

# Arborflor Core Product Range

Size	Finish	Lengths	Pack	Pallets
Solid Oak: Tongue & Grooved				
18x120mm	Lacquered	Range 0.4-1.5m	2.64m2	40 packs
18x120mm	Brushed & Oiled	Range 0.4-1.5m	2.64m2	40 packs
Engineered Oak: Tongue & Grooved				
18x189mm	Lacquered	1.86m	1.757m2	50 packs
18x189mm	Brushed & Oiled	1.86m	1.757m2	50 packs
18x189mm	Unfinished	1.86m	1.757m2	50 packs
18x150mm	Lacquered	Range 0.6-1.6m	1.656m2	50 packs
18x150mm	Brushed & Oiled	Range 0.6-1.6m	1.656m2	50 packs
18x150mm	Smoked	Range 0.6-1.6m	1.656m2	50 packs
Engineered Oak: Click System				
14x180mm	Lacquered	1.8m	2.26m2	40 packs
14x180mm	Oiled & Beveled	1.8m	2.26m2	40 packs
15x207mm	Lacquered	2.2m	3.18m2	35 packs
15x207mm	Oiled	2.2m	3.18m2	35 packs
15x207mm	Brushed & Cherry Oiled	2.2m	3.18m2	35 packs
Accessories				
Underlay		Oak Skirting & Architrave		Fitting Kit
Finishing Trims: Twin; Ramp; Semi-ramp; End; Perimeter & Scotia				
Radiator Pipe Covers				
To follow market trends the Arborflor product range is constantly evolving				
Please contact the sales team for a copy of our full product range and latest price list				

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# The Merchants Handbook

## Hardwood Flooring

### Product Selection & Fitting Guide



# Hardwood Flooring from Arborflor

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**Welcome** to this Arborflor guide which is designed to help you and your company get the most from hardwood flooring

Hardwood flooring is a fantastic product and we want you to feel confident when selling Arborflor goods to your clients

Arborflor have filled this booklet with answers to the questions we are most frequently asked; we hope you find it useful

This booklet is by no means exhaustive and is to be used as a guide only. If you are ever in doubt please do not hesitate to contact Arborflor or a flooring professional for clarification

## How Arborflor can help you sell hardwood flooring

1. Arborflor brochures
2. Arborflor swatches
3. Arborflor display stands
4. Training for your employees, tailored to suit
5. Samples can be posted the same day
6. Technical and installation enquiries
7. Marketing support
8. We can assist your own ideas that will help develop your sales
9. No minimum order quantity of Arborflor products
10. Fast, efficient delivery service

## Arborflor Top Tips

Approximately 95% of claims that arise with hardwood flooring are due to either an installation error or the absence or presence of moisture within the room that the flooring will be fitted. These potential issues can be identified and resolved long before the installation is carried out

1. Ask your client relevant questions
2. Recommend the correct product for the application
3. Ensure your client **READS THE INSTRUCTIONS** that come with the product. Some of the most important instructions are:

### THE MOISTURE CONTENT OF THE SUBFLOOR

Ensure the sub floor does not exceed the permissible moisture content. If in doubt have the sub floor tested with a moisture meter

### EMPLOY THE CORRECT EXPANSION GAPS

Ensure that minimum expansion gaps are employed around the perimeter of each room. Do not run flooring from one room in to another without expansion gaps between the rooms

### ACCLIMATISE YOUR PRODUCT

The flooring may need acclimatising prior to installation. For details please see our quick check guide on the following page and also refer to the manufacturers guidelines that are contained within each pack

### IF IN ANY DOUBT

please call Arborflor or employ a flooring professional

## Maximise your sales

When your customers order flooring they will also need to order other products to help complete their job. As a rule of thumb for every £100 they spend on flooring they will need to spend around £20 on ancillary products. These products can include underlay, adhesives, ironmongery, skirting, architraves, thresholds, stains, oils and lacquer protectors

# FAQ's & Good Practice

## Frequently Asked Questions

### What is a solid wood floor?

A solid piece of timber either plain or quarter sawn. Planks are normally random lengths and usually between 14mm and 22mm thick. It is a natural product and sensitive to changes in the environment—expanding in the summer and contracting in the winter

### What is an engineered wood floor?

A solid wood top layer over a multi-ply or softwood core. When the floor is laid aesthetically it looks just like a solid wood floor. The product has all the natural beauty of a 100% solid floor but with the added benefit of extra stability—hence Arborflor's engineered flooring can be used with under floor heating & in conservatories

### How should I fit my solid wood floor?

By gluing, screwing, secret nailing or with an adhesive underlay

### How should I fit my engineered wood floor?

Arborflor click system products can either be glued (full stick down) or floated over an underlay and damp proof membrane. Arborflor 18mm engineered products are tongue & grooved. These can be glued, screwed, secret nailed or even floated. If they are floated remember to glue the tongue to the groove with a suitable adhesive

### Can solid or engineered wood flooring be used in wet locations—e.g. a bathroom?

Arborflor solid & engineered wood floors cannot be used in a wet location

### Can solid or engineered wood floors be used with under floor heating?

Engineered flooring can be used with under floor heating—please follow manufacturers guidelines. Arborflor solid wood flooring cannot be used with under floor heating

### Can I install wooden flooring over concrete?

Yes—however always make sure the moisture content of the subfloor is under 3% for solid or 4% for engineered wood products

### What if the concrete is above the recommended moisture content?

Use a product such as an Epoxy DPM (follow manufacturers guidelines) to seal the moisture away from the flooring. If you use an Epoxy DPM please do not use an Epoxy adhesive as they are not compatible

### Does wet work affect wood flooring—like plaster or paint?

Yes—plaster for example must not be wet and have a moisture content of no greater than 6%. The room must be at normal living conditions before the floor is acclimatised and laid. i.e. building works must be finished & subfloors and relative humidity must be at stable & acceptable levels before acclimatisation or installation begins

### Can solid and engineered wood floors be sanded and refinished?

Yes. A normal sand will take off around 0.5mm which ultimately is removing the old finish to the floor. As a guide engineered floors can be re-sanded 3 to 4 times and solid wood floors can be re-sanded 6 times. For domestic locations a rule of thumb is that a sand and re-finish will be required every 6-10 years to keep your floor in A1 condition. Please note that heavy sands for deeply pitted or damaged floors are dependent on the depth of the indentation

### How do I maintain a wooden floor?

Oiled floors should be maintained with a suitable maintenance oil approximately once a year. A lacquered floor should be protected with a suitable lacquer protector

### Will solid & engineered wood flooring move or gap?

Wood is a piece of nature and expands & contracts with changes in humidity. Therefore movement in wooden floors is a natural occurrence and cannot be completely stopped

### Do I need to leave expansion gaps around the perimeter of each room?

As a rule of thumb the expansion gap should be the same size as the thickness of your flooring. For example with a 18mm wooden floor use an expansion gap of the same size — 18mm. These expansion gaps can be covered with a suitable skirting or threshold

### What if I want to run the same flooring in to an adjacent room?

Each room must be kept separate. At each doorway employ the relevant expansion gap and cover it with a door bar threshold or equivalent

### Do I need to leave a gap around radiator pipes?

Yes—we would recommend you drill a hole twice the diameter of the pipes. These are easily covered with pipe covers that click together around the pipe

### Can I fix wooden flooring directly on to joists as a structural board?

Arborflor 18mm products can be fitted over joists. Ensure that each board is a minimum of 400mm and is fixed to every joist they cross. The shortest boards must have a minimum of 2 fixing points

### What can I fix over joists if I am using a non-structural flooring product?

Fix a 18mm sub-floor over your joists such as plywood

### Can I fix over an existing wooden floor?

Yes, just lay your new flooring at right angles to the existing structure

### Will wooden floors change appearance?

As with most natural products if the floor is exposed to ultra violet rays from the sun it's appearance will change over time

### Will each piece of my wood floor look the same?

Wood is a natural product. The beauty of this is that no two pieces are the same whether in terms of composition, texture, shade or colour

## General Good Practice

1. For best appearance run your flooring the length of the room towards the light
2. Wood is a natural product so open 3 or 4 packs at once then shuffle the packs to achieve an even distribution of colour and character
3. In high traffic areas use door mats and rugs for example
4. Use Tapping blocks—mallets should not have direct contact with floor boards
5. The first boards should be laid groove to the wall (allowing the expansion gap)
6. The last board in the row should be laid using a pull bar. Ensure you leave the recommended expansion gap
7. Ensure end joints of adjoining rows are offset by a minimum of 150mm
8. Always leave the correct expansion under skirting, door frames and around pipes. Cut under door frames where necessary
9. The subfloor should be clean, dry and level to within 3mm over 3 linear metres
10. If in doubt please find out

# Arborflor Quick Check Guide

QUESTION	ARBORFLOR SOLID	ARBORFLOR ENGINEERED 14/15mm	ARBORFLOR ENGINEERED 18mm
INSTALLATION			
Floating	ONLY with adhesive underlay	Yes — with underlay & DPM	Yes — with underlay & DPM
Nailing or Screwing	Yes	No	Yes
Glue Down	Yes	Yes — full stick down only	Yes
Screw Down	Yes	No	Yes
SUB-FLOOR			
Concrete / Screed	Yes — moisture content must be less than 3%	Yes — moisture content must be less than 4%	Yes — moisture content must be less than 4%
Timber	Yes — check the MC of the sub-floor is 9 to 14%	Yes — floated	Nail, glue, screw or float
Joists	Yes — minimum board length 400mm	No — Lay a 18mm sub-floor such as plywood	Yes — minimum board length 400mm
Stone	Yes — moisture content must be less than 3%	Yes — moisture content must be less than 4%	Yes — moisture content must be less than 4%
Asphalt	Yes — floated over adhesive underlay	Yes — floated over underlay & DPM	Yes — floated over underlay & DPM
ROOM TYPE			
Hall / Kitchen / Lounge / Bed / Dining	Yes	Yes	Yes
Conservatories	No	Yes	Yes
Basement	No	Please call Arborflor for details	Please call Arborflor for details
Bathroom	No	No	No
GENERAL			
Acclimatisation in the room	4 days & left packaged as delivered	3 days & left packaged as delivered	No acclimatisation required
Expansion Gaps	18mm & around the perimeter of each room	15mm & around the perimeter of each room	18mm & around the perimeter of each room
Under-floor Heating	No	Yes	Yes
Relative Humidity	45-55%	45-65%	45-65%

PLEASE USE THIS AS A GUIDE. IF IN DOUBT PLEASE CALL ARBORFLOR