

Installation Guidelines

⚠ ATTENTION OWNER / INSTALLER

Please carefully read and adhere to the following instructions before installing the flooring. Failure to do so may result in voiding the warranty of the product.

✦ Quality Check

Before installation, thoroughly inspect the flooring material to ensure it meets the requested quality standards. Verify that the material is free from defects and matches the desired specifications.

✦ Quantity Verification

Prior to starting the installation, confirm that the quantity of flooring is accurate and sufficient for the project. Double-check the quantity to avoid any shortages during the installation process.

✦ Colour and Finish Confirmation

Verify that the flooring material matches the specified colour, finish, and sheen level.

✦ Job-site and Substrate Requirements

Must ensure that the job-site environment and sub-surfaces meet or exceed all applicable standards. Refer to the installation instructions section inside the carton for specific requirements. It is crucial to follow the recommendations of the construction and materials industries, as well as local codes.

By carefully following these instructions, you will help ensure a successful installation and maintain the validity of the warranty.

Areas of Attention

Water-resistance

Hugo Pro has 72 hours of surface water-resistance when installed according to these installation guidelines. In particular:

- ✦ The flooring must be installed on top of a relatively flat subfloor i.e. <3mm variation over 1m for complete effectiveness of the surface moisture seal.
- ✦ The flooring must be installed on top of an underlay with a minimum 200uM moisture barrier separator pre-attached with an overlap and security taped with moisture-resistant tape, to prevent accumulation of subfloor moisture.
- ✦ It should not be installed unless the levelling compound is completely dry or if the relative humidity of the concrete is above 85% or wood-based subfloor is above 14%

Do not install this laminate floor in wet areas such as the shower, bathroom, laundry, toilets or areas subject to regular moisture or water.

Expansion gaps

Expansion gaps of 10 - 12mm should be left around the perimeter of a floating laminate floor and around any fixtures e.g. columns or pipes. This gap provides space for the flooring to expand and contract if required. It is important not to have any direct lateral contact between the flooring and solid structures e.g. walls, cabinets and fixtures.

Around the perimeter of rooms, the use of scotia and skirting boards are recommended to cover the expansion gaps. Make sure to install these skirting boards against the wall and not to the floor.

Compartmentalisation

If an installation is greater than 12m in length or 8m in width, you will require transition trims such as a flat cover trim to provide for additional expansion and contraction space. Allow an extra 1 - 2mm expansion gap for every extra 1m of width over the standard raft size.

Large multi room installations should be compartmentalised i.e. separated at doorways. This gap is then covered with a cover trim. Consult your retailer or contractor if you are unsure about the required locations. Additionally, ensure that the compartments are no larger than 60 sqm in size i.e. no unseparated areas exceeding 60 square metres.

Installer Expectations

The installer assumes all responsibility for final inspection of product quality. The inspection of the entire floor should be done prior to installation and it is expected the colour, finish and quality is inspected before installation. Use reasonable selectivity and hold out or cut off pieces with glaring defects. If the flooring is not acceptable, contact your dealer immediately.

Before commencing any installation, ensure the environment of the job site and the condition and type of the subfloor are acceptable. Everfloor does not assume any responsibility for job failures resulting from or associated with incorrect installation or maintenance.

Trims

Appropriate aluminium trims to help facilitate expansion / contraction and to adjoin other floor coverings are required for an appropriate installation. The primary groupings of trims are:

◆ Flat / Cover / Universal Trim

Bridges two floor coverings or allows for an expansion gap in a long run of flooring. It is also suitable for small differences in height between two floor coverings. The recommended trims are available in Universal Cover and Flat Cover, and can be supplied by Everfloor.

◆ End / Border / C / U Trim

Finishes up the floor against a fixture or to meet other floor coverings. The recommended trim is a C or U shaped trim, or a two component universal adjustable trim. The end border is the most recommended trim, and can be supplied by Everfloor.

◆ Ramp / Reducer

Bridges floor coverings of two different heights and allows for up to 40mm height variations between two floor types.



Colour Variation

Laminate flooring have limited colour variations between batches, however, each board has several unique prints, and it is expected that the customer understands and accepts this upon ordering the product. Colour variations are not a defect in the product, and if any undesirable planks exist, need to be removed by the installer and if necessary, additional material can be ordered.

Environment

Please note the flooring must be installed in a regulated and liveable environment to prevent possible damage not covered by warranty i.e. it should not be installed more than two weeks prior to occupation of the home. The floor is designed to perform in an environmentally controlled environment.

Movement

As a floating floor that will move naturally, some minor sound may be present i.e. joint crackling or creaking. This is expected of floating floors and is not a major fault.

Weight Restrictions

To maintain the integrity of your flooring and prevent damage, please follow the weight restriction and furniture placement recommendations below:

◆ Maximum Weight Capacity

Recommended weight capacity for all floating flooring products is 200kg per square metre. Please ensure that the total weight placed on the floor does not exceed this limit. Exceeding the weight capacity can lead to structural issues and damage.

◆ Furniture Positioning

When positioning furniture or heavy objects on the floor, make sure to place the base or feet in the centre of the boards rather than directly over the joins. This distribution of weight helps to distribute the load evenly and prevents damage to the flooring. Avoid concentrating heavy objects on specific areas of the floor.

◆ Movement Restriction

Be mindful that placing heavy objects over a large area can restrict the natural movement of the flooring. This restriction can result in undesirable effects such as squeaking, gapping between boards, cupping, or even failure of individual boards. Distribute weight evenly and allow for proper floor movement.

Installation Site and Storage Instructions

Keep in mind the following when assessing an installation site:

Suitable Area & Water-Resistance

This flooring can be installed at ground level, above it, or below it. Hugo Pro flooring is water-resistant on the surface for 72 hours under ordinary household usage, but should not be installed in water-exposed areas such as pool areas, saunas, conservatories, sunrooms or areas that are exposed to heat above 27 degrees celsius.

Installed Last

The flooring should be the last thing to be installed, and should not be delivered until the building has been closed in and all other materials, such as cement work, plastering, and painting are completely dry. The concrete and plaster should also be cured and at least 60 days old. Check the basement and underfloor crawl space to ensure that they are dry and well-ventilated to prevent moisture damage.

Handle and Store with Care

Handle the flooring with care, and do not stand on the ends of boxes to avoid damage to the locking systems. Store the flooring in a dry place, but not directly on concrete or near outside walls. Place the cartons in the installation area.

Do not store directly on concrete or near outside walls. Cartons should be placed in the area of installation.

Subfloor Requirements

Subfloor requirements as per standard floating flooring installations, that broadly meet 3 criteria:

✦ Flat

A general guideline is the subfloor deviation should not be more than 3mm over 1 lineal metre or 6mm over 2 metres, as measured by a straight edge. Note flatness is a more important requirement and level is generally less important, therefore a 2m straight edge should be used to check for flatness than level. Of particular importance is the elimination of any localised unevenness such as humps, dips or roughness, as this may lead to breaking of the joints movement and noise, and potential damage to the joints in the floor.

✦ Dry

The subfloor of concrete should not exceed 75% RH when tested in accordance with AS1884-2012, the subfloor of wood must not exceed 12%. Additionally, the subfloor should be free of mould.

✦ Stable

The subfloor needs to be firm and not display any movement (which may be the case with movement in older timber floors, and squeaking or creaking may indicate this).

The flooring can be installed over many existing fixed (not loose or floating) floor coverings such as ceramic tiles, PVC tiles and linoleum. In the case of ceramics, the grout lines should not exceed 3mm in width or depth.

Note: If the subfloor does not meet these recommendations, the warranty will be voided by Everfloor. Sometimes installers / retailers choose to proceed with installation, and the sole responsibility for the warranty will be from the installer / retailer.



Underlayment

Most suitable density foam, rubber, cork and other composite underlays are suitable with Hugo Pro. For complete assurance, please select underlay from the [EVERQUIET®](#) range.

Underfloor Heating

Suitable for installation with hydronic in-slab under-floor heating systems only. The surface temperature from underfloor heating must not exceed 27 degrees celsius and the wattage should not exceed 60 watts/m².

Please note proximity to heat exposure from open fires or enclosed heating units may result in plank deformity and irreparable damage, and is not covered by warranty. Turn on the heating system for 3 weeks prior to laying the floor and then switch off 48 hours before installation. When turning on the heating system, increase the temperature by 2 degree increments each day until you reach the correct temperature and follow the same process when reducing the temperature.

Installation Instructions

Pre-Installation & Planning

- ✦ Inspect all planks in sufficient light before and during installation. Planks with visible defects must never be used. Once installed, the planks are considered accepted by the installer and the end customer.
- ✦ Ensure the subfloor is smooth, permanently dry, clean and free of all foreign matter.
- ✦ Lay out the underlay over the area of installation, according to manufacturers' instructions.
- ✦ Roll out the underlay across the room and tape the overlaps in the joins. If using rubber underlay without a moisture barrier, it is recommended install 200um PE moisture barrier prior beneath the rubber underlay prior to installation.
- ✦ Make sure the panels are mixed when installing, so you have sufficient pattern variations.
- ✦ Check that the doors can still open and close after the floor and underlay have been installed, with a minimum gap of 1 cm, to allow for natural expansion and contraction.

Installation

- ✦ Begin the first row with a whole plank. Saw off both the long and short locking systems from the first plank.
- ✦ Put the plank with sawn sides against the walls. Put spaces of at least 10mm against the wall but no thicker than the size of your skirting / scotia profile (this could be offcuts of flooring). Generally, between 10 - 12mm expansion gap is recommended, or more if you have a larger span.
- ✦ Drop the next plank into the end of the first plank and push downwards and forwards. It should automatically fall into place with a click. Use a tapping block and push the board in tightly.
- ✦ You will need a saw to cut the planks, such as a jigsaw, crosscut saw or circular hand saw. Ensure that the end joints of the planks in two successive rows are never in line, and they are staggered by at least 15cm.
- ✦ Click lock the first plank of the second row on the long side into the previous row and drop it downwards until you hear a click.
- ✦ There must be an expansion gap between the last row and the wall. Where it's challenging to install, you can use a pull bar and tap it with a mallet.
- ✦ If you encounter any obstacles e.g. pipes, make sure to cut around them and leave expansion gaps.
- ✦ Remove all spacers.
- ✦ Install the skirting board or the scotia. Never attach this to the floor, it should be attached to the wall (generally with a nail gun and / or adhesive). Ensure the skirting / scotia covers the flooring expansion gap by at least 3mm to facilitate contraction of the floor in cold environments.
- ✦ In situations where staircases are involved, it is recommended to use Everfloor's matching laminate stair nosing. Stair noses must be permanently bonded using a full spread trowel adhesive as per the Building Code's requirements for stairs & landings. The product cannot be floated in these circumstances and underlay must not be used to facilitate a permanent bond.