



## Engineered Hardwood

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## Installation Instructions

EvaCore's Engineered Hardwood Flooring can be installed on all grade levels of the home that are temperature controlled. This product is recommended for residential use only. This floor can be installed on, below, or above grade level, for indoor applications only. Acceptable installation methods include staple-down, glue-down, or floated.

### OWNER/INSTALLER RESPONSIBILITIES

- The hardwood veneer is a product of nature, thus there will be some variations in grain, patterns, and shade/color from box to box. Defects on the face of the planks can be avoided by trimming the plank, and the remainder of the plank used, this is expected to minimize waste.
- Inspect the flooring planks carefully for any possible damage or defects before installation.
  - Any board deemed unacceptable should simply not be used. Warranty claims will not be accepted regarding visual defects after flooring has been installed.
- Plan on being present during installation to ensure that all required procedures are completed and planks with visible defects are not installed.
- If quality issues are suspected before or during installation, immediately contact the store where your floor was purchased.
- When ordering flooring 7% - 10% more flooring must be added to allow for cutting and grading allowances.
  - For diagonal installations add 15% more for waste.
  - It is also recommended you keep at least 1 extra box for possible future repairs. This ensures the product will be the best match as dye lots change over time in production.
- Before installation the homeowner/installer must determine if the environment and subfloor conditions meet or exceed all applicable standards and are within the tolerances set in these installation guidelines. The manufacture declines any responsibility for failures caused by improper job site and subfloor conditions.
- It is acceptable to touch up flooring during and after installation with stain, filler, or putty.
- After installation it is the homeowner's responsibility to make sure the proper indoor environment is maintained. Failure to do so can result in gapping, squeaking, buckling, or cupping.

## JOBSITE CONDITIONS

- The building should be dried in with all doors and windows installed.
- All wet work which includes painting, drywall, tiling, concrete, and masonry should be completed with ample time to dry before flooring is delivered.
- Crawlspace, basements, and garages should be dry and well ventilated.
- Crawlspace must be a minimum 18" from the bottom of the floor joist to the ground.
- Crawlspace must have a polyethylene film that is a minimum of 6 mil thick covering the entire crawlspace ground.
- All gutters should be in place and functioning properly.
- The grading of the yard should be sloped to run water away from the home foundation.
- Ideally HVAC systems should be operational and have temperature maintained between 65°F to 80°F for at least two weeks prior to flooring being delivered.
- All construction should be completed before installing the new floor to avoid damage to the flooring.

## ACCLIMATION/STORAGE

- After purchase / delivery, the flooring must be stored inside the home and allowed to acclimate in the rooms where it will be installed. Keep flooring away from direct sunlight and vents during the acclimation process. Remove all plastic wrapping surrounding the boxes. Allow the flooring to acclimate 2 to 5 days inside the room where it will be installed.
- Temperature can affect products. For the best product performance, ensure the temperature in the home is between 60°F and 80°F with a humidity range between 30% to 50% before, during, and after installation, as well as for the life of the flooring.
- Boxes should be laid flat on dry wood subfloors, and wooden supports should be used to keep boxes elevated off concrete floors.
- Keep away from direct sunlight, heat sources, and in-floor vents while being stored.
- Expansion Space: A minimum 1/4" expansion space along the perimeter of the room to allow the flooring space to expand and contract.
- Do not install in wet areas like patios, showers, or exterior areas.
- Gapping and buckling can develop if expansion space and temperature requirements are not followed. Additional considerations:
  - Base trim cannot be secured to or through the flooring as this prevents the floor from expanding and contracting as needed.
  - Kitchen islands may not be set on top of the flooring. The weight will prevent expansion and contraction.
- Hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect floor coverings over time. Moisture can also be trapped below the flooring and create mildew or mold. The customer, not the manufacturer, is responsible for making sure that the site conditions are appropriate prior to the installation of flooring materials.

- When moving furniture and heavy equipment on the flooring, use luan board, plywood, or other similar covering to protect the floor.

### MOISTURE TESTING REQUIREMENTS

Use a reliable species specific moisture meter to verify the moisture of the floors veneer. Follow the moisture meters manufactures guidelines for this step.

1. Test the flooring veneer moisture content. Test at least 20 planks per 1000 sqft of flooring, using the meter manufactures recommended setting for engineered flooring. Calculate the average moisture content of all 20 readings.
2. WOOD SUBFLOOR: Set the meter to the recommended setting for that specific type of subfloor. Check with the meter manufacture for specific settings. Test 20 different locations per 1000sqft area and calculate the average moisture content. The wood subfloor should not exceed 12% in moisture. Skip this step if you have a concrete subfloor.
  - a. It's recommended for installation to begin when the veneer moisture content is within 4% of the average wood subfloor moisture content. Flooring should not exceed 12% moisture content. Extend acclimation time until these conditions are met. Document and Save your moisture testing results.
3. CONCRETE SUBFLOOR: It's recommended for installation to begin when the veneer moisture content is within 5% to 9% on average.

### SUBFLOOR REQUIREMENTS

**Subfloors must be clean, dry, and flat.** All substrates must be structurally sound and free from movement or deflection.

#### WOOD SUBFLOOR:

- Note that joist spacing determines minimum subfloor thickness.
  - Joist spacing 16" on center (OC) Plywood: Minimum of (5/8") Oriented Strand Board (OSB): Minimum (3/4", 23/32")
  - Joist spacing 16" up to 19.2" (OC) Plywood: Minimum of (3/4", 23/32") Oriented Strand Board (OSB): Minimum of (3/4", 23/32")
  - Joist spacing over 19.2" up to maximum 24" (OC) Plywood: Minimum of (7/8") Oriented Strand Board (OSB): Minimum of (1")
- Do not install flooring directly over floor joist without subflooring. All structural panels/underlayment must be installed sealed-side down, and provide minimum 3/4" perimeter spacing. Square-edged or non-tongue and grooved panels used as a subfloor will

require a minimum 1/8" (3 mm) expansion space placed between all plywood seams. Panels must meet minimum CDX grade Exposure 1 and US Voluntary Product Standard PS1-95, PS2-04 or Canadian performance standard CAN/CSA 0325-0-92 for construction sheathing. Check panel for codes.

- Replace any areas that are damaged.
- Flooring should be installed on finished concrete slab or finished grade plywood.
  - Pressure-treated plywood may have elevated moisture or latent with rot resistant chemicals, not for interior use.
  - Solid-board subflooring should be 3/4" x 5 1/2" (1" x 6" nominal), Group 1 dense softwoods, No. 2 Common, kiln-dried to less than 12% percent moisture content. Add min. 3/8" plywood over solid board subfloors.
  - Particleboard, Luan, or Masonite is approved for floating installations only and must be covered with a minimum of 3/8" CDX plywood when gluing this product to the subfloor.
- Wood subfloors must be flat within 1/8" over a 6' span, or 3/16" over a 10' span. All areas of the subfloor must be checked prior to installation.
  - High spots can be sanded or grinded down and low spots fill with appropriate patching compounds. Never sand and grind materials covered with lead paint or containing asbestos. Follow local building codes for proper removal practices of asbestos and lead paints.
  - Screw down loose or squeaky sections of plywood.
- Do not install over existing plywood subfloors that are directly installed over concrete without proper moisture protection between the plywood and the concrete.
- Wood subfloors should be moisture tested with an appropriate wood moisture meter and the results must be no more than 12% on average. Test the subfloor moisture in several locations. Higher readings indicate a moisture concern that needs to be corrected before installation can begin. The owner is responsible for performing moisture testing to ensure the subfloor is dry.
- All wood subfloors must be swept clean or vacuumed to remove dust and debris. For glue down installations remove all contaminates like paint, old adhesives, sealers, and dry wall mud that could affect the adhesive bond.
- Nail wood flooring perpendicular to the floor joist. Nailing wood flooring parallel to the floor joist is an option using a combination of plywood, OSB, Advantech or similar approved subfloors. For a floor joist (16" to 19.2 oc) the total subfloor thickness minimum must be 1-1/4". For a floor joist greater than (19.2 up to 24"oc) the total subfloor thickness minimum must be 1-7/16".

## CONCRETE SUBFLOOR:

- New concrete subflooring should have been cured at least 60 days prior to installation of flooring.
- Concrete subfloors must be flat within 1/8" over a 6' span, or 3/16" over a 10' span. All areas of the subfloor must be checked prior to installation.
  - High spots can be sanded or grinded down and low spots fill with appropriate patching compounds. Never sand and grind materials covered with lead paint, or containing asbestos. Follow local building codes for proper removal practices of asbestos and lead paints.
- Concrete subfloors must be tested for moisture by conducting a Calcium Chloride test (ASTM F 1869) or Relative Humidity In-Situ Probe test (ASTM F 2170). Calcium Chloride test results cannot exceed 3lbs per 1000sqft in 24hrs. Relative Humidity In-Situ probe test should not exceed 75%. The owner is responsible for performing moisture testing to ensure the subfloor is dry.
- Concrete subfloors must be swept clean or vacuumed to remove dust and debris. For glue down installations remove all contaminants like paint, old adhesives, sealers, and dry wall mud that could affect the adhesive bond.

## INSTALLATION

Acceptable installation methods: Staple-down, Glue-down, and Edge Glue & Float.

## GENERAL INFORMATION FOR ALL INSTALLATION METHODS:

- Install flooring in normal proper lighting.
- Save a box of flooring for future repairs.
- Do not install product in full bathrooms or areas with steam.
- Inspect subfloor for flatness, squeaks, and moisture.
- Avoid board grouping, board sizes should be intermingled.
- Use breathable materials like paper when protecting a newly installed floor.
- Inspect flooring during installation, select out boards have milling and finish defects.
- The customer is advised to be home during the installation for consultation/direction.
- Customer and installer should discuss installation and layout to maximize satisfaction.
- It is helpful to save the item number found on the packaging box ends for future references.
- Jobsite subfloors can be dry today and wet tomorrow. The use of moisture barriers is highly recommended.
- Floor should be installed from several cartons at the same time to ensure good color, shade, and appearance.

- Do not install flooring under permanent or fixed cabinetry (should the cabinetry or flooring need to be removed in the future)
- An Expansion space must be left around the perimeter and at all vertical obstructions.
- **CAUTION:** Cut flooring outside Sawing, sanding and machining wood products can produce dust. Airborne wood dust can cause respiratory, eye and skin irritation. The International Agency for Research on Cancer (IARC) has classified wood dust as a nasal carcinogen in humans. Take precautionary measures: Cut flooring outside. Equip power tools with a dust collector. If high dust levels are encountered, use an appropriate NIOSH-designated dust mask. Avoid dust contact with eye and skin, USE EYE AND EAR PROTECTION. First Aid Measures in case of irritation: flush/rinse eyes or skin with water for at least 15 minutes.
- **MOLDINGS & TRANSITIONS:** Install transition moldings directly to the subflooring. Pre-drill and hand nail transitions moldings to wood subfloors using 6d finishing nails, pneumatic finish nailers, or pneumatic brad nailers. Use a wood urethane tube adhesive to bond wood transitions to concrete. Cut moldings using a electric miter saw using a 60 tooth or 80 tooth fine finish carbide tipped blade makes the best cuts. Attach base or quarter round moldings to the wall, never into the floor. Mitered cuts hide better when joining moldings.
  - Base Board – for hiding imperfections and adding a custom finish along any wall.
  - Quarter-Round - for covering the expansion left at walls and other fixed surfaces.
  - Reducer Moldings - used to transition to lower floors.
  - Stair Nosing - for finishing the exposed edges of stairs and landings.
  - T-Expansion/T-Molding - for joining two areas of flooring of similar heights.
  - End Cap/Baby Threshold - for finishing the space at sliding glass doors, at bath tubs or transitioning to carpet.

#### TOOLS NEEDED:

- Pencil
- Chalk line
- 6' level or 10' level
- Miter saw
- Table saw
- 60 tooth carbide tip saw blades
- Broom
- Jamb saw
- Eye protection
- Dust Mask
- Gloves
- Engineered Floor Stapler
- Floor fasteners
- Hygrometer (test home temperature and humidity)
- Blue painters tape (2080)

- PVA wood glue
- Air Compressor with regulator
- Air hose
- Drill bit set
- Hammer
- Tape measure
- Moisture meter (wood)
- Calcium chloride moisture test (concrete)
- Approved adhesive remover (For glue-down installation)
- Cloth rags
- Nail set
- Drill
- 6d finish nails
- Jig saw
- Ear protection

#### STAPLE-DOWN INSTALLATION TIPS:

Test nailing a couple of planks in a well-lit area, near a window.

Place fasteners on tongue side that runs the length of the planks. Do not place fasteners into the groove.

If the staples do not go in far enough, raise the air pressure on the compressor up slightly and re-test until staples sit flush into the wood above the tongue.

If the staples go in too deep lower air pressure until staples sit flush above the tongue. Some floor staplers have the ability to adjust the depth of the fastener. This may need to be adjusted for the staples to seat correctly.

Tongue fractures can be reduced by lowering the compressor's PSI and using the recommended floor stapler.

Dimples can be reduced by seating the floor staplers correctly on the board or using thinner gauge fasteners like 20 gauge staples.

Make sure the staples are sitting flush in the wood or dimples can occur. Adjusting the depth of the stapler to seat fasteners a bit deeper can help minimize dimples.

Only use pneumatic nail guns designed for engineered wood flooring. Norge 4 n 1 floor stapler, Stanley Bostich, Powernail, and similar engineered flooring staplers are acceptable.

Check for squeaks after nailing. Squeaks can occur due to tongue fracture, uneven subfloor, improper fasteners, or improper fastener spacing. Squeaks can be corrected or minimized by adding a PVA floating floor wood glue to the tongue and groove of the plank before nailing.



If stapler will not shoot staples, check for air leaks, jammed staples, staple size, and compressor air pressure.

It is best to pre-drill and hand nail the first row using a 3/32" drill bit and 6d finish nail. This will help prevent finish chipping due to pneumatic finish or brad nailers. If dimpling still occurs switch to a floating or glue down installation. We do not recommend the use of water base adhesives.

#### ENGINEERED WOOD RECOMMENDED FASTENER SELECTION:

- ½" – 9/16" 18 , 19, or 20 gauge engineered flooring staples 1-1/4" or 1 -1/2" long
- 3/8" 18 , 19, or 20 gauge engineered flooring staples 1" or 1-1/4" long
- 5/16" 18 , 19, or 20 gauge engineered flooring staples 1" or 1-1/4" long \*\*

A floating or glue down installation may be the best choice for the thinner 5/16" flooring, to help prevent tongue fracture and dimpling during installation. Always test the nailer on a plank first before beginning installation.

**FASTENER SPACING:** Place fasteners 3" - 4" apart (for staples) within 1- 2" from each end with at least two fasteners. **Important:** Set air compressor to 70-80 PSI. Test and adjust air pressure to ensure proper setting of fasteners. Make sure that the fastening machine is fully adjustable, is in good working condition, is at the appropriate angle and seats properly against the tongue of the board to prevent top edge and surface dimple damage. **Note:** Only use flooring stapler that are fully adjustable and that engage the top profile over the tongue at the appropriate angle. Make sure that the flooring stapler is in good working condition and seats properly against the board to prevent top edge and surface dimple damage. Any damage caused by fasteners or nailers is not covered by the warranty.

#### STAPLE-DOWN INSTRUCTIONS:

[CAUTION]: Nail flooring in good lighting. After nailing 100 sq ft, stop and inspect the installed floor for any defects or damage. Stop at 20 sqft for installation under 100sqft. Make adjustments as needed. If satisfied, continue with the installation. When top nailing prefinished flooring (the first and last rows, stair treads, and risers) it is recommended to pre-drill and hand nail using a 3/32" drill bit and 6d finish nails. Pneumatic 16ga. finish nail or 18ga. brad nail guns can be used to secure the first and last rows, but improper use can easily damage the board or finishes. When installing over crawl spaces, basements, or garages use 15 lb. black felt paper, Black asphalt saturated Kraft paper, or white Silicon Vapor Shield® as a minimum to provide protection against moisture vapors.

#### STAPLE-DOWN INSTALLATION:

- Use a manual or electric jamb saw to undercut all door jambs/casing to allow enough clearance for the wood flooring to easily slide underneath. A credit card thick gap between the top of the wood flooring and bottom of the door jamb is acceptable.
- Sand down high areas of the subfloor. Correct low areas (See subfloor prep). Sweep or vacuum the subfloor clean of dust and debris.

- Install moisture retardant underlayment and staple it down to prevent movement/sliding. (See underlayment)
- STEP 1: THE FIRST THREE ROWS
  - Determine the starting wall, usually the longest or outside foundation wall. At the two opposite ends of this wall, measure out the width of the board including the tongue, plus the expansion space, and place a mark.
  - An expansion gap must be left around the perimeter and at all vertical obstructions. This gap will be the same as the thickness of the new flooring. For example, 1/2" flooring requires 1/2" expansion gap.
  - Snap a chalk line connecting the two marks. Align the tongue side of the first row of boards on the chalk line with the groove side towards the starting wall, maintain the expansion space.
  - Install the flooring with the tongue side facing away from the starting wall (Use long straight planks for first two rows).
  - Pre-drill and top nail the first row of boards using a 3/32" drill bit and 6d finishing nails about 1" from the back edge.
  - Pneumatic finish nail guns or brad nail guns can also be used. If hand nailing countersink the finish nail using a nail punch and fill with close matching wood filler.
  - Blind nail the 2nd and 3rd rows using the flooring stapler and seat the staples slightly above the tongue.
- STEP 2: LOOSE LAY (Rack) THE FLOORING
  - After installation of the first three rows, loose lay about 100sqft of flooring about 4" or 5" away from the last secured row.
  - Pull from several boxes to mix board color and sizes to create a random look. Visually inspect flooring for defects while racking.
  - Stagger boards randomly as possible, avoid creating patterns.
- STEP 3: INSTALLATION CONTINUED
  - After racking out 100sqft of flooring begin nailing the floor. (See fastener recommendations). Visually inspect boards for defects while nailing.
  - Use proper fastener spacing (See fastener spacing). Continue nailing until you get to the last one to two rows.
  - The last one or two rows will have to be top nailed. Again pre-drill using a 3/32" drill bit and 6d finishing nails.
  - The last rows can be pulled tightly together using a floor Jack or pry bar. Protect base boards before using these tools.
  - The last row may have to be ripped down in width to fit. If the last row is less than 1" in width use a PVA carpenters wood glue to join the last piece to the previous row.
- STEP 4: FINISHING UP
  - Fill in nail holes and minor gaps with close matching wood filler.
  - Install any base board molding.
  - Install transition moldings.
  - Sweep the floor.
  - Clean floor with approved cleaner (Contact your flooring retailer for approved cleaners).

- Use felt pads under furniture legs.
- Protect floor before moving appliances and heavy furniture.

#### EDGE-GLUE & FLOAT INSTRUCTIONS:

During installation Carpenters PVA Floating Floor Wood adhesive should be applied to each groove on the short and long sides of the planks to ensure bond with the other planks. Two separate continuous beads of glue should be applied: one continuous bead applied inside the groove, and one continuous bead applied to the top part of the tongue at all seams to ensure a secure bond with the top and bottom of the tongue. This double-gluing helps to minimize squeaks, board gaps, or separation. Note that seasonal gapping is normal in wood flooring and does not constitute a product failure. Seasonal gapping can be minimized by keeping the indoor humidity above 30%.

#### EDGE-GLUE & FLOAT INSTALLATION:

- Approved Underlayment: Bellawood Platinum, Bellawood Premium, Eco Silent Sound HD, 3mm or 6mm cork, Quiet Walk, and Insulayment pads are approved for wood and concrete subfloors installations. Caution before installing over concrete - a minimum 6 mil polyethylene sheeting moisture barrier must be installed prior to installing the underlayment pad to help protect the flooring from excessive moisture.
- Expansion Space/T-molding Breaks: An expansion break is required to break continuous runs exceeding 40' in width and 40' in length. T-molding transitions are used to filled in the gap required for expansion breaks. A 3/4" gap is required at all walls and fix objects. Installations fewer than 30' in length or width can use a 1/2" gap at all walls and fixed objects. For room dimensions of greater than 40' in length or width, the flooring should be glued down using an approved adhesive.
- STEP 1: Determine the starting wall. This is usually the longest or outside foundation wall. At the two opposite ends of this wall, measure out the width of the board, and place a mark. Do not include the tongue of the board when measuring this. An expansion gap or space must be left around the perimeter and at all vertical obstructions. Snap a chalk line connecting the two marks.
- STEP 2: Tack down fern strips or carpet tack strips along the chalk line. Install the first row of flooring against the tacked wood strips. The flooring should be installed from left to right, tongue side towards the wall, with the groove side facing out from the wall. Install the first row end to end until the entire row is complete. Be sure to use PVA carpenters wood glue on all plank butt ends. When edge-gluing, ensure that the glue is still wet when the planks are joined. Special attention should be paid to ensure that there is no excess glue dripping to the subfloor as this could bond the plank to the underlayment and hamper floor movement. A lightly water dampened rag can also be used to remove any PVA glue.
- STEP 3: Next, install the second row of planks, installing left to right. Each plank should be installed long side first into the previous row. Make sure carpenters PVA wood glue is applied to all tongue and groove seams. Insert a spacer at the wall, then install the long side of the plank into the previous row. Once the tongue is inserted into the groove fold the plank down onto the subfloor. The butt ends will be lightly tapped over from right to left to close the end seams. Be sure to keep a minimum stagger of 6" between end seams from row to row. Use a pry bar to close the end seam

of the last plank installed in each row. After installing 4 or 5 rows apply #2080 blue painters tape to the plank surface perpendicular to the installed floor. This is used to hold the planks together until the glue cures. Using the incorrect tape can damage the finish of the product.

- STEP 4: Continue installing the flooring until you reach the opposite wall in the room. The last row of flooring by the wall may need to be ripped down to fit. Make sure you have proper expansion space between the last installed row and the wall. Go back to the first row of flooring, remove the fern strip or tack strip and insert the final row of flooring to complete the room installation. Make sure proper expansion is left between the floor and wall. Remove the blue painters tape after 8 to 10 hours.

To pass obstacles through the floor covering (pipes, radiator mounts), use a pencil to trace the center position for drilling. Use a big enough drill bit to leave a 1/2" expansion around the pipe. A jig saw may be needed for bigger rounded cuts. Next, cut the strip in two so that the saw mark goes through the center of the drilled hole, so that the strip can be glued and reassembled around the pipe.

#### GLUE-DOWN INSTRUCTIONS:

When gluing down the flooring, install the flooring the same way as you would using the floating installation method. The only difference is that adhesive will be trowel applied to the subfloor, and the flooring will be laid into the adhesive bonding it to the subfloor. Always check the adhesive manufactures guidelines on proper subfloor prep, moisture testing, approved substrates, trowel sizes, cure times, and coverage. A moisture barrier is required over all concrete subfloors. It is strongly advised to use moisture barriers that offer 100% moisture protection over concrete.

Expansion Space: A minimum of 1/2" expansion space is required around all fixed objects and walls. T-molding expansion breaks are not required with glue down installation methods but can be helpful in minimizing overall floor movement due to seasonal humidity changes inside the home.

#### GLUE-DOWN INSTALLATION:

- STEP 1: Start the installation parallel to the longest exterior wall in the room. Spread out only enough adhesive to install the first row of flooring leaving a min. 1/2" expansion gap at all walls. A laser level or string line can be used to make sure the first row is straight. Allow the first row to set up before installing additional rows. This helps prevent the first row from moving as the next rows are installed.
- STEP 2: Spread out enough adhesive to install 4 rows at a time. Planks must be wet laid into the adhesive. Discard badly bowed or warped planks. Periodically lift up a plank to verify proper adhesive coverage to the subfloor and bottom of the plank. After laying 4 rows clean up any glue that gets on the finish right away using the adhesive manufactures recommended adhesive remover. Use #2080 blue painters tape to hold planks together if needed until the adhesive cures. Don't leave tape on for more than 24hrs. After installation, allow glue to fully cure for 24 hrs before replacing furniture and heavy foot traffic.

## POST INSTALLATION NOTES:

- Protect flooring before moving any heavy furniture or appliances. Damages from furniture and appliances are not covered under the product warranty.
- Fill in minor gaps with close matching wood filler.
- Check for adhesive on floor finish and remove with appropriate adhesive manufacture remover.
- For best matching of sheen or milling, save a box of flooring for future repairs.
- Clean floor with Bona floor cleaner or other cleaner formulated for use on hardwood that does not leave a residue behind.
- Even when these guidelines are followed, it is still possible that your flooring may experience some cracks (seasonal checking) on the plank surface and/or gapping between planks due to slight shrinkage, which are not covered by the products limited warranty.

## Hardwood Flooring Routine Care and Cleaning

### Routine Maintenance and Care:

- Floors should be swept and dusted regularly to remove dirt and potentially scratching elements.
- Keep pets' nails trimmed and paws clean
- Do not wet-mop, damp-mop, or clean your floor with water or other products. These actions can severely damage the flooring and may not be covered under warranty. Lightly mop as needed with a cleaner that will not leave residue behind such as Bona. Do not allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
  - Do not use cleaners like Mop & Glo that add a sheen/shine, detergents, or abrasive cleaners.
  - Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia. The warranty for this product does not cover damage caused by non-recommended cleaners.
  - Do not use hardwood floor cleaning machines or steam cleaners.
- Clean up spills and accidents immediately.
- Apply mineral spirits on a cloth to help remove oil, paint, markers, lipstick, ink, or tar. Then buff with dry cloth.
- Remove hardened candle wax and chewing gum with ice, then gently scrape with a plastic scraper, such as a credit card.
- Repair white scratches with stain markers. Dents and chips can be concealed with wood putty, wax crayons, or wood epoxy sticks.

- Furniture and heavy objects should be moved with proper moving agents such as, but not limited to, moving pads.
- Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Exposure to the sun and its UV rays accelerate the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture every so often so the floor ages more evenly.
- Only use breathable rugs and rug pads that are safe for hardwood floors. Verify with rug manufacturer. Do not use PVC, petroleum or solvent based backings.
- Use mats at entryways to prevent loose soil and debris from scratching flooring.
  - Rubber mats may discolor flooring.
- Use plastic mats under rolling office or gaming chairs.
- Ensure furniture casters are clean and operate properly: a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended. Clean wheels periodically to remove dirt and debris.
- Remove shoes with spikes or damaged heels before walking on floor.

## **Hardwood Flooring Warranty Information**

Wood is a natural product. Color variations between each plank, knots, mineral stains and/or streaks, color changes due to age or light exposure, grain patterns, sample matches, etc. are not defects and are not warrantable.

### **Limited Structural Warranty**

EvaCore hardwood sold under this warranty, is at the time of sale, free from manufacturing defects and it conforms to our factory standard specifications for flooring. When professionally installed according to EvaCore's installation instructions, maintained properly, and used for its intended purpose, the flooring will not de-laminate, separate, buckle, warp or twist. Natural expansion or contraction from moisture, heat and cold is not included, and is not a defect. Wood is a natural product and will move under varying conditions. If the flooring does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. This applies to the original purchaser only and is not transferable. Installation instructions must be adhered to for a valid warranty to apply.

### **Limited Residential Finish Warranty**

EvaCore's factory-installed hardwood finish is, at the time of sale, free from defects and it conforms to our factory standard specifications for flooring. We warranty that the finish will not

wear through to the underlying wood or separate from the wood itself during the life of the warranty. If the finish does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. Installation instructions must be adhered to for a valid warranty to apply.

### **Warranty Exclusions**

Conditions below will not be covered under warranty:

- Color variations of product and/or samples, mineral streaks/stains, color change due to age or sun and light exposure, pinholes, and knots offer no liability on matching any other item in the application, carpet, cabinets, tile, existing woodwork, etc.
- Gloss reduction is not considered surface wear, and is a naturally occurring characteristic of flooring, and is considered normal wear and tear.
- It is the responsibility of the installer and homeowner to inspect the planks prior to installation. We accept no responsibility for warranty when defective boards have been installed. Flooring with defects, are considered acceptable by homeowner/installer if installed.
- We do not cover abuse, lack of maintenance, abnormal use, misuse or negligence.
- Application of solvents, corrosive or other chemicals to the flooring, excessive pivot point loads, spike heeled shoes, un-padded furniture feet, water, damage from sand pebbles, grit and dirt, squeaking and creaking from sub floor or improper care or maintenance, heavy appliances, unprotected furniture moving, accidents, acts of nature, fire, excessive heat, damage from domestic animals, or insect infestations, direct exposure to the sun shine.
- Over radiant heat with a surface temperature over 85 degrees Fahrenheit, or improper installation over a radiant heat system
- Warranty does not apply to commercial, rental and non-residential installations.

### **Terms of Warranties**

Claims on defects of EvaCore should be submitted within 30 days of discovery in writing to EvaPorts Trading Company, LLC at 657 N. Belair Road, Evans, GA 30809. Claims submitted and approved within one year of installation will result in defects being credited or replaced in full along with reasonable labor. Claims submitted and approved after one year but not exceeding five years of installation will have any defects credited or replaced in full along with 50% of reasonable labor. Claims submitted and approved after five years but not exceeding ten years of installation will have any defects credited or replaced with no labor covered. Claims submitted and approved after ten years of installation will have defective areas will be replaced accordingly. Please note that approved claims for replacement that involve a discontinued

product will be provided with a substitute product of equal or lesser value for only the area to be replaced.