

PRIMA FLOORS INC.

Hardwood Installation Guide & Warranty

The Prima Floors Inc Hardwood Floors Installation Guidelines offered here are intended to offer general guidance as it relates to our floors and are NOT a replacement for a professional certified installer. For best results we suggest the use of a Licensed and certified Installer preferably from the National Wood Flooring Association (NWFA). For complete warranty coverage, we require the use of a licensed and certified Installer. You can search for a NWFA Professional at www.nwfa.org, or Certified Flooring Installers at www.cfiinstallers.org or check your state or local licensing agency.

Unless otherwise specified, Prima Floors MUST be installed according to the most current NWFA installation guidelines at time of installation for the Hardwood Floors Warranty to be valid. Installation constitutes acceptance of the flooring and that the subfloor-substrate, required jobsite conditions including temperature and humidity and that all Installation requirements as outlined have been met and that the color, grade and quality of the flooring is acceptable. No claims associated with any of the preceding or for installed visual issues of any kind will be accepted after Installation. It is the responsibility of the owner and installer to determine whether their site conditions and the flooring is appropriate before Installation begins. NO incidental or consequential damages are allowed. See the warranty for complete details. If you ever have questions about your hardwood floors purchase, we are here to help; please contact us toll free at 1-206-249-7655.

PLEASE READ BEFORE BEGINNING INSTALLATION: Prima Floors Inc. cannot be held responsible for site conditions.

Moisture and Humidity

The NWFA and The Hardwood Plywood and Veneer Association (hpva.org) state that wood flooring performs best and will have normal movement when the interior site environment is controlled to stay within a relative humidity range of 30% - 50% and a temperature range between 60 °F -80 °F. Warranty coverage requires that these jobsite conditions MUST be maintained for 3 days before, during and after installation and for the life of the floor. The use of humidification or dehumidification in some areas may be required. Failure to comply with these requirements may result in structural damage and void related warranties and may cause gaps, splits, splintering, cupping and checking to become visible. Flooring formats such as wood-based composites- engineered construction while offering advantages in stability and installation options, will shrink or swell outside of these conditions and are not considered a defect.

Jobsite Conditions

Wood flooring should be one of the last jobs completed on a construction project. Your professional installer should evaluate the site and ascertain it is within the requirements before the wood flooring is delivered. Do not deliver or install wood flooring until the appropriate humidity and temperature conditions have been met and maintained for 3 days. It is the sole and joint responsibility of the installer and owner to conduct a quality inspection of all the flooring prior to installation. All pieces of flooring should be examined for quality of manufacture, finish, grade, and character/ color acceptance. If the product quality is deemed unacceptable, it should not be installed. Do not deliver or install wood flooring until all concrete, masonry, plastering, drywall, especially any sanding of drywall, texturing and painting primer coats are completed. In other words, after ALL wet work has been completed. Basements and crawlspaces must be dry. Crawlspaces must have no standing water and have a vapor barrier installed and have sufficient ventilation in accordance with local building codes or adhere to NWFA guidelines. Exterior surface drainage should be in place directing water away from the house.

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Sub Floor Preparation

- All subfloors must be dry, structurally sound, clean and free from debris and contaminants such as paint, old adhesives, exposed staples and nails.
- Subfloors must be flat to within 1/8" in 6' or 3/16" in 10'. Eliminate or correct dips or crowns not meeting this measurement.
- Knowing the subfloor moisture content is critical to the performance of wood flooring. Prima Floors Inc. accepts no responsibility, nor does it ever warrant issues that arise from too little or excessive moisture, regardless of the source.
- Our hardwood flooring products should only be installed over a wood subfloor when the difference between sub floor moisture and moisture content of the flooring is 4% or less. For cementitious subfloors, the moisture should not exceed 3lbs per ASTM F1869 Calcium Chloride test or 75% rh per ASTM F2170 or a suitable moisture mitigating system be used.
- Document the average moisture content of both the flooring- 40 readings per 1,000 sf and the subfloor- 3 per 1,000 sf and 1 every additional 1,000 sf for concrete and 20 per 1000 sf for wood subfloor. Installer should use the included form to document pre-installation moisture content readings.
- If plywood is used as a sub floor, the moisture content difference should not be more than 4% between engineered wood floor and plywood sub floor. Plywood for sub floor is suggested to be 3/4" x 48" x 48" with an 1/8" gap between panels for expansion.
- If new flooring or subfloor products are directly adhered to existing flooring such as but not limited to Stone, Ceramic, Cork or Linoleum and they are adversely impacted for any reason whatsoever, there will be no consideration under warranty for any additional costs utilizing this installation method.

Acclimation or Conditioning Guidelines

- Proper acclimation of the flooring prior to installation is one of the most important considerations to achieve a successful installation with minimal normal expansion and contraction.
- There is no one-size-fits all approach to acclimation as relative humidity varies in different parts of the country along with unique differences from jobsite to jobsite.
- Acclimation and site conditioning is not a predetermined timeframe and may not be needed in certain conditions so is best left to a wood flooring professional familiar with the averages in your region upholding the 30-50% RH requirement and carefully considering the site conditions, flooring materials and installation methods. The process takes as long as necessary, taking readings to indicate if/ when the flooring and site is at the proper MC-conditions and when no further changes will occur. Document this process and time-frame on the included chart.
- Improper acclimation can cause the floor to buckle and/or the boards to shrink, gap, cup split or show checks after installation. Worst case is when material is stored in an uncontrolled environment and then immediately installed.
- Acclimation outside of the area to be installed unless it mimics the site conditions does no good and is not recommended.
- Do not open packages during the acclimation period, leave boxes sealed until ready to start installation, and then only open as needed.
- Do not store/acclimate wood flooring at the jobsite under uncontrolled environmental conditions outside of the 30-50% requirement. Garages and exterior patios are not acceptable areas to store finished wood flooring.
- Do not place cartons in direct contact with subfloor. Do create an air space between the cartons and subfloor and cross stack cartons.

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Considerations

- Hardwood is an authentic hardwood and expected to contain characteristics of naturally occurring variations in color, grain, mineral deposit, knots, splits/checks, splinters, worm holes, shake, unfilled grain and other visual and naturally occurring imperfections.
- It is highly recommended keep a minimum of 2 cartons per 1,000 sf for repairs.
- Repairs cannot be guaranteed to match original flooring and is not covered under the warranty.
- Trade standards allow for up to a 5% margin of error for natural and manufacturing imperfections / defects. Prior to installation, the installer and owner should conduct a final inspection of grade, color, and manufacturing and finish quality of boards to ensure that the floor conforms to purchase and owner expectations.
- Allow a minimum additional 3% for cutting waste, some layouts – patterns require more.
- Accessories do not “match” the multiple shades-colors of our unique processes: they coordinate and blend with the flooring. Planks should be set aside and carefully matched with accessories/transitions prior to installation.
 - Always work from and dry lay-install from several cartons at a time to blend the coloration and aesthetic.
- Wire brushed products will exhibit some degree, up to 5% as previously stated of; torn-rough grain and splintering on board surfaces and edges. The use of a buffer or other means to remove loose fibers is normal and to be expected along with minor touch up of affected planks over time. Post Installation buffing and final detailing and touch up will remove most but not all these normal characteristics resulting from a wire brushed surface and are not a defect covered by warranty.
- The use of color coordinated putty, filler stick, or similar products are an acceptable maintenance practice for the installation and life of a genuine hardwood floor and to be expected.
 - It is highly recommended that to allow for initial acclimation and oxidation of finish and color changes, you refrain from placing area rugs on your flooring initially after installation and in areas with windows allowing UV exposure for up to six weeks.
- Always use walk-off mats at entries from exterior doorways.
- Pay careful attention to textile underlayment's to be certain they will not discolor the finish. Never use rubber backings.
- The use of a mallet or other tool to directly impact the face or edges of flooring will cause damage to the finish and edge of flooring. The proper use of straps, clamps or tapping blocks is required.

Glue-down Installation Guidelines

Recommended method of installation for both concrete and plywood sub floor. For Parquet and Herringbone, follow the most recent version of Ornamental Floors design and Installation Publication No. B300 from the National Wood Flooring Association. www.nwfa.org

- It is the sole and joint responsibility of the installer and owner to conduct a quality inspection of all the flooring prior to installation. All pieces of flooring should be examined for quality of manufacture, finish, grade, character and color acceptance. If the product quality is deemed unacceptable, it should not be installed.
 - Do not install flooring under cabinetry or built ins. Cut around / scribe leaving expansion space covered by a transition or toe kick. Prima Floors Inc. will not be responsible for removal or replacement costs in any event including a warrantable condition.
 - Test/document subfloor moisture content before every installation. Prima Floors Inc. accepts no responsibility, nor does it ever warrant issues from either too little or excessive moisture, regardless of source unless specifically in written form.

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- Guidelines state that engineered hardwood flooring products should only be installed over a wood subfloor when the difference between subfloor moisture and moisture content of the engineered flooring is less than 4%. For cementitious subfloors the moisture content should not exceed 3lbs per ASTM F1869 Calcium Chloride test or 75% rh per ASTM F2170 or a suitable moisture mitigating system be used at the sole discretion of the Installer or specifying party.
- NEVER allow Urethane Adhesives to dry on the surface of wood flooring or damage may result that is not covered under any warranty.
- Following the spread rate and curing time guidelines, spread the glue evenly on the subfloor to cover the area the installer can lay the planks in time for the best result of the glue as per manufacturer's requirements.
- Create a working line parallel to the starting wall, in multiples of our engineered plank width, to set up the baseline of installation.
- Lay one row of plank along the entire length of work line. Add each additional row of flooring, watching the pattern repeat and offsetting or staggering the joints at least 6 inches.
- A minimum ½" expansion space should be left around the perimeter. Note: In climates with extreme variations in humidity, it may be necessary to leave a larger expansion space. Bound floors are not covered by warranty and are a site related condition.
- If floor protection is used, carefully clean the floor by vacuuming and sweeping to not trap any debris, cover the entire floor since some species and finishes are light sensitive and all floors to some extent will oxidize and change color. Be certain any covering does not prohibit the adhesive manufacturer's recommendations for curing and has a suitable Perm rating (per ASTM E96) to not trap moisture or vapor on or within the flooring. NEVER tape directly to the finished flooring itself, tape to base or shoe moldings- transitions or to the protective covering itself.
- At completion, inspect flooring from a standing position.

Staple-Nail-Down Installation Guidelines (Only for plywood sub floor.)

- NOTE WHEN INSTALLING ENGINEERED FLOORING, A MANUAL OR PNEUMATIC NAIL GUN OR PNEUMATIC STAPLE GUN DESIGNED FOR USE WITH ENGINEERED FLOORING MUST BE USED. Test a sample area to determine the correct angle and pressure to not dimple the floor, damage the edge and be sure proper seating has occurred. Use 1-½"-2" fasteners as is required for the selected flooring and subfloor thickness combination and make sure the nailing base-footplate is appropriate to the nails/staples used
- Fastener schedule is at least every 3-4" for staples and 4-6 for cleats and 1" from each end joint for both types of fasteners.
- When utilizing the Nail or Staple installation method, some squeaking – crackling noises are inherent and are not a defect covered under warranty and should be expected. Environmental changes exacerbate this issue. To minimize noises and movement, be sure the subfloor is structurally sound, flat, has little to no deflection, is swept clean and the angle and penetration of the fastener is carefully checked AND utilize the glue assist method.
- Test subfloor before every installation. Prima Floors Inc. accepts no responsibility, nor does it ever warrant issues that arise from too little or excessive moisture, regardless of the source.
- Guidelines state that engineered hardwood flooring products should only be installed over a wood subfloor when the difference between sub floor moisture and moisture content of the engineered flooring is less than 4%.
- NEVER install flooring under cabinetry or built ins. Cut around / scribe leaving adequate expansion space covered by a transition or toe kick. Prima Floors Inc. will not be responsible for removal or replacement costs in any event including a warrantable condition for these removals or replacements.
- Create a working line to the starting wall, in multiples of plank width.

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- Install the first row of wood with the groove side towards the wall using top nails as necessary to hold the first row straight, firm and square in place. Adjust as necessary.
- Add and adjust each additional row of wood planks, offset or stagger the end joints at least 6" to prevent repeating the pattern.
 - A minimum ½" expansion space should be left around the perimeter. Note: In climates with extreme variations in humidity, it may be necessary to leave a larger expansion space. Bound floors are not covered by warranty and are a site related condition.
- If floor protection is used, carefully clean the floor by vacuuming and sweeping to not trap any debris, cover the entire floor since some species and finishes are light sensitive or oxidize initially and may change color. Be certain any covering does not prohibit the adhesive manufacturer's recommendations for curing and has a suitable Perm rating per ASTM E96 to not trap moisture or vapor on or within the flooring. NEVER tape directly to finished flooring itself, tape to base or shoe moldings- transitions or to the covering itself.
- At completion, inspect flooring from a standing position.

Floating Installation Guidelines

- Guidelines state that engineered hardwood flooring products should only be installed over a wood subfloor when the difference between sub floor moisture and moisture content of the engineered flooring is less than 4%. For cementitious subfloors the moisture content should not exceed 3lbs per ASTM F1869 Calcium Chloride test or 75% rh per ASTM F2170 or a suitable moisture mitigating system be used.
 - Use a suitable hardwood floating floor underlayment following the manufacturers installation instructions that is warranted for this type of product and installation.
- Floating floors are probably one of the hardest installations to start as the boards want to move around in the starting area. It is imperative the first few rows be straight, square and gap free.
 - NEVER install flooring under cabinetry or built ins. Cut around / scribe leaving expansion space covered by a transition or toe kick.
 - Create a working line parallel to the starting wall, in multiples of our engineered plank width, to set up the baseline of installation.
- A bead of adhesive should be applied along the top groove edge of each plank. Use a D3 adhesive type such as Cal-Flor's EuroBond, TiteBond or equal. Test to determine adequate transfer between the top and back of the joint.
- Do not flood the groove or hydraulics may prevent a gap free installation. Use straps or tapping block to close joints. NEVER use a mallet or other tool to directly contact the edge of the flooring itself or damage will occur.
 - Lay one row of plank along the entire length of the work line. Add each additional row of flooring, watching the pattern repeat and offsetting or staggering the joints at least 6 inches.
- A minimum ½" expansion space should be left around the perimeter and any vertical obstruction. ALL doorways must be undercut or a suitable transition used.
- For runs greater than 50', additional expansion must be provided by the use of a base shoe and/ or undercutting drywall and in some cases both to allow for unobstructed movement.
- Do not allow foot traffic for at least 8 hours or as directed by the Adhesive directions and leave expansion blocks or wedges in place for the same duration.
 - If floor protection is used, carefully clean the floor by vacuuming and sweeping to not trap any debris, cover the entire floor since some species and finishes are light sensitive or oxidize initially and may change color. Be certain any covering does not prohibit the adhesive manufacturer's recommendations for curing and has a suitable Perm rating per ASTM E96 to not trap moisture or vapor on or within the flooring. NEVER tape directly to Oil finished flooring itself, tape to base or shoe moldings- transitions or to the covering itself.
- At completion, inspect flooring from a standing position.

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Special Instructions for Installations over Radiant Heat Systems

With radiant heat, the heat source is directly beneath the flooring, so the flooring will dry out versus a similar floor in a home with a conventional heating system. Wood flooring can be installed over radiant heat as long as you understand radiant heat and how it can impact wood flooring, what precautions to take, and what type of wood flooring to use. Radiant heat is dry heat. A humidification system may be necessary to maintain wood flooring in its required comfort zone. Engineered Oak and Walnut are the only approved species.

- Floor warranty is void if radiant heat is ever allowed to exceed 82 degrees measured on the floor.
- Hydronic based systems only

Moisture and Humidity – PLEASE READ BEFORE BEGINNING INSTALLATION

Prima Floors Inc. cannot be held responsible for site conditions. Refer to NWFA Appendix H for complete details. The National Wood Flooring Association <http://www.nwfa.org> and The Hardwood Plywood and Veneer Association <http://www.hpva.org> state that wood flooring performs best and will have normal movement when the interior site environment is controlled to stay within a relative humidity range of 30% - 50% and a temperature range between 60 °F -80 °F. Warranty coverage requires that these jobsite conditions MUST be maintained for 3 days before, during and after installation and for the life of the floor. The use of humidification or dehumidification in some areas may be required. Failure to comply with these requirements may result in structural damage and void related warranties as well as cause gaps, splits, cupping and checking to become visible. Flooring formats such as wood-based composites and engineered construction while offering advantages in stability and installation options, can shrink or swell outside of these conditions and this is not considered a defect. It is recommended that a temperature and humidity data logger is placed under the floor in each room or at least in each thermostat controlled area to demonstrate that the required site conditions have been maintained at all times. In the event that a NWFA certified Inspector is called upon to make a determination about a warrantable condition, this is the only manner to determine that the appropriate site conditions have been maintained.

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WARRANTY

This warranty will only apply to you if:

- 1) You are the original purchaser of the floor.
- 2) You have paid in full for your floor.

This warranty cannot be transferable. Under no circumstances will the manufacturer be liable for any loss or damage arising from the purchase, use, or inability to use this product. Manufacture covers no direct, indirect, incidental, and/or consequential damages under this warranty.

LIMITED 30 Year FINISH WARRANTY / 5 Year Light Commercial Warranty

We will warrant that, under normal residential use and providing that our maintenance guidelines are followed, our finish will not wear through or peel off of the flooring for 50 years from the original purchase date. Gloss reduction is not considered wear through and is not covered under this warranty. This warranty only extends to wear areas that cover at least ten percent of the total surface area of the installed flooring. If the finish wears through or peels off the flooring, we will, at our option, either replace or recoat the affected board or boards.

MANUFACTURE DEFECTS

Occasionally, small flaws occur during transportation, cutting, etc., which do not necessarily preclude use of a board. These may be used for cuts required when installing the flooring, providing it does not affect the total footage calculated for the project.

Faulty boards that are affected should not be used. If the problem repeats over more than 7% of the total ordered floor, contact your retailer.

We are not responsible for extra or incidental costs that occur in the replacement or repair of defective products. We will only cover the cost of the product that is being installed to replace the defective product. All other costs have to be covered by the purchaser.

COLOR / FINISH VARIATION EXCLUSIONS

All floors are intended to be unique. Wood is a natural and living product that will have many variations in color, grain pattern, streaks and small knots from board to board. Color variations are not a defect and it is not warranted. We cannot be held responsible for any variations in tone, which may occur on the boards of a same product, and the differences between samples and the products used during the sale process.

Side and butt end bevels with exposed unfinished raw wood are not covered in the finished warranty or any other part of this warranty. This is allowed due to the nature of the manufacturing process.

Sunlight and UV rays can and will cause the staining, fading, gloss reduction, and change color in wood flooring even with anti UV agents. Therefore, fading and discoloration due to exposure to sunlight and its UV rays are not covered by this warranty.

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BEFORE INSTALLATION

Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then DO NOT install the floor and contact the retailers where the floor was purchased. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

ACCLIMATION

Flooring should be acclimated in opened cartons in the environment in which it will be installed to allow for proper installation and "marriage" with the sub-floor and home. Acclimate the flooring for at least 4- 8 hours (preferably 3- 4 days) prior to installation in addition, the heating or cooling system should be operating and controlled at for at least 48 hours before, during, and maintained after installing.

INSTALLATION

Flooring must be installed according to our installation guidelines. These guidelines can be found inside each carton of our product, on our web site, or by contacting the retailer you purchased from. Failure to install or use this product in accordance with the installation instructions will void the total warranty.

A HVAC system must be fully operational at least 14 days prior to flooring installation, maintaining a consistent room temperature between 60 – 75 degrees Fahrenheit and relative humidity between 25 – 38%. This not only stabilizes the building's interior environment, but also is essential when acclimating flooring to the job site. If the relative humidity is not kept at a constant reading between 25 – 38%, it will void the warranty. This is key to maintaining a quality floor for years to come.

Note: The relative humidity must be kept at a higher level than this is when used with an in floor heating system. Please read the installation guide for the right percentage.

MAINTENANCE

All maintenance must be in accordance with what is outlined in this guide. Damage to the flooring such as dents, scratches, or dulling of the finish is not covered. Wet or dampmopping your floor with water or other substances or neglect or abuse of the floor, including but not limited to not taking proper precautions to protect furniture legs and feet with protective pads to reduce scratches and dents will also invalidate this warranty.

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LIMITATIONS

This warranty shall not apply to loss or damage arising from any of the following:

Indentations, scratches or damage caused by negligence, water, sand, and abuse, including, but not limited to leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

Surface checking resulting from low relative humidity. Mildew or discoloration resulting from extreme sub-floor moisture Failure to follow manufacturer's installation instructions

Poor installation workmanship

Improper care and maintenance Improper storage, handling of the flooring

Manmade or natural disasters

Improper preparation of or deficiencies in the sub floor/floor joist assembly, including but not limited to excessive floor deflection, uneven or irregular sub floor surface (particularly at the joists), or voids in the sub floor

Defects or failures of other manufacturer's products at the sub floor assembly, including but not limited to sub floor material, fasteners, patching or leveling compounds, adhesives, or other coverings Insect infestation after shipment from the factory

Neglect or abuse, including but not limited to not using protective plywood when moving heavy objects or appliances, and having dirty or improper casters.

Spiked and/or damaged heels and pet claws. Dents or scratches in the flooring caused by furniture, appliances, casters or normal foot traffic.

Falling or dropped objects. This can dent or fracture the flooring or finish Non-factory finishes applied by the owner or installer, including but not limited to refinishing or re-coating

The normal wearing of the finish in high traffic areas, pivot-points, and seating areas

NOTE: Cabinets and other appliances have to be installed before the installation of the flooring. They cannot be installed on top of the flooring. Pre-finished floors should be installed at the same time as carpets and AFTER finishing the walls to prevent damage from paint, drywall dust, wallpaper adhesives and other materials.

By not following these points will void all warranties on this product.

This warranty gives you specific rights. You may have other rights under state law. Your rights and the limitations described above may vary from state to state. It is therefore important to retain this warranty information.

Occasionally, small flaws occur during milling, finishing, transportation, cutting, etc., which do not necessarily preclude use of the board. Many manufactures allow a percentage of the floor to have manufacture and or product defects which will not be covered by the warranty in most cases it is between 5 to 7% of the total sq.ft ordered depending on the manufacture in question. Please review the warranty before ordering to make sure you have order enough product to complete your room. A good guide ordering your floor is to allow 5% for defective material and 5 to 9% in installation wastage, if you order 10 to 14% more sq.ft you should have enough to complete your project