Timeless Designs Engineered Flooring Products Siena (1/2") can be installed over most sub-floors, and are engineered to be dimensionally stable, making them suitable for installation over all grade levels.

ATTENTION – INSTALLER/OWNER RESPONSIBILITY

Wood is a natural product containing natural characteristics in color, tone and graining. Slight variation in color is to be expected in a natural wood floor. Timeless Designs cannot guarantee against natural variation in each plank. The owner/installer assumes all responsibility for final inspection of product quality. **Warranties DO NOT cover materials with visible defects once they are installed**.

JOBSITE CONDITIONS

Wood flooring does need to be acclimated to the job site. If there is a severe temperature difference, make sure to condition the cartons of wood flooring if being used 24 hours before the installation. Follow NWFA guidelines for acclimation and conditioning of wood floors. **Follow NWFA Installation Guidelines for issues not listed within these instructions** (www.nwfa.org). Document all hardwood, subfloor, relative humidity and temperature readings at delivery and again prior to beginning installation.

Record your Moisture Readings:
Verify that the facility receiving new flooring has permanent or temporary mechanical systems (heating, cooling, humidification, or dehumidification)

These systems should be operating for a minimum of 5 days preceding delivery of flooring materials. Longer operation of HVAC systems and jobsite conditioning may be necessary prior to flooring delivery due to tighter building envelopes and wet conditions.

These same conditions should be maintained prior to, during, and after wood flooring installation.

Test and document the temperature and relative humidity in each of the room(s) where flooring is being installed.

Generally for solid wood flooring, with geographic exceptions, appropriate temperature and humidity conditions where the interior environment is controlled to stay within a relative humidity range between 30% to 50% and a temperature range between 60-80 degrees Fahrenheit. These ranges are likely to be the average of all types of wood products used in normal household environments, assuming common heating common heating and cooling equipment is used to ensure human comfort.

Ensure the substrate receiving the wood floor meets all minimum standards detailed in the applicable Substrates chapter.
The space below the flooring system should be free of any evidence of standing water and high humidity levels.

IMPORTANT: Never install a wood floor over a known moisture condition. A known moisture condition is one that you are aware of, and could pose future damage to the flooring, the building, or the occupants. It is compulsory practice to always test for moisture regardless of conditions so that any unknown conditions can become known conditions that then can be handled appropriately. In all cases, it is important that the installer consult with all involved parties including the manufacturer and customer.

Subfloor and wood floor should be within 2% of moisture to be ready for installation.

Jobsite Delivery Date:

Wood Subfloor	Concrete Subfloor
Subfloor Moisture Content _____% Hardwood Moisture Content _____% Relative Humidity _____% Temperature _____ %	Test Method & Results Calcium Chloride Test Results _____ RH Test Results _____ Electronic Meter Test Results _____

Installation Date:

Wood Subfloor	Concrete Subfloor
Subfloor Moisture Content _____% Hardwood Moisture Content _____% Relative Humidity _____% Temperature _____ %	Test Method & Results Calcium Chloride Test Results _____ RH Test Results _____ Electronic Meter Test Results _____

*For Complete Job Site Checklist please refer to NWFA Installation and Guideline Methods.

SUB-FLOOR PREPARATION AND RECOMMENDATIONS

All subfloors must be installed as recommended by their manufacturers. Warranties offered by Timeless Designs do not cover problems caused by inadequate or improper installation.
CLEAN-Subfloor must be free of wax, paint, oil, sealers, adhesives and other debris.

LEVEL/FLAT-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 leveling

compound of 3,000-PSI (20000 kPa) minimum compressive strength, underlayment and embossing leveler. Follow the instructions of the leveling compound manufacturer but make certain that the leveling compounds are completely dry before beginning installation. When mechanically fastening the floor down, flatten low spots with layers of 15# builders felt, plywood or shims (not leveling compounds). Leveling materials must provide a structurally sound subfloor that does not affect the holding power of the fastener.

Concrete Sub-Floors
New concrete slabs require a minimum of 60 days drying time

DRY- Check moisture content of the subfloor with the appropriate moisture test.

STRUCTURING SOUND- Nail or screw any areas that are loose or squeak. Wood panels should exhibit and adequate fastening pattern, glued/screwed or nailed as 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 subflooring or underlayments.

Light Weight Concrete
Light weight concrete has a dry density of 100 pounds or less per cubic foot is not suitable for engineered wood floors. Many products have been developed as self-leveling toppings or floor underlayments. These include cellular concrete, resin-reinforced cementitious underlayments, 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 l00 pounds or less per cubic foot, do not install this Engineered Wood floor.

Concrete sub-floors must be dry, smooth (level with 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 leveling compound (min. 3,000 p.s.i.) 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 bond between the adhesive and the concrete, and planks or strips. This engineered hardwood flooring may be installed on-grade, above grade, as well as below grade where moisture conditions do not exist.

To ensure a long lasting bond, make sure that the perimeter of the foundation has adequate drainage and vapor barrier.

Wood Sub-floors
All wood subfloors must be structurally sound, dry, at least 3/4" in thickness, solidly fastened to appropriately spaced floor joists, and in compliance with all local building codes. For detailed information regarding each different kind of subfloor, refer to the latest Professional Installation Guide.

First, make sure subfloor is dry. Subfloor wood moisture content cannot exceed 6-9% prior to installation of a glue-down or floating floor. To determine wood moisture content use a quality moisture meter. Next, determine if subfloor is structurally sound.

Sub-floors other than wood or concrete

Note: Perimeter glued resilient vinyl and rubber tiles are unacceptable underlayments 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 sub-floor 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 fibers that are not readily identifiable. Inhalation of asbestos dust can cause asbestosis or other serious bodily harm. Check with local, state and federal laws for handling hazardous material before attempting the removal of these floors.

Radiant Heated Sub-floors – Not Approved

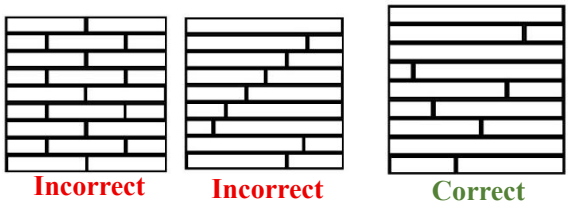
PREPARATION

Substrate Requirements:
Wood flooring may be nailed down over most wood subfloors (except particleboard), as long as they meet the minimum requirements as detailed in the Wood Subfloor chapter.
Inspect the substrate to ensure it meets all requirements for the flooring being installed.
This includes;

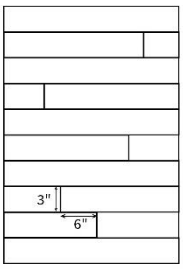
1. Type of wood panel subflooring
    a. Subfloor thickness and floor joist/truss spacing requirements
    b. Integrity of the subfloor: All substrates must be sound and free from squeaks and vertical deflection.
    c. Flatness: The standard for flatness on a wood substrate with a nail down installation method is ¼" in 10', or 3/16" in 6'.
    d. Moisture test the subfloor in relation to the flooring being used.
        i. When testing for moisture, both the wood flooring and the subfloor should be evaluated.
        ii. IMPORTANT: Never install a wood floor over a known moisture condition. A known moisture condition is one that you are aware of, and could pose future damage to the flooring, the building or the occupants.
        iii. Over solid board subfloors laid on diagonal, installed ¾" solid and engineered wood flooring perpendicular to the subfloor board direction or perpendicular to the floor joist/truss direction.
        iv. Over solid board subfloors laid perpendicular to the floor joist, install the ¾" wood flooring on a diagonal to the subfloor board and joist direction.

Remove all moldings and wall-base and undercut all door casings with a hand or power jam saw using a scrap piece of flooring as a guide.

Racking: When racking (or laying out the floor) prior to installation, be sure to work from multiple bundles or packages to ensure variation. Distribute lengths randomly and pull from multiple bundles. Avoid "H" patterns when possible. Avoid any discernible pattern in adjacent runs such as blatant stair-steps or equal end-joint offsets in sequential rows. Cutting a variety of starter boards from full length boards will assist on "Randomizing" joints in products of equal or limited lengths.



End joints of adjacent boards should be installed in close proximity to each other. In general, end-joints staggering row to row should be a minimum of twice the width of the flooring being installed (e.g., 6” stagger for 3” wide material). Wider-width materials may be more difficult to maintain these staggers due to the product lengths limitations.



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 through out the installation. Always work out of multiple Cartons

GLUE DOWN INSTALLATION GUIDELINES
There are two ways to install when using the manufacturer’s urethane adhesive (wet lay meaning to lay directly into wet adhesive and dry-lay method meaning to allow the adhesive to flash or to 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

Step 1 – (Wet Lay Method)
Select a starter wall. It is recommended to start the installation along an exterior wall; it's more likely to be straight and square with the room. Measure out from the wall the width of two planks and 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 (3/16" x 1/4" x 1/2" v notch). It is important to use the correct trowel at a 45% angle to get the proper spread of adhesive applied to the sub-floor, which will produce a proper and permanent bond. Improper bonding can cause loose or hollow spots.
Note: Change the trowel every 2000 to 3000 square feet due to wear down of the notches. This assures 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 (2’x 4's work well), or by top nailing the first row with finishing nails (wood sub-floor), or sprig/pin nails (concrete sub-floor). 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.

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 approximately 2 hrs.)

Place tongue into groove of plank or strips and press firmly into 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%), and then replace it into the adhesive.

Clean any adhesive off the surface before it cures using the manufacturer’s Adhesive Towels.

Use 3M Blue Mask Tape to hold planks securely in place as you are installing and continue the process through out the installation. Use caution when using a rubber mallet to butt material together, it can burn the finish and cause marring.

Note: Never work on top of the flooring when installing with the wet lay method

Step 1 – (Dry Lay Method)
Start by selecting your starter wall and measure out from the wall 27" when installing 2-1/4” strip flooring and 30 when installing 3" planks. This will allow adequate working space. Snap chalk line.

Step 2
Apply adhesive from the chalk line out 2½’ – 3’. Allow adhesive to flash as per the instructions affixed to the top of the adhesive container. The humidity chart will aid in allowing the appropriate flash time based on the temperature and humidity.
Secure your starter rows with a straight edge (2’ x 4's). Install planks and secure with 3M Blue Mask Tape as you continue through out your installation. If you must work on top of the newly laid flooring use a kneeling board.

Once the remainder of the floor has been installed go back to the beginning and remove straight edges and spread adhesive on the remainder of the open subfloor, allow flashing for the appropriate time and lying flooring as instructed remembering that the planks closest to the wall may need cutting to fit, due to irregularities along the wall. When using the manufacturer’s adhesive it is not necessary to roll the floor.

Clean Up
Use Flooring Adhesive Towels 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 will require the use of a Urethane Remover. 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.

Light foot traffic is allowed after 12 hours but wait 24 hours after installation to remove the 3M blue masking tape. Once the tape is removed clean any adhesive residue left from the tape with Adhesive Towels.

NAIL DOWN INSTALLATION GUIDELINES

These Engineered hardwood floors must be installed over wood sub-floors using nailing cleats.

Cleats are used as the primary fastener, and designed specifically for wood floor installation, blind-nailed through the tongue of the board using manual or pneumatic flooring nailers.

Cleats are designed and cut specifically for the installation of wood flooring. When the flooring/subflooring shrinks/swell from season to season, the ribs/barbs engage the wood fibers and thus increase the resistance to withdrawal.
Wood flooring cleats are available in different options:

a. 16g, 18g, and 20g
b. Lengths ranging from 1” to 2”
c. L-cleats and T-cleats, dependent upon the nailer being used.

When installing these engineered wood planks or strips, it is necessary to use the proper type of flooring nailer made for these engineered Wood Floors.

Expansion space: Maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, expansion space left between the flooring and vertical obstructions generally is equal to the thickness of the material being installed. (Example: ½" thick material requires ½" expansions).

Install a vapor retarder as a necessary. Transfer working lines onto any affixed vapor retarder being used.

Pre-cut, and lay out a starter row along the entire length of the working line. Install and adequately secure this as your anchor row. This starter row should be secured to the subfloor to provide a stationary point to be pushed against so flooring doesn't move during installation of the remaining floor. Face-nail only where necessary. Otherwise, blind-nail at the recommended schedule and glue with elastomeric adhesive.

Runs of flooring generally should be installed straight. Unless otherwise required, the installed wood flooring should be deviated from a straight line more than 3/16" in 10'.

Flooring mallets, tapping blocks, and pull bars may be used to drive flooring tight during installation. Be certain to only use tools that do not damage the flooring.

Set your compressor to the flooring nailer manufacturer recommended PSI setting for the wood being installed. When the air pressure from the compressor is set too high for the species being nailed, staples have a tendency to drive the fastener below the nail pocket, potentially splitting the tongues of the flooring, resulting in a less-effective fastener. When running multiple nailers from one compressor, individual regulators may help regulate the air to each tool.

1/2" Engineered Recommended Nailers:
PowerNail 50F Trigger Pull Pneumatic 18ga 1-1/2" Cleat

Caution: Other nailers, fasteners and cleats may work, however, since they are not currently recommended, if their use damages or fails to properly secure the flooring, any failure would be the responsibility of the installers and not the manufacturer.

Glue-Assisted Nail-Down:
It is recommended all wood floor over 5" should be glue assisted and cleated. Where the flooring manufacturer suggests glue-assisted installation or where the glue-assisted installation method is required the wood flooring adhesive may be applied to the subfloor or the backside of the board itself in a variety of methods to supplement the mechanical fastener. Use a notched trowel, or apply a continuous, minimum ¼" wide, uniform bead of adhesive directly to the subfloor, or to the back of the board using a glue gun to dispense the adhesive. The adhesive should be applied in a manner that covers the entire width and length of each plank, to within a minimum of 1" from the edges and ends of each board.

Serpentine (sine-wave) pattern is a common glue assist method. The serpentine (sine-wave) pattern, where the full curve (peak-to-peak) is performed approximately twice the width of the board. The adhesive should cover the entire length of each board. We recommend using TB771 STEP

Step 1
You must nail 1"- 2" from the ends and every 4"- 6" along the edges. This will help insure a satisfactory installation. It is best to set the compressor PSI at 80 – 85 lbs. to keep the cleats from going through or breaking the tongues. Improper nailing techniques can cause squeaks in the floor.

Due to the reduction in the amount of fasteners used per square foot for wide width planks (≥ 5" width), Timeless Designs adheres to the NWFA guidelines of using the glue-assisted installation method. www.NWFA.org 2019 Technical Publication.
See Glue-Assisted Nail Down Addendum.

Adjustments may be necessary to provide adequate penetration of the cleats into the nail bed. You want it flush in the nail pocket. Use a scrap piece of flooring material to set tools properly before installation.

Before installation of the engineered flooring begins install 15lb roofing felt or resin paper over the sub-floor, or use roll on vapor retarder with glue assist installation. This will retard moisture from below and may help prevent squeaks. Keep in mind there is no complete moisture barrier system for nail down installations. Make sure each run of felt paper overlaps the previous run by 3 inches.

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"- 2" from the ends and every 4"-6" along the side. Counter sink the nails and fill with the filler that blends with the flooring installed. Place the nails in a dark grain spot in the board. The base or shoe molding will cover the nails when installed after completion of the installation.

Blind nail at a 45° angle through the tongues. It will be easier IF YOU PRE-DRILL THE HOLES IN THE TONGUES. Nail 1"-2" from the ends and every 4"-6" along the sides. It will be necessary to blind nail the next 2 rows. A Stanley BT35 brad nailer with 1" - 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 stapler, using cleats or nails recommended by the manufacturer. Nail or fasten the flooring 1"- 2" from the ends and every 4"- 6"

FLOATING INSTALLATIONS

Before You Start

- Plan your layout and determine the direction of the installation in the room. Planks installed parallel to windows accent the hardwood best.
- Blending the cartons: To achieve a uniform installation appearance, preselect and set aside hardwood planks that blend best with all trims and moldings. Install these planks next to best blended moldings.
- Remove all wall mounted moldings such as base and quarter round.
- Floor should be installed blending planks from several cartons at the same time to ensure good color and shade mixture throughout the installation.
- Be attentive to staggering the ends of the boards at least 10" to 12" when possible, in adjacent rows.
- The floating floor underlayment already has double-sided tape for ease of taping the precut overlapping seams. If a non-adhesive underlayment is used, tape all seams.

- Do not install in areas of high moisture such as bathrooms and powder rooms.

PREPARATION

Undercut Door Casings

Undercut all door casings 1/16" higher than the thickness of the flooring materials being installed. To do this, use a scrap piece of flooring as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height. Remove all moldings and wall-base, and undercut all door casings.

Underlayment

Use Timeless Designs Underlayment or equivalent underlayment with equal or better specifications. Underlayment requirements are very critical to a floating installation. Excessive pad compression or compaction is a common cause of seam failure.

Lay the underlayment on the floor with the moisture barrier facing up. The direction of the underlayment should be parallel to the direction of the floor. For the first row of the flooring the underlayment should be placed so that approximately 1 inch overlaps onto all perpendicular walls. Place the following row next to the first row on top of the lower moisture barrier overlap.

Remove the adhesive strip and fold back the upper overlap on the second row. Make sure the underlayment fits together tightly (don't leave gaps). On the last row, place the underlayment; use a moisture resistant tape to connect the 2 pieces so water cannot penetrate the underlayment.

Expansion Space

An expansion space of at least ½ inch must be maintained around the perimeter of the room, all pipes, counters, cabinets, fireplace hearths, door frames and any other fixed vertical objects in the room. **Doorway or archways 4 feet or less and rooms larger than a 26 x 33 are required to have a T-Molding**.

Glue and Glue Placement

The recommended glue for floating installation is Roberts 1406 Tongue & Groove Floating Floor Glue. The glue must be placed along the topside of the grove the full length of the grooved side and end. This can be accomplished by inverting the plank and applying a bead of glue (3/32") to the topside of the groove (side of the groove nearest the face of the plank), when the plank is turned back over the glue will flow down the back of the groove allowing total coverage. Apply only a 3/32-inch bead of glue; if the groove is filled with glue it will be difficult to close the seam not allowing a tight fit.

Getting Started

The installation begins with three rows of flooring glued together and held in place with 3M blue painters tape (#2080) with the groove side facing the wall. Spacers must be used to establish the minimum ½" expansion space from the walls. These three rows must be straight, square and in rack because they establish the alignment of the rest of the floor. After putting these three rows together allow the glue to set (15 to 45 minutes) before proceeding with the installation. With the tongue facing out the planks can be tapped together with a tapping block on the tongue to make a snug fit. After installing 8 or 10 rows of flooring; stand back and check for crowning due to tension strapping or any damage caused by improper taping.

CLEAN AS YOU GO

If any glue squeezes out of the seam between the planks allow it to dry for 10 to 15 minutes and then lightly scrape it away with a plastic scraper or putty knife, any glue left may be cleaned with a damp cloth. Do not allow the glue to dry on the face of the flooring; it will be very difficult to clean off.

Starting Off – The First Three Rows

Row One

Plank 1 should begin in the left hand corner of the room. Spacing around the wall perimeter of ½" can be maintained by using wood wedges. The planks are laid with the groove side facing the wall. The first row starts with a full length board; working from left to right will be required when installing engineered hardwood flooring. Slide the end groove to the board being installed with the end tongue of the board you previously installed. Place each plank firmly against the wood wedges. After setting the first row and making sure you are against a firm starting point, lay out three to four rows before starting to install.

Plank 2 end tongue is connected to the end groove of Plank 1. Lay the rest, plank after plank, in this manner until you have completed the first row. Cut the last plank accordingly. Please ensure that this first row is straight using the wedges to maintain proper 1/2" expansion space from the wall.

Row Two

When possible use leftover plank from the first row to begin the second row. The leftover piece from the first row should be considered for this starter piece to minimize waste. Initial layout of the material will allow you to check your end seams to ensure they are not too close. End joints on adjoining rows should offset by no less than 10" to 12". Align this plank and lock the side into place against the plank in row 1. The next plank is aligned with the end joint first into the previous plank in row 2. The side of plank is then tapped lightly against the previously laid row. Continue laying in the way across the entire row. A square edge tapping block is needed to aid in the connection of the locking system on the long side. The planks are now laid row after row in this sequence.

Row Three and Remaining Rows

Move rows if necessary to ensure that you are not showing any undesirable joint patterns. The rest of the row's end joints should be random throughout the row with end joints are no closer than 10" from one another. When the planks are being tapped in place, a non-random pyramid of stair step pattern is used to ensure the planks remain engaged through the force of the tapping.

Complete the Installation

- Clean floor with the recommended wood flooring cleaner.
- Install or re-install any transition pieces that may be needed, such as Reducer Strips, T-moldings, or Thresholds. The products are available pre-finished to blend with your flooring.
- Install or re-install all base and/or quarter round moldings. Nail moldings into the wall, not the floor. Baseboards, base shoe, quarter round, and other trim pieces must not come into contact with the wood floor, allowing it to remain floating. Trim pieces should be held off of the floor a minimum of 1/16", and should never be fastened to or through the flooring system. 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 cardboard. Do not cover with plastic.
- Leave warranty and floor care information with the owner. Advise them 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

General Protection:

1. Put fabric-faced glides under the legs of furniture to prevent scuffing and scratching. Periodically check these floor protectors for embedded soil and replace as necessary.
2. Avoid walking on wood floors with cleats, sports shoes, and high heals.
3. Keep pet claws trimmed and in good repair.
4. Do not slide heavy furniture across wood flooring. It s best to pick up the furniture completely and place it where it needs to be.
5. When moving appliances (refrigerators, stoves, etc.) use safety glides. On newly finished floors, wait a minimum of three days before replacing appliances.

These Engineered Hardwood Floors are very easily maintained. No wax, no mess. Simply use a quality wood floor cleaner and a specialty terry cloth flooring mop available from flooring retailers.

Care & Cleaning:

1. Dry sweep wood floors frequently (daily) to remove fine and large particles from the floor's surface. Use a high-quality dry dusting mop with disposable or washable cloths that removes the dirt from the surface. Particles have the potential to be ground into floors potentially causing damage to a floor's finish. Fine dirt particles when introduced to moisture can turn into a film that dulls the look of the wood floor.
2. Only use vacuum cleaners that have a settling for hard surfaces. Turn off the carpet setting (beater/bar brush) on vacuum cleaners when present.
3. If spills occur, wipe them up immediately to prevent damage caused by standing liquid.
4. Damp mop floors regularly (weekly) to keep wood floors looking their best.

It is important to maintain a consistent environment through the year to minimize floor movement. Use of a humidifier throughout the winter/dry months and/or dehumidifier in the summer/humid months to help keep wood from gaining or losing moisture.

Manufacturer warrants the original purchaser of its Engineered Hardwood Flooring in North America to the following warranties:

FINISH, WEAR, AND STRUCTURAL IINTEGRITY WARRANTY

See Timeless Designs Website for Warranty years information (tmelessdesignsflooring.com)

Manufacturer warrants to the original purchaser that its finish surface layer will not wear through, peel off or delaminate under normal and ordinary residential use.

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including milling, and grading (within the industry standard tolerance of 5%).

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential applications and are valid only in North America. These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

Hardwood Flooring being a natural product will continue to expand and contract during seasonal and temperate changes. Product when properly installed may experience slight separation (up to 1/32") between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty.

When using the natural hardwoods and by handcrafting each plank there could be instances of some splintering or other imperfections before or after installation. This is not considered a defect in the product and does not affect performance of the floor.

Product thought to be defective by the person doing the installation should be returned to your dealer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for appearance related claims such as grade or color once the products are installed.

IF THE ENGINEERED FLOORING SHOULD FAIL TO MEET THE TERMS OF THE WARRANTY MANUFACTURER AT ITS OPTION WILL EITHER:

- Supply replacement product or parts to repair or replace the defective product at the manufacturer's option.
- Refund the full purchase price of the defective product

THIS WARRANTY IS EXCLUSIVE. It covers the repair or replacement of defective materials only and does not cover labor costs unless professionally installed by a certified flooring installer. Installation of the replacement products will be at the original purchaser's expense. If professionally installed, the manufacturer will pay the reasonable labor costs to perform the replacement or repair during the first five (5) years from the date of the original purchase. In the event that the style installed in the home is no longer available, the manufacturer will replace the affected floor with another style of equal value. **THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.**

CONDITIONS

Manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation the flooring must be properly stored according to installation instructions.
- Interior Residential Construction Only
- The flooring must be installed according to the recommended installation instructions and material and **relative humidity** in the area of use must be within a normal range of 35%-55%.

  HVAC system must be in operation before, during and after installation. It is recommended that the HVAC system has both a dehumidifier and humidifier system to maintain the relative humidity at proper levels.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- A description of the problem and/or a photograph/sample that clearly shows the warranty problem must be presented.
- The covered person must provide valid proof of purchase in the form of a sales receipt or invoice. This must show the date of purchase, original purchase price, and that he/she is the original purchaser

- Manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty, but within the time period applicable to the limited warranty.
- Manufacturer reserves the right to have a manufacturer's designated representative or firm inspect and take samples of the hardwood floor for analysis.
- Manufacturer must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the hardwood floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples and other documentation should be sent to the distributor/dealer from which the flooring was originally purchased.

WARRANTY EXCLUSIONS

This limited warranty shall not apply to damage to the engineered hardwood floor or to the finish arising from and specifically excluding any of the following:

- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal and natural characteristics and shall not be construed as defects. No two pieces of wood are the same and color or other variations will occur. Manufacturer does not guarantee against natural variations, or the normal difference between color samples or photographs and colors of installed floors.
- Squeaking and Cracking of the Hardwood by any cause other than mis-manufacturing is not considered a defect.
- Expansion and contraction of the Hardwood due to seasonal changes in climate shall not be considered defects.
- Natural Color changes due to full or partial exposure to sunlight and weather. Maple, Merbau, Pine, Cherry and Brazilian Cherry may darken due to light exposure over time. This is a natural occurrence and is not covered by this warranty
- Indentation, scratches or damage caused by negligence, water moistures and saturation, insects, animals, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Failure to follow the manufacturer written installation instructions including protecting the floor from subfloor moisture.
- Excessive or inadequate humidity in the area. Relative humidity in the area of use must be within a normal range of 35-55%.
- Stains as a result of chemical or industrial products or standing liquid for a prolonged period of time.

- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- Insufficient or improper Protection, Care or Maintenance, or failure to use Manufacturer approved installation and maintenance products
- Misuse or abuse
- Improper alterations of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties. This includes sanding, top coating, recoating or attempted re-finishing of the factory-applied finish.
- Gloss Reduction is not considered surface wear
- Freight costs or expenses.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately leveled.
- Accidents abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.

WARRANTY DISCLAIMERS

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE MANUFACTURER DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE SOLID FLOORING.

MANUFACTURER SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL, SPECIAL CONSEQUENTIAL COSTS, EXPENSES, OR OTHER SIMILAR DAMAGES INCURRED BY THE ORIGINAL PURCHASER.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY, FROM STATE TO STATE.

Check Website for current installation instructions;
timelessdesignsflooring.com

Glue-Assisted Nail Down Addendum

Where the flooring manufacturer suggests glue-assisted installation or where the glue-assisted installation method is required, some key factors must be addressed:

A. Moisture
   1. When using the glue-assist method, you will no longer be able to install a traditional sheet-good vapor retarder. When nailing down wood flooring over a conditioned space that is maintained at the same conditions as the living/interior space, no vapor retarder is necessary. Wood floors installed in these conditions may be nailed with a glue-assist directly to the subfloor without use of a vapor retarder.
   2. Where wood flooring is being installed over unconditioned space, use of a liquid-applied, or similar Class II vapor retarder that is compatible with the flooring adhesive may be used to allow for a glue-assist directly to the subfloor.
   3. IMPORTANT: Never install a wood floor over a known moisture condition. A known moisture condition is one that you are aware of, and could pose future damage to the flooring, the building, or the occupants. It is best practice to always test for moisture regardless of conditions so that any unknown conditions can become known conditions, which then can be handled appropriately.

B. Nail-Assisted Glue-Down Installation Method
   1. Serpentine (sine-wave) pattern: The Serpentine (sine-wave) pattern, where the full curve (peak-to-peak) is performed approximately twice the width of the board. The adhesive should cover the entire length and width of each board. We recommend using TB771 STEP.

      SERPENTINE (SINE-WAVE) PATTERN
      (No more than 10” peak to peak.)

   2. IMPORTANT: When using a trigger-activated flooring nailer with the glue-assisted installation method, the installer must either stand on the floor, or apply a 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 unnecessary vertical movement or hollow noises.