

INSTALLATION INSTRUCTIONS

These instructions must be followed to retain Manufacturer's Warranties.

Installation guidelines on tretford architectural folders and the international website do not apply to New Zealand and Australian tretford installations.

General Information

The following instructions are to be reviewed in conjunction with AS/NZ 2455.1:2007 prior to installing tretford ROLL carpet. The information supplied in these instructions are general and may not cover all subfloor conditions. For subfloor conditions not covered by these instructions please contact your local representative for guidance on how to proceed.

tretford will not be held responsible or warrant any tretford product that is not installed in accordance with these instructions & procedures.

All tretford products delivered should be inspected prior to installation to ensure the following:

- The correct style and colour has been supplied
- The correct quantity has been delivered
- That where applicable the correct dye lot has been delivered
- No transport damage has occurred. Please note that if there is any sign of transport damage please photograph the damage before opening packaging and send the photos to your local representative as soon as possible.

DONOT install any tretford ROLL products if any of the above issues are noted.

Pre-Installation Requirements

Cross Check:

Installers please note that once you cut the carpet you own it. Installers please, remember to check colour, quantity, and batch against your order before use.

Acclimatisation:

At times of extreme humidity changes it is recommended to allow the Rolls to acclimatise on site for a period of 24 hours before installation in the area in which it is to be laid.

Please be aware that tretford is a natural fibre. Ambient humidity (RH) levels >75% at the site are to be avoided and can be mitigated by mechanical extraction if required.

Sequential Batching:

IMPORTANT: Please note, in accordance with New Zealand Standards, tretford Rolls and/or Tile's must be laid in sequential order. If Rolls or Tile's are not installed sequentially, colour variation may occur.

General Requirements & Information:

tretford ROLL is to be installed on dry, clean, and properly prepared subfloors as per AS/NZ 2455.1:2007. tretford are not responsible for any failure of a tretford product which is caused through moisture related issues, poor or incorrect floor preparation, incorrect installation techniques or any other failures which arise through the installer not following these instructions in conjunction with Australian / New Zealand Standards.

Shrinkage or bubbling of the tretford carpet can occur and/or the adhesive bond to the subfloor may be compromised due to the following situations:

- 1) Moisture in the subfloor
- 2) Watered down/faulty/incorrect adhesive
- 3) Insufficient allowances for proper tack of the adhesive before laying in the carpet. If the subfloor requires leveling, use a sand/cement screed.

A primer may be required if installing onto a high porosity sub-floor. Please contact your tretford Head Office for Direction.

Bubbling around perimeters can also occur when too much allowance is made for shrinkage and carpet is cut-in too tight against walls. tretford does not shrink if correct procedures have been followed.

Determining the Dryness and Alkalinity of a concrete substrate prior to installing tretford carpet:

It is the responsibility of the installation contractor to ensure the substrate is correctly moisture tested, properly prepared prior to the installation of any tretford products and complies with New Zealand Standards.

SUB FLOOR PREPARATION

Excessive moisture and/or high alkalinity (i.e. high pH) in a concrete substrate can cause the floorcoverings, adhesives, leveling compounds, etc. to fail and therefore all concrete slabs, regardless of age, should be correctly tested for moisture and alkalinity prior to the installation of any tretford carpet.

Even 20-year old concrete substrates have been known to have moisture issues later in life through changes in the surrounding environment. This includes, but is not limited to, new gardens installed which sit level with or higher than the existing slab thus supplying a potential water source to the existing concrete slab, leaking pipes in or near the slab, new constructions works undertaken by the builder during refurbishment of the site where water can be used by numerous different trades.

Dryness shall be considered satisfactory when the relative humidity does not exceed 75%.

Mapei ECO170 Adhesive must be used for all tretford direct stick and dual bond installations and all moisture testing must be carried out in accordance with Mapei ECO170 installation instructions. All testing is to be carried out in accordance with the instrument manufacturer's instructions or the moisture test results could be non-conforming.

Testing the alkalinity of the concrete subfloor:

Testing the alkalinity of the subfloor is to be done using either pH test strips or a pH meter, and the manufacturer's instructions should always be followed.

Ensure the concrete surface is porous and free of any old adhesives, primers, curing compounds, surface contaminants, etc. Care is to be taken to ensure the surface is not over cleaned however if the surface is burnished or non-porous the surface will need to be removed to allow a mechanical key between the subfloor and the adhesive or leveling compound.

In all cases pH testing must meet New Zealand Standards and should be done just prior to the installation of the tretford carpet so that the pH readings are taken on the concrete surface that the adhesive or leveling compound is to be installed over.

Undertaking pH testing of distilled or deionized water that is beading on the surface of the concrete substrate or testing a substrate that has just been mechanically prepared, may result in inaccurate pH test results.

Please note the following:

- All RH and pH test results should be documented and photographed for your records in case there is a moisture related problem in the future.
- RH and pH test results only indicate the RH and pH of the concrete substrate at the time of testing. The RH and pH of the concrete can increase or decrease over time due to outside influences, so it is critical that all test results are documented and photographed at the time of testing.
- Experience has shown that the RH and pH test results tend to be more accurate when the HVAC system has been in operation 24/7 for 2 weeks prior to testing.

Determining the dryness of timber substrates prior to installing tretford ROLL

The moisture content of timber, plywood and particle board subfloors shall be considered sufficiently dry when the moisture content is between 10% - 14%.

Suitable testing procedures for timber and particle board subfloors may be found in AS/NZS 1080.1 and suitable testing procedures for plywood subfloors may be found in AS/NZS 2098.1.

Sub-Floor Preparation

The subfloor should be dry, sound and level - as per Australian and New Zealand Standards (ref. AS/NZ 2455.1:2007 1/Amdt: 1/2009-08-31). Please refer to Adhesive Surface Preparation for Mapei ECO170 on the following page. For more detailed information, download the technical data sheet here: [Mapei ECO170 Technical Data Sheet](#)

Surface Preparation

1. All subfloors must be structurally sound, solid, well-fastened, dry, clean and free of dust, oil, grease, tar, paint, wax, curing agents, primers, sealers, loosely bonded toppings, loose particles and any other substance or condition that may reduce or prevent adhesion.
2. Painted surfaces must be sanded and scarified completely to expose the substrate, using appropriate safety precautions.
3. Various underlayment's:
 - a. Concrete subfloors must be dry.
 - b. All wooden floors must be well-ventilated from below.
 - c. Cement terrazzo must be sound, solid, flawless, stripped clean and free of any contaminants or conditions that may prevent or reduce adhesion. Roughen surface by sanding or scarifying using appropriate safety precautions.

RECOMMENDED ADHESIVE

Specified Adhesive: Mapei ECO170

Due to tretford's unique construction, the permanent bond adhesive (Mapei ECO170) must be used. Specially formulated with high solids/low water content – ECO170 will limit the issue of excessive moisture where shrinkage can occur.

DUAL BOND: Please note Mapei ECO 170, MUST be used to bond both the underlay to the subfloor and carpet to underlay. For further information please see [Mapei ECO170 product data sheet](#).

ANY USE OF NON-SPECIFIED ADHESIVES WILL VOID MANUFACTURER'S WARRANTIES. (NO SPOT GLUEING).

Adhesive Application

Direct Stick & Dual-Bond

Spread ECO170 with the recommended notched trowel and coverage rate. Tretford must be 100% adhered to the subfloor – no spot glueing. Place the carpet and press from the centre outwards to exclude air and ensure overall contact with the adhesive. Roll from end-to-end and side-to-side using a 68kg roller. Roll again after 30 mins.

To avoid problems with shrinkage do not lay tretford into overly wet adhesive. Allow the adhesive to tack-up (dry to a paste like consistency) before lowering the carpet. Tack-up time will depend on atmospheric conditions and on the absorbency of the substrate.

The correct tack-up time can be determined by placing a small piece of carpet into the adhesive. When the carpet is pulled away, strings or cobwebs should be apparent. If the correct tack has not developed, wait five minutes, re-check, and re-check every few minutes thereafter until cobwebs appear. Double-dropping the carpet into the adhesive or using fans to create air movement can reduce tack-up time.

Shrinkage can only occur if there is:

- a) Excessive moisture in the subfloor
- b) Water content in the adhesive is too high
- c) Insufficient time is allowed for correct tack to build-up or there are significant changes in air humidity during installation.

SHRINKAGE IS NOT CAUSED BY OR ACCEPTED AS A MANUFACTURING FAULT.

CARPET ROLL INSTALLATION

Direct Stick Installation

Cutting the Carpet:

tretford's unique construction allows the carpet to be cut in any direction without fraying. Ribs may be cut diagonally to give a neat finish at all room edges. If butt joints are required, cut the ends to be joined at an angle so that the last ribs on each roll are pushed neatly together to form an invisible join.

tretford should always be installed by 100% adhesion to prevent expansion, contraction and bubbling resulting from changes in humidity.

Perimeters:

Provision should be made to trim to walls under skirting; otherwise care needs to be taken in trimming carpet at the perimeter. Only cut-in around the perimeter once the adhesive has set. Temporary tacking can be an additional safeguard if it is deemed necessary. For dual bond installations, please refer to Dual Bond Installation section.

Seams:

Seams are to be double-cut when installing the bright and non-heathered colours – this will ensure a cleaner join.

CARPET ROLL INSTALLATION

Installation Instructions (New Zealand)

* These instructions must be followed to retain Manufacturer's Warranties.

Cross-joints / Seams / Ribs

Cross-Joins & Seams:

DIRECT STICK: All cross-joints & seams: to be joined using Dual-Bond Heat Bond Tape.

DUAL BOND: All cross-joints & seams: to be joined using Dual-Bond Heat Bond tape.

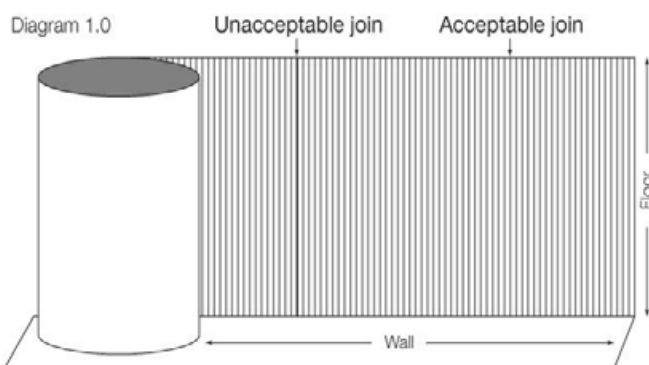
Refer to AS NZS 2455.1-2007 including amendment issued: AS/NZS 2455.1/Amdt 1/2009-08-31.

RIBS

Cutting into the middle of a rib when doing cross-joints is unacceptable.

The gap between cross-joints must not be larger than the distance between each rib of the carpet (refer to diagram 1.0). Cut between the ribs and one side beveled back at an angle to ensure consistent spacing (refer to diagram 1.1 below).

NOTE: IF ABOVE METHODS FOR CROSS-JOINS, SEAMS AND RIBS ARE NOT FOLLOWED, TRETTFORD'S WARRANTIES WILL BE VOIDED.



Dual Bond Installation

Warranted Underlays:

DUNLOP CARPET UNDERLAYS

- DUNLOP TECHNICS 5 - 5mm
- DUNLOP DURAFIT 7 - 7mm (Domestic install only)

NOTE: USE OF NON-SPECIFIED UNDERLAYS WILL VOID MANUFACTURER'S WARRANTIES.

The carpet must be 100% adhered to the underlay and the underlay 100% adhered to the subfloor. Do not use a pressure sensitive / release adhesive at any stage. (Refer previous sections re: cross joints/seams and recommended adhesive instruction). Adhesive tack-up time will be longer over underlay as it is non-absorbent.

PERIMETERS: When installing over an underlay, ensure that the carpet is trimmed neatly to wall finish otherwise provision should be made to fit under skirtings. Seams should be located no closer than 15-20cm from the edge of the room to avoid unsightly peaking.

GRIPPER: A further option is to use either architectural or residential GRIPPER to provide additional hold while the adhesive is curing. Because of tretford's construction, it is only possible to fix the gripper down the length of the runs - at either end - which gives more stability at this curing stage. The ribs run across the width making it quite rigid and therefore gripper cannot be successfully fixed down these side seams, ie. 2 of the walls would have gripper fixings.

PLEASE NOTE:

Always ensure that the correct profile of GRIPPER is used to match the profile of the underlay used (see above). Please note that it is ultimately up to the discretion of the installer and tretford will not be held liable for any issues related to installations where gripper has been used.