



## IMPORTANT INSTALLATION INSTRUCTIONS

Note that we are here to help should you have any questions regarding installation or site preparation. If you are in doubt call us at 604 540 7772 before proceeding.

**IT IS IMPORTANT TO INSPECT AND APPROVE THE FLOOR BEFORE PERMANENT INSTALLATION. THE MANUFACTURER AND WHOLESALE DISTRIBUTOR ARE NOT RESPONSIBLE FOR ANY COSTS ASSOCIATED WITH REPAIRING OR REPLACING BOARDS THAT ARE INSTALLED WITH DEFECTS OR AGAINST MANUFACTURER INSTALLATION INSTRUCTIONS.**

Wood is a natural product containing natural characteristics such as variations in color, tone and graining. Color variation from board to board is to be expected.

Our wood floors are manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5% of the total amount ordered. The defects may be of a manufacturing or natural type.

### **Responsibility of the consumer/installer**

- Read and understand the Limited Residential Flooring Warranty
- Verify that the product delivered is the product ordered and in the quantity ordered.
- Verify that the product is not damaged.
- If the floor does not meet the consumer/installer's expectations, DO NOT INSTALL THE FLOOR. Return the cartons to the dealer for replacement or refund. Accepting or rejecting the flooring must be on the full shipment quantity only and not carton-by-carton or board-by-board. Returned materials must be in original packaging and in re-sellable condition.

### SUBFLOOR

- Ensure that the subfloor and job environment meet NFCA and/or NWFA specifications. The Manufacturer and wholesale distributor are not responsible for problems resulting from subfloor or job site environmental deficiencies. For engineered flooring a moisture content of 12% - 14% in a plywood subfloor is recommended. For a concrete substrate use a calcium chloride test (ASTM F1869) to confirm a moisture vapor emission rate (MVER) of 3 lbs per 1000sqft before proceeding.
- The subfloor must be flattened to 1/8" + or - over 10'. Uneven subfloors can lead to squeaks, deflection, hollow spots and premature breakdown of the flooring which will not be covered under warranty.

### PICK UP AND DELIVERY, ACCLIMATION

- Our warehouse needs **24 hours notice** before you pick up the flooring. Call 604 540 7772 to arrange.
- When the flooring is ordered, 5 to 7% must be added to the actual square footage needed for cutting and grading allowance.
- Deliver the flooring and store in the space to be installed (not in a garage).
- Acclimate Envision flooring in closed packs into the above recommended conditions only for 48 hours.
- Deliver only when the following is confirmed
  - The home is at lock up stage and protected from the elements. All doors and windows installed
  - The main heat has been on at 20c for minimum 2 weeks.
  - Floor temperature should not exceed 26c or dip below 15c
  - For radiant heated floors leave the flooring on the heated subfloor for 10 days before installing
  - The relative humidity in the home is maintained at between 35% and 55%
  - All wet trades such as tile and drywall are complete
  - The plywood subfloor is no more than 14% moisture content

## FLOATING FLOORS

- Ensure the subfloor is dry, level (as per above), re-screwed as necessary and broom swept.
- Use 6mm polyethylene sheet as a vapour barrier. Over lap 6" and tape with red tuck tape.
- Use a 3mm high density foam underlay.
- Expansion joints should be used at door ways and to break floor runs over 25'
- Expansion gaps of ¼" should be used at all perimeter walls and other obstacles that abut to the flooring
- Floating floors must free float. Do not glue the floor down to the substrate at any point.

## NAIL / STAPLE DOWN

- Roll out wax paper across the dry, level, broom swept subfloor. Overlap 3".
- Do not use an underlay, do not use 6mm polyethylene.
- Using 18 gauge staples or flooring cleats, nail or staple each piece of flooring every 6"
- Use expansion gaps around the perimeter of ¼".
- Top nail at walls or wherever the hammer can't be swung at a 45 degree angle.

## DIRECT GLUE DOWN

- Use a recognized urethane adhesive such as Bostik. Spread adhesive with the correct notched trowel in strict accordance with the adhesive manufacturers instructions.
- If adhesive gets on the face of the flooring clean it off immediately.

## GENERAL

- Remove any tape or debris from the floor carefully after 24 hours.
- Mix boards from a minimum of 4 packs at a time. "Rack out" or pre-assemble the floor to determine optimum appearance and to spot defects. Locate the more desirable boards in the most visible areas and locate the less desirable boards in the inconspicuous areas. Especially important for Chalet Series.  
Note: All Chalet Series floors must be oiled immediately after installation with the supplied oil.  
A flooring board is considered approved and accepted when it is permanently fastened to the subfloor.
- Claims against our Limited Residential Warranties, including but not limited to: defects such as cracks, splits, shakes, color, grain, grading, average length, milling defects, and finish defects, will NOT be considered after the board is permanently fastened to the subfloor.
- Use of a stain, filler or putty stick for defect correction during installation is normal procedure.  
Only deliver the flooring into a heated, dry job site. It is the responsibility of the homeowner to maintain a relative humidity of 35 – 55%, and a temperature of between 15 and 26c before, during and after installation. New construction is notoriously wet therefore the site must be tested and confirmed dry to NFCA and or NWFA standards.

**Maintenance:** For Factory-Applied UV-Cured Polyurethane finish: use industry standard floor care procedures outlined on our web site. Cleaning products and procedures offered by companies such as, but not limited to, BonaKemi and Basic Coatings are recommended.