



**Big Panda  
Flooring**

**BAMBOO  
LAMINATE  
HARDWOOD**



**INSTALLATION  
WARRANTY  
MAINTENANCE**



# **BIG PANDA BAMBOO LAMINATE & HARDWOOD FLOORING**

## INSTALLATION – WARRANTY – MAINTENANCE

### **INSTALLATION**

#### *PRODUCT VARIATIONS*

Big Panda's flooring utilises completely natural materials. Our Timber veneer is crafted from naturally grown oak, and our bamboo is also sourced from top quality species. The luxury from nature means there will be colour variations from piece to piece and batch to batch. Therefore, care needs to be taken when selecting from a display sample as there will be differences between the display and dispatched stock.

The moisture content of flooring will also change in accordance with the weather. Therefore, it is expected that the surface of the floor will change and could develop some checking(splits) in the board surface, gaps at board joints and changes in colour, leading to further variations.

#### *MOISTURE LEVEL*

With all installations, an appropriate moisture barrier must be used. However, it is also a requirement that the subfloor be tested prior to installation.

Concrete-subfloors need to have a moisture content of less than 4% (assessed by impedance meter). On plywood and particleboard, the moisture content is not to exceed 14%.

Please note that test results are only applicable to the day of testing and will not ensure that moisture will not fluctuate with seasonal changes. Again, it is emphasized that regardless of

subfloor moisture content, the use of a moisture barrier is required for all installations. Big Panda's Flooring does not warrant against moisture related problems. If results show subfloor moisture content to be high, determine its source and correct problem before installation.

### *SITE ASSESSMENT*

On site assessment of the job location is essential, it is the installer's responsibility to determine that the environment of the jobsite and subfloor conditions all meet the requirements of the Australasian Timber Flooring Association.

It is necessary to confirm proper drainage is in action around the building. Lack of moisture protection can allow excessive water or moisture to penetrate walls, flow beneath concrete slabs and into crawl spaces. With crawl spaces the ground needs to remain dry or present a dry surface between the ground and joists. Any seepage or other moisture needs to be dealt with through enclosed drainage systems with exposed earth then fully covered with a 200um plastic moisture vapour barrier to inhibit soil moisture evaporation. Similarly, the building needs to be checked for signs of moisture ingress and if discovered dealt with prior to floor installation

### *SUBFLOOR REQUIREMENTS*

The subfloor must be structurally sound, sufficiently flat and dry, and when applying adhesives onto the slabs, it must be sufficiently clean. Please note that Big Panda flooring is intended for installation on on-grade subfloors only. **Flooring installed on below-grade subfloors is not covered under warranty.**



- **FLATNESS**

When adhering to the subfloor it must be flat to a tolerance of 3mm in 3m anywhere across the floor area. For floated installations, the tolerance is also 3mm in 3m anywhere across the floor area. With concrete subfloors, grinding high spots and using appropriate levelling compounds in low spots are methods used to provide a sufficiently flat surface. Concrete that is not properly levelled can cause improper adhesive transfer, hollow spots, and squeaks. For timber, plywood and particleboard subfloors, high spots may be sanded down. Low spots can be cut out and repaired although for some installations levelling compounds may be used.

- **CLEAN ENVIRONMENT**

Concrete must be free of dirt, oil, paint, old adhesive, wax, sealers and curing agents. Similarly, particleboard and plywood subfloors need to be clean and this may require removing the wax layer on particleboard.

- **MOISTURE CONTENT**

All subfloors should be tested for moisture content. If high moisture readings are found, identify the moisture source, and solve the problem before installation. Concrete slab subfloor must also be fully cured and at least 60 days old. Allow extra drying time for the levelling compounds and test again.



## *SITE CONDITIONS AND ACCLIMATIZATION*

Do not deliver flooring to the job site until the building has been enclosed with windows and doors, all cement, plastering, and other wet work has been completed. Products are to be stored away from direct sunlight and extreme conditions (e.g. outside a sealed area).

As a general rule, the ideal relative humidity range for Big Panda Flooring is average daily conditions of 30-65% relative humidity and installed between 15°C to 30°C. Flooring should be acclimatised in the packaging for 48 hours in the middle of the room at room temperature before installation to enable the boxes of flooring to become accustomed to the laying environment.

Flooring is only to be opened when the installation is ready to commence and only the quantity that can be installed at the time of installation should be opened. Boxes should not be left opened or product unpacked as the relative humidity can affect the ease to which the boards will fit together.

## *INSTALLATION PRACTICES*

During installation, work from several cartons at a time to achieve a uniform appearance across the entire floor. Mix and mingle boards when laying the floor for maximum aesthetic appearance as natural variations in colour are not covered under warranty.

Remove any existing skirting boards, which can be replaced after installation or use scotia. Undercut door jambs and or doorway thresholds. With floating floors, the floor must have 1mm clearance under the skirtings and door jamb, and not fixed with silicone etc., make sure the floor to be able to float freely.



### *EXPANSION REQUIREMENTS*

A minimum of 8-18mm is required all around the perimeter of the floor including around pipes, under doors, around the kitchen, at doorsteps and anywhere that is needed to allow for floor expansion and contraction during different seasons and climates. Please note that the floor may move more in one direction than another. Locations with higher relative humidity should at least have expansion allowance of 18mm. Locations with low relative humidity should have minimum expansion allowance of 8mm. Please note all flooring will expand in width more than the length and as a general guideline, floors may expand and contract up to 3mm per meter in the width of the floor (across the board width). When installing, care should be taken regarding direction of flooring installation as this affects the possible need for intermediate expansion allowance. Floors should not be laid over maximum flooring allowances in below table without intermediate expansion allowance being provided. Where required undercut gyprock for greater expansion and shrinkage allowances.

<b>TYPE</b>	<b>FLOATING ALLOWANCES</b>	<b>GLUE DOWN ALLOWANCES</b>
BAMBOO	6m x 8m (W x L)	10m x 12m (W x L)
LAMINATE	6m x 8m (W x L)	Cannot be glued down
HARDWOOD	6m x 8m (W x L)	10m x 12m (W x L)

### *SLIP RATING*

A When installing stairs, a 50mm anti-slip tape must be used to achieve R10 or P3 slip rating requirements for internal stairs. Clarification of slip rating requirements must be made prior to installation of Big Panda Flooring products.



### *NOISE*

Floor noise is to a degree normal and will vary from one installation to the next. Occasional noise is due to structural movement and may relate to subfloor type, flatness, deflection, and/or be related to the fasteners, changes in environmental conditions, and the amount of topside pressure applied to the flooring. For these reasons, floor noise is not considered a product or manufacturer defect unless excessive noise is associated with board manufacturing tolerances.

### *RESPONSIBILITIES OF THE OWNER/INSTALLER*

Proper installation and maintenance are key elements in achieving the best flooring results. The installer/owner must determine that the jobsite meets or exceeds all applicable Australasian Timber Flooring Association industry standards. Big Panda Flooring does NOT warrant against failure resulting from or connected with the subfloor, jobsite damage, or extreme environments after installation. Big Panda Flooring makes no warranty or guarantee on the quality of the chosen installer's work or on a particular installation performed by them. Big Panda Flooring disclaims all liability for any errors or improprieties in the installation of its products by an installer. Big Panda Flooring products will be subject to variations in colour that may occur within and between individual flooring planks.

It is the responsibility of the installer/ owner to follow all guidelines provided by Big Panda Flooring for success. Controlling flooring moisture content is important for success. Big Panda Flooring, like all other timber, laminate and bamboo flooring, is hygroscopic. That is both board width and length change with the absorption or release of moisture. The amount of movement varies depending on the preventative steps taken at the time of installation and the stability of the home environment thereafter.

## **WARRANTY**

### *AUSTRALIAN CONSUMER LAW*

Our goods come with guarantees 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 the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### *ACCEPTABLE QUALITY*

Big Panda Pty Ltd warrants the original purchaser that our bamboo, laminate and hardwood flooring in the original manufactured state free from structural defects and the Structural Warranty as per the table below. We warrant to the original purchaser that the wear layer (Coating Warranty) will not peel or separate from the flooring plank in residential and commercial applications as per the table below if it is installed and maintained according to the Big Panda's bamboo laminate and hardwood installation and maintenance instructions.

This warranty implies conditions of normal use and appropriate care, as set out in our installation and maintenance instructions. Gloss reduction and scratches caused by regular traffic are normal and not considered wear through and are not covered by this warranty. Areas of less than 10% of total flooring surface area that could be affected by high traffic wear or incidental damage are not covered by this warranty.

Please ensure that you are aware of what type of finish coating or wear layer has been applied to the boards prior to commencing any cleaning or maintenance to ensure appropriate cleaning practices.



TYPE	WEAR WARRANTY		STRUCTURAL WARRANTY	
	RESIDENTIAL	COMMERCIAL	RESIDENTIAL	COMMERCIAL
BAMBOO	20 YEARS	5 YEARS	25 YEARS	10 YEARS
HARDWOOD	20 YEARS	5 YEARS	25 YEARS	10 YEARS
LAMINATE- 8MM	10 YEARS	5 YEARS	15 YEARS	5 YEARS
LAMINATE- 12MM	20 YEARS	5 YEARS	25 YEARS	10 YEARS

### *MAJOR FAILURE*

As Big Panda's timber and bamboo flooring are natural products, some minor splits, cracks and blemishes may occur in the coated surface under more adverse conditions. This is referred to as surface checking and is normal with natural wood boards. Appropriate care should be taken to avoid scratching and chipping from occurring as the pre-finish coating is not scratch or chip proof, although it is hard wearing. Additionally, as is the case with timber floors, there may be slight variation in gloss between boards. Please note that gloss variation, minor splits, cracks and blemishes, scratches and chips are not considered as major failures. They are imperfections associated with natural timber and bamboo flooring. Nevertheless, this provision is not intended to diminish or reduce the statutory rights of any purchaser. Additionally, Big Panda timber and bamboo flooring warranty only cover the manufactured goods. Installation warranties should be obtained from the individual/company completing the installation.

### *WARRANTY CONDITIONS PRIOR TO INSTALLATION*

The purchaser/property owner/installer must inspect all material in good lighting prior to installation, ensuring that there are no visible manufacturing defects and that all materials match their description. Should any possible defects exist, please contact the supplier immediately for an inspection and potential replacement prior to installation. Any questions regarding product quality must be satisfied prior to installation. Big Panda Flooring Pty Ltd does not warrant or guarantee the chosen installer's work/performance/ability. The purchaser/property owner/installer has the sole responsibility of making sure that site conditions are appropriate for the installation of the chosen flooring.

Big Panda Pty Ltd does not accept any responsibility for material failure that may be associated with the site conditions or method of installation. This limited warranty is only valid for the original purchaser and only at the original installation site. This limited warranty is not transferable.

Until just prior to installation, the product must be kept in its packaging and stored in a completed building where it is protected from the environment. This means that the building must have a completed roof, walls and subfloor. Big Panda flooring should only be installed in the end stages of a construction project when all tradespeople have left the site. Any work that involves water or moisture should be finalised prior to installation.

Big Panda flooring is suitable for indoor installations only and should not be used in outdoor environments. Additionally, the indoor area should be protected from direct sunlight and heat. If heating and cooling systems are installed, temperature and humidity should remain reasonably constant from 48 hours before, during and until 48 hours after installation; and at a temperature and humidity for normal living conditions. bamboo, laminate and hardwood flooring must not be installed in wet areas. These include toilets, bathrooms, laundries and other similar rooms. Note that the flooring may be installed in kitchens.



### *EXCLUSIONS OF WARRANTY*

Damage associated with negligence; transportation; storage; handling; installation; inappropriate maintenance; cleaning with steam mops or wet mops; or any other external causes that can damage the floor are not covered by this warranty. Additionally, the damage due to the following are also excluded from warranty: scratches; indentations; exposure to extreme heat, damage from intense sunlight, very low or very high humidity or moisture; water saturation; lack of building ventilation during extreme heat and humidity; accidents; abuse or misuse; any pets or animals; any footwear; unauthorised or improper alterations or repairs; or failure to adhere to all of Big Panda's timber/bamboo/laminate installation guidelines and maintenance instructions.

Big Pandas timber, bamboo and laminate flooring that is installed in wet areas, including toilets, bathrooms, laundries and other similar rooms will not be covered by this warranty.

Variations in texture, grain, colour and pattern are normal and not considered defects. Thus, these are not covered by this warranty. This warranty does not cover variations in grain pattern or colour between the samples and the installed floor. This warranty does not cover flooring that was installed despite being damaged or visibly defective, or became damaged/defective due to installation. This warranty does not cover labour costs for the repairing or replacing of incorrectly installed or damaged/defective flooring. All our hardwood products including herringbone are recommended to be direct glued down. The engineered hardwood floorboards in floating applications will result in small gaps and some creaking noises and is not within manufactures warranty. In commercial applications, all timber (not laminate or bamboo) should be direct glued down.



Variations of 5% or less in grading are not covered by this warranty. Defective boards that amount to 5% or less of total flooring boards are not covered by this warranty. As timber and bamboo flooring is manufactured from a natural material, colour variations between batches are normal. Exposure to sunlight and ultraviolet light will affect the colour and appearance of the boards. All flooring types will naturally expand and contract with seasonal changes in humidity and temperature. This is not a manufacturing defect and is not covered by this warranty. If the relative air humidity exceeds 65% or drops below 30%, excessive expansion and shrinkage may occur which may lead to checking (small surface cracks), delamination in timber products and cupping – all of which are not covered by this warranty. Appropriate care should be taken to maintain a relatively consistent indoor temperature and humidity.

### *WARRANTY CLAIMS*

For claims accepted by Big Panda Pty Ltd made under this limited warranty, the affected material will be replaced with the same product or another similar product of equal value within our Big Panda Range. The remedy is solely the replacement of any defective products except when product defects could not be observed prior to laying. With claims prior to laying only the cost of materials will be covered and no other related costs. Regardless of circumstances, Big Panda Pty Ltd shall not be held liable for any damages or loss arising from or in association with the purchase; use of product; inability to use product; or resulting from any special, indirect, incidental or consequential damages. All claims must be in writing, including photographic evidence and be mailed to the place of purchase. Any party that commences floor repair or maintenance without the consent of Big Panda Pty Ltd will be held responsible for the cost of the repair or replacement. Settlements shall be accompanied by a waiver signed by all parties.



## **MAINTENANCE & CARE**

- It is recommended that owners move in within two weeks after the installation of the engineered hardwood floor. If the place is vacant for prolonged periods of time, please place several buckets of water or a humidifier to maintain the moisture content of the flooring. To avoid cracking, shrinking expanding and bulging of the flooring please do not over humidify or leave the place too dry. Note if the maintenance and care do not comply with listed standards, and results in damaged products, the owner is fully responsible.
- To clean our flooring products, Sweep or vacuum the floor regularly to remove dirt, sand or grit, then use a dry soft towel to clean the surface. If you are living in a hot and dry area, use a lightly dampened soft towel to clean the surface, do not use a wet mop or other cleaning product, Use a pH neutral hardwood floor cleaner and a microfiber mop during routine cleaning. Cleaning using the professional mop is highly recommended.
- Prevent the floor from being exposed to strong and constant sunlight. This prevents the paint and the product from aging, shrinking and cracking. Please avoid long periods of hot or cold air from appliances like the AC, as this may lead to shrinking or expansion of the product.
- Prevent water from soaking the flooring product including overflow from the balcony, toilet, kitchen etc. Please ensure the taps are closed completely prior to leaving the house, and especially prevent flooring products in contact with hot water. In the case of an accidental spill of water, soak up the water ASAP to minimise damages.
- Do not slide or drag heavy furniture and appliances – pick them up instead. Apply felt tips/protective caps to furniture legs. Apply soft rubber casters to rolling furniture.
- Keep relative humidity between 30%-65%. It is ideal to avoid the extreme ends of this acceptable range.
- Use curtains and blinds to soften any direct sunlight and UV rays shining onto the floor.



- Trim pets' nails/claws to minimise scratching.
- Place interior and exterior doormats at entrances to stop dirt and moisture from being brought in by foot. Rugs should also be placed in high traffic areas and in front of kitchen sinks.
- Do not use rugs and mats with solid rubber or vinyl backings. Rugs need to be made from a breathable material to prevent moisture entrapment. It is also recommended to use a breathable rug underlay that has a mesh or grid pattern.
- Do not wet-mop a timber, bamboo or laminate floor. If water is left to stand, it can permanently damage the boards.
- Never use the following products on your floor: mineral spirits; ammonia-based cleaners; wax-based products; acrylic finishes; bleach; detergent; polishes; abrasive cleaning soaps; oil soaps; or acidic products such as vinegar. Never apply a wax treatment to your floor.

## FAQ

### **1) What is the best way to mop my floor?**

Do not use a wet or damp mop on your floor. Water left to stand may damage the floor. You can use a very-slightly dampened (almost dry) mop to spot-clean – note that excessive moisture may dull the finish. For flooring located in the kitchen, an area rug in front of the kitchen sink will help with keeping floors dry. We recommend using professional hardwood floor cleaner and hardwood floor mop to clean your floor.



## **2) How can I protect the finish of my floor from wear over time?**

Sweep (using a broom or dust mop) or vacuum your floor on a regular basis. If vacuuming, use a brush or felt vacuum head instead of a beater bar or hard head. Use doormats both inside and outside entrances to prevent dirt and moisture from being transferred to the floor. Use rugs for high traffic areas. Pets should have their nails/claws trimmed to minimise scratching. Minimise the floor's contact with moisture. Avoid walking on the floor with high heels, sports shoes and cleats. Avoid dragging or sliding heavy furniture or appliances along the floor.

## **3) What are the best environmental conditions for my flooring?**

The ideal conditions are typically a relative humidity of 30%-65% and a temperature of 15° to 30° Celsius. There are some geographic/climatic exceptions where the ideal humidity range may be higher or lower. Maintaining ideal humidity can at times be provided with moderate use of heating and cooling systems. It is the owner's responsibility to maintain humidity in the recommended range. Regular ventilation is also necessary, even when the property is not occupied.

## **4) What impact will large windows, doors, bi-fold doors and skylights that face the sun for extended periods have on my floor?**

Flooring that regularly receives direct sunlight may fade, shrink and become damaged from surface drying. Please protect floors from intense direct sunlight by using either window coverings, window tinting, pergolas or verandas. Direct sunlight damage is not covered by the warranty.

## **5) How do I fix scratches on my floor finish and damaged boards?**

A white scratch indicates that the finish has not been compromised and is repairable. (Excluding laminate) Such scratches and blemishes should be easily removed with a flooring cleaner. For deeper scratches, where the raw wood (Excluding laminate) has not been exposed,



light buffing with a white polishing pad should restore shine to the dull area, making the damage less obvious. We recommended our customer using a professional flooring repair kit to repair small scratches. For severe damage, the best option may be to replace the board(s).

### **6) Can I refinish my Floor?**

Major modifications may void the warranty and are not recommended as repairs are not a guaranteed solution. Excessive sanding is not covered under warranty. Please always seek assistance from an ATFA member contractor, and always test on a sample plank before you proceed.

### **7) What changes can I expect in my flooring from season to season?**

As with any bamboo, laminate and hardwood product, Big Panda's floors are subject to changes in temperature and humidity. Seasonal fluctuations in relative humidity and temperature will cause the flooring to expand and contract. With warm, humid weather, flooring expands. With dry weather, flooring contracts. This seasonal variation is characteristic of wood flooring and can be regulated by using an HVAC system (heating, ventilation and air conditioning) to help maintain an ideal relative humidity of 30%-65%.

### **8) Can I put heavy furniture on floated flooring?**

Heavy furniture (200kg+) may hinder the floated floors free movement during natural expansion and contraction unless the floor has been directly glued down. (excluding bamboo and laminate) Hindering this movement may lead to issues such as buckling or separation between boards. It may also affect flooring noise. Some flooring noise is normal during natural expansion and contraction and may also be affected by relative humidity, the type of subfloor, subfloor flatness, deflection, fasteners used and any changes in environmental conditions.