

Timeless Designs North American Collection

INSTALLATION INSTRUCTIONS AND WARRANTY INFORMATION PRE-FINISHED ¾" SOLID WOOD FLOORING

IMPORTANT:

INSPECT ALL FLOORING BEFORE INSTALLATION. ONCE INSTALLED, THE FLOORING IS CONSIDER ACCEPTED BY THE INSTALLER/OWNER.

READ ALL INSTALLATION INSTRUCTIONS BEFORE INSTALLATION OWNER / INSTALLER RESPONSIBILITY

Hardwood flooring is a natural product of nature with natural variations in wood grain and colors. This wood flooring will have natural variations in color and grain and are part of the natural beauty and uniqueness of solid hardwood flooring. The natural variations should be expected and serve to enhance the natural beauty and enduring charm of solid wood. This product is manufactured in accordance with accepted industry standards.

The OWNER/INSTALLER MUST carefully inspect and examine *Each Flooring Plank* for color, finish, blemishes or imperfections **PRIOR TO INSTALLATION**. The inspection of **EACH** flooring **BOARD MUST be done PRIOR to installation**. With reasonable selectivity **HOLD OUT** or **CUT OFF** pieces with any questioned imperfections, whatever the cause. If the flooring is found to be unacceptable, **DO NOT INSTALL** and **PRIOR TO INSTALLATION** contact your dealer. The manufacturer will not be responsible for installation labor or accessories of any kind.

- Before beginning installation of an hardwood flooring product, the owner/installer must determine that the environment of the job site and the condition and type of the subfloor are acceptable and that it meets, or exceeds, the NWFA recommendations: *Subfloor must be structurally sound *Subfloor must be able to support weight of solid wood floor *Floors should be installed perpendicular to subfloor *The manufacturer recommends the floor joist are solid *All requirements stipulated in the manufacturer installation instructions must be followed. The manufacturer declines any responsibility for job failure resulting from, or associated with, inappropriate or improperly prepared subfloor, job site environment deficiencies, or installation below grade.
- The use of stain, filler or putty stick for the correction of minor wood defects during installation should be accepted as a normal procedure.
- Should an individual piece of wood be questionable, the owner/installer should not use the piece of wood.
- When TD North American hardwood flooring is purchased a 5 – 10% allowance factor, depending on layout, must be added to the actual square footage amount needed. (diagonal installations may require more.)
- **HUMIDITY & TEMPERATURE:** Please note that floors must be installed in residential environments of between **40% to 55% relative humidity and average room temperature between 16°-27° C (60°-80°F)** to prevent shrinkage from incorrect environment issues, which would not be covered by the manufacturer warranty. If necessary, the manufacturer suggests the installation of a humidifier, or dehumidifier, to maintain the suggested humidity levels. The floor is designed to perform in an environmentally controlled structure. Other Warranty exclusions are, but no limited to, surface checking resulting from low humidity, mildew, or discoloration, resulting from extreme sub-floor moisture.

JOB SITE INSPECTION & ACCLIMATION CHECKLIST

- ✓ In new construction, hardwood flooring should be the last project to be completed. All work involving water or moisture (plumbing, acoustical ceilings, dry wall taping, etc.) should be completed prior to wood flooring being installed. Heating and air systems must be fully operating maintaining a consistent room temperature of **16°C to 27°C (60° - 80°F) and a constant relative humidity of 40 to 55%.**
- ✓ Flooring should not be delivered until the building has been completely finished with all the doors and windows installed. All cement work, plastering, painting, and other materials must be **completely dry**. Concrete and plaster **MUST** be cured and installed a minimum of **60 to 90** days. Check basements and crawl space to be sure that they are dry and well ventilated to avoid damage caused by moisture.

- ✓ For proper acclimation, flooring should be at the jobsite at least 72 hours prior to installation or to meet all temperature and humidity requirements for moisture content. **Acclimation within a closed or sealed carton may not be adequate due to lack of air movement, especially in dryer climates.** Please take appropriate measures to ensure proper acclimation. This may require removal of outer plastic wrapping, (if applicable) and fully opening the cartons. Opening only the ends of the cartons can result in unbalanced acclimation.
- ✓ Handle with care. Do not stand on ends. Store flooring in a dry place being sure to provide at least a four inch air space under and around cartons.
- ✓ Do not store directly on concrete or near outside walls. Cartons should be acclimated in the installation area only.
- ✓ The installation site must have consistent room temperature of **16°C to 27°C (60° - 80°F)** and a **constant relative humidity of 40 to 55%** for a minimum of **5 days** prior to installation.

Note: The moisture content of the subfloor and wood flooring should be checked by an appropriate method. There should be no more than 2% moisture content difference between properly acclimated wood flooring and subflooring materials, taking into consideration normal living conditions.

Solid wood flooring can only be installed on or above grade and cannot be installed over radiant heat.

RECOMMENDED TOOLS FOR INSTALLATION

Hand Tools

Power Nailer	Moisture Meter
Tape Measure	Broom
Mallet	Chalk Line & Chalk
Circular Saw	Hammer
Miter or Table Saw	Safety Equipment (Goggles & Mask)
Pry Bar	Utility Knife
Nail Punch	

SUBFLOOR PREPARATION

Approved Subfloor Types:

1. The manufacturer recommends 22/23" or thicker OSBPA approved 5/8" minimum thickness, preferred ¾" or thicker exterior plywood.
2. ¾" (23/32") OSB on 16" center floor joist properly nailed.
3. Concrete slab with additional approved wood sleepers and screed system. (See NWFA's guidelines)
4. Wood floors (if installed at proper angle only).
5. Resilient tile and sheet vinyl if installed over above mentioned and approved subfloor.

NOTE: When installing approved plywood, refer to specific manufacturer's instructions.

Subfloors must be:

- **CLEAN** – Scraped or sanded, swept, free of wax, grease, paint, oil and other debris
- **SMOOTH/FLAT** – Within 1/8" on 6'. Sand high areas or joints, fill low areas.
- **STRUCTURALLY SOUND** – Nail or screw any loose areas that squeak. Replace any damaged subflooring or underlayment.
- **DRY** – An 8 to 10% moisture content is ideal.

Remember: All moisture testing must be before wood has been acclimated 72 hours and job site requirements met.

Wood Substrates: Test the moisture of the wood substrate using a calibrated moisture meter approved for test wood moisture according to the meter manufacturer. The reading should not exceed 13%, or read more than a 4% difference than moisture content of products being installed. (maximum 2% for planks 5" and wider). Must document readings.

Concrete Slabs (regardless of existing floor covering): must have a minimum of ¾" plywood installed as a screed/sleeper system with a minimum of 6 mil polyfilm vapor barrier secured to the slab.

All concrete subfloors must be tested for moisture content prior to installation of the hardwood flooring. The moisture content of the concrete subfloor must not exceed 3 lbs./100 sqft emissions.

Below are methods to test if moisture is present in the concrete subfloor.

- Use an approved calibrated Moisture Meter as a preliminary measurement for moisture such as: Delmhorst Moisture Meter Model G Tramex Concrete Encounter. Follow manufacturer's specific calibration requirements.
- Perform a polyfilm test. Tape down 2' x 2' polyfilm squares (a clear garbage bag or plastic drop cloth will do) in several places on the floor. Wait 24-48 hours, and then check for the appearance of condensation on the inside of the bag or plastic for a darkening on the concrete subfloor. Either occurrence signals the likely presence of excess moisture, requiring a mandatory Calcium Chloride Test.

Once you have determined the moisture content, a test **must** be performed to determine the moisture and alkalinity emissions through the concrete slab.

- Perform a Calcium Chloride test according to the manufacturer's instructions. The maximum acceptable reading is 3 lb./24 hours/1000 sqft for moisture emissions.
- Perform a pH Test according to the manufacturer's instructions. A pH reading of 6-9 on a pH number scale of 1-14 is acceptable.
- If the test results exceed this number the concrete slab should be sealed with appropriate sealers to correct those emissions as per the manufacturer's recommendations.

Installation on Plywood and Wood Substrates: Do not install over particleboard. Subfloor should be constructed of 5/8" or thicker plywood with installing directly over minimum 2 x 10 floor joists 16" on center. Plywood sheets should be laid with grained outer plies at right angles to joists; adjacent rows staggered four feet and nailed every 6" along each joist with 7D or larger nails. When installing directly over old wood or strip floor, sand any high spots, re-nail old floor to eliminate squeaks or loose boards, and install new planks at a right angle (perpendicular) to the old floor, or over lay old floor with 1/4" plywood underlayment. Leave a 1/8" gap at the edges and nail with 7D or larger nails every 6" at the edges and every 12" in both directions and through the interior of each sheet of plywood. The moisture content of the wood or plywood should not exceed 13%.

Subfloor – Floated: PREFERRED: Subfloor system: 2 layers 1/2" (15/32", 11.9mm) CDX plywood subfloor/underlayment (Exposure) 4' x 8' sheets. Place first plywood layer with edges parallel to the wall, without fastening. Plywood should be placed with 1/8" gaps between sheets. Lay second layer perpendicular or at 45 degree angle to first. Plywood should be placed with 1/8" gaps between sheets. 3/4" minimum expansion space at all vertical obstructions and wall lines. Staple, screw, or nail second layer to first layer on 12" grid pattern. Please note: Vapor barrier must be installed under the subfloor.

JOB SITE PREPARATION

- Acclimate product for 72 hours prior to installation
- Verify subfloor is level to within 3/16" in 10', and structurally sound. Repair as needed.
- Undercut door casings.
- Remove any existing wall base, shoe molding, quarter round and doorway thresholds.
- Cover the clean surfaces, wall to wall, with 15 lb. asphalt saturated felt paper, butting the edges together. Use of felt paper is optional and will not prevent squeaks or any other noise reduction.

Step 1: ESTABLISH A STARTING POINT

- Before beginning the actual installation, provide proper layout of flooring by distributing short and long lengths equally over the areas where the flooring is to be installed.

Remember: Flooring is to be installed at right angles to the floor joists and if possible, in the longest dimension of the room.

- Work out of several cartons at a time to insure proper color mixture.

- Align the first row of planks to be sure you have a good straight line from one side of the room to the other. Snap a chalk line at the desired distance from the wall to help align the planks. The end joints of plank or strip flooring should be staggered to achieve the best appearance in the finished floor. (Minimum 6")

Important: Leave at least $\frac{3}{4}$ " for expansion at all vertical surface or at least what will be covered by the baseboard and quarter round trim.

Step 2: INSTALLING THE FLOOR

- **NOTE:** Always end glue wide width (4" or more) planks with a PVA wood glue.
- Striking the edge of a board with a mallet will fracture the new aluminum oxide finishes. Always tap the tongue or use a tapping block.
- Align the first piece on the chalk line. The groove side and end will be facing the starting wall. Pre drill holes and drive 7D or 8D finish nails or screw type flooring nails into the face of the board every 12", approximately $\frac{1}{2}$ " – $\frac{3}{4}$ " from the edge closest to the starting wall and within 2" – 3" from the ends and in the darker grain of the wood.
- Edge nail the plank by driving the same type nails at a 50° angle through the tongue of the first piece, spacing the nails every 8" – 10" and within 2" – 3" from the ends. This process should be repeated for each piece in the entire first row. Upon completion of the first row, go back and sink the face nails with a nail punch. If it appears that the holes will not be covered by the wall base or quarter round trim, fill the holes with Floor Putty, which blends with your pre-stained floor.
- **NOTE:** Typically the first few rows must be edge nailed by hand rather than with a nailing machine due to a vertical wall obstruction. When clearance allows, a nailing machine, which drive 2" fasteners with an appropriate mallet, can be used to simplify and speed up the nailing process.
- Install each succeeding row of planks by edge nailing the tongue side every 8"–10" and within 2"–3" from board ends. Be attentive to staggering the ends of the boards at least 6" in adjacent rows to avoid clustering end joints. Upon reaching the last row to be installed, the planks should be ripped to allow a $\frac{3}{4}$ " expansion space. The last rows must be fastened by nailing approximately $\frac{1}{2}$ " – $\frac{3}{4}$ " from the back edge of the board every 12". The same process of counter sinking the face nails and applying Flooring Putty should be repeated (as above on starting wall).
- When the installation is complete, make sure that the expansion space is covered with the appropriate molding such as, base board and $\frac{1}{4}$ round.

COMPLETING THE JOB – ALL INSTALLATION

- Clean the floor with Hardwood Floor Cleaner. Please ensure that any adhesive on the finish is cleaned before leaving. Dried or cured adhesive cannot be removed.
- Install transition pieces.
- Inspect final floor for nicks or minor gaps and fill with appropriate color wood putty.
- Use plywood or hardboard when moving heavy appliances or furniture across floor.

CARE GUIDE

Your TD North American Floor will add warmth and beauty to your home for many years to come. Following a few simple maintenance steps, will help protect your investment and keep your floor like new.

CLEANING

- Regularly vacuum, (using the hard floor attachment DO NOT USE BEATER BAR), dust mop or seep the floor to prevent sand or abrasive dust from accumulating and scratching the finish.
- Periodically clean the floor with approved hardwood floor cleaner, which are specially formulated for the finish. **(Do not use Wet Type Cleaning Tools)**
- Do not use oil based, wax, polish, or strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.

- Do not wash or wet-mop the floor with soap, detergent or any other liquid cleaning material. This could cause swelling, warping, delaminating and joint-line separation, and void the warranty.
- DO NOT use any type of polisher.

PROTECTING

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto the floor.
- Sweep, dust or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Use floor protectors and wide bearing leg bases/rollers to minimize indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be.
- Do not use rubber or foam backed plastic mats as they may discolor the floor. To prevent slippage use an approved vinyl rug underlayment.
- Maintain a normal indoor relative humidity level between 40% and 55% throughout the year, to minimize the natural expansion and contraction of wood. Failure to provide adequate relative humidity in the home by the use of humidifier or dehumidifier will void the warranty.
- Avoid gouges or cuts in your floor from sharp objects. While your floor is one of the most wear resistant floors on the market, sharp or point objects can nevertheless damage it.
- Don't walk on your floor with stiletto-style heels, spiked golf shoes or cleats; they may cause indentations in you floor.
- Re-arrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will soften or darken the tone of different species of hardwood to varying degrees.
- Use a dolly when moving heavy furniture or appliances. But first, put down a sheet of quarter inch plywood or Masonite to protect the floor. Never try to slide or roll heavy objects across the floor.
- Keep pet's nails trimmed, or consider "booties" available at pet stores.
- For installation issues not noted in these instructions, refer to NWFA guidelines.

WARRANTY

Hardwood Floor

The Warranty begins at date of purchase and cover products used **ONLY** in environmentally controlled residential applications.

Warranty Coverage:

Finish and Wear Warranty – Manufacturer warrants, to the original purchaser, that the finish surface will not peel off or wear through for the indicated warranty period from the date of purchase. Our flooring is coated with UV Aluminum Oxide and specially processed polymerized oligomer finishes are so long lasting and resistant that they do not hesitate to offer a twenty-five (25) year warranty for the matte and satin finish. The warranty against wear excludes any damage caused by water or the use of wet or damp mopping tools. This warranty does not cover lack of maintenance; negligence; hammer marks; scratches, marks or dents caused by furniture, pets' claws or high-heeled shoes; wear or damage caused by grit, sand or other abrasive materials; lack of adequate prevention or protection as well as extreme environmental conditions.

Note: Hardwood flooring is a natural product that will continue to expand and contract during seasonal and temperature changes. Products may experience separation between boards when properly acclimated and installed. If separations occur, they are not covered by this warranty. Note: Recommend **40% to 55% relative humidity and average room temperatures between 16° - 27° C (60° - 80°F)** to prevent shrinkage form incorrect environment issues.

What you should do if any of the above listed problems occur and you need warranty service:

The original end user should notify the flooring dealer, where the original purchase was made, of suspected defect no later than 30 days after discovering the defect, but within the time period of the applicable limited warranty.

You (the original retail customer) must present to the Hardwood Flooring Dealer the following items for a warranty claim to be considered:

- Valid proof of purchase in the form of a complete copy of sales receipt which establish proof of purchase.
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem.

If the manufacturer validates the claim, it will authorize your dealer to replace, free of charge, the amount of strips presenting a manufacturing defect (OR) allow compensation equal to the cost of the defective strips. **THE MANUFACTURER WARRANTY DOES NOT COVER ANY LABOR OR ACCESSORIES COST.**

- This limited warranty is valid only in North America. The warranty is not transferable. It extends only to the original retail consumer. This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with the manufacturer's recommended installation instructions.
- Natural wood characteristics, such as mineral streaks, small knots, grain variations, etc., are normal characteristics and are not considered as defects. No two pieces of wood are the same and color or other variations will occur. We do not guarantee against natural variations, or the normal difference between color samples or photographs and colors of installed floors.
- Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Any product deformity that is not measurable, or that is visible only in a certain angle, is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.
- Failure to follow manufacturers writing installation instructions including protecting the floor from subfloor moisture.
- Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a normal range of **40% to 55%**.
- Improper or insufficient protection, care and maintenance.
- Accidents, abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, and earthquake or standing water occur during or after installation.
- Any alteration of Original Manufactured Product. Alterations or repairs to the manufacturer's original product will void any and all warranties. Warranty will not cover any products which have put on the floor prior to or after installation. i.e. polyurethane, etc.. Do not use oil cleaners etc. as the will void the warranty.
- Changes in color due to full or partial exposure to sunlight and weather.
- Maple, Merbau, Kempas, Tamarindo, Pine, Brazilian Cherry and other species may darken due to light exposure. This is a natural occurrence and is not covered by this warranty.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not adequately levelled.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures, or labor for installation/accessories.
- Gloss reduction is not considered wear.
- Face cracking or cracking, is not covered by this warranty
- Please note that TD North American Flooring must be installed in environments of **40% to 55%** relative humidity to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions are, but not limited to, surface checking resulting from low humidity, mildew or discoloration resulting from extreme sub-floor moisture. **HUMIDITY & TEMPERATURE**. Please note that floors must be installed in

residential environments of between **40% to 55% relative humidity and average room temperatures between 16° - 27° C (60° - 80°F)** to prevent shrinkage from incorrect environment issues, which would not be covered by the Manufacturer Warranty. If necessary, manufacturer suggests the installation of a humidifier or dehumidifier, to maintain the suggested humidity levels. The floor is designed to perform in an environmentally controlled structure. Other warranty exclusions are, but not limited to, surface checking from low humidity, mildew, or discoloration, resulting from extreme sub-floor moisture.

Please Note:

The manufacturer does not grant to any person or entity the authority to create for it any obligations or liability in connection with them. The manufacturer shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty give the customer specific legal rights, such rights which may vary from state to state.

“INSTALLATION IMPLIES ACCEPTANCE.” NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCTS ARE INSTALLED.

Minor occasional noises in fastened floors are normal and not covered by our warranty.

The OWNER/INSTALLER MUST carefully inspect and examine Each Flooring Plank for color, finish, blemishes or imperfections PRIOR TO INSTALLATION. The inspection of EACH flooring BOARD MUST be done PRIOR to installation. With reasonable selectivity HOLD OUT or CUT OFF pieces with any questioned imperfection, whatever the cause. If the flooring is found to be unacceptable, DO NOT INSTALL and PRIOR TO INSTALLATION contact your dealer.