

LIFEWOOD

HANDCRAFTED FLOORING

*The Insider's Guide
Questionnaire*

THE ESSENTIALS YOU NEED TO KNOW



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 colour change over time?

Just like any purchase, it's important to know what you're getting before you buy. After all, selecting a timber floor may 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

Is the flooring specifically designed for Perth's unique climatic conditions?
(i.e. hot and dry in summer, but cool and wet in winter)?

Yes No Comments

If you are using underfloor heating, is the flooring suitable?

Yes No Comments

Can the company provide you with Janka hardness ratings for their flooring?



The Janka test is the industry standard to measure the impact resistance of the floor. The higher the number the harder the floor.

Yes No Comments

Is the flooring you have chosen suited to your lifestyle?

Durability, coating, ease of maintenance

Yes No Comments



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PRODUCT *continued***What lengths does the flooring come in?**

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, how long?



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

Yes No Comments

Does the company offer matching accessories made from the same material and colour as the floor?

Some companies offer trims made from MDF with a printed picture, rather than real timber. Many companies do not have matching stair nosings in bull nose and square nose profile.

Yes No Comments

Is the floor colour all the way through the board, or just on the surface?

Yes No Comments

Does the floor change colour over time?

Australian hardwood timber floors will generally go darker over time. Oak floors typically don't change colour to the same extent.

Yes No Comments



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COATING

Can the salesperson demonstrate the scratch resistance of their coatings?
(i.e. a coin scratch test)

Yes No Comments

What type of coatings are used - water based or solvent based?



Solvent based coatings will make the floor rich in colour but are prone to going yellow or orange over time

Comments

What is the gloss level?



Higher gloss floors can make the colour more intense and are prone to showing footprints, scuff marks, and dust.

Comments

Will the floor be quiet to walk on?

Yes No Comments



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INTERIOR DESIGN

Can the supplier guarantee that the colour and grade of the floor for your home will match the showroom?

Yes No Comments

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?

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.

Yes No Comments



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INSTALLATION

How can you guarantee that you will be able to install my floor when I need it?

When you are ready for your floor, you need it done in a timely manner to avoid extra hassles (like living with the mother-in law for an extra few weeks!) or additional rent costs before moving into your new home.

Comments

Is the floor installed the same predictable way in accordance with tested and quality assured policy and procedures? Are these procedures documented and can they show them to you?

Yes No Comments

Have you considered which installation method will suit your own circumstances?

i

Floating: Generally used on low price flooring with short lifespan and is hollow sounding. Typically cannot be resanded 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.

Yes No Comments

Does your supplier recommend direct stick method of installation?

Will this affect your warranty? Will the floor be quiet to walk on?

Yes No Comments

What adhesives do they use to install the flooring?

Comments



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INSTALLATION *continued*

Can damaged boards be removed without creating a lot of mess?

Yes No Comments

Who coordinates the installation and do I have to pay the installer myself?

Comments

Who holds the warranty for the installation?

Comments

Do I need to move out during the installation process? And for how long?

Yes No Comments

Does the company choose installers?

Yes No Comments



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STAIRS

Has the salesperson informed you of the current slip resistance standards?

Yes No Comments

Has the slip resistance option offered been tested and comply with the standards?

Yes No Comments

Can the salesperson show you a physical example or photo of the stair you are being quoted?

Yes No Comments

Has the salesperson explained the different types of stair options available?

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?

Yes No Comments



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COMPANY

Does the company hold the product warranty or the manufacturer of the flooring?



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 is it refundable if you change your mind?

Comments

Have the company directors or business owners ever operated under a different flooring company name?



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!

Yes No Comments

Is the company an accredited member of the Australian Timber Flooring Association (ATFA)?

Yes No Comments

Can the salespeople show you customer satisfaction survey results and testimonials for at least 100 past customers?

Yes No Comments



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COMPANY *continued*

How long has the company been in business?

Yes No Comments

How many independent online reviews does the company have?

Comments



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QUOTES

Will my quote state the actual m² area to be covered?

i *It is also a common occurrence that companies overestimate the flooring area but charge a lower price per m² to sound more competitive.*

Yes No Comments

What amount of waste is allowed in the proposal/quote? Is this wastage allowance also added to the installation component?

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.*

Comments



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CARE AND MAINTENANCE

Has the salesperson explained how to care for and maintain your floor?

Yes No Comments

Does the company provide a care kit and cleaning guide with your floor?

Yes No Comments

Can the flooring be sanded and polished in the future? How many times can this be done?

Yes No Comments



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