

easy choice parquet

## Installations instructions

We thank you for purchasing The Twelve. Before starting the installation, it is essential to read these instructions carefully. If these instructions are not followed, the installer will be deemed fully responsible.

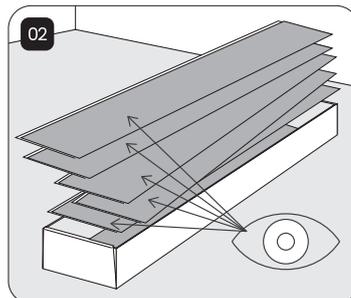
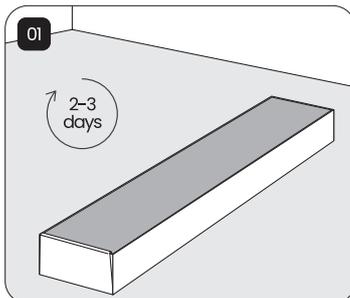
### 1. Storage

Store The Twelve in a perfectly dry and protected room with an air humidity of 40 to 60% and a temperature of 15 to 20° C (59–68° F). In order to prevent deformation, the packs may not come into contact directly with the ground.

**Warning:** Do not open the packs until the moment of installation.

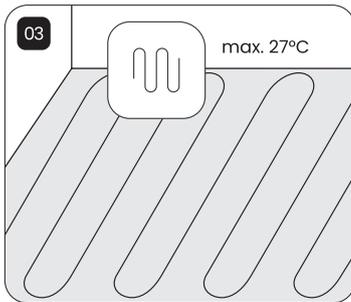
### 2. Preparation

The installation of the parquet should be the final job on the site, after termination of all filling, painting and wallpapering works. The room must be waterproof and windproof, dry and closed, the temperature must be between 15 and 20°C and the humidity must be between 40 and 60%. It is possible that you will have to use a humidity regulator to keep the humidity between that frame. This product has been carefully checked in the factory. However, if you notice an irregularity when you unpack or when you start the installation, do not install the product and contact your sales contact. Place the boxes 24 hours before the installation in the room. The boxes must be in the middle of the room and certainly never against a wall. (Pic. 1) Open the boxes just before the installation. Taking this precaution, the product will adapt to the humidity in the room. Because wood is a living material, you will find boards with a different colour and wood structure. Therefore, you should open all packs and mix the boards up during the installation to obtain a homogeneous result. We remind you that each installed product is considered to have been accepted and can no longer be the subject of any claim. Check every board carefully. Do not install boards with defects. (Pic. 2)



### 3. Installation on floor with floor heating

All The Twelve floors may be installed fully glued on a substrate equipped with a heating system with hot water circulation, radiant heating and heating-cooling under certain conditions (cf. our technical data sheets). Make sure that the surface's humidity does not exceed 2% in case of mortar or concrete screed and 0.3% in case of liquid or anhydrite screed. The natural drying process of the surface should be complemented with the setting and keeping the heating installation at temperature during the three weeks preceding the installation of the parquet, regardless of the season. This heating process must be interrupted at least 24 hours prior to the installation of the parquet and then continued gradually, in daily steps of 5°C and max up to 35°C, at least one week after the installation of the parquet. The surface temperature of the parquet should in no case exceed 27°C (80°F) (Pic. 3). Respect a thermal resistance of max. 0.15 m<sup>2</sup>K/W.)

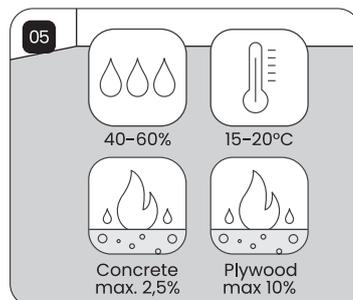
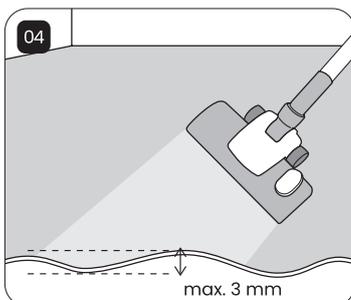


**Caution!** In case of radiant heating, you can never cover the parquet with a heat catcher such as a carpet, wall-to-wall carpet, plastic, etc. because this may cause the limit value to be exceeded with the related side effects (e.g. black traces of burnt wood on the parquet). The system should in particular allow a uniform distribution of the heat over the entire surface. Regarding the floor heating with reversible water pump, the circuit must be fitted with a provision that limits the initial temperature of the liquid to 18 to 22°C, depending on the region (contact or reseller to know the temperature conditions in your area). The temperature of the liquid must be set by means of an automatic probe system in order to avoid that any condensation arises on the parquet.

### 4. The surface / installation area

Determine the type of surface. It must meet four requirements:

1. The screed or supporting floor is clean (no dust, grain, dirt, etc, ...)
2. The surface should be smooth. Over a length of 2 meters (6' 9/16"), the difference cannot exceed 3 mm (1/8"). (Pic. 4)
3. The surface must be mechanically strong enough. For example, the screed must be hard enough. You can easily check that by scraping with a coin over the surface.
4. The surface must be dry. There cannot be rising damp. The humidity needs to be less than 2.5% for installation in screed without floor heating, 2% in screed with floor heating, 0.6% in anhydritescreed and 10% in multiplex. (Pic. 5)



If the first three points are not met, this can be remedied by applying a primer onto your surface. A primer provides the screed with a top layer and reinforces it. If the surface is not level enough, you can level it. Get information from a good adhesive manufacturer for the use of the correct preparation products.

**Surface types:**

**Cement screed:** The surface is considered to be dry when its humidity does not exceed 2.5% of its dry weight in case of mortar or concrete, in case of anhydrite screed, please contact your dealer or installer for more information. If you had to level the surface, apply a drying time of 5 days per 3 mm. Do the test with a carbide meter. A freshly applied layer of cement screed needs at least two weeks of drying time per cm of thickness, assuming that there is sufficient ventilation.

**Bitumen adhesive residues:** Remove the adhesive residues by grinding or blasting.

Remove all dust. Apply the primer and level. Glue sub parquet and parquet with the appropriate adhesives. - **Existing tile floor:** Check the proper adhesion of the tiles and the joints. Check the presence of a crawl space. Degrease thoroughly

(ammonia, etc.), rinse. Roughen/vacuum surface tile floor. - **Existing wooden floor:**

The humidity level cannot exceed 10%. The floor must be sufficiently stable. Nail the loose parts and if necessary, install a levelling floor. Install the new parquet on a sublayer perpendicular to the installation direction of the already existing parquet.

- **Chipboard or plywood:** This must be solid and supported everywhere if the panels are mounted on support beams and cannot bend. Install on a sublayer.

- **Plasterboard floor:** Glue sub parquet with suitable adhesive. Glue parquet. Always detach solid parquet. 2-layer parquet: detach > 1.2m length. Waterproof floorings (PVC, linoleum, etc.): installation floating on sublayer. Or fully remove the existing flooring. Do not screw wooden panels as sub parquet! Inspect the condition of the sublayer after the removal of the flooring. Remove adhesive residues as well as possible. Apply primer. Glue the parquet with the suitable adhesives. In any case, consult the technical department of the glue manufacturer.

**5. Installation The Twelve with tongue and groove installation tools**

To install parquet as a true professional, you need the right tools. Before starting the installation of your parquet, make sure to have the following tools on hand:

- Jigsaw
- Table saw
- Spacers
- Mitre box
- Wood bolster with the profile of the parquet (piece of wooden floor)
- Clock drill (for radiator tubes)
- Rubber hammer
- Notched trowel type PAJARITO B3, B12, B15 or caulking gun (technique with adhesive beads)

The Twelve is to be installed FULLY GLUED. Leave an expansion joint (or edge clearance) of 1.5 mm per linear meter of installed parquet, with a minimum of 8 mm, along the wall and for each obstacle (pipes, stairs, pole, chimney foot, etc.). To allow the parquet to move freely, the cumulative width of the installed boards cannot exceed 8 m. If you have a larger width, then you must provide an intermediate expansion joint. That expansion joint is in any case required at every doorstep. Lay the boards preferably in the longitudinal direction of the room and in the direction of the incidence of light. The surface must be level and dry. Also make sure that the boards to be installed are clean and free from glue, dust, grease and paint residues. The same applies to your tools. If you glue the parquet floor directly on the subfloor, then you do not need to glue together the grooves and tongues of the individual boards. The choice of the adhesive depends on: - the substrate (type, flatness) - the parquet type - the wood species - the size of the elements - the compatibility of the substrate, primer, levelling and adhesive is important too. We advise you to consult the adhesive manufacturer for the right choice and combination.

Apply the adhesive to the substrate using a notched trowel type PAJARITO B3, B12, B15 or caulking gun (technique with adhesive beads). The application must be done on a small surface and in stripe movements, keep the glue spatula under an angle so you can form the adhesive beads properly. You cannot smear adhesive on the tooth and at the bottom of the board. Replace the trowel every 50 m. and use about 1kg to 1.2 kg of adhesive for 1m. of floor. - Place the board on the fresh adhesive within the open time. Do not exceed the 'open time' described in the instructions of the adhesive. This 'open time' is the period between the application of the adhesive and the installation of the boards. It is important that you press down the board in order to obtain a proper adhesion to the substrate. - Fit spacers along the outer edge to

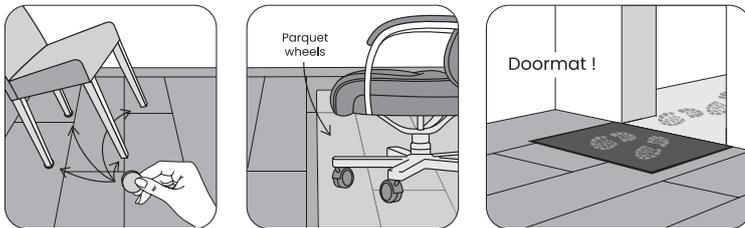
observe the expansion joint. – Cut off the boards of the last row at the desired width; do not forget the space needed for the expansion joint. Slide the boards together with a metal stopper. Remove the spacers 24 hours after the installation.

- Respect the drying time required by the manufacturer of the used adhesive before walking on your parquet floor.

## 6. Maintenance

The warm look of your wooden floor stands or falls with proper maintenance. The maintenance of parquet is more than keeping it clean, it also has a nourishing and protective function. Maintenance begins with prevention:

- Protect the legs of furniture and chairs with self-adhesive felt.
- Chairs with wheels that run directly on the parquet floor should be avoided (or fitted with parquet wheels)
- Always put your plants in a waterproof container or dish, never directly on the wood.
- Keep the air humidity as constant as possible. This limits the expansion and contraction of the wood.
- Fit entrance doors and sliding windows with a carpet.



This maintenance guide is based on our own experience and that of our suppliers. The natural oil used for parquet floors and wooden floors is a protective oil specifically designed for our oiled wooden floors. As a result, you must use the required The Twelve maintenance and cleaning products, which can be purchased from our distributors. You can never oil the parquet a second time since it is already finished and saturated with multiple layers of UV oil, which will prevent the penetration of new oil (unless the parquet was polished in advance). This is, of course, apart from the maintenance oil, which serves to maintain your floor (see further).

All color shades inclusive of the final top-coating are being cured through UV and oxygen. Our oil is NOT a standard UV oil as it is dried for 80% with UV and 20% by oxygen to obtain the advantages of a high quality ecological finish. The surface is dual-curing and therefore cures further with oxygen and optimizes its features (natural air drying) and therefore also repairable. The Twelve products are ready to install without any end maintenance or use of soaps after installation if the floor is the last building activity, this means limited foot traffic on a finished floor at the construction side. If this is not the case than cover the floor well with protection. Be aware that the protection on top of the floor slow down the oxygen curing process and while covered do not use floor heating (radiant heating). When all construction work is finished take away protection and first cleaning/ maintenance is advised with our maintenance oil.

- For the daily maintenance and increased protection of your oiled floor, you can, on top of the broom and vacuum cleaner, clean with The Twelve parquet soap. Mix 4 to 5 cups The Twelve parquet soap in 10L lukewarm water, apply with a not too wet cloth, mop or microfiber broom with short hairs. Wring out the soiled cloth and rinse in a second bucket with clean water. Dry after about 1 hour at room temperature.
- To thoroughly refresh and return the silky shine to your parquet that has become dull, you can use The Twelve maintenance oil and remove any excess with a microfiber cloth or with your polishing machine with new pad. In case of floor heating, the The Twelve maintenance oil should be applied at least twice a year to nourish the wood.
- In risk areas, such as zones that are in contact with outside, the zones with lots of passage or the zones where foods are consumed, it is strongly recommended to apply the maintenance oil as soon as the installation is

completed in order to increase the resistance to penetrating liquids and fats. Because oil slightly strengthens the satiny sheen of the finish (even if that effect is only temporary), it is recommended to treat the entire surface of the room for aesthetic reasons.

- For scratches, cigarette burns or other stubborn marks, ask advice from our distributors. If you want to change the colour, you will have to abrade the parquet down to the raw wood and then apply the new finish. Never forget to apply The Twelve maintenance oil that offers resistance against penetrating liquids. Wet your cloths after use, otherwise you risk spontaneous combustion. In case of non-compliance with our recommendations, our warranty shall no longer apply. The client needs a proof of purchase as proof of good maintenance with the prescribed products.

## 7. Air Humidity

Every space faces fluctuations in humidity. Your wooden floor responds to these fluctuations by expanding and contracting, which is why people always say wood is a living material. A humidity between 40% and 60% is ideal: in those circumstances, the wood will not expand or contract too much. Does your space meet these values in winter and summer? Then you have nothing to worry about. Many rooms with a radiator face low humidity in winter. Does it fall below 40 percent? Then humidifiers attached to your radiators present a cheap and efficient fix. Does your room still not meet the minimum value? Use an electric humidifier. In a room with too much humidity, it is best to place a dehumidifier. A dehumidifier condenses the moisture from the air and so gets the percentage down. In case of high humidity, good ventilation may work wonders in many cases. Keeping the air humidity under control is not that difficult, the following tips should get you started.

- Ventilate your rooms in spring and autumn to avoid large fluctuations in air humidity.
- Use a hygrometer to measure the humidity.
- Install your floor at a time when the humidity in the room is average.
- If necessary, install an electric device (humidifier or dehumidifier) to keep the humidity in your home under control.

**Should you have any further questions, please do not hesitate to contact your local dealer. You can always call our headquarters in Belgium.**

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