

ENGINEERED HARDWOOD FLOORING

Installation Guidelines & Warranty

Effective August 10, 2026

Your engineered wood flooring can be installed over most subfloors, and is engineered to be dimensionally stable, making it suitable for installation over all grade levels.

Read all information and installation guidelines below before beginning work.

INSTALLER / OWNER RESPONSIBILITY

Wood is a natural product containing natural characteristics in colour, tone and grain. Slight variation in colour is to be expected in a natural wood floor. Your wood floors cannot be guaranteed against natural variation in each plank.

It is recommended that the floor is pre-assembled or “racked out” to achieve the best visual appearance prior to fastening. Minor colour differences between samples and flooring are normal and are not considered defects.

The owner or installer assumes all responsibility for final inspection of product quality.

Warranties DO NOT cover materials with visible defects once they are installed.

The homeowner and/or installer is responsible for final inspection and approval of the boards as to grade, milling quality and factory finish, before the floor is permanently installed. Each piece should be assessed, and boards or mouldings with obvious defects should be rejected, or the defect portion cut off. If either the homeowner or installer determines that the grade, milling quality or factory finish of a complete board or moulding is in question, it should not be used. The manufacturer’s liability is limited to replacing defective material more than 5% of the total only, excluding labour costs. Defective material of 5% or under is considered acceptable.

JOBSITE CONDITIONS

Due to the stability of this floor’s engineered construction, acclimation to the job site is not required unless the flooring will be transported from one extreme temperature into another. If there is a severe temperature difference, make sure to condition the cartons of wood flooring, and adhesive if being used, 24 hours before the installation. If adhesive is being used, follow the adhesive manufacturer’s instructions. Adhesives by Bona and Titebond are recommended.

SUBFLOOR PREPARATION AND RECOMMENDATIONS

All subfloors must be installed as recommended by their manufacturers. Warranties offered for these wood floors do not cover problems caused by inadequate subfloors.

Clean

Subfloor must be free of wax, paint, oil, sealers, adhesives and other debris.

Level / Flat

Subfloor must be level within 3/16" in 10' (5mm in 3m) and/or 1/8" in 6' (3mm in 2m). Sand high areas or joints. If the floor is to be glued down, fill low areas with a latex additive cementitious levelling compound of 3,000 psi (20,000 kPa) minimum compressive strength. Follow the instructions of the levelling compound manufacturer, but make certain that the levelling compounds are completely dry before beginning installation. When mechanically fastening the floor down, flatten low spots with plywood or shims (not levelling compounds). Levelling materials must provide a structurally sound subfloor that does not affect the holding power of the fastener.

Structurally Sound

Nail or screw any areas that are loose or squeak. Wood panels should exhibit an adequate fastening pattern, glued, screwed or nailed as the system requires using an acceptable nailing pattern. Typical: 6" (15cm) along bearing edges and 12" (30cm) along intermediate supports. Flatten edge swell as necessary. Replace any water damaged, swollen or delaminated subfloor or underlay.

Concrete Subfloors

Concrete slabs should be of high compressive strength and constructed to prevent groundwater from permeating the concrete. Concrete subfloors must be dry, smooth (level within 3/16" in a 10-foot radius, 1/8" in 6') and free of structural defects. Hand scrape or sand with a 20 grit #3-1/2 open face paper to remove loose, flaky concrete. Grind high spots in concrete and fill low spots with a Portland based levelling compound (minimum 3,000 psi).

Concrete must be free of paint, oil, existing adhesives, wax, grease, dirt and curing compounds. These may be removed chemically or mechanically, but do not use solvent-based strippers under any circumstances. The use of residual solvents can prohibit the satisfactory bond of flooring adhesives. It is important to ensure a proper adhesive bond between the concrete and flooring. This engineered hardwood flooring may be installed on-grade, above grade, as well as below grade where adverse moisture conditions do not exist. To ensure a long-lasting bond, make sure that the perimeter of the foundation has adequate drainage and a vapour barrier.

Lightweight Concrete

Lightweight concrete that has a dry density of 100 pounds or less per cubic foot is not suitable for glued down engineered wood floors. Many products have been developed as self-levelling toppings or floor underlayment. These include cellular concrete, resin-reinforced cementitious underlayment and gypsum-

based materials. Although some of these products may have the necessary qualifications of underlayment for wood flooring installations, others do not.

To test for lightweight concrete, scrape a coin or key across the surface of the subfloor. If the surface powders easily, or has a dry density of 100 pounds or less per cubic foot, do not install this engineered wood flooring unless using the floating method.

Wood Subfloors

All wood subfloors must be structurally sound, dry, at least 19/32" in thickness if plywood and 23/32" thick if OSB, solidly fastened to appropriately spaced floor joists, and in compliance with all local building codes.

Truss or joist spacing will determine the minimum acceptable thickness of the panel subflooring. For detailed information regarding each different kind of subfloor, refer to the latest National Wood Flooring Association (NWFA) installation guidelines.

- On truss or joist spacing of 16" o/c or less, the subflooring thickness should be minimum 19/32" plywood or subfloor rated 23/32" OSB.
- On truss or joist spacing of more than 16", up to 19.2" o/c, the subfloor thickness should be minimum 23/32" plywood or subfloor rated 23/32" OSB, glued and mechanically fastened.
- On truss or joist systems spaced over more than 19.2" o/c up to a maximum of 24", the subfloor thickness should be minimum 7/8" subfloor rated plywood or OSB glued and mechanically fastened, or two layers of subflooring or bracing between the truss or joist in accordance with the truss or joist manufacturer's recommendations and with local building codes.
- On truss or joist spacing of more than 24", up to 32" o/c, the subfloor thickness should be minimum 1- 1/8" subfloor rated plywood or OSB glued and mechanically fastened, or two layers of subflooring or bracing between the truss or joist in accordance with the truss or joist manufacturer's recommendations and with local building codes.
- For glue down or nail down installations on a single panel subfloor, the flooring should be installed at a 90-degree or 45-degree angle diagonal to the joists to avoid deflection.
- To install parallel to the joists over a single panel subfloor, an additional 1/2" subfloor must be added. The additional subfloor should be glued and screwed to the original subfloor at a 90-degree or 45-degree angle so as not to overlap joints.
- For installation over solid wood board (shiplap) subfloors, if the engineered flooring being used is less than 3/4" thick, an additional minimum 1/2" thick plywood or 19/32" OSB layer will be required. Alternatively, the solid board subfloor can be removed and replaced with plywood or OSB per the recommendations based on truss or joist spacing above.
- If installing over existing wood floors, install new flooring at 90 or 45 degrees to the existing flooring to avoid overlapping joints. The existing floor must be flat to within 3/16" over 10 feet. Existing flooring should be checked for squeaks and movement, as installing a new floor over top will not eliminate these issues. All existing finish must be sanded off for glue down and glue assisted nailing installations.

- To install parallel to an existing wood floor, an additional 1/2" subfloor must be added. The additional subfloor should be glued and screwed at a 90-degree or 45-degree angle to the flooring so as not to overlap joints.
- Do not glue or nail down hardwood flooring over particle board. Floating installation only. Make sure the subfloor is dry. Subfloor moisture content cannot exceed 12% prior to installation of a wood floor. To determine the moisture content, use a good quality moisture meter. Next, determine if the subfloor is structurally sound.

Subfloors Other Than Wood or Concrete

Note: Perimeter-glued resilient vinyl and rubber tiles are unacceptable underlayment and must be removed.

Terrazzo, tile and any other hard surfaces that are dry, structurally sound and level, as described above, are suitable as a subfloor for this engineered hardwood flooring installation. As above, the surface must be sound, tight and free of paint, oil, existing adhesives, wax, grease and dirt. Terrazzo and ceramic tile must be scuffed to assure adhesion.

WARNING! Do not sand existing resilient tile, sheet flooring, backing or felt linings. These products may contain asbestos fibres that are not readily identifiable. Inhalation of asbestos dust can cause asbestosis or other serious bodily harm. Check with local, provincial and federal laws for handling hazardous material before attempting the removal of these floors.

Radiant Heated Subfloors

IMPORTANT: Depending on specific flooring construction, some products are approved for glue down installation over hydronic radiant heat and others are not. Be sure to check with your retailer or distributor for suitability of your material for glue down, radiant heat installation. For example, hickory is never warranted over radiant heat.

Only hydronic radiant heat systems are approved for installation. Electrical radiant heat systems are not approved and may void the floor warranty.

The flooring surface must never exceed 80°F (27°C) in temperature.

Before installing over a radiant heated floor, turn off the heat and wait until the floor has reached room temperature.

After installing the floor, gradually return the heat to the previous setting, increasing the heat 2°F or 1°C per day maximum. Do not exceed 80°F (27°C) surface temperature.

If you are installing over a radiant heated subfloor in the winter and the subfloor is the only source of heat, turn the temperature down until the subfloor surface temperature is 65°F (18°C) and then install.

Increasing the heat of the subfloor faster than 2°F or 1°C per day can cause rapid loss of moisture in the wood, which can cause the wood to crack.

NOTE: Hickory flooring is never approved for use over radiant heated subfloors.

PREPARATION

Remove all mouldings and wall base, and undercut all door casings with a hand or power jamb saw using a scrap piece of flooring as a guide.

“Racking the Floor”

Whether you choose to install the floor with glue, nails or staples, or by floating, start by using random length planks from the carton or by cutting four to five planks in random lengths, differing by at least 6". As you continue working across the floor, be sure to maintain the 6" minimum between end joints on all adjacent rows. Never waste material. Use the left-over pieces from the fill cuts to start the next row or to complete a row.

Note: When installing a pre-finished wood floor, be sure to blend the wood from several cartons to ensure a good grain and shading mixture throughout the installation.

GLUE DOWN INSTALLATION GUIDELINES

There are two ways to install when using wood flooring adhesive: wet-lay, meaning to lay directly into wet adhesive, and dry-lay, meaning to allow the adhesive to flash or tack up.

Caution: Whether you choose to install using the dry or wet method, follow all guidelines set by the adhesive manufacturer. By not adhering to the guidelines you can void your flooring warranties.

Wet Lay Method

Step 1

Select a starter wall. It is recommended to start the installation along an exterior wall, as it is more likely to be straight and square with the room. Measure out from the wall the width of two planks, mark each end of the room and snap your chalk line.

Step 2

Spread the adhesive from the chalk line to the starter wall using the recommended trowel. It is important to use the correct trowel at a 45-degree angle to get the proper spread of adhesive applied to the subfloor, which will produce a proper and permanent bond. Improper bonding can cause loose or hollow spots.

Note: Change the trowel every 2,000 to 3,000 square feet due to wear down of the notches. This ensures you always get the proper spread of adhesive.

Step 3

Install the first row of starter planks with the tongue facing the starter wall and secure into position. Alignment is critical and can be achieved by securing a straight edge along the chalk line (2x4s work well), or by top nailing the first row with finishing nails (wood subfloor) or sprig/pin nails (concrete subfloor). This prevents slippage of the planks that can cause misalignment.

Note: The planks along the wall may have to be cut to fit, since most walls are not straight. Leaving an expansion space is not necessary with these engineered planks and strips.

Step 4

Once the starter rows are secure, spread 2-1/2 to 3 feet of adhesive the length of the room. Never lay more adhesive than can be covered in the time designated by the adhesive manufacturer. Place the tongue into the groove of the plank and press firmly into the adhesive. Never slide planks or strips through adhesive. Use a tapping block to fit planks snug together at side and butt ends. Test for proper bond by occasionally lifting a board and looking for good coverage (90%), then replace it into the adhesive.

Clean any adhesive off the surface before it cures using the manufacturer's adhesive towels or approved adhesive cleaner. Consult the adhesive manufacturer for recommendations.

Use tensioning straps (preferred method), blue mask tape or another low adhesion delicate surface masking tape to hold planks securely in place as you are installing, and continue the process throughout the installation. Remove the tape when the installation is completed.

Note: Do not leave tape on the floor more than 12 hours or damage to the finish may occur when tape is removed. Remove tape carefully and slowly, pulling the tape at a 45-degree angle over itself. Use caution when using a rubber mallet to butt material together, as it can burn the finish and cause marring.

Note: Never work on top of the flooring when installing with the wet lay method, as boards may slide out of position.

Clean Up

Use flooring adhesive towels or another cleaner approved by the adhesive manufacturer to clean as you go, along with a wood flooring cleaner. Both are easy and convenient to use. Adhesive that has cured on the surface of the flooring can be difficult to remove and may require the use of a urethane remover if a urethane adhesive is used. This product has been recommended by the adhesive manufacturer and is safe for the finish of your pre-finished wood floor. Once the floor is completed, clean the flooring with a quality wood floor cleaner.

WARNING: If urethane adhesive dries on the surface of the floor it may permanently etch the surface.

Light foot traffic is allowed after 12 hours. Once the tape is removed, clean any adhesive residue left from the tape with adhesive towels.

FLOATING INSTALLATIONS

Recommended adhesive for floating: Franklin tongue and groove adhesive (cross-linking polyaliphatic emulsion glue).

Plan Your Installation

Floating floors require freedom to experience expansion and contraction without binding or rubbing on vertical surfaces. Bedrooms and halls should be isolated from other rooms by using T-mould transitions.

Be sure to leave 1/2" expansion space around every obstruction, including cabinets and fireplaces. Do not exceed 30-foot spans without an expansion joint and transition moulding.

Step 1: Underlayment

- Be sure to follow the subfloor recommendations listed earlier. High or low spots can cause deflection of the flooring when walked on. Severe deflection may damage the flooring tongue and groove.
- If the subfloor is concrete, install a 6-mil poly vapour barrier. All vapour barrier joints should be lapped 6" and taped with a moisture resistant tape.
- Install the underlay parallel to the starting wall and in the same direction that the flooring will be installed. Do not overlap joints. Underlay should be cut flush with the walls. Tape all underlay joints using a water-resistant tape such as packing tape or duct tape, and allow no wrinkles. Tape the starting row of underlay to the floor to prevent movement.

Step 2: Working Line

- Place a mark approximately 18" from the corners of the starting walls, adding the width of flooring plus 1/2" to allow for expansion and the tongue. Strike a chalk line through these two points the length of the room to the end walls on top of the underlayment. This line is the STARTING LINE.
- Measure the distance between the starting line and the wall along the full length of the starting wall. If the wall is badly out of line (crooked) it may be necessary to rip boards to follow the irregularity in the wall. Option: using no adhesive, install a strip on the inside edge (closest to the wall) of the chalk line.

This row may be of any straight wood material. Make certain each of the strips is in perfect alignment with the starting line, using wedges to hold the flooring in place on the ENDS.

NOTE: Lack of expansion may cause squeaking or sections to pull apart during dry seasons due to contact with vertical surfaces.

Step 3: Installation of Boards

- Lay the boards out the length of the room. Make certain that the last and final board in the row will be at least 12" in length. The last UNCUT board must allow at least 12" between the board end and the wall. If the board in the row will need to be cut to less than 12" in length to complete the row, adjust the board selection accordingly.

- Begin installation from the RIGHT corner with the tongue facing you and the long GROOVE facing the starting wall or strip row. The short end GROOVE should be facing the end wall. Align the first board with the STARTING LINE.
- Select the second board. Place a 1/8" continuous bead of glue in the inside bottom edge of the END groove. DO NOT apply glue to the long side groove now. Carefully interlock the joint with the first board, always maintaining alignment with the STARTING LINE. Remove any excess glue from the surface with a towel dampened in warm soapy water. Use tensioning straps (preferred method) or blue tape to temporarily hold the end joints together. Use wedges or waste material in the expansion gap on the side and end walls (ends only if a sacrificial board was used) to maintain alignment with the STARTING LINE. Continue installing in this manner until the first row is complete.
- Measure and cut to length the final board in the row, allowing 1/2" expansion between the end of the board and the end wall. Apply glue in the groove and install. Set the waste end aside for later use.
- Select a new set of materials. If the cut-off waste from the first row was 18" or longer it can be used as the first board in the row. Maintain 6" spacing between the end joints of all rows.
- Place a continuous bead of glue along the inside bottom edge of the END groove and in the same location on the side groove. Carefully align the tongue and grooves together and tighten the plank until all joints are snug. Remove any excess glue as before and temporarily hold the joints together using blue tape. Cut and install the final board in the row.
- Continue in this manner until the first four rows are completed. This four-row area is the base for the balance of the floor installation. Perfect alignment is essential, as any variance will worsen as the flooring proceeds further into the room. Carefully inspect for proper alignment before the glue sets, and adjust as necessary.
- Continue with the installation as above, using tensioning straps (preferred) or blue tape to hold the joints together and wedges to hold the end joints in place.
- Finish the final row by cutting the boards to fit, always allowing for expansion space.
- If a starting strip was used, remove it and replace it with a row of material that is properly edge glued as above.

Use blue mask tape, another low adhesion delicate surface masking tape, or straps (preferred) to hold planks securely in place as you are installing, and continue the process throughout the installation. Remove the tape when the installation is completed. Do not leave tape on the floor more than 12 hours or damage to the finish may occur when the tape is removed. Remove tape carefully and slowly, pulling the tape at a 45- degree angle over itself.

DO NOT walk on the finished floor during installation, as this will break the uncured glue joint. DO NOT roll the floor for the same reason.

Step 4: Completing the Job

- Remove all tape from the floor, starting from the area in which the wood was first applied. Inspect for gaps, chips and glue residue while removing the tape. Remove all glue residue, touch up chipped areas and fill with the appropriate filler as necessary. Use a complementary coloured filler such as Color Rite.
- Install or reinstall all mouldings and clean the floor with the appropriate cleaner.
- First use of the floor varies from one glue manufacturer to another. Generally, the floor can have light foot traffic after the glue has cured for 8 to 24 hours, with furniture being LIFTED into place after 24 hours.

NOTE: Avoid walking on the floor during installation, as traffic may loosen or break glue joints.

NAIL DOWN INSTALLATIONS

NOTE: It is a requirement that all engineered products have the nail fastening supplemented using adhesive. Failure to supplement nailing with adhesive may result in board movement or noises emanating from moving boards, which is not a manufacturing defect.

The goal of supplemental fastening using adhesive is to fasten the groove side and ends of the boards to the subfloor independent of the tongue and groove mechanism.

These adhesives may be troweled on using the methods and trowels recommended by the manufacturer, or laid down in a bead if using sausage or cartridge adhesive. If troweling and nailing the floor, you should spread rows of adhesive that are perpendicular to the board direction and no more than 12 inches apart.

If beads of adhesive are used, they should be applied to the flooring board along the entire length of the board, along the groove side and ends. A flexible wood flooring adhesive such as Titebond 771, Titebond 801, Bona R851 or Bona R850T (sausage tube) should be used. Care must be taken to remove excess adhesive from the floor surface immediately or permanent damage may result.

When using sausage tubes and installing boards up to 7-1/2" wide, the NWFA Ends and Grooves Pattern (see below) is recommended.

When using sausage tubes and installing boards 7-1/2" and wider, the NWFA Lengthwise Parallel Stripes Pattern (see below) is recommended.

While nailing, it is important that the installer either stand on the floor or apply downward pressure to the surface of each board as it is being nailed. This will ensure the flooring does not lift away from the subfloor, causing future vertical movement and noises.

FASTENER GUIDE		FLOORING THICKNESS	
Fastener type	1/2" (12MM)	9/16" (14MM) - 5/8" (15MM)	3/4" 18-19MM)
18 ga 1-1/4" cleat or staple	X		
18 ga 1-1/2" cleat or staple	X	X	
18 ga 1-3/4" cleat	X	X	X
16 ga 1-3/4" or 2" cleat			X
15.5 ga 1-3/4" or 2" staple			X

FASTENER SPACING
18 ga: 1" to 2" from the ends and every 4" along edge tongues.
15.5 ga or 16 ga: 1" to 2" from the ends and every 6" - 8" apart along the edge tongues.

ENDS AND GROOVES PATTERN



LENGTHWISE PARALLEL STRIPES PATTERN



When installing by nailing, it is necessary to use the proper type of flooring nailer or stapler made for these engineered wood floors. See the fastener guide above to determine the appropriate fastener length and gauge based on your floor thickness.

Numerous tool manufacturers, including Primatch and Powernail, manufacture tools suitable for these installations. Incorrect tool adjustment or cleat size may cause displaced wood to create blemishes on the floor surface. Cleats of insufficient gauge and/or length may not secure the flooring to the subfloor adequately.

Caution: We have tested the recommended tools and fasteners above. Other staplers, staples, nailers and cleats may work as well, however, since they are not currently recommended, if their use damages or fails to properly secure the flooring, the responsibility is the installer's and not the manufacturer's.

Refer to the fastener guide above to determine the appropriate fastener spacing based on the thickness of your floor. This will help ensure a satisfactory installation. It is best to set the compressor to 80 to 85 psi to keep the fasteners from going through or breaking the tongues. Improper fastening techniques can cause squeaks in the floor.

Adjustments may be necessary to provide adequate penetration of the fastener into the nail bed. You want the fastener flush in the nail pocket, not counter sunk or protruding. Use a scrap piece of flooring material to set tools properly before installation.

Note: Some darker coloured and/or smooth textured floors may show fastener "bumps" in some applications that have certain lighting conditions. These bumps are caused by wood that is displaced by the fastener and are present in every floor. Usually the combination of texture and lighting makes these bumps impossible to see, except in a few rare cases. If the fastener bump is visible, the flooring will need to be glued down to the subfloor with no mechanical fasteners used. This is not a product defect, but a situation created by a combination of lighting, texture and colour.

If installing over a crawl space or wet basement, it is advisable to use the full glue down method, as this will help to retard moisture from below. Keep in mind there is no complete moisture barrier system for nail down installations.

Beginning Installation

Place the planks with the tongue facing away from the wall and along your chalk line. Use brads or small finishing nails to secure the first starter row along the wall edge, 1" to 2" from the ends and every 4" along the side. Counter-sink the nails and fill with a filler that blends with the flooring installed. Place the nails in a dark grain spot in the board. The base or shoe moulding will cover the nails when installed after completion of the installation.

Blind nail at a 45-degree angle through the tongues. It will be easier if you pre-drill the holes in the tongues. Nail 1" to 2" from the ends and every 4" along the sides. It will be necessary to blind nail the next two rows. A brad nailer with 1-3/8" brads can also be used to blind nail, and no pre-drilling is needed.

Continue the installation using an engineered wood flooring nailer, using nails recommended by the manufacturer (see the fastener guide above). During installation, tap the boards tight to adjacent rows. Do not hit the board with the face of the mallet. Use a tapping block against the tongue to avoid edge crush, cracking and other damage that may splinter as the floor gets used and regularly cleaned. Do not use a tapping block against the groove side.

Complete the Installation

- Vacuum all dust and loose particles from the floor, then clean it with a recommended wood flooring cleaner such as Bona.
- Install or reinstall any transition pieces that may be needed, such as reducer strips, T-mouldings or thresholds. These products are available pre-finished to blend with your flooring.
- Install or reinstall all base and/or quarter round mouldings. Nail mouldings into the wall, not the floor. Inspect the floor, filling all minor gaps with the appropriate blended filler.
- If the floor is to be covered, use a breathable material such as Albert Floorotex or cardboard. Do not cover with plastic.
- Leave a copy of this warranty and floor care information with the owner. There should be one copy per box of flooring. Advise the homeowner or builder of the product name and code number of the flooring they purchased.
- To prevent surface damage, avoid rolling heavy furniture and appliances on the floor. Use plywood, hardboard or appliance lifts if necessary. Use protective castors, castor cups or felt pads on the legs of furniture to prevent damage to the flooring.

MAINTENANCE

These engineered hardwood floors are very easily maintained. Use a quality wood floor cleaner such as those manufactured by Bona, and a specialty cloth flooring mop available from flooring retailers.

NOTE: If your floor has an oil finish, check with your dealer or installer for appropriate maintenance products and procedures.

Step One

Vacuum or sweep your floor to remove any particles that could scratch your floor.

Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor. Make sure they are clean and will not damage your finish before using them.

Failure to vacuum or sweep your floor before using a dampened cloth to clean can result in creating mud on your floor, which can then get trapped in the texture of your floor.

Step Two

Apply the cleaner directly to the cloth flooring mop. Do not spray the cleaner directly on the floor, to avoid the wood absorbing the moisture.

Spraying cleaner directly on the floor can also result in the cleaner drying on the floor and leaving a milky haze due to dried cleaner solids on top of the finish.

If a haze appears on your floor after a while due to dried solids on the finish, you should clean your floor with reverse-osmosis or distilled water instead of a wood floor cleaner for your regular cleaning until the haze is gone.

Reverse osmosis and distilled water have no dissolved solids (like calcium) that tap water can contain. These types of water should re-dissolve the solids dried on the floor so the cloth can pick them up.

Some approved cleaners (like Bona) have mops that spray a fine mist of cleaner on the floor. These are fine as long as you do not apply too much liquid to the floor and the floor appears dry once you are done cleaning an area.

Step Three

Use a back-and-forth motion with the mop. When the cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are re-usable, so simply throw the cover in the wash and dry it as you would any towel. Avoid using fabric softener, as the absorbency will be reduced.

Common Cleaning Mistakes That Can Void Your Warranty and Damage Your Floor

Never wet your floor directly with cleaner or water.

Some cleaners have directions to wet mop the floor or apply cleaner liberally to the floor. This is not correct, and these cleaners or cleaning methods should not be used.

The exception to this is if the cleaner is approved (like Bona) and is applied in small amounts via a fine mist, like the Bona Spray Mop.

Once your floor has been dust mopped or vacuumed, you only need to spot clean the areas that require it. If you are cleaning the whole floor, always spray the mop head with cleaner.

Wetting down your floor with cleaner can damage the floor if the wood absorbs excess moisture and expands. This stretches the urethane finish. When the floor loses the moisture it will then contract, but the urethane cannot contract, and this can stress the bond between the wood and urethane. If this expansion and contraction due to excess moisture is repeated over time, the bond between the wood and urethane can break, causing the urethane finish to flake off.

The flooring should not look wet when you are done cleaning an area. If it looks wet, you used too much liquid and did not pick up all the moisture with the back-and-forth motion. Your flooring should look dry when you are done cleaning an area.

If your floor looks wet after you have cleaned it, you have left moisture on the floor. The wood will absorb this moisture and expand. The wood expansion will stretch the urethane finish. When the wood loses this moisture it contracts, but the urethane finish cannot contract. This will weaken the bond between the urethane finish and the wood.

Over time, this repeated expansion and contraction due to excessive moisture during cleaning will break the bond between the wood and finish, resulting in the finish peeling. This damage is not warrantable, as it was caused by excessive moisture.

STEAM MOP WARNING: Although promoted by steam mop manufacturers as being safe for use on wood floors, this is NOT THE CASE. Use of a steam mop can introduce excess moisture and heat into your wood floor. This can cause permanent damage. USE OF A STEAM MOP WILL VOID YOUR WARRANTY.

CLEANERS WITH OILS WARNING: Some cleaners that describe themselves as hardwood floor cleaners contain oils (natural or otherwise). These oils can trap dirt in the texture of wire brushed floors and then harden as they dry. This trapped dirt can be very tough to remove. Do not use cleaners with oils on textured hardwood, and it is best to avoid them on smooth hardwood.

WARRANTY

25 YEAR WEAR THROUGH FINISH

LIFETIME STRUCTURAL

Manufacturer Obligations

The responsibility of the mill is limited to repairing, refinishing or replacing defective products, at their discretion.

No distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. Other compensation, such as removal, installation, incidentals or any other expenses, are not covered by this warranty. Note: exclusions or limitations may not apply if they are against state or provincial law.

Exclusions

This warranty is not transferable and applies to the original purchaser. As-is product sales do not have a warranty.

This warranty shall exclude damages resulting from the following:

- Failure to follow the installation instructions.
- Reduction or dulling of the floor's shine or gloss, which is not considered surface wear.
- Shrinking and/or expansion of the floor, which is due to changes in relative humidity.
- As wood is a product of nature, minor quality variations up to 5% of total square footage purchased are not covered by this warranty (as per industry standard).
- Incorrect handling or storage.
- Cracking and/or peeling due to excessive surface pressure.
- Neglect of maintenance, prevention or protection of said product.
- Use of the product for other means than residential purposes.

- Abnormal wear or abuse (for example, indentations caused by spike heels, furniture or other sharp or abrasive objects, commercial traffic, outside footwear being worn).
- Excessive moisture damage (cracks, chips, splinters, finish peeling) resulting from saturation with water or other liquid. See the steam mop warning in the maintenance section.
- Insect infestation, blemishes or scratches caused by pets.
- Extreme weather conditions and natural disasters.
- Improper installation or acclimation.
- Any unauthorized repairs, refinishing or removal of wood strip flooring.
- Noises emanating from the floor due to insufficient fastener spacing, tool setup, incorrect fastener size, improper subfloor, subfloor deflection or movement, or failure to supplement nails with adhesive.
- Cracks or checks due to exposure to low humidity environments or excessive flooring surface temperature (higher than 80°F / 27°C).

Homeowner / Builder Obligations

Humidity

To prevent excessive expansion, cracking, crackling, dry cupping or buckling of your hardwood floor, it is important to maintain the humidity level for your area between 25% and 60% RH (non-radiant heated subfloors).

NOTE: If your flooring has a 4mm lamella (top layer), the minimum humidity level is 35% to 65% RH. See your dealer to help determine your lamella thickness.

Use appropriate relative humidity control devices and monitor your relative humidity (RH) with a stand-alone hygrometer that has a humidity range of at least 10% to 80% RH and is accurate to +/- 3% below 30% RH.

The ThermoPro TP50 is an affordable hygrometer that is accurate in these ranges.

Many hygrometers available at retail stores are not accurate below 30% and can give you a false sense of security. Make sure to check the technical specifications of the hygrometer before making your purchase.

Radiant Heat Subfloor Monitoring and Humidity

The minimum humidity level for a radiant heated subfloor application is 35% to 65% RH for all floors.

Direct heat on a hardwood floor will cause a loss of moisture in the wood. An ambient RH of 35% is needed to keep the wood flooring at the proper moisture content.

The installer, home builder and homeowner should all have infrared thermometers to measure the surface temperature of the flooring, to make sure it does not exceed 80°F (27°C) at any time.

The thermostats in the house do not measure the flooring temperature, so do not rely on them to tell you how hot your floor surface is. Use an infrared thermometer.

Infrared thermometers are relatively inexpensive and are available at most home improvement centres.

Final Product Inspection

The installer and/or the owner assume final inspection and acceptance for the product quality prior to the installation.

The owner or installer assumes all responsibility for final inspection of product quality. Warranties DO NOT cover materials with visible defects once they are installed.

Protection

Water, dust, sand and salt are the worst enemies of wood. The combined effect of water and sand, salt or dust is devastating to flooring, so it is important to place floor mats at entrances.

Install felt pads on the legs of furniture and chairs to avoid scratching flooring when objects are moved.

If using mats on your wood floor, do not use rubber-backed mats, as they will trap moisture and damage your floor. Use a breathable mat with a honeycomb type of non-slip mat underneath, so air can circulate through the mat to the floor.

Liquids and Spills

Never use a damp mop or wet cloth to clean your hardwood floor. Water can seriously damage any kind of wood. All liquids and spills should be wiped off as soon as possible to prevent any possible damage.

Sunlight

Normal exposure to sunlight will cause colour changes in any hardwood floor. Area rugs, which block out light, should therefore be shifted regularly. The use of window coverings to shade the floor will minimize changes due to sunlight.

Care Products

For best results, we recommend the use of specially formulated wood flooring cleaners and maintenance products such as Bona products.

Note: Never use cleaners with wax, oils (natural or otherwise), oil-based soaps, household detergents or laundry detergents on any engineered hardwood floor. Some of these products may damage the finish, or leave a film or residue that is difficult to remove from the urethane finish. Some of these residues can also dry in the texturing of the flooring, and any dirt or other contaminant can stick to the residue and be difficult to remove without damaging the floor.

Claim Procedure

Should you need to file a claim under this warranty, here is the procedure to follow:

- Contact the authorized dealer and/or distributor where the floor was purchased.
- You must have a copy of your original receipt and be the original owner of the floor.
- The defect must be readily visible from a standing height in all lighting conditions.
- At least 10% of the floor surface must be affected.
- The factory reserves the right to inspect the floor and remove samples for technical analysis.