

7. Maintenance

Timber flooring should be properly maintained before handing over to the owners. Appropriate care should also be taken to ensure that the timber flooring continues to retain its appearance and function.

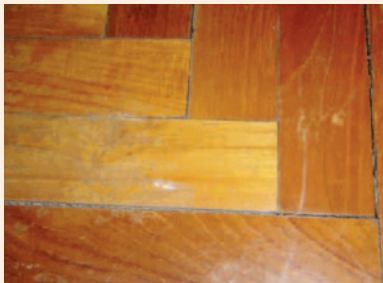

The following steps should be taken before handing over:

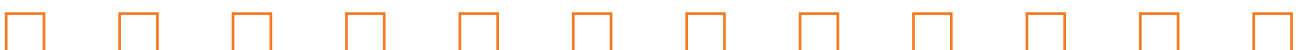
- Ensure that all external windows and doors are shut to prevent rain water from splashing onto the timber flooring;
- Where possible, keep internal doors and top hung windows at bathrooms open to allow better natural ventilation of units which may be left vacant for a long period of time;

- Liquid spills can stain wood permanently when they are absorbed into the wood finishes. Spills should, hence, be cleaned immediately;
- Avoid walking on the timber flooring with cleats, safety boots and other footwear that may damage the flooring;
- When moving heavy furniture or equipment, do not slide it on timber flooring. It is a good practice to lift and carry the furniture or equipment to protect the timber flooring; and
- Avoid leaving stagnant water on the timber floor.

8. Common Complaints

To achieve quality timber flooring, contractors should understand the common complaints and how to avoid them. The following are common complaints from owners.

Common Complaints	Possible Causes	Recommendations
1. Jointing		
1.1. Visible gaps between timber strips/ parquet 	a) Timber shrinkage due to prolonged exposure to dry environment b) Moisture content of timber exceeds the acceptable limits during installation c) Dimensional defects of timber	<ul style="list-style-type: none"> • Avoid extreme environmental changes • Check moisture content of timber before installation • Use timber with closer dimensional control during fabrication • Check dimensional defects when receiving the timber
1.2. Gaps between timber floor and skirting 	a) Uneven floor screed b) Insufficient levelling of timber strips c) Timber skirting warps	<ul style="list-style-type: none"> • Ensure proper surface preparation • Ensure timber strips are even and level during laying • Use suitable adhesive • Check straightness of timber skirting



Common Complaints	Possible Causes	Recommendations
3. Alignment & Evenness		
<p>3.1. Uneven surface</p> 	<ul style="list-style-type: none"> a) Uneven screed b) Insufficient levelling of timber strips c) Dimensional defects of timber d) Premature loading on newly completed timber flooring e) Poor control of sanding on a single spot could cause undulation 	<ul style="list-style-type: none"> • Ensure proper surface preparation • Ensure timber strips are even and level during laying • Use timber with closer dimensional control during fabrication • Check dimensional defects when receiving the timber • Ensure proper protection of flooring • Strict control of sanding operations and proper maintenance of sanding machine
4. Cracks & Damages		
<p>4.1. Cracks</p> 	<ul style="list-style-type: none"> a) Inadequate expansion gaps b) Timber flooring laid directly over structural/screed crack c) Excessive moisture changes in timber 	<ul style="list-style-type: none"> • Allow sufficient expansion gaps • Check floor screed to ensure no crack before laying timber flooring • Minimise moisture content changes in timber
<p>4.2. Dents</p> 	<ul style="list-style-type: none"> a) Direct impact b) Damage by other trade after laying c) Poor cutting and handling 	<ul style="list-style-type: none"> • Proper protection • Proper protection after installation • Use proper tools



Common Complaints	Possible Causes	Recommendations
4. Cracks & Damages		
<p>4.3. Warpage / Bulged-up of timber strips</p>	<ul style="list-style-type: none"> a) Floor screed not fully cured b) Inadequate provision of expansion gaps c) Poor quality or incompatible adhesive used d) Incorrect installation of timber flooring e.g. timber strips are laid on the adhesive layer after the “open time” has lapsed or sanding operation is done before adhesive has fully set e) Loss of adhesion of timber strips due to water seepage 	<ul style="list-style-type: none"> • Proper curing of screed • Allow sufficient expansion gaps • Use suitable adhesive • Install timber flooring according to Chapter 5 • Use proper waterproofing or stop the source of water seepage

common complaints

