

Timber Flooring Information

Care & Maintenance

Terms & Conditions

REASONS TO USE ARTISTIC TIMBER FLOORS:

We have over 13 years experience in the timber flooring industry.

We will be happy to look at beating any other written quotation that you may have. This must be presented before any works start. Conditions apply.

Stairs are one of our specialities, including curved, shadow line and bull nosed solid timber steps.

Artistic Timber Floors moisture tests all timbers before installation so we can guarantee the quality of the finished timber floor.

We have successfully completed the Australian Timber Floor Association inspectors course.

Please ask for any references that you may require.

TIMBER:

- ▶ All timber is kiln dried to strict specifications determined by Australian Standards. All timber is moisture tested prior to dispatch and will adhere to Australian Standards of between 9-14% MC (AS 2796.1-1999).
- ▶ Timber is a natural product that may expand and contract according to certain climatic conditions.
- ▶ Any alteration to the environment of the timber can cause the timber to expand or contract as it takes on or gives off moisture.
- ▶ The lengths of timber delivered, unless otherwise specified are always random, ranging from 0.3 Lm - 2.7 Lm or longer.
- ▶ Timber is a natural product and is subject to colour and grain variations. Neither colour nor grain variations are considered to be faults and do not form part of the Australian Standard grading rules. All timber is graded to comply with Australian Standards. Grade descriptions are as follows (AS 2796).
- ▶ **SELECT / CLASSIC GRADE** (Light Feature): The features that are present are relatively small and few in number. Irrespective of the species features visible do not dominate the appearance of the floor.
- ▶ **STANDARD & BETTER** (Medium to Light Feature Grade or Prestige Grade): Combines the features of select & standard grade to provide a floor with slightly more character than a select timber grade timber.
- ▶ **STANDARD GRADE** (Medium Feature): This grade contains boards that are moderately featured.
- ▶ **FEATURE GRADE** (Full Feature, High Feature or Natural Grade): Although similar to standard grade but with features more frequent & dominant.
- ▶ **HERITAGE GRADE** - (Feature & Better): This includes a mixture of Light, Moderate & Feature grades and their respective natural features.
- ▶ Where Gum Vein / Feature grade timbers are used, we can not be held responsible for any de-lamination on boards due to the gum vein giving way.

QUOTATIONS:

- ▶ Where quotations are raised from plans or drawings, we reserve the right to a site measure and inspect to determine if any variations are required; the client will be advised of the required variations and any associated costs involved, and must accept those costs before work can proceed.
- ▶ The quotation becomes the contract once a deposit is received.

QUALITY CONTROL AND GUARANTEES:

- ▶ Artistic Timber Floors flooring materials are guaranteed to comply with Australian Standards and Industry Best Practice.
- ▶ All timber is supplied with a moisture content certificate that also includes important information of what to expect from your timber floor and how to care for it. This information is attached to the timber pack being delivered, if you require additional copies please do not hesitate to contact us.
- ▶ Artistic Timber Floors guarantees the installation, sanding & finishing for 6 months from the finishing date. This guarantee is only upheld if all Terms & Conditions have been adhered to.

PREPARATION GUIDELINES FOR THE BUILDER / HOME OWNER:

- ▶ All quotations are based on the assumption of the concrete slab being level which includes all plaster / concrete etc being removed from the slab. If we are unable to make it to site prior to an arranged start date or if we are advised prior that all is alright to proceed, and this is not true, then the following will happen:-
We reserve the right to proceed and concrete grind the slab to make right before the moisture barrier is installed. All costs involved will be passed onto the builder / client to compensate. Please take this as notice for preparation, when we arrive to start the moisture barrier, if the above isn't done, then we will proceed with diamond grinding so we don't loose a days work.
- ▶ Driveway access is to be completed before the delivery is done. If this is not the case there maybe additional charges for the delivery.
- ▶ Climate controllers need to be used during the "in service period", these should be in operation before the delivery of your timber.
- ▶ The building should be constructed to at least lock up stage, sealed with the roof on and all doors and windows in place.
- ▶ All wet trades (such as rendering, plastering, concreting or tiling) should be finished a minimum of 2 weeks prior to the delivery of flooring.
- ▶ Power and lights to the inside of the home must be available for work to commence, not from a power box.
- ▶ All furniture and belongings must be removed from the area's to be done.
- ▶ Additional work in floor preparation, like removing existing floor coverings, concrete or sub floor sanding, screeding, furniture removal or other works unless specified in your quotation, are not included and will incur an additional cost to the purchaser if required.
- ▶ If the building features glassed area's that will allow direct sunlight onto the floor, ensure that measures are taken to block this so it helps prevent any alteration of the timber.
- ▶ Once the installation work has commenced, access to all other non timber flooring trades must be kept to a minimum.
- ▶ Any timber or materials left over at the end of the installation are deemed to be an over delivery and may be removed by Artistic Timber Floors at the company's own expense.
- ▶ Once installed, depending on the time of year, the floor must be left a minimum of 1 week before the sanding process can start, you may walk on the floor within this time but you must be careful not to spill or use any chemicals near or on the floor as this may cause rejection of the coating. This 1 week period is for the timber to acclimatize to the "in service" conditions of the house. Climate controllers may be used to help with the "in service" conditions.
- ▶ It is the owners responsibility to make sure the floor is kept clean and aired out during this period. If the windows and doors are kept closed this will cause a 'green house' effect causing the floor to adjust to these conditions. We can not be held responsible if this happens. Black plastic must not be used under any circumstances for floor protection.
- ▶ Landscaping work is advised to be completed prior to the sanding of the timber flooring.
- ▶ Once the sanding and finishing stage commences, no other trades or owners are to be allowed on site until you have approval from the sander.
- ▶ We advise that the carpets and final coat of paint is left until both the installation and sanding have been finished, as damage like scuffing or chips to your walls cannot be helped in some cases. We will of course try our best for this not to happen but will not be held responsible if it does.
- ▶ We do not advise that you have any skirting boards fitted prior to sanding, this becomes an issue where they might get damaged.
- ▶ All wastage and rubbish will be left in a bin or neatly on site for the owner to remove.
- ▶ Nothing is dust free, if the floor is a laminate or engineered, door frame cuts may happen, therefore this will cause dust, same goes for a solid floor.
- ▶ Dust free sanding is not possible, although most of the dust will be collected within the machine vacuums.

PAYMENT:

- ▶ All Supply, Install, Sanding & Finishing carried out by Artistic Timber Floors must be paid within a 3 or 4 payment schedule set out by us. When payments are requested and not paid within 5 working days, we reserve the right to apply a administration cost of upto \$200.00 and a interest charge of 7.5% PA to cover our costs calculated daily.

LIVING WITH TIMBER FLOORS:

- ▶ All timber, as a natural product is prone to some movement and this is to be expected in a hand crafted timber floor. During the life of a timber floor, it will to some extent exhibit movement such as contraction / shrinkage and or expansion. Extreme climatic variation may result in excessive movement that can ultimately end in failure. Therefore the following is recommended.
- ▶ 1:- Your timber floor should be protected from excessive heat sources such as direct sunlight, gas or wood fires.
- ▶ 2:- Take steps to reduce extreme variation in climatic conditions such as installing effective window treatments, humidifiers or dehumidifiers.
- ▶ 3:- If climate controllers such as air conditioners are to be used, the timber should be acclimatized to that climate controlled environment.
- ▶ 4:- Artistic Timber Floors recommends the relative humidity is maintained between 40-60%. In order to achieve this, humidifiers or dehumidifiers may be required.
- ▶ 5:- Homes that are uninhabited for prolonged periods are more prone to extreme climatic conditions, therefore, please ensure that the above steps are taken.
- ▶ Rugs are a fine asset for any timber floor, but can slow down the oxidation process or colour maturation of the floor under the rug: it is prudent to move the rug on a regular basis to graduate the colour differential that will appear around the edge of the rug. Rugs strategically placed in high traffic areas such as entries, will reduce premature wear. It is advised that you leave it at least 4 weeks after completion before placing a rug.
- ▶ No protective floor coverings should be placed on a newly finished floor.
- ▶ Cleaning your floor is an essential part of prolonging the life of the finish. It is necessary to sweep the floor on a daily basis, this removes sand and grit, which has an abrasive effect upon the finish. A mop over with a damp flat mop to lift dirt and marks as and when necessary. Use only cleaners recommended by us that match the product used.
- ▶ Steam mops should not be used.
- ▶ Other maintenance requirements are very specific and are directly related to the type of finish applied to your floor. Please discuss this aspect with us.
- ▶ Artistic Timber Floors advises that you may walk on the floor in socks only 24 hours after the floor has been completed, and no furniture to be placed until at least 5 days after completion. The floor coating may take up to 2 weeks to fully cure.
- ▶ For additional information, please visit the three links below for your maintenance & expectations for your new floor. (If unable to download, please contact us)
- ▶ <http://www.artistictimberfloors.com.au/wp-content/uploads/2013/08/Bona-Floorcare-Maintenance.pdf>
- ▶ http://www.atfa.com.au/pdfs/IS12_floor_care_and_maintenance.pdf
- ▶ <http://www.atfa.com.au/pdfs/IS01-Owner-Expectations-Completed-Floor.pdf>
- ▶ Artistic Timber Floors will not take any responsibility if all of the above is not done.

Thank You for choosing the services of Artistic Timber Floors, your investment in a timber floor will bring you years of pleasure that will be passed on for generations to come.