SANDERS & FINK

Founded in 2011, Sanders & Fink has become one of the leading suppliers of engineered wood flooring and luxury vinyl flooring in the UK. However, the history of this family-run company goes further back in time. With roots that date all the way to 1961, Sanders & Fink has a wealth of industry experience and the knowledge to make flooring to an exceptionally high standard.

Committed to premium quality, environmental awareness and innovation, Sanders & Fink products are revolutionising modern interiors by offering the perfect blend of style, durability, and environmental impact at affordable prices.

FITTING & CARE GUIDE

ENGINEERED WOOD HERRINGBONE

PLEASE READ IN FULL BEFORE YOU START

Thank you for choosing Sanders & Fink. With years of experience in flooring, the very best in manufacturing procedures and quality raw materials you can be sure of a high quality product that will look and feel great for many years to come.

To make sure your Sanders & Fink floor looks and lasts as intended, we've created this guide to help ensure your floor is properly fitted and maintained over time so please read in full before you start.

GENERAL

Check your order

When you receive your Sanders & Fink product, immediately check it for product type, quantity and individual defects before attempting installation and report any problems to your retailer right away. Mistakes can be rectified and replacement materials provided at no extra charge, but only if defects are reported before installation.

Please note that natural variations in wood grain and colour between planks are to be expected. Minor defects such as small scratches should be corrected with stains, fillers or putty sticks.

Sanders & Fink engineered wood products are designed for use as interior floors that are not exposed to excessive moisture and should not be used in exterior locations, saunas or other internal locations with excessive moisture.

Cutting allowance

A cutting allowance must be added to your floor m^2 order at the time of purchase. To help avoid cutting waste and grading variance errors, the following on-site cutting waste margins are recommended:

- Herringbone installation: 12-13%
- Plank installation: 5-7%

PRIOR TO INSTALLATION

It is essential that the installation site and sub-floor are checked prior to installation to ensure they are environmentally and structurally acceptable. If your planks are damaged by installation without you checking for potentially damaging environments, no warranty can be provided. The following checks must be performed by the installer and owner before installation to help you gauge whether or not your sub-floor and installation site are safeT and appropriate for your Sanders & Fink product.

To prevent bacterial infestation old carpets, rugs etc should not be used as a basis for fitting.

Sub-floor preparation

- A sub-floor must be properly installed, structurally sound, flat, dry, and clean.
- Moisture meters should be used to take readings in three locations every $10m^2$ to ensure the following maximum moisture levels:
  - Concrete sub-floors no higher than 2%
  - Wood sub-floors no higher than 12%
- All foundations and concrete slabs for below-grade installation must be leak-proof. Even a small amount of leakage can result in severely damaged flooring.
- All basement and crawl spaces underneath the sub-floors must be well ventilated, either through windows or vents.
- Any deviations in sub-floor level must be lower than 2mm for each 2m. Test the sub-floor level and use a grinder or edger to lower higher areas or self-levelling materials to build up the dips in the floor.
- Test the strength of your concrete sub-floor by scratching it with a nail and if it crumbles into powder, it is not strong enough for your Sanders & Fink floor (the compression strength of the concrete is too low) and you SHOULD NOT INSTALL IT.

Acclimatisation

To help your Sanders & Fink flooring to acclimatise prior to installation store the boxes in the area where the floor will be installed for a minimum of 48 hours. The temperature at the installation site must be maintained at room temperature 18-22°C with a relative humidity of 40-60%. This temperature must be maintained at least five days for radiator-heated homes and two weeks for floor-heated homes. Dehumidifiers and humidifiers are suggested for this task.

Tools

- Standard hand tools (hand saw, hammer, knife, square, tape measure, screw driver, chalk & chalk line).
- You may wish to use power tools (electric saw/screwdriver) to speed the installation process along. When cutting with power tools particular attention should be paid to the blade cutting direction and plank positioning to prevent breakout on the finished surface.
- A moisture meter will also be required for concrete and wood installations.
- Eye protection and dust masks should be worn.

IMPORTANT: UNDERFLOOR HEATING

It is essential that these guidelines are reviewed with the underfloor heating guidelines from the manufacturer, each site will vary in its condition and environment.

The design and installation of your underfloor heating system should be undertaken by an accredited professional. The installer that fits your system should supply you with the appropriate certification to show that the system is fully operational with temperature controls that ensures that the underside flooring does not exceed 27°C. Failure could lead to excessive drying of the wood leading to problems such as cracking. This cannot be controlled by room thermostats alone.

Any engineered wood floor which is being installed over underfloor heating needs to be glued. This method allows for the expansion and contraction of the floor as the temperature rises and falls due to the flexibility of the glue. A glued floor also helps prevent the appearance of air pockets which can occur over underfloor heating. Air gaps can cause the wood to dry out very quickly.

It is recommended that all underfloor heating systems are turned on and tested prior to installation of the wood floor. We recommend running the system for at least a fortnight, allowing time to check for any leaks. Heat the system gradually, starting at 1°C above the room temperature and raising at no more than 1°C per day. Turn off the underfloor heating for at least 48 hours before installing wood flooring.

Once the flooring has been installed, allow it to acclimatise for two to three days before switching on the underfloor heating. This will allow it to settle and for any adhesives to dry out. Take care as turning the heating on full straight away could cause the wood to shrink, expand or crack.

If underfloor heating is set within a screed, the system must be turned on before the flooring is acclimatised or fitted. Screed must be dried naturally in accordance with the instructions of a professional fitter. Once your professional installer is confident that the screed is ready for the flooring to be installed, the underfloor heating must be turned off/right down prior to installing the floor.

Ongoing use

- At no point during the year should the property be left to get cold, damp or humid. Always set the heating to a frost temperature when not in full usage. With any underfloor heating system, it is very important that any temperature changes are made slowly and gradually. The industry recommendations are that underfloor heating temperatures are not changed any more than 1°C per day. Ideally the room temperature should be 20°C and not lower than 18°C. The air relative humidity should be between 40-60%.
- If the underfloor heating is completely switched off, it must be re-heated gradually using the 1°C per day guidelines above. If you consistently turn the heating system on and off, to full heat from zero, this may 'shock' the wood flooring and cause lifting or delamination of the top layer of engineered boards.
- Rugs and runners should be used with care as these can trap heat and raise the floor temperature above the recommended level.

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INSTALLATION

Installation of your Sanders & Fink flooring should be the last step of any construction project. The installation site must be closed with doors and windows properly secured ensuring a stable environment for the installation.

Expansion gap

Depending on the climate conditions your flooring will expand or contract, it therefore needs to be kept a suitable distance away from any fixed structures such as walls, supports, door frames, radiator pipes etc, this is called the expansion gap.

This gap should be a minimum of 10mm in smaller areas on each edge of the floor, and will need to be increased for larger areas. As a guide each linear meter of flooring fitted requires a 2mm gap either side of the floor.

Glue down installation

- It's essential the herringbone floor is fully glued down on the back, including the short edges for the most secure fit.
- A concrete base that is firm, dry and smooth (see DIN 18 356 standards) is required.
  - If the installation site is a ground floor or basement we recommend applying a surface moisture barrier.
  - A 2m ruler should be used to check the base and any ripples higher than 2mm should be removed before laying the flooring.
- We recommend monocomponent glues (e.g. Bona R850/R850T (application by gun), or R580 (insulating moisture to the ground floor). Please note: water-based glues should not be used.
- The coverage of glue on smooth surfaces can vary from 1.2 to 1.4kg/ m^2, and in very rough surfaces may range from 1.4 – 1.8kg/m^2.

Installing herringbone

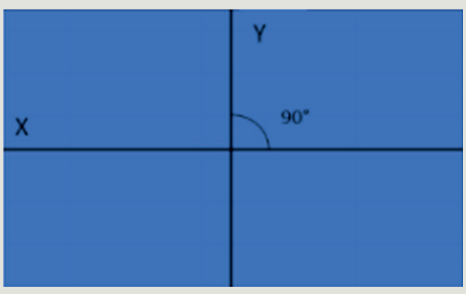
Two types of Herringbone packs exist:

- **A only packs:** each pack contains boards that are all the same and can be clicked together using opposite sides.
- **A/B packs:** each pack contains left-handed and right-handed planks.

Before you begin your installation, we recommend that you sort the planks into two piles - left-hand and right-hand piles.

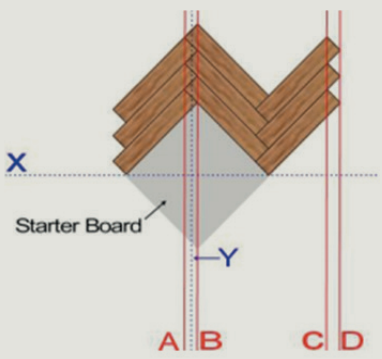
Each box contains an equal number of planks whether A only packs or A/B packs.

A herringbone design should typically be started from a central axis, using a chalk line or straight edge to mark the centre of your room create the 'x' line, then a second line needs to intersect this line at 90° to create the 'y' line.



Setting this axis up is crucial and it's good practice to check all angles and measurements are correct at this stage before any planks are laid.

From the 'Y' line measure out 27mm each side and mark the floor off with lines 'A' and 'B' these will serve as guide lines as the 'Y' line runs through the centre point of the two planks once they have been joined.

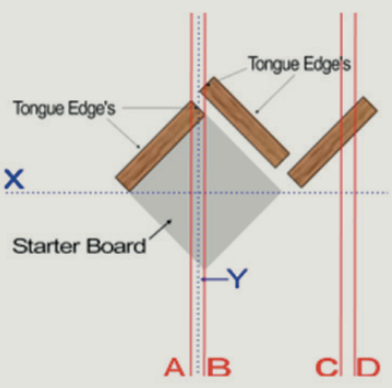


Create a starter board from plywood, this will need to be the same as the plank length and must be square. Lay the starter board so its top and bottom corners are in line with line 'B' and temporarily fix it to the floor.

It is recommended to lay 3 rows to determine the distance to line 'C' and 'D' repeat this to the left of the starter board to give further guide lines, these should all be parallel to the 'Y' line.

Once you're happy with the pattern setup remove the planks and spread the adhesive out from the edges of the starter board.

Place the first board to the left-hand side of the starter board with the grooved edge against it and the tongue side and end facing out towards the room, with the top of the plank running through line 'A' and the bottom of the plank running through line 'B'.



The right-hand side board, again with the groove side to the starter board and the tongue side and end facing out to the room, can be set and locked into the first plank, make sure that the tongue end of the right plank lines up with the tongue side of the left plank. Always being aware of the guide lines the installation should be built up in this way, the starter can be removed further into the installation to complete.

Completion

To finish your floor complete the following steps:

- Remove the spacers and install transition pieces.
- Nail baseboard and shoe mouldings to the wall around the edge of the floor.
- Vacuum and wipe with special hardwood floor cleaner to produce a shine.
- Stay off the floor for at least 10-12 hours and do not add any furniture for 24 hours.
- Keep the remaining planks in storage in case of repairs.
- Apply caring oil immediately after installation to natural oil finishes and neutral oil finishes.

CARE INSTRUCTIONS

- The temperature should be maintained at room temperature 18-25°C with a relative humidity of 40-60%.
- A mat should be placed at every external doorway to protect the flooring from water and dirt.
- Felt pads or soft castors should be attached to all furniture legs to protect the floor from damage.
- Wipe up spills and spots immediately with a damp cloth.
- Clean your floor regularly using the wand attachment of a vacuum cleaner or a dry mop to prevent scratches. Please note: If vacuum cleaners with rolling castors are used, we recommend only soft wheels that are wide enough to support the load.
- Once to four times a year mop your floor with an oil refresher to introduce a small amount of oil into the floor which will extend the time between re-oiling.
- When cleaning/treating, always dry the surface until there is no visible sign of any moisture.
- DO NOT:
  - Do not wet-mop the floor, as excess moisture may cause damage.
  - Do not use ammonia or oil-based wax, polish, household dust treatment chemicals, abrasive cleaners or furniture cleaners to clean your floor.
  - Do not use wax diluted in water as it can cause yellowing of the varnish and reduce the ability to repair damaged areas.
- During periods when the property is not inhabited the surface should be protected from direct sunlight.

WARRANTY INFORMATION

We guarantee that to the original purchaser, for 15 years from the date of the original purchase and in a dry residential indoor setting, your floor will be free from manufacturing defects. If you make a claim within the warranty period and follow our servicing procedures, we will provide materials either to repair the defective area or replace the floor, at our discretion.

This warranty does not cover damage caused by:

- Improper care and maintenance
- Accidents, abuse or misuse
- Abnormal wear and tear such as damage caused from 'untipped' spike heel shoes, insufficient protection from furniture, pebbles, sand, and other abrasives
- Improper workmanship, or installation not in accordance with our installation instructions
- Water damage from moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, pipes or natural disasters
- Planks coming apart at the seams because they have been engaged/disengaged more than three times
- Damage caused by vacuum cleaner beater bars and hard or metal castor wheels
- Damage caused by pet urine which has not been promptly wiped up and removed
- Painted bevelled edges

We exclude and will not pay for incidental or consequential damages under this warranty. By this we mean any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty.

QUERIES AND SERVICE

If you have any questions, contact your retail store who should be happy to help. Please keep your receipt as it will be needed to provide proof and date of purchase when resolving any problems that may occur.