professional installer).

Please note:

- Warranty applies to floors installed in accordance with the relevant Homely Flooring Hybrid installation instructions.
- Warranty applies to residential indoor applications only.
- This warranty is not transferrable and applies only to the original purchaser. In the case of a builder or developer the owner of the residential property 6 months after purchase of the floor. Proof of purchase (Original receipt from Homely Flooring Pty Ltd) needs to be provided together with the claim.
- Warranty applies to new, first quality flooring.

Waterproof Warranty

Homely Flooring Hybrid is waterproof. It will not be aesthetically or structurally affected by exposure to a reasonable amount of water from mopping or household spills. This warranty does not cover excessive or prolonged exposure to water from floods/ leaking appliances or pipes where water may build up under the floor causing mould or mildew.

Abrasion Warranty

Homely Flooring Vinyl and Hybrid protective wear layer will not wear through the decorative layer from household abrasive wear. Scratches, dents, chips and gloss level variation or reduction are not considered abrasive wear.

Structural Warranty

Homely Flooring Hybrid & Vinyl will remain structurally sound and not delaminate for the period of the warranty.

Homely Flooring Residential Warranty does not cover:

- Damage or performance issues in relation to:
 - Improper installation (Refer relevant installation guidelines)
 - Exposure to extreme temperatures (Refer relevant installation guidelines)
 - Exposure to excessive direct sunlight (Refer Care & Maintenance Guide)
 - Prolonged exposure to excessive water (Refer waterproof warranty)
 - Abuse or improper maintenance (Refer Care & Maintenance Guide)
 - Repairs, refinishing or reinstallation to the original manufactured product
 - Third-party damages
 - Any products installed with defects
 - Product if maintenance and cleaning is not followed/neglected
 - Mould, moisture problems, insect infestation, site conditions and sun damage
 - Natural disasters, earthquakes, tornadoes, floods or any other unmentioned disasters
 - Labour/installation charges or any associated rectification costs

- Vinyl & Hybrid flooring colour variation is not considered a defect.

Claims Under Warranty:

- All claims are to be submitted in writing to Homely Flooring Pty Ltd. All claims must clearly outline the nature of the claim and all faults in detail.
- The owner must provide Homely Flooring proof of purchase, purchase date, owner details, quantities and the relevant invoice number. The owner must give Homely Flooring the opportunity to process the claim. The owner must give Homely Flooring the opportunity to examine the product and the installation site (subfloor). The owner must give an opportunity to investigate the claim prior to taking any further action. Under claim, the owner must not undertake any repair, removal or replacement of any product without consent from Homely Flooring in writing. The owner is responsible to comply with all warranty requirements.
- The liability of Homely Flooring Pty Ltd is limited to the replacement of the defective product if it matched the warranty guidelines. Homely Flooring will consider full refund equal to the purchase price in the original invoice. Homely Flooring Pty Ltd is not liable for any replacement or repair of any product organized by the owner.

How do I make a claim?

If your Homely Flooring Hybrid or Vinyl Floor fails to perform and you are satisfied you have followed the warranty guidelines and associated installation and maintenance guidelines, please contact us at sales@homelyflooring.com.au to arrange an onsite inspection.