

TERMS AND CONDITIONS OF SUPPLY

Moisture Testing

Whilst all flooring is moisture tested by the manufacturer and again by Planet Timbers prior to dispatch, it is ultimately the installers responsibility to ensure the timber is at a suitable moisture content for the in service environment prior to commencing installation. We recommend acclimatising the timber to in service conditions until Equilibrium Moisture Content (EMC) is achieved. If air conditioning is to be used, the timber should be acclimatised to that environment. For more information on timber moisture contents and acclimatisation, please contact Planet Timbers.

Receipt of Goods

Any discrepancy in quantities supplied must be reported to Planet Timbers within 24 hours of receiving the goods. Installation should not commence until quantities have been confirmed, and once commenced we assume the quantity has been accepted as correct. For ease of reference, Planet Timbers keep on file a packing tally sheet for every job which will be called upon to cross reference any potential discrepancies.

Care & Maintenance

To protect the appearance and structural integrity of your timber floor, a structured post installation care and maintenance regime is of the utmost importance. You should;

- Ensure the timber flooring is never exposed to large amounts of water.
- Regularly remove loose dirt and grit using a dry mop, microfiber cloth or vacuum cleaner. If using a vacuum cleaner, ensure it's equipped with soft brushes to avoid scratching of the floors coating.
- Never use a steam cleaner or wet mop. There are certain damp timber flooring mop kits available on the market which may be appropriate, however the suitability should first be checked with us.
- Ensure the relative humidity and temperature within the dwelling consistently remains within an acceptable range.
- Avoid prolonged periods of air conditioning. Air conditioning can artificially adjust the atmospheric conditions within a dwelling, both temperature and humidity, which may subsequently cause the timber to expand or contract due to its hygroscopic nature.
- Wipe up any wet or dry spills immediately with a dry or slightly damp cloth to avoid staining or reaction with the coating.
- Never clean with harsh or abrasive products, scourers or any other cleaning product that may react with the timber floor coating.
- Avoid stiletto heels and other footwear that may impose heavy point loads. Failure to do so may cause indentation in the flooring.
- To avoid uneven discolouration, regularly move mats and rugs so that the floor ages evenly. UV light with often change the tone of a timber floor, especially in the first 6 months after installation.
- Invest in window treatments to avoid exposing the floor to direct sunlight for extended periods of time, which can dry out the timber causing localised gapping and/or cupping.

For more detailed information on the timber flooring supplied, please contact one of our staff or visit the Australian Timber Flooring Association website (www.atfa.com.au). Publications such as *'The Consumer Guide to Timber Flooring'*, *'Caring for your Timber Floor'* and the various *'Industry Standards'* are highly recognised and informative documents.