

READ THE FOLLOWING BEFORE INSTALLING YOUR
HARDWOOD FLOOR

The installer and/or the owner assumes final responsibility for the product quality. Therefore, all flooring must be inspected prior to installation. Carefully examine your floor for color, grade, finish, and general quality before installing it. If any material is not acceptable, immediately contact your authorized Dealer / Distributor and DO NOT INSTALL THE FLOOR. Once the strip / plank has been nailed down, it is deemed accepted by the installer and/or the owner. WE WILL NOT ACCEPT CLAIMS ON ALREADY INSTALLED MATERIAL.

SOLID HARDWOOD FLOORS
Solid ¾ inch nail down
Warranty | Installation | Maintenance | 35-YEAR WARRANTY

Thank you for choosing a Quality hardwood floor. You have selected a premium quality product designed for everyday life. The revolutionary Finish is composed of aluminum oxide and is reinforced by a special exclusive process that provides superior durability. Finish carries a 35-year residential warranty, so you can enjoy the beauty and richness of your hardwood floor for many years to come... To ensure that your hardwood floor is properly installed and to preserve the beauty of your investment, carefully read the recommendations in this brochure. You will also find significant information concerning the conditions that are required for your warranty to be valid. IMPORTANT: READ THIS DOCUMENT BEFORE INSTALLING YOUR HARDWOOD FLOOR A 35-YEAR RESIDENTIAL WARRANTY ON FINISH We warrant to the original purchaser that the Finish will not wear through or separate from the wood for a full 35 years. This warranty applies from the date of purchase, as long as the floor is submitted to normal residential wear. Regular preventive maintenance must be followed.

- This warranty is non-transferable and applies only to the original owner of the floor.
- The warranty applies to first quality material only.
- Proof of purchase and/or a copy of the original invoice are required.

Be sure to read further warranty information as enclosed in this brochure.

STRUCTURAL WARRANTY (GRADING AND MILLING)

As hardwood is a product of nature, it will inherit natural characteristics or shadings. Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased.

WARRANTY EXCLUSIONS

- The 35-year finish warranty is applicable on prefinished flooring sold by authorized Dealers / Distributors. The surface wear must be readily visible. At least 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance or accidents. Example: scratches, dents, etc.
- The warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes.
- We will not accept any claim resulting from non-compliance with the recommendations listed in this document. We may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.
- This product CANNOT be installed in a basement or on concrete floors or in rooms equipped with radiant heating.
- Seconds or imperfect flooring is sold «as is» without warranty
- Although our finish helps reduce the natural fading of the wood, we cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.
- Hardwood is a natural product, even if your hard wood floor is well installed, your hardwood floor will continue to shrink or expand depending on seasons and humidity / heating conditions. The little spaces between the strips / planks are normal and not covered by this warranty.
- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g., unusual humidity levels) appear in certain strips / planks of your floor. Boards with cracks and /or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply*. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may. Result from various external factors out of the manufacturer’s control. Most manufacturers allow for up to 5% waste. Cracks that appear after installation are excluded because a number of factors beyond our control can cause this condition. Because of

- the care we take in manufacturing this is a rare occurrence but can happen if the floor is not well maintained.
- It is the installer’s responsibility to ensure that the cleat is properly in place as Dimpling of the wood face is not considered a manufacturing defect.
 - For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.
 - Prior to installation of any hardwood or engineered flooring product , the installer must determine that the job-site environment and the sub-surfaces involved, meet or exceed all requirements as stipulated in the installation instructions . The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment deficiencies.
- HANDLING AND STORING
- Hardwood is a natural living material, which reacts to changes of relative humidity. It absorbs and releases moisture before and after it is installed, depending on the variations in the environment. Hardwood expands in summer and shrinks in winter. To prevent excessive expansion or shrinkage of your hardwood floor, it is recommended to maintain the relative humidity level in your home, at the appropriate humidity level (between 37% and 50%) throughout the year. Your authorized Dealer / Distributor supplies you with specially designed cartons that have been stored in a heated and well-ventilated warehouse. It is important not to transport your wood under raining and/or damp conditions, nor should you store it in a non-heated or poorly ventilated area.
- INSTALLATION
- STEP-BY-STEP INSTALLATION
- STEP 1: Measure out from the wall (at both ends of the room) the width of the strip / plank, plus 3/4” (19 mm) expansion space, plus 1/4” (6 mm) size of the tongue. Mark the sub floor accordingly; place the chalk line into position, and snap a line. You will align the tongue of your starter strip / plank along this chalk line.
- Ex. 3 1/4”+ 3/4”= 4”
- STEP 2: Select the strips / planks, and then lay them out on the floor in the general pattern in which they will be installed. The straightest strips /planks should be used for the first and second rows. Always select your strips / planks with care. Those with flaws must be re-cut and used as starter boards for the next row or discarded as waste.
- STEP 3: Lay the tongue edge of the strip/plank on the guideline, leaving a 3/4” (19 mm) space between the groove edge and the starting wall. This expansion space will allow the wood to expand if necessary.

- STEP 4: The first row must be secured to the floor using shank flooring nails or brad nails of 1 1/2” minimum.
- A) Face nailing: Drill holes on the surface of the strips / planks 1” (2.5 cm) in from the back edge (grooved side), and 1” (2.5 cm) in from the ends. Space the holes 8” – 10 apart. Secure nails using a claw hammer and nail punch. Fill with matching wood putty.
- B) Blind nailing: Drill holes in the tongue of the strip/plank on a 45°angle. Once again, drill holes 1” (2.5 cm) in from both ends, and space the holes every 8” – 10”. Secure nails using a claw hammer and nail punch.

NOTE: To finish the first row, select a strip/plank that is at least 6” longer than required, as you will use this remainder piece to start your second row. Also make sure that the end joint of the remaining piece does not line up with the end joint of the adjacent strip / plank in the first row. Cut this piece, position the two pieces into place, and secure. Position the strips / planks in the second row, making sure that the end joints are at least 6” apart from those of the first row. Fasten these strips / planks into place as described in section 4b (avoid clustering of ends).

- STEP 5: Install the balance of the floor with a hardwood flooring nailer, always keeping in mind to space the strips / planks so as to avoid unsightly clusters of end joints (see figure 1.1 and figure 1.2)
- STEP 6: Depending on the width of the boards selected, usually the fourth or fifth rows must be installed as described in section 4b (do not allow your hardwood floor nailer to hit the wall). The last two rows will be face nailed as described in section 4a. Fill all nail holes with matching wood filler, which best blends with the color of the floor.
- NOTE: Always fill nail holes to prevent moisture penetration, and drill into the darker grain of the wood.
- STEP 7: Baseboards, quarter round, and shoe mold should be nailed to the wall only, not the subfloor.
- STEP 8: Clean your floor with the specially designed Wood Floor Cleaner. Carefully move your furniture back in place using felt pads on all legs and enjoy the beauty of your new hardwood floor.

CONCERNING INSTALLATION

- To ensure that your hardwood floor is installed properly, we recommend that you follow the installation instructions whether you install it yourself or hire an authorized professional installation company.
- The installer should use reasonable selectivity in assessing the quality of the wood, the grade, and arranging the boards according to the natural color variations of the species selected.
- It is the owner’s responsibility to ensure that the wood delivered is the wood that has been ordered and chosen.
- The installer and/or the owner should select boards appropriately and, either discard, or cut out pieces with slight defects, if any, when required.

These installation instructions are general manufacturer recommended guidelines for installation of the product and may not be applicable to all environments or installations as site conditions may vary. Customers should consult a certified installer or NWAF member prior to installation. NOTE: The selection of mechanical fasteners such as nailers varies by manufacturer, offering the installer the choice of manual or air-assisted. Therefore, it is the installer’s liability to ensure that the cleat is properly set as Dimpling of the wood face is not considered a manufacturing defect. It is recommended to test a couple of pieces by nailing them down and examine the edge where the two (2) pieces meet. Particularly in installations of 90 degrees to outside walls, Dimpling could be very apparent in direct sunlight.

TOOLS AND MATERIAL REQUIRED

PREPARATION

- Before you begin, make sure that plastering and concrete work is completely dry. The heating system must be fully operational and the house normally heated for at least 5 days at 72°F (22°C), prior to delivery of flooring. Please note that concrete must be cured for a minimum of 30 days prior to installation.
- It is required that flooring acclimate at house temperature for at least 48 hours at the recommended relative humidity level in the room it is to be installed in.
- 3/4” (19 mm) solid strip and plank are for nail-down installation only. It requires a plywood or O.S.B. sub-floor over joists. Do not nail over particleboard or products of a similar nature as you will void your warranty. If you already have a particleboard subfloor, you must install a minimum of 5/8”(1.6 cm) thick plywood or O.S.B. sub-floor before installing your hardwood floor.

In order for your warranty to be valid, it requires the following guidelines:

- A minimum of 5/8” (1.6 cm) sub floor – CDX plywood or 3/4” (19 mm) sub floors – CDX plywood or approved / stamped O.S.B. underlayment.
- 5/8”(1.6 cm) CDX plywood can be used for up to 16 centers.
- 3/4” (19 mm) CDX plywood or approved / stamped O.S.B. underlayment can be used for up to 19”(48.26 cm) centers.
- NOTE: O.S.B. and plywood sub floors can only be used at 90 degrees to the joists.
- Using an approved moisture meter, measure the moisture content (M.C.) in the subfloor (plywood); it should be between 6% and 12%. If the moisture content exceeds 12%, turn up the heat and open the basement windows 1/2” (1.25 cm) (dry air). If the moisture content is higher than the recommended level, the use of a dehumidifier is a standard procedure and works well. If the moisture content is not below the recommended level, use a humidifier.
- Also, measure the moisture content (M.C.) of the hardwood to be installed. For hardwood under 3” width, the subfloor and the hardwood must be under a 4% maximum difference. For hardwood over 3” width, the subfloor and the hardwood must be under a 2% maximum difference.
- Remove baseboards, quarter rounds, and doorjamb.
- Screw the sub floor securely to avoid squeaking and install a layer of 15 lbs. (6 kg) felt paper. Wax floor paper is also approved.
- Using a jamb saw, cut the bottom of the door frames 3/4”(19mm) in order to slide a hardwood strip / plank beneath the doorframe.
- Before you begin, it is important to check the working condition of the hardwood nailer to prevent damage to the strips / planks. Follow the manufacturers’ recommendations for the correct air pressure. Try a few hammering tests on a piece of scrap wood to determine the pressure required to properly drive / set the cleats.
- Use2”(5.08cm)cleats for3/4”(19mm)thick hardwood.
- It is highly recommended that your hardwood floor be installed at a 90 degree °angle to your joists or diagonally for maximum support when using a plywood subfloor.
- It is recommended to install your hardwood flooring under natural light conditions. Natural light will enable you to see the nuances of the grain/color of your hardwood floor. As a result, you can arrange boards easily to create a harmonious decor.
- Determine your starting location. In most cases, you will start your installation from an outside wall. This is generally the longest and straightest wall within the room.

However, if you must use finishing moldings (reducer or stair nosing), in most cases it is best to start installing your floor from the molding and work your way towards the facing wall. It is often easier and more elegant to rip a board along a wall than in the doorway.

- When installing your prefinished hardwood floor, be careful not to let any heavy object fall on your floor (tools, boards, etc.) as this could damage the wood.
- Clean bottom of shoes/work boots.

REGULAR AND PREVENTIVE MAINTENANCE

- Maintain proper humidity conditions within your home. It is recommended that the humidity level stay in the recommended range between 37% and 50% throughout the year. Problems related to humidity level variations can be minimized by proper ventilation, humidifying, dehumidifying or heating.
- Regularly vacuum the floor to prevent sand or abrasive dust from accumulating and scratching the finish.
- Entrance doormats to all dwellings help reduce dirt, stones, gravel, and sand from damaging your new hardwood floor.
- Remember that wood and water do not mix! Never wash your Floor with water and do not leave water or any other liquid to dry on your hardwood floor. Wipe up spots and spills immediately. NOTE: Avoid vinegar.
- Be sure to keep pets’ nails cleaned and trimmed as they could damage the finish of your hard- wood floor, sharp and pointed objects can cause damage to your floor.
- Never use wax, household detergents, or soap, as they will leave a greasy film on your floor .Avoid all oily products and all products designated for the maintenance of hardwood furniture. These types of products are not designed for the maintenance of your hardwood floor. Use maintenance products specially designed for the care of your hardwood floors. Always clean your hardwood floor lengthwise following wood grain.
- Avoid wearing high heels on your hardwood floor. Do not wear shoes that are covered with dirt, gravel, or abrasive dust.
- Use adequate floor protection (felt pads) under all furniture and chair legs, in order to ease their movement and to prevent scratching the floor. Use protective mats at doorways.
- Protect the floor while moving heavy pieces of furniture and appliances i.e. stove, fridge, etc. Carry them or place them on a rug, wrong side up, and slide the rug. The use of one or more piece(s) of clean plywood 5/8”(1.6 cm) could also be used to move objects on.

STRUCTURAL WARRANTY (GRADING & MILLING):

If you have doubts concerning the quality of the merchandise, call your local authorized Dealer / Distributor BEFORE installing your floor and within 30 days following the purchase. If a defect is only noticeable once a board is installed, please stop the installation as soon as the defect becomes apparent and contact your local authorized Dealer / Distributor to have the defective material replaced. We will replace the defective wood that does not meet the industry standards as long as the wood has not been installed and over the 5% waste factor.

FINISH WARRANTY:

Send a claim notice to your retailer within 35 years following the purchase for the residential warranty, with a copy of the original receipt. We reserve a period of 30 days, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty. We are not responsible for any indirect costs (labor, shipping, etc.) arising from a claim.

Needed Tools to install floor

- Hardwood flooring nails or cleats. We strongly recommend the use of cleats vs. staples to achieve maximum results when installing hardwood floors.
- Compound miter, chop saw, or jamb saw
- Wax paper, felt underlay
- Moisture meter
- Hardwood floor nailer (with rubber mallet) manual or air-assisted
- Chisel
- Electric drill and bits
- Claw hammer and nail punch
- Measuring tape
- Chalk line tool
- Finishing nails
- Wood putty

NOTE: For the best visual appeal, it is good practice to stagger end joints apart from the next row, e.g., twice the width of material (3 1/4”is 6 1/2”apart, 4 1/2”is 8 1/2”apart, etc.).

Contact your local dealer for further inquiries