



LIFEWOOD

HANDCRAFTED FLOORING

The Buyer's Guide to Timber Flooring

THE ESSENTIAL QUESTIONS
YOU NEED TO ASK

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Beautiful for life



GET TO KNOW YOUR FLOOR

To make sure you're selecting a floor that best suits your lifestyle, you first need to answer a few questions.

Or better yet, get your flooring supplier to answer them for you. Will your floor be quiet to walk on? Will your floor change colour over time?

Just like any purchase, it's important to know what you're getting before you buy. After all, selecting a timber floor should be something you only do once in your lifetime.

We hope this detailed questionnaire will help you to make an informed decision and select a floor you'll love for a lifetime.



PRODUCT	Yes	No
Is the flooring specifically designed for Perth's unique climatic conditions? (i.e. hot and dry in summer, but cool and wet in winter?)		
If you are using underfloor heating, is the flooring suitable?		
Can the company provide you with Janka hardness ratings for their flooring? <i>i</i> The Janka test is the industry standard to measure the impact resistance of the floor. The higher the number the harder the floor.		
Is the flooring you have chosen suited to your lifestyle? (In terms of durability, coating and ease of maintenance.)		
Does the flooring come in long lengths with minimal short pieces? Are there half lengths or shorter pieces as well? What proportion are shorter lengths?		
Comments		
Do the floorboards need to be acclimated in the home before installation? If so, for how long? <i>i</i> Solid timber flooring may require acclimation for up to 4 weeks before installation or coating to avoid movement. Engineered or stabilised flooring generally does not require acclimation.		
Comments		
Does the company offer matching accessories made from the same material and colour as the floor? <i>i</i> Some companies offer trims made from MDF with a printed picture, rather than real timber. Many companies do not have matching stair nosings.		

PRODUCT	Yes	No
<p>Is the floor colour all the way through the board?</p> <p>i Many engineered floorboards only have the advertised colour on the surface of the floorboard. Lifewood's Stabilised Solid® technology ensures that our colours run throughout the whole floorboard.</p>		
<p>Does the floor change colour over time?</p> <p>i Australian hardwood timber floors will generally go darker over time. Oak floors typically don't change colour to the same extent.</p>		
<p>Will the floor be quiet to walk on?</p> <p>i Be aware, different installation systems change the sound of your floor.</p>		

COATINGS	Yes	No
<p>Can the salesperson demonstrate the scratch resistance of their coatings? (i.e. a coin scratch test)</p>		
<p>Has the salesperson explained what type of coatings are used - water based, solvent based or oil?</p> <p>i Water based coatings can scratch easier; solvent based coatings will make the floor rich in colour but are prone to going yellow or orange over time; oil based coatings require more maintenance.</p>		
Comments		

<p>Is the gloss level of your floor to your preference?</p> <p>i Higher gloss floors can make the colour more intense but are prone to showing footprints, scuff marks, and dust. Lower gloss floors can make the floor look less vibrant but show fewer marks.</p>		
Comments		

INTERIOR DESIGN	Yes	No
<p>Can the supplier guarantee that the colour and grade of the floor for your home will match the showroom?</p>		
<p>Have you considered the effect of the colour of the floor, row direction, board width and length, and amount of feature in the floor will affect the overall look and feel of the room?</p> <p>i Darker colours can make a room look warm and inviting, but do make it look smaller. Lighter colours can make spaces look larger. The direction of the flooring can also impact on the visual feel of the rooms. Also, the width and length of boards can make a difference to the space and flow.</p>		
Comments		



INSTALLATION	Yes	No
<p>Have you considered which installation method will suit your own circumstances?</p> <p>i Floating: Generally used on low price flooring with short lifespan and is hollow sounding. Typically cannot be re-sanded in the future. Direct Stick: Preferred in the majority of instances due to the superior sound quality and longevity of the floor. Can sand and polish in the future. Acoustic: For apartment living that requires a certain acoustic standard to be met. There are a number of options available depending on the individual circumstances.</p>		
<p>Is the floor installed in accordance with tested and quality assured policy and procedures? Are these procedures documented in a written installation document and can they show it to you? Do they have ATFA accreditation?</p>		
Comments		
<p>Does your supplier recommend direct stick method of installation? Will this affect your warranty? Will the floor be quiet to walk on?</p>		
Comments		
<p>Do they use a flexible and safe adhesive to install the flooring?</p>		
<p>Can damaged boards be removed without creating a lot of mess?</p>		
<p>Is the installation carried out by the supplier or is it completed by a different company?</p>		
<p>Do I need to move out during the installation process? And for how long?</p>		
Comments		

STAIRS		Yes	No
Has the salesperson informed you of the current slip resistance standards? <i>i</i> All timber staircases in new homes need an anti-slip coating or strip.			
Has the slip resistance option offered been tested and comply with the standards?			
Can the salesperson show you a physical example or photo of the stair you are being quoted?			
Has the salesperson explained the different types of stair options available? <i>i</i> Such as bull nosing, square nosing or other methods and finishes? Do they have these accessories available and can they give you a sample of them?			
Comments			
COMPANY		Yes	No
Does the company hold the product warranty or the manufacturer of the flooring? <i>i</i> Many companies rely on the manufacturer of the flooring to cover the warranty. If something goes wrong, it is often very difficult to come to a resolution as most manufacturers are based overseas and typically require you to jump through many hoops to make a claim.			
Comments			
How much deposit is required and what are the payment expectation for the client?			
Comments			
Have the company directors or business owners ever operated under a different flooring company name? <i>i</i> Some timber flooring companies in Perth have gone into bankruptcy to avoid warranty claims, but then open under a different name. So please be aware!			
Is the company an accredited member of the Australian Timber Flooring Association (ATFA)?			
Has the company been in business for over 10 years?			
Is the company reputable online? e.g. reviews, testimonials			



QUOTES	Yes	No
<p>Will my quote state the actual m² area to be covered?</p> <p>i It is also a common occurrence that companies overestimate the flooring area but charge a lower price per m² to sound more competitive.</p>		
<p>What amount of waste is allowed in the proposal/quote? Is this wastage allowance also added to the installation component?</p> <p>i Some companies allow 5-10% wastage, but also factor in installation to this. Be aware that this will impact the overall price of your floor.</p>		
Comments		
<p>Is the quote all inclusive?</p> <p>i Many companies do not include all the items required for your floor, including installation, wastage, moisture barrier and delivery.</p>		

CARE & MAINTENANCE	Yes	No
<p>Has the salesperson explained how to care for and maintain your floor?</p>		
Comments		
<p>Does the company provide a care kit and cleaning guide with your floor?</p>		
<p>Can the flooring be sanded and polished in the future? How many times can this be done?</p>		
Comments		