



Floorcoverings



# Tru-Timbers

*Engineered Timber Flooring*

## **Warranty, Installation and Maintenance Guidelines**

Allure - UV Matt  
Allure Rustics - UV Matt

**Referenced from / in conjunction with  
ATFA Engineered Industry Recommendations**

### **IMPORTANT**

#### **PRE-INSTALLATION CHECKLIST**

Before you install this material, check the:

1. Quality
2. Appearance
3. Dimensions

Does this stock match the customer's expectations?

Are you using the recommended adhesives and following the installation guidelines found within every carton of stock?

It is important that you check each board for visible manufacturing defects prior to installation. Faults must be reported back to the store of purchase for an immediate refund or replacement as no claims relating to surface defects can be accepted after installation.

**Contact your retailer if you have any concerns.**

MJS products come with a guarantee that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have these goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. What constitutes a major failure is set out in the Australian Consumer Law.

While you should have years of enjoyment of your new investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to ensure that proper installation and maintenance is carried out, and also that specific relative humidity conditions within your home are well maintained, otherwise your warranty might not apply (see conditions below).

Engineered timber flooring is a natural product, and as such, exposure to excessive heat, dryness or moisture may cause damage to your engineered timber flooring. It is natural that some minor contraction and expansion will occur during heating and non-heating seasons. Due to the wood's inherent properties, properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If shrinkage gaps do occur, they are not covered by this warranty. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained.

Over time, natural colour change may also occur on your hardwood flooring, especially when exposed to direct sunlight, which is not considered a defect.

The limited warranties contained in this document are all conditional. They are subject to the limitations, disclaimers and exclusions described below and are effective for flooring products purchased after 1 March 2016. All warranties run from the date of retail purchase for the applicable period described below.

The benefits under these Warranties are in addition to other rights and remedies under a law in relation to the goods. For the avoidance of any doubt, any and all undertakings which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty are excluded to the extent possible under that legislation.

#### **WHO IS COVERED?**

This defects warranty is for the benefit of the property owner for whom the flooring product is installed ('you'). It is not transferrable.

#### **WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?**

To be covered under our warranties you need to retain your sales receipt and make sure that the flooring is properly installed in accordance with our installation instructions.

If you were not the direct purchaser, then you will need to obtain evidence of purchase (e.g. receipts) from the contractor who purchased the products for you, and of correct installation, as explained further below.

You must properly care for your new MJS Tru-Timber product using

our easy to follow maintenance instructions in the Product Care & Maintenance Guidelines. We recommend that you use only specially formulated wood cleaning products as detailed to preserve your flooring. The use of wood cleaning products other than those we have nominated for use on our flooring products may damage your floor.

#### **DEFECTS WARRANTY**

Subject to the conditions stated below and elsewhere in this Warranty, including correct installation and maintenance in accordance with our recommended guidelines, and under normal household use, we warrant that:

##### **1. Pre-Installation Defects Warranty**

We warrant that our MJS Tru-Timber product will not have any obvious milling, dimension or visual defects. You or your installer should carefully inspect the products before installation for such defects. Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced. Since wood is a natural product, there will be natural variations in colour, tone and grain that are not covered by this warranty. This pre-installation defects warranty expires on installation.

##### **2. Defects Warranty for as long as you own the floor**

For as long as you own the MJS Tru-Timber product we warrant to you that:

- (1) the MJS Tru Timber product in their original manufactured condition, will be free from manufacturing defects in lamination, assembly, milling, dimension and trading;
- (2) The UV matt wear layer will not wear through under normal household use;
- (3) The MJS Tru Timber products may be professionally sanded and refinished at least 2 times if proper sanding and refinishing procedures are followed;
- (4) Each MJS recommended adhesive will maintain its bond when properly installed with engineered timber flooring products.

##### **3. Wood Wear Layer Warranty**

We warrant to you that the MJS Tru Timber product, the impregnated wood wear layer will not wear through for the lesser of twenty-five full years or as long as you own the floor under normal household use.

##### **4. Surface Finish Warranty**

We warrant to you that the MJS Tru Timber product will not wear through or separate from the wood as follows (this does not include 'surface 'checking' or fine surface splits):

- For all MJS Tru Timber products, for the lesser of 25 full years or as long as you own the floor;

With the exclusions mentioned below ('What is not covered by these Warranties') including in particular:

- Indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, excessive water/moisture, erosion, pebbles, sand, other abrasives
- Insufficient protection of furniture
- Wet mopping or failure to follow all of our written maintenance instructions. Use of floor care products other than those specially formulated for use on MJS Tru Timber product may damage your floor and may void the warranty.
- Cleaning of MJS Tru Timber product with steam mops.

## WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

At MJS Floorcoverings we want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

### MJS Floorcoverings

35 Dividend Street, Mansfield 4122 Queensland Australia  
Phone: 07 3347 7300

PLEASE KEEP YOUR SALES RECEIPT, INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

If you wish to make a claim, our customer representative will let you know what information we need to process your claim, including to establish whether any of the conditions or exclusions apply. This may involve us inspecting the premises where the goods have been installed and removing samples for technical analysis. You will bear any expenses involved in contacting us to claim on the warranty, and we will bear the expenses of any inspection and of processing your claim.

## WHAT WILL WE DO IF ANY OF THE COVERED EVENTS OCCUR?

If we honour a claim under this warranty, we will - at our sole discretion - repair, refinish or replace the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and if there is a justified claim within the first 36 months from the date of the original purchase, we will also pay the reasonable labour costs to perform the repair, refinish or replacement.

This repair, refinish, replacement or refund will be a pro-rated percentage of the flooring and labour cost. This percentage is determined by the number of years remaining on the warranty and the length of warranty. For example if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime limited warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, refinish, replacement or refund will be maximum 5% of the original flooring purchase amount. This does not include labour involved in removal or replacement of cabinets and other fixtures.

## WHAT IS NOT COVERED BY THESE WARRANTIES?

Without limiting or restricting the other rights and remedies that may be available to you under the Australian Consumer Law or any other law in relation to the flooring product, these warranties do not cover:

- Any other person (the warranties are not transferrable).
- Wood flooring installed in designated wet areas.
- Damage caused by fire, flooding or other natural disaster and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Product Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and castors (see Product Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Product Care and Maintenance Guidelines)
- Damage caused by steam mops.

- Reduction in gloss, scratches or indentation due to sand, pebbles, or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Product Care and Maintenance Guidelines).
- Minor colour, shade or texture variations between samples or replacement flooring and the actual material in place.
- Minor colour variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.)
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks etc.) associated with anything other than the incorrect manufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, colour, knots and fine checking.
- Changes in colour due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards.
- Surface 'checking' (fine surface split) as a result of the wood losing moisture.
- Products designated as "seconds", "economy grade", "closeout", "off-goods" or "non-standard". Such products are sold "AS IS".
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products unsuitable for commercial traffic.
- Delivery, construction or installation-related damage including installations made: (i) in breach of applicable local housing or building codes or standards, or (ii) contrary to written instructions furnished with the product.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes or gutters, flooding, water spills or weather conditions.

## False or exaggerated claims

We may refuse to action a claim in relation to these Warranties, or reduce the benefits available to you in respect of the claim, if, in our reasonable opinion, you make any misrepresentation or commit any fraudulent or dishonest act or omission in connection with the claim. Nothing in this paragraph limits our consumer guarantee obligations to you.

## THESE WARRANTIES CANNOT BE VARIED

None of our installers, retailers or MJS employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of these warranties.

## PRIVACY

We may use and disclose your contact and related warranty information to our insurers, claims managers, repairers and suppliers (including to any person situated outside Australia) for the purpose of:

- Processing claims in relation to your Warranty
- Repairing or replacing the flooring product under your Warranty

You consent to these parties contacting you, including sending email, mail or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide the information and to give these consents.

All of this information is available on the MJS Floorcoverings website - [www.mjsfloorcoverings.com.au](http://www.mjsfloorcoverings.com.au)

## Installation Guides for MJS Tru Timber Product

Engineered timber flooring is suitable for all rooms other than those that are subject to excessive moisture and high levels of humidity, i.e. designated wet areas

### Important notice

**All wood is a hygroscopic and it will shrink or swell with changes to air humidity. Wood will also absorb unwanted moisture from water leaks or high humidity environments that can occur during the building process. It is important to guard against such moisture sources as they can damage the flooring.**

## I. BEFORE YOU START

- Calculate the total square metres of the room(s) and add 10% for cutting and waste.
- It is important that you check each board for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed.
- Claims regarding visible defective floor panels must be made prior to installation. Each board should be inspected to ensure that the quality is acceptable. No claims relating to surface defects can be accepted after installation.
- The boxes of flooring should be stored in the room that it is to be laid in for a period of 24 hours so that the flooring is close to the installation temperature. The boards should be stored and laid in a relative humidity between 35% -65% and at room temperature between 18°C and 29°C.
- There are two most common causes of failure with floating floors, being uneven sub floors or inadequate expansion left around the perimeter of the floor.
- All substrates must be structurally sound, flat and dry. The surface should be free of all contaminants and loose material. All potential sources of moisture e.g. drains, damp proof courses, plumbing, fridges, washing machines etc. MUST be thoroughly checked and rectified if found to be an issue.
- All sub floors need to be sufficiently flat to accept the flooring system. With floating floors, the first thing you require is that the sub floor or surface flatness should not exceed 3mm beneath a one meter long straight edge.
- The boards should be fitted lengthways down main hallways where possible.

### If installing onto concrete

Concrete sub floors regardless of their age should always be tested prior to the installation of wood flooring. Concrete should be dry to less than 75% RH tested as per ASTM 2170. For relative humidity higher than this please contact your local State Sales Manager for technical information..

### If installing onto a wood sub floor

If installing onto a wood sub floor that isn't sufficiently flat for the product the use of a universal self levelling smoothing compound is recommended.

### Sub floors with radiant heating

Please contact your local State Sales Manager for technical information.

## II. INSTALLATION METHODS - DROP LOCK

There are two primary methods for installing MJS Tru Timber product being floating or gluing. Apart from where specified in the following sections most floor finishes e.g. vinyl, carpet etc, should be removed prior to installation of a new wood floor (note - do not try to remove old vinyl as it may contain asbestos. If in doubt, contact a professional flooring contractor for guidance).

The boards in this pack are of random lengths and should be laid randomly across the floor to create the best effect. It is advisable to open several cartons at a time to mix boards from each pack as they are installed.

### 1. Floating Installations

Before floating installations of the engineered timber flooring begins. Install an MJS floating floor underlayment. Run the underlay in the same direction as the flooring boards. The underlay should be butted side-by-side with no overlap taping seams together.

Leave an open expansion gap of min 10mm-15mm around the whole perimeter (use the distance wedges) i.e. also at pipes, stairs, columns, door frames and thresholds.

When flooring is to be laid in adjoining rooms an expansion joint must be installed in the doorway this will allow the flooring in each area to expand and contract independently.

The maximum width and length that can be installed is 10 metres in length and 8m in width. Areas larger than this should have expansion joints installed to accommodate movement.

## FLOATING INSTALLATION PROCEDURES: ALLURE UV MATT DROP LOCK

### Installation methods for floor boards

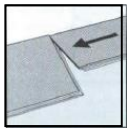
The boxes of flooring should be stored in the room that it is to be laid in for a period of 24 hours so that the flooring is close to the installation temperature. The boards should be stored and laid in a relative humidity between 35% -65% and at room temperature between 18°C and 29°C.

**Tip!** Put a distance before measuring. Cut the boards lengthwise and glue the short ends. Glue short end lengths from cut boards with cross linked PVA adhesive.

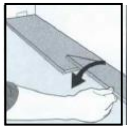
Cut off the locking element with a chisel, put cross linked PVA adhesive on the adjusted strip and push the boards horizontally together. If necessary, place some distances between the last panel and the wall to keep the boards together during the curing time of the glue.



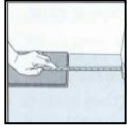
1. First board, first row: Leave a gap of 15mm width to the left and position the board against the wall. Later, after 3 rows, you can easily re-position the flooring on the front wall with 15mm expansion gap.



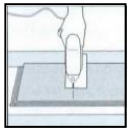
2. Second board: first row. Place this board tight to the short end of the first one.



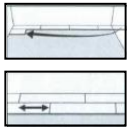
3. Fold down with a single action movement.



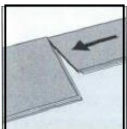
4. At the end of the first row, leave an expansion gap of 15mm, to the wall and measure the length of the last board to fit.



5. And the end of the first row, leave an expansion gap of 15mm, to the wall and measure the length of the last board to fit.



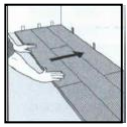
6. Second row. First board min length 500mm. Leave an expansion gap of 15mm against the wall. Generally, minimum distance between short ends of boards in parallel rows shall not be less than 150mm.



7. Second board second row.



8. Place the panel tight to the short end of the previous panel and fold down in a single action movement.



9. After 2-3 rows. Adjust the distance to the front wall by leaving an expansion gap of 15mm.



10. Last row (and perhaps also first row). Minimum width 50mm. Remember expansion gap of 15mm.

## GLUE-DOWN INSTALLATION PROCEDURES: ALLURE UV MATT DROP & LOCK

### Tools Required (not supplied)

Hammer, Tape Measure, Tapping Block, Pencil, Saw, Utility Knife, Safety Gear (mask, goggles), Spacer wedges, Square, Fitting straps, Parquet flooring adhesive, Notched trowel, Cleaning Cloth

### Glue-Down Installation

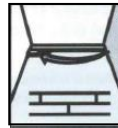
This is also a suitable method for installing on top of concrete. Also suitable for installation over existing suitably firm, flat and secure wood sub floors.

Concrete floors must be flat and level with no surface lumps and depressions in their surface. If this is not the case, it must be levelled to ensure even, uniform application of levelling compound. The floor can be levelled up to a maximum depth of 20mm with a good quality-levelling compound. This must be allowed to dry out completely before applying the suitable adhesive.

With this system use an approved adhesive (in accordance with the adhesive manufacturers instructions) for gluing engineered timber flooring to the various sub floors. The glue is applied directly to the concrete floors / existing wood floor to fix the boards.



1. Mark out a straight line parallel to the chosen wall, allowing a 15mm gap for expansion. It may be necessary to scribe the first row of boards to achieve correct alignment.



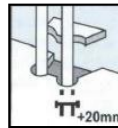
2. Once the first row of boards is correctly aligned and glued in place allowing a 15mm gap for expansion, weight them down while the glue sets. Any surplus glue that may seep onto the surface or the wood must be removed immediately with a damp cloth. The glue should not be applied in the groove or the tongue of the flooring.



3. Continue to fit the boards from left to the right. Always stagger the end joints by a minimum of 150mm and a maximum of 300mm. Measure and trim the last board to fit, allowing for the 15mm expansion gap. Where possible, use off-cuts to start the next row.



4. Flooring straps can be used to pull boards together and hold them in place whilst the glue dries.



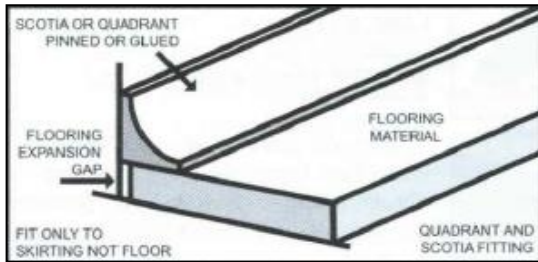
5. The expansion gap of 15mm must be maintained during installation.

6. For the last row of boards, you can use the sandwich technique to measure the width of the board required, ensuring that the row is not less than 10cm in width.



7. All pipes, pillars, frames etc. must be cut around to provide suitable expansion gaps.

### III. FINISHING OFF WITH MJS TRU SCOTIA



The maximum length and width that can be installed is 10 metres in length and 8 metres in width. Areas larger than this should have expansion joints installed to accommodate movement.

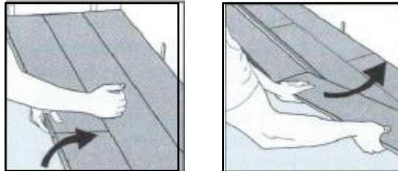
Once the flooring is installed, whichever method you have used, the expansion gap can be covered by refitting the skirting boards.

Alternatively, if the skirting has been kept in place attaching some moulding trims to the skirting using glue or panel pins will also achieve the desired results.

At doorways a door threshold strip should be used to protect the edges of the floor and provide a decorative transition from one floor type to another.

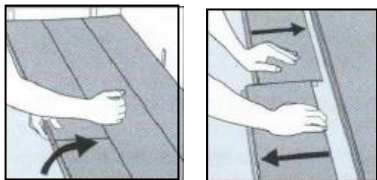
#### Disassembling the floor boards for floating floor

##### Disassembling A (angling up)



Separate the whole row by carefully lifting up and releasing the whole row. Fold up and release the whole long side. Disassemble the panels by angling the short sides by vertically.

##### Disassembling B (sliding sideways)



Separate the whole row by carefully lifting up and releasing the whole row. Fold up and release the whole long side.



## PREVENTATIVE MAINTENANCE

### Installer Responsibility

It is only natural that the engineered timber flooring will show signs of wear over time. You can expect years of beauty from your floor by observing a few precautions and maintaining regular cleaning and maintenance routines. Engineered timber flooring is a natural product which will mature with age. The boards will change shade over time through exposure to sunlight.

- Keep dirt, sand, grit and water off the floor by placing outside mats in front of all entrances to your home.
- **Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.**
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- **Keep pets claws trimmed, paws clean and free of dirt or soil.**
- Always apply felt pads under any furniture or chair legs to prevent scratches and to ease movement. Keep pads clean at all times and regularly check and replace as necessary.
- **Protect the floor when moving heavy furniture or large appliances. Place on mat or slide protector and slide smoothly over floor.**
- Use non-slip plugs in high wear areas, i.e. in heavily travelled spots and pivot points such as room entries and stair landings.
- **Never flood or wet mop the floor with water or any other liquid products. Severe damage may occur that voids the warranty.**
- Wipe up spills with damp cloth within 15 minutes.
- **Exposure to sunlight with its UV rays accelerates oxidation and aging of materials. This may change the colour of the floor. Periodically rearrange the furniture to allow they floor to age evenly.**

### INITIAL CARE

Following installation, clean with specially formulated cleaners. If the floor was glued down, remove any residual adhesive with the appropriate adhesive remover.

### ONGOING ROUTINE CARE & MAINTENANCE

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A hardwood floor swivel-mop with terry cloth cover is also highly recommended to eliminate finer particles of grit or dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply hardwood spray cleaner onto clean cloth and rub into the spot. Never apply wax treatments to your urethane-coated floor.
3. Periodically, as necessary, thoroughly clean the floor with hardwood spray cleaner using a hardwood swivel-head mop with terry cloth cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess hardwood spray cleaner to remain on the floor's surface. Excess liquid may damage the fibre of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.

5. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Never clean or wet mop with water, it may permanently damage the floor.
7. Never use any of the following products (or products similar in nature) on your floor; ammonia-based cleaners, acrylic finishes, wax-based products, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products pit or etch the finish of your flooring to prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimise finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
10. Avoid walking on wood floors with spike or stiletto heeled shoes. Spike or stiletto high heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Colour shade variation can occur if the floor is exposed to direct sunlight.

### QUICK FIX TIPS

Spots caused by food, water or animals

- Apply hardwood spray cleaner to a clean soft cloth.
  - Rub the area to remove the stain or spot.
  - More stubborn spots may require additional cleaning.
- Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks
- Apply hardwood spray cleaner to a clean soft cloth.
  - Rub the area to remove the stain or spot.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on the deposit.
- Wait until the deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with hardwood spray cleaner.

Deep Scratches/Gouges

- Individual boards or strips that are heavily gouged or damaged can be replaced.

### RESANDING

- Once the UV matt finish has been damaged it is advisable to sand and re-lacquer the entire floor to maintain an even finish rather than spot lacquering. This is a procedure which is best carried out by a professional. Please note that repeated sanding will remove some of the textured finish.



## **Floorcoverings**

### **ENGINEERED TIMBER FLOORING CLEAN & MAINTENANCE GUIDE**

#### **Peerless Jal Hardwood & Laminate Floor Cleaner**



A unique cleaner that lifts soil from the surface of the UV matt finish without leaving streaks or film.

Just apply the cleaner onto a cleaning cloth and/or the micro fibre pad for cleaning small areas or spray a fine mist directly onto the floor and use a swivel head mop with micro fibre pad for cleaning the entire area.

Note: MJS Tru Timbers Engineered Wood Floors are NOT to be cleaned using a conventional mop & bucket method / or a steam mop.

Peerless Jal Hardwood & Laminate Cleaner available from MJS Floorcoverings. Please visit our website for all MJS location details

***[www.mjsfloorcoverings.com.au](http://www.mjsfloorcoverings.com.au)***