

Flooring

**HOW YOU
GET THE
MY TIMBER
ADVANTAGE**

Something
Beautiful for your
place.....

Begins at our
place

BRENDAN HUNT

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Here Is What We Will Do

My Timber will assist you through the quoting and installation process from your initial enquiry to the completion of the works. We will assist you in finding the floor that matches your flooring project brief and as your project develops, complete an on site inspection and check measure. We will also take your chosen floor samples to the check measure so you can see the flooring samples in your own home. This is due to the fact the flooring samples may look different in your own home than they do in our showroom.

My Timber will supply you with a minimum of a three page Quotation or Pre Quote for your consideration. It will include a detailed listing of all materials and works required to complete your project.

Page One will include information about My Timber and what we plan to offer you.

Page Two will include a detailed listing of all materials and services we will be providing to you with a break down of Materials Costs, Labor Costs, and the value of the Deposit required to book-in the works with My Timber.

Page Three will include any special notes relating to your project, a step-by-step progress payment schedule, Quoting notes, and the My Timber bank account details for ease of payment of the deposit.



5 Star Customer Pledge



VALUE for MONEY

PRODUCT KNOWLEDGE

QUALITY PRODUCTS

PEACE of MIND

OPEN COMMUNICATION





VALUE for MONEY

My Timber prides itself on our 'Good Value for Money' sales offer

We do not play a pricing game

We won't mark up our prices then mark them down to try and make the sale

We won't under-quote to win the job. Then hit you will an extras bill during or after the project has finished

We WILL supply an all inclusive Quotation for your project with no hidden costs

We WILL deliver what we said we will. "If it's in the quote, we will complete the works"



PRODUCT KNOWLEDGE

We pride ourselves on our extensive product knowledge on all of our products, giving you piece of mind that your dream purchase is the right option for your family's lifestyle.

There is no 'head office' trying to push us to meet this month's sales quotas

We will spend time with you so you find the right product for your home





QUALITY PRODUCTS

We pride ourselves on offering our Central Coast customers industry leading brands, products and services.

“If I wouldn't put in my house, I won't put in your home”
All My Timber products carry manufacturer warranties from reputable, well established companies, leaders in their respective industries

My Timber has and will continue to be a leader on the Central Coast for flooring industry standards and leading flooring manufacturers, requesting feedback on new products prior to being launched in the Australian marketplace



PEACE of MIND

My Timber will Project Manage your project for you from start to finish, in a professional and courteous manner. All installers will behave in a respectful manner in and around your family home and your family. All installers will install your chosen products so as to meet all Australian and Manufacturers' specifications, ensuring all warranties apply.

Our friendly tradespeople will clean up after the works have been completed and before leaving your home





OPEN COMMUNICATIONS

My Timber does not have pushy sales people in our showroom

You will be kept updated on all aspects of your project, from delivery of your chosen product to installation and completion of works time frames

You will be supplied with 'Care & Maintenance' documents on all My Timber products

We care that when we leave your home at the completion of the job that you are a happy customer and have had a happy experience with My Timber



What Makes an Amazing Floor?

Well there are many components that need to be met in having an amazing floor in your home. We have the 'My Timber Basic 3' to an amazing floor, then the additional: Design, Lifestyle, and Budget.

Not every floor on the market is suited to every home. Consideration should be given to: size of the rooms, the overall style of your home, and of course your budget.

So with these in mind, let's find the floor that suits your lifestyle and your home.

The 'My Timber Basic 3':

1) Floor preparation 2) Underlay & Trims 3) Flooring Product.
We will cover the 'My Timber Basic 3' in more detail in the next couple of pages.

Meanwhile, we will now briefly outline Design, Lifestyle, and Budget.



Design

If you favour a certain design for your home this will help you choose a new floor.

For example, you may have a Coastal theme design in mind for your home, or you might like one of the Hamptons Style, Modern Contemporary, Industrial Moroccan, or even Botanical style popular at the moment. We will be able to assist you with flooring suggestions for each of these design styles.

Lifestyle

Your lifestyle needs will need to be considered with your floor choice.

Do you have young children in your family? Do you have pets? Do you have a swimming pool? Do you live near the beach with sandy feet walking through your home? Do you have an Air Conditioner?

All of these items need to be considered when you choose a floor to suit your family's lifestyle

Budget

Have you set yourself a budget for the flooring project?

Setting a budget will assist you in choosing what type of floor you need for your home without disappointing yourself.

The last thing we want is for you to find your dream floor, fall in love with it, only to find out later it doesn't meet the project's budget.

With a clear idea of what you wish to spend on the flooring project we can direct you to the flooring options that fit within your budget. This will allow you to find your dream floor as well as meet your budget requirements.



PREPARATION

Floor preparation is the forgotten add-on of the flooring project for most people. But is one of the most important parts of the project.

An amazing floor starts with the floor preparation. You can buy the cheapest flooring system and do the correct floor prep. and the floor will feel and sound amazing. You could also buy the most expensive flooring system and complete little to no floor preparation, and the floor will sound and feel poorly.

So before your new floor is installed, either DIY or by a professional floor layer, floor preparation work will need to be completed.

Depending on the flooring type and flooring manufacturer's installation requirements, Sub Floor preparation may be required to meet installation tolerances.

Each type of flooring and many manufacturers have their own installation tolerances.

For example Vinyl and Hybrid flooring systems have very little tolerance in relation to the levels of the sub floor. So within the budget for this type of flooring you will need to allow for sub floor preparation works so manufacturer's installation and warranty requirements for the flooring product are met.



Each type of flooring system has its own installation requirements and tolerance levels. The tolerance levels apply to Floating floors, Direct stick flooring systems, Oak Timber flooring, Laminate flooring, Bamboo, Australian Species, and Cork flooring.

In most cases you will only be able to find out if your flooring project needs sub floor preparation works after the existing floor coverings have been removed. Once the existing carpet and underlay has been removed from the works zone you will get a better understanding of what sub floor works are required.

Sub floor preparation works is the only part of the My Timber quotation we can not supply you during the quoting process. We can only suggest that sections of your home may require sub floor preparation works. (Sub floor preparation works is noted in the My Timber flooring quotation on page three Items 4 and 5).

We always recommend our clients spend the time and money on floor preparation works.

You will be thankful in the long run that you did.



UNDERLAY

There are many types of underlay on the market: The two most popular types sold in shops on the Central Coast are Open Celled Underlay and Closed Cell underlay, both with options within each category

(i) Closed Cell Underlay

A good quality closed cell foam underlay has a built-in continuous moisture barrier. The moisture barrier will either have a Silverback or Clear Film backing to the foam underlay, depending on the manufacturer.

A closed cell will hold its integrity longer than an open cell underlay, and won't sound as drummy when walked on as an open cell underlay. The standard closed cell underlay is generally of a 2 mm white foam with a moisture barrier.

This underlay is suited for both concrete or timber sub floors.



Within the Closed Cell underlay range there also is an Acoustic underlay range.

The acoustic underlay is generally a Green foam colour underlay with a clear plastic moisture barrier backing. The thickness of the underlay is also 2mm with a denser foam consistency than the standard white underlay.

Pending on the underlay manufacturer, acoustic levels of acoustic Green underlay sit around the 30% noise reduction in relation to general foot traffic.

This option is suited for second story flooring installations and for Strata Buildings.

This type of underlay is also suited for both concrete and timber sub floors.

(ii) Open Celled Underlay

An Open Celled foam underlay is a Basic or entry level underlay. It may even look very similar to a close cell underlay, with either a sliver backing or a clear plastic film backing. You will be able to note the difference when you feel the underlay. As the name suggests an open cell underlay is softer, lighter feel in your hand and has less resistance when compacted, compared to a closed cell underlay.

This option of underlay is usually offered as part of a combination Flooring package deals or FREE underlay offers.

Over a period of time this type of underlay will break down and will sound drummy under foot.



FLOORING PRODUCT and STYLE/LOOK

The Flooring Product is the final component of the 'My Timber Basic 3'.

There is a difference in the types of flooring on the Australian Marketplace. And as the saying goes... "You get what you pay for". This really does apply in the floating floor market. The two samples might look the same on the surface, or the colour might look similar, but in most cases it's not what you see on the surface where the difference is.

In flooring, the core product or material is one of the most important components of a good quality floor. If you don't know the history or the origin, or the importer of the product, it could well be a cheap copy of a well known and trusted floor board brand.

So what are some of the differences in flooring products?
Why are there so many different prices on flooring in each of the ranges?



Within each flooring category - Laminate, Oak Timber, Bamboo, Australian Species, Hybrid - there are different quality levels during the manufacturing process.

One series of timber flooring may be well-known for having many features in the boards (timber knots, feature wood grains, borer holes, gum veins, etc). Another may have more shorter than longer boards in the flooring packs. Different widths and finishes can also differ.

For example, just in a My Timber Blackbutt timber species there is a range of board Widths: 90mm, 135mm, 180mm, and a variety of Finishes: Flat Mat, Brushed Matt, 45% Gloss, Semi Gloss, 60% full gloss. All of these flooring options are at different price points.

Another difference is flooring technology. In most cases the higher the cost of a flooring product the more advanced technology behind the scenes. For example, the latest technology in Laminate flooring is Water Resistant products. This range of flooring is a very new technology so a water resistant Laminate floor will cost more than an older technology Laminate floor.

And just on Laminate... There have been many other improvements in Laminate flooring: amazing Image quality in some of the higher cost flooring brands; Digital images of real timber printed on to the boards; improved Embossing (following the exact grain pattern of the timber). All this has taken Laminate flooring to the next level, producing the closest thing to real timber, and usually at less than half the cost of timber.



And yet another difference can be the type of core in the floorboard. In many cheaper flooring products they are made with an inferior timber core. Such a core is usually made of a lesser grade of timber or timber species. Thus, the performance and longevity of your floor may be compromised. On the Central Coast the high humidity climate plays a huge part in the overall performance of your timber floor. So the quality of your chosen floor and the part played by humidity will be an important factor in the way your floor performs.



TRIMS

Trims have many usages in the installation of your new floor, namely to cover required expansion gaps in your floor (as per the flooring manufacturers' requirements).

Plus, they are used where your floor meets any hard surface, such as tiles on your bathroom floor, the frame of your stacker or sliding doors, even when you butt up against the carpet in the bedrooms.

There are numerous shaped and sized trims on the market to suit all thickness of floating floor systems, too many to mention.

Trims have two main finishes: Wood Grain Wrapped aluminum trims and Standard anodized trims.

As the names suggest, Wood Grain wrapped trims are the closest finish you will get to matching your chosen floor. There is a Wood Grain Wrapped trim to suit most of the timber species on the market. This option of trim is a much more expensive option than a comparison standard trim.

Standard Anodized trims come in three basic colours: Silver, Bronze, Champagne, and depending on the supplier, a Black option is available.



SKIRTING BOARDS

As mentioned in the trims section a floating floor requires an expansion gap to be installed against any hard surface thus meeting manufacturers' installation requirements.

Your internal and perimeter walls are deemed a hard surface, so to meet manufacturers' installation requirements we can either install a scotia trim to your existing skirting boards (covering the expansion gap) or remove and either reinstall your existing skirting boards or supply and install new skirting boards - depending on the condition of your existing skirting boards.

Please note: If your home has narrow skirting boards and you don't wish to have scotia trims installed, we will need to supply or install new skirting boards. What's a narrow skirting board you ask? Generally a narrow skirting board consists either of a 40mm X 10mm or a 60mm X 10mm skirting board system. As the expansion gap required is a minimum of 10mm the narrow skirting boards will not cover this required expansion gap. We will need to replace the skirting boards with a 18mm thick skirting board. In so doing we will attempt to match your existing skirting board profile.



And yet another difference can be the type of core in the floorboard. In many cheaper flooring products they are made with an inferior timber core. Such a core is usually made of a lesser grade of timber or timber species. Thus, the performance and longevity of your floor may be compromised. On the Central Coast the high humidity climate plays a huge part in the overall performance of your timber floor. So the quality of your chosen floor and the part played by humidity will be an important factor in the way your floor performs.





mytimber
FLOORING | BLINDS | SHUTTERS

1/217 The Entrance Rd

Erina

4365 1010

www.mytimber.com.au