

Installation

Site Conditions

Hardwood flooring should be used only in dry rooms with a normal temperature of between 18°C to 20°C and relative humidity of 50% to 65%.

Delivery & Acclimatisation

Customers are responsible for providing labour to unload the lorry. The driver's duty only extends to the side of the lorry. If the goods have been damaged in transit the transport papers must be signed DAMAGED at the time of delivery. We cannot accept any claims or complaints for transport damage unless the transport documents are signed DAMAGED.

Always store your packs of hardwood horizontally, and don't open the packaging until you need them. They should be left in the room where they're being fitted for at least five days, away from the walls.

All our planks are checked thoroughly before they leave the factory, but you should inspect them for damage that may have occurred during transport. You should mix planks from different packs before you start your job.

Expansion gaps

Changes in temperature and humidity can cause planks to expand and contract. So whatever type of installation you're planning, you'll need to leave expansion gaps between flooring and walls, thresholds and pipes. These gaps are hidden by skirting boards or profiles.

Expansion depends on the size of the room, but usually, allowing for 10mm to 15mm for possible expansion is enough.

Sub-Floors

If you're installing hardwood flooring on to a sub-floor, it needs to be flat, clean and dry.

Unevenness of any more than 2mm will cause problems. Any grease, dust, old glue or cleaning product should be removed. Old wooden sub-floors should have no more than 10% moisture, and any loose or damaged areas should be repaired first.

For concrete and screed sub-floors you should allow a drying out period of at least a day per millimetre. Then you need to check it with a moisture meter.

Suspended sub-floors or voids should be insulated to keep moisture out.

If you're gluing, you need to make sure the sub-floor is ready and suitable for adhesion — you may well need to prime it first. But make sure any liquid DPM or primer you use is the same brand as the adhesive you're using.



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Keeping the noise down

No one likes a noisy neighbour. If someone's living below you, you need to take steps to make sure your hardwood floor isn't driving them to distraction.

Impact sound is created by direct contact with the floor. You can keep this to a minimum by preparing your sub-floor properly and using a combination of adhesives and underlays. We'd be more than happy to help you with this.

Airborne sound is created in the room space itself, and can be absorbed by soft furnishings like rugs and curtains. However, if these aren't part of your décor, you can incorporate soundabsorbent materials to walls and ceilings.

There's always a way to reduce noise — ask us how we can help you meet Part E of Building Regulations.