



# Warranty, Installation & Maintenance

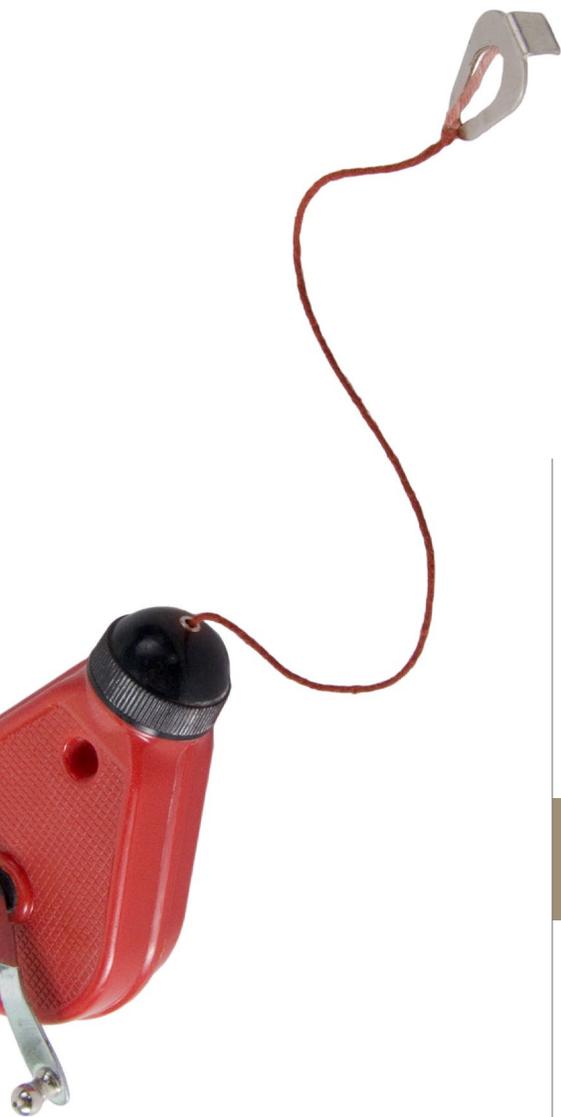
## 3/4" Solid Hardwood Flooring

Take Care Of Your Floors To Ensure Their Value

Superior Hardwood Flooring is proud to be the only solid hardwood flooring manufacturer in **the world** to consistently achieve above a 99% certification rating for product quality from the NWFA/NOFMA.

\* If you purchased engineered flooring, please ensure you have the correct warranty information and maintenance installation guide.

[SuperiorFlooring.ca](http://SuperiorFlooring.ca)



# Important Information

You have made the right decision by choosing hardwood flooring from Superior Flooring by HSL. Your hardwood flooring is a premium product that is designed to stand up to the challenges of modern-day living.

Superior Flooring by HSL floors are manufactured under hardwood flooring industry standards which permit a defect tolerance of up to 5% of the quantity required. Customers are advised to purchase 5% more than the total square footage required for the application in order to cover cutting, waste, and defect tolerance. All pieces must be inspected before actual installation and any piece which does not meet the installer's or owner's personal standard must not be installed. Pieces not installed because of colour variation, appearance, length, or personal subjective standards are not considered defective.

The installer is considered to have the final responsibility to determine which pieces are actually installed. Once the board is installed, it is deemed acceptable by both parties. The installer or homeowner is fully responsible for all installed hardwood flooring.

Superior Flooring by HSL recommends that 2" 16 gauge cleats be used to install our hardwood floors. Bumps at the edge of the strip caused by a staple are not a manufacturing defect but are directly related to the operation and use of the staple gun.

Superior Flooring by HSL floors must be installed over industry standard sub-floors and underlayment, which as a minimum standard, must be 5/8" A.P.A. approved C.S.P/D.F.P. plywood C.O.F.I stamped, 23/32" or thicker O.S.B. underlay grade PS2-92, or 5/8" tongue and groove boards. No warranty is extended to any floor which uses particle board as a sub floor.

## Limited Structural Warranty

Every piece of Superior Flooring by HSL floor material is subjected to many strict quality control inspections. Superior Flooring by HSL warrants to the original purchaser that its product in its original manufactured and purchased condition will be free from milling defects for the lifetime of the floor. Damage, if any, sustained by the flooring material due to improper transportation, handling, storage, installation, excessive humidity, excessive dryness, in-floor heating systems, substandard sub floors, crawl-spaces and any other cause is not covered by this warranty.

**NOTE:** Due to the extreme sensitivity of Hickory and Maple, Superior Flooring by HSL WILL NOT warranty these products unless these products are kept at a relative humidity of 35% to 50% before and after installation. These products do NOT need to be acclimatized to their environment. (See Fig.1)

This is the only structural warranty extended to the hardwood floor materials manufactured by Superior Flooring by HSL and all implied warranties including statutory warranties of any kind are expressly excluded.

# Wear Layer Warranty

Superior Flooring by HSL warrants to the original purchaser that, under conditions which normally exist in a single family residence, the finish wear layer of our pre-finished hardwood flooring will not wear through or peel from the wood for thirty-five years with the time calculated from the date of purchase by the original purchaser.

This warranty is valid provided that regular maintenance as specified in this document is performed on a regular basis on the floor and the floor is properly installed. This warranty is available to the original purchaser of the product and is limited to the repair, refinishing, or replacement of the defective board or boards. If an acceptable resolution is not possible, Superior Flooring by HSL will refund the original purchase price of the defective floor. This is done on a pro-rated basis, based upon the proportion of the floor that is determined by Superior Flooring by HSL, acting reasonably, to be defective. This warranty will be null and void if any replacement or attempts to repair are conducted without the knowledge and approval of Superior Flooring by HSL. Superior Flooring by HSL will not be liable for any consequential or other additional damages beyond those stated above. This is the only finish warranty extended to the hardwood floor materials manufactured by Superior Flooring by HSL and all implied warranties including statutory warranties of any kind are expressly excluded.

# General Warranty Exclusions

This warranty does not extend to or cover scratches, indentations, damage by neglect or any other damage caused by improper handling, storage, installation, environmental extremes, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product, water damage, fire, discoloration due to variations in the exposure to sunlight, furniture transfer marks on the floor, spiked heel shoes, pets, and insects. The damaged or otherwise unsatisfactory part of the floor which is subject to a claim under this warranty must be easily noticeable, and must cover at least 15% of the total floor area covered by the hardwood flooring in the application which is to be subject to a claim under this warranty. Checking and cracks caused by improper moisture control are not covered by this warranty as all wood floors will expand and contract with the change of seasons. Your warranty will not be valid if the hardwood floor is installed over a crawl space with an exposed earth floor, over radiant heat, or over an existing floor.



## Claim Procedures

Claims are made first by contacting the dealer from whom the product has been purchased. If such dealer is not able to resolve the problem, or they have determined that the issue at hand is a manufacturer's defect, then that dealer must contact Superior Flooring by HSL. Claims will only be considered for review if one of our distributors or retail stores contacts Superior Flooring in this manner.

Superior Flooring by HSL will take the action which may include refinishing, repairing, or replacing that portion of the floor for which the claim is accepted as valid. By making a claim against the warranty, the person claiming shall be deemed to acknowledge the right of Superior Flooring by HSL to attend the premises in which the floor is installed and remove any samples required to determine the cause and condition for which the claim has been made. This warranty will be null and void in the event that the product is not registered within 30 days of the purchase date. The limitations on liability expressed in this document shall nevertheless apply to the relationship between the end user of this product and Superior Flooring by HSL.



# Installation & Maintenance

Please read this guide carefully for instructions on the installation and the care required for your new hardwood floor.

## Storage & Handling

Your hardwood floor is a natural organic product which is affected by the humidity levels in the air around it. Both before and after installation it will absorb or release moisture. Wood is a natural material that seeks to be in balance with its surroundings. Hardwood destined for use in wood floors are carefully kiln-dried for that purpose. Typically, hardwood will expand during the summer months and shrink in the winter. Acceptable humidity levels of between 35% and 50% should be maintained at all times in the rooms where your floor is installed.

You will receive the wood for your floor in specially designed cartons that have been stored in dry, heated, well ventilated conditions. These conditions must be maintained throughout shipping, installation, and thereafter.

## Before Installation & Your Final Checklist

BEGIN BY ASSEMBLING THE FOLLOWING TOOLS AND MATERIALS IN APPROPRIATE QUANTITIES:

Safety glasses
Moisture meter
Measuring tape
Chalk Line
Claw hammer
Pry bar
Hardwood floor nailer & cleats
Power drill & bits
Broom/Vacuum
Vapor retarder paper
Square
Handsaw
Nail punch
Matching wood putty
Level
Jigsaw
#8 nails
Hardwood flooring cleaner

The following considerations are important, and failure to follow them will void your warranty

### ***A) Subfloor Moisture Content***

Measure the moisture content of the sub floor and the hardwood to be installed using a moisture meter. The moisture reading of the sub floor must be between 6% and 12% maximum. Hardwood strips less than 3" wide must be under 4% maximum difference when compared to the sub floor and 2% for hardwood planks over 3" wide. If the moisture content of the sub-floor is too low or high, postpone installation. Increase ventilation or use a humidifier or dehumidifier to adjust moisture levels before installation.

### ***B) Subfloor Design***

Your hardwood floor must be nailed in place with cleats and the sub floor must consist of plywood or OSB over joists. If the existing sub floor consists of particle board, then it will be necessary to overlay it with at least 5/8" plywood before installation. To comply with warranty requirements, 5/8" plywood and 3/4" OSB underlay can be used for up to 16" centers. Three quarter inch plywood can be used for up to 19" centers. OSB sub floors must be installed according to manufacturer's instructions.

### ***C) Relative Humidity***

Drywall, plaster and concrete must be completely dry and the heating system fully operational with the temperature maintained at 22°C for one to two weeks before the flooring is delivered to the site. All concrete in the structure must have cured for at least 30 days.

# Installation

## Preparation Instructions

NOTE: Heavy tools or other objects, if dropped on the floor, will damage it. Clean the bottom of any footwear worn during installation.

- a) Remove baseboards, quarter rounds, and then screw nail the sub floor securely to avoid squeaking if necessary. The sub-floor must be clean, dry, smooth and flat.
- b) Undercut any door-jamb on the bottom of the door frames  $\frac{3}{4}$ " to permit a hardwood strip to be inserted under them.
- c) Use 2" cleats in  $\frac{3}{4}$ " thick hardwood. Test the hardwood nailer on scrap wood to see that the correct pressure is being used to drive and set the cleats without damaging the hardwood strips.
- d) We recommend that the new floor be installed across the joists at a 90 degree angle or 45 degree angle for support and that the installation be done under natural light conditions.



## Installation Instructions

### a) Fastener Spacing

- a.i) Blind fastener spacing: Near the ends 1"-3" (2.54 to 7.62cm) and every 8"-10" (20.32 to 25.4cm) in between.
- a.ii) Face nailing spacing: Near the ends 1"-3" (2.54 to 7.62cm) and every 10"-12" (25.4 to 30.48cm) in between.

- b) Your starting location should be the longest and straightest wall within the room.
- c) Roll out the vapour retarder paper the length of the room, cut it so it touches the outside walls, over-lap the inside edges 3" to 5" to completely cover the floor space of the room. Vapour retarder paper is the NWFA recommendation as an underlayment for hardwood flooring. We recommend Aquabar "B" or any product with a vapor permeance (perm rating) of greater than or equal to .7 and less than or equal to 10 when tested in accordance with ASTM E-96 method A.
- d) At the starting location, measure out the width of a hardwood strip plus  $\frac{3}{4}$ " (for expansion) and  $\frac{1}{4}$ " (for the tongue). Mark this with a chalk line against which you will place the tongue of your starter strip. The groove edge of the first strip is laid  $\frac{3}{4}$ " from the starting wall to leave room for expansion (**see image 1**). The  $\frac{3}{4}$ " expansion will be needed around the perimeter of the room.



# Installation

(continued)

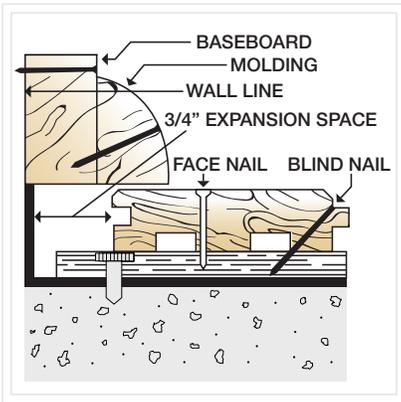


IMAGE 1

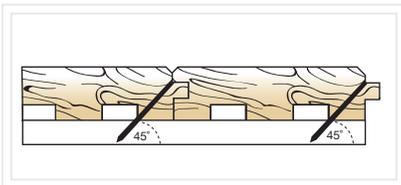


IMAGE 2

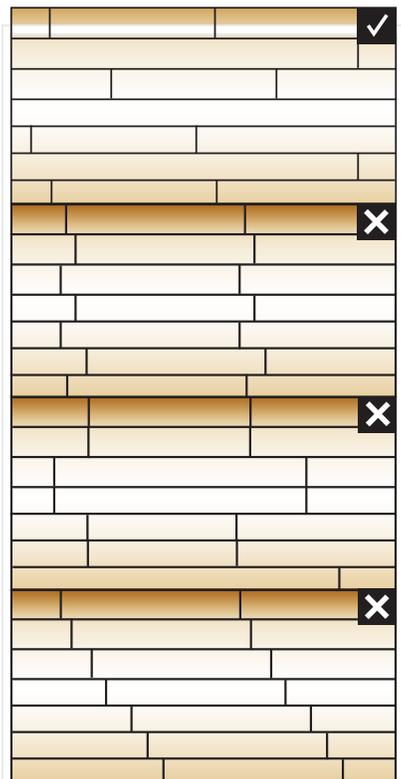
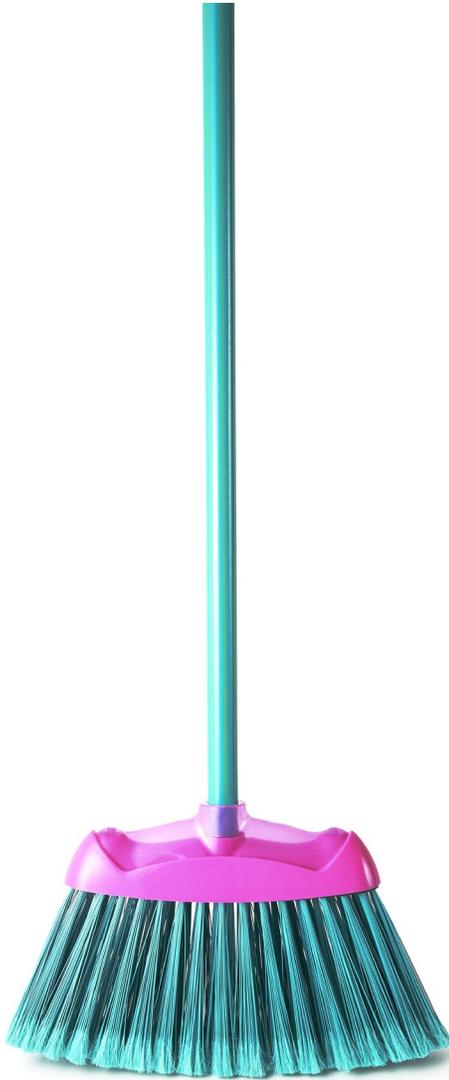


IMAGE 3

**NOTE:** Heavy tools or other objects, if dropped on the floor, will damage it. Clean the bottom of any footwear worn during installation.

- e) Lay out the hardwood strips on the floor as they will be installed, picking the straightest boards for the first two rows.
- f) Secure the first row to the floor. For this you should face nail using #8 finishing nails or brad nails 1 1/2" long. **NOTE:** For face nailing, drill pilot holes at least 1" from the grooved side and 3" from the ends of the strip. The holes should be spaced at between 10" and 12" apart and the nails driven using a claw hammer and a nail punch with the holes eventually filled using matching the wood putty.
- g) For blind nailing the second and third rows of strips, holes will be drilled into the tongue at a 45 degree angle at least 3" from both ends and spaced as above (**see image 2**). Once again, the nails are driven using a claw hammer and a nail punch.
- h) Use a strip which is at least 6" longer than required in order to finish off the first row. The remainder which was trimmed off the end will be used to start the next row. Make sure that the end joints do not line up with end joints of adjacent strips (**see image 3**).
- i) Once this piece is cut, position the two pieces into place and secure them as above. Then position the strips needed for the second row being careful that the end joints are at least 6" apart from those in the first row. Fasten as per the description above of blind nailing.
- j) The next step is to rack your floor. Loose-lay the boards, starting about 3" away from the secured row. Try to distribute the long and short pieces while insuring that no end joints are within 6" of each other to avoid getting a cluster of end joints in one area (**see image 3**). Boards should also be arranged based on the natural colour variations of the species to create a random appearance. Install the rest of the floor using your hardwood flooring nailer. Superior Flooring recommends using 2" 16 gauge cleats to fasten your floor as cleats allow slight movement of your floor after installation.
- k) The last two rows against the finishing wall will be face nailed (**see image 1**). Don't forget to fill all nail holes with matching wood filler. Also, note that holes are less visible in the darker grain of the wood. The use of stain, wax, filler or putty for defect correction should be accepted as normal procedure.
- l) Baseboards and quarter-rounds should be nailed to the wall only and never through the hardwood strips or into the sub floor (**see image 1**). When you're done, clean the floor as is described in the Care & Maintenance instructions.



# Care & Maintenance

Follow these simple instructions and you will enjoy your hardwood floor for many years.

- When necessary, regularly vacuum, sweep or dry-dust mop your floor as often as required to remove dust, soil or grit [sand and small stones] which can act like sandpaper and scratch your floor. Do not use a vacuum with a beater bar or power rotary brush head as it will scratch the wood. If your floor needs cleaning from time to time, spray a small amount of hardwood floor cleaner directly on the terry cloth mop head, not onto the floor. Use a back and forth motion with the mop in the direction of the length of the floor boards to prevent streaking. Never wax the floor.
- Never clean your floor with water or any cleaner that must be mixed with water as the same will void this warranty. Wipe up soil and spills promptly using the cleaner and a clean cloth. Water and wood do not mix. Water can and will cause damage to the finish and integral structure of wood flooring. Steam cleaners contain water, do not use on wood floors.
- Do not place potted plants directly in contact with hardwood floors.
- Floor mats at entrance ways and on all high traffic areas will keep soil and moisture from being tracked on your floor. Use of high quality mats and rugs will prevent damage to or discoloration of the floor. Note however, that when mats and rugs are placed directly onto hardwood flooring, they will abrade the flooring because they move around when they are walked on. As dirt and sand build up under the rug the constant movement of the rug will grind those small particles into the wood finish. They also pose an obvious slip, trip and fall hazard in the household. Only those mats with proper gripping backs should be used where elderly or infirm occupants will walk over the area in question. For rugs that do not have a gripping back, rug pads work well to protect your floor and keep rugs from moving around.
- Attach felt pads to all furniture and objects that will rest on your floor. This will help to prevent scratches and make your furniture easier to move when you want to clean your floor.
- Over time, exposure to sunlight will bring about minor changes in color to the hardwood floor. This colour change is caused by oxidation of the wood fibres, and is not considered a defect. Move your rugs occasionally to avoid uneven colour of your wood flooring due to strong UV light.
- Use protection like a blanket, towel, or carpet face-down underneath all furniture or appliances to be moved in order to avoid scratching and permanently denting the floor.
- Replace narrow hard chair rollers with wide non-marking rubber rollers.
- Never allow persons wearing spiked high heel shoes to walk on this floor.

# Maintain the Correct Humidity Level in Your Home



## HUMIDITY BETWEEN 35-50%

All wood has an equilibrium moisture content based on the humidity of the air surrounding the wood. As the relative humidity surrounding the wood changes, the equilibrium moisture content changes. As the moisture content changes, wood will grow or shrink in size. By keeping the relative humidity level in your house between 35% and 50% throughout the seasons, your hardwood floorings' equilibrium moisture content will remain balanced with the way it was manufactured. Once the relative humidity goes outside this range, you will start to see cupping and gapping.

## HUMIDITY ABOVE 50%

Cupping occurs when the bottom of the wood floor remains wetter than the top surface due to high humidity or exposure to water. Please monitor relative humidity in your basement or crawl space to prevent this. This type of cupping will often come back when the relative humidity drops, but this isn't always the case.

## HUMIDITY BELOW 35%

Gaps appear between boards as moisture leaves the floor to the surrounding air. These gaps will close up again as the relative humidity increases.