

1. Introduction

Solid wood is a living material and will expand and contract with changes in temperature and humidity. Such movement is normal and can result in slight alterations of the material.

2. Building Code Compliance

These recommendations should be read in conjunction with the following Standards:

- NZS 3602:2003 Timber and Wood-based Products for Use in Building

Any loose or bark encased knots or natural timber defects should be removed during installation. All grades may require some docking.

All products must be installed correctly in accordance with the New Zealand Building Code and all other relevant Standards.

Before undertaking any construction work you must consult with your local authority to check that any construction requirements are met and to determine if a building consent is required.

A qualified tradesperson should be consulted where expert services may be required.

3. On Delivery

When receiving your HTL product, check that the protective wrapping has not been damaged during transport. If damage has occurred, follow these steps;

- Note the damage in writing on the Freight Company Consignment Docket
- And/or Notify the Freight Company immediately so they can note details electronically on their system
- Notify HTL immediately
- Email photo's to HTL
- All Damage claims with freight companies must be lodged within 7 days

4. Handling

Care must be taken to ensure that timber and accessories are kept clean and dry, and not damaged whilst in storage awaiting application.

Extra care is to be taken while handling timber to ensure that they are not damaged. Timber is to be stacked on flat level bearers that are a maximum of 900mm apart and at least 100mm off the ground.

Timber should either be stored inside an enclosed building or covered and protected from the elements when stored outside

Care must always be taken when handling your product to minimise damage and marking. And if

the HTL product is to be stored for some time, cut slits in the wrapping on the underside to reduce moisture build-up inside the wrapping.

5. Storage

Ensure your product is stored on a number of level bearers evenly spaced to minimise twisting, bowing and warping, and at least 200mm above ground level. This is important when the storage space has a concrete floor, particularly when the slab is still 'new'. And away from direct sunlight or other heat source.

Leave any protective wrapping on your timber for as long as possible in a well-ventilated indoor space.

After delivery, allow the timber to acclimatize to the conditions it will be used in. And check moisture content is appropriate for the intended application.

6. Installation

Any cutting/machining of timber must be carried out in a well-ventilated area. Protective equipment including dust masks, hearing and eye protection must be worn.

All timber should be envelope coated before installation, including all cut ends and fresh exposed timber. Avoid coating the top surface only, once installed, as this will likely cause movement (e.g. cupping) of the timber.

We do not recommend the use of dark paints or coatings as this may accentuate movement and splitting of timber, especially if it is exposed to the sun or hot temperatures. Timber generally requires a coating with a Light Reflective Value (LRV) of 40% or greater to minimise the amount of heat build-up in the timber and the resultant thermal movement. (NB: Black ≈ 5% & White ≈ 95%)

All timber requires some preparation before and/or after installation to achieve a high-quality finish.

7. Disclaimer

This information is a guide only. Professional advice from an industry expert regarding each specific application is recommended. HTL will not take any responsibility for any product failure where the above Best Practice Guidelines haven't been fully adhered to.

Users of HTL products should rely on their own professional judgement and skill in determining the appropriateness of the choices and design for New Zealand Building Code compliant systems. HTL will not be responsible for any loss due to incorrect handling, installation, product care or poor design when using our products.

HTL takes no responsibility for any recommendations from a third party or reseller of our products unless there has been a prior consultation with us regarding the specific situation.

If for some reason, you are not completely satisfied with the quality of the product, please contact us immediately. We will not accept claims for labour costs to remove or replace products that have been installed.

8. Current warnings or bans

This product is not subject to a warning or ban under Section 26 of the Building Act 2004.