L'ARTISTE
COLLECTION

by TIMBERTOP

Engineered Tongue & Groove

L'ARTISTE INSTALLATION GUIDELINES

GLUE DOWN / NAIL OR STAPLE / FLOAT

PLEASE READ ALL INSTALLATION GUIDELINES BEFORE PROCEEDING WITH INSTALLATION

A. INSTALLER/OWNER RESPONSIBILITY - IMPORTANT

Inspect all flooring material carefully for correct product and visible defects BEFORE INSTALLATION. **Warranties do not cover visible defects once they are installed.** (Based on industry standards a defect/irregular tolerance of up to 5% is allowed).

As all wood is unique, with no two pieces alike, review and compare the new flooring with the "sample board" from which the floor was selected to ensure it meets the homeowners expectations prior to the installation. If flooring is not acceptable, **do not install** and contact your distributor immediately and arrange for replacement.

It is the responsibility of the installer/owner to ensure subfloor and jobsite conditions are environmentally and structurally acceptable for wood floor installation. Problems or failures related to deficiencies in subfloor or job site damage after installation are not covered by our warranty.

- Receive the floor and make sure it meets owner's expectations.
- Grade out and separate any pieces with visible defects/irregularities.
- Test the subfloor and jobsite itself, including ambient temperature/ relative humidity and all other variables that may adversely affect a wood floor.
- Record the flooring moisture content upon delivery and at time of installation - RETAIN THESE RECORDS
- Acclimate flooring to appropriate site conditions. Follow *NWFA Installation Guidelines for Acclimation on Jobsite (Section I, Chapter 2)*
- Record and retain a permanent job record.

IMPORTANT: The L'artiste collection is designed to perform within a typical residential environment. Wood installed in areas where relative humidity is below 30% may cup and shrink. (A humidifier may be necessary to keep the relative humidity within recommended levels of 35% to 55% year round.) Flooring installed on wet subfloors may crown and buckle.

CORRECT ANY OVERLY DRY OR WET CONDITIONS BEFORE INSTALLATION

B. PRE INSTALLATION/JOBSITE REQUIREMENTS

ACCLIMATION IS CRITICAL
The unopened carton must be stored in a cool, shaded and dry place with a recommended ambient temperature of 60-80˚F. If possible, store unopened cartons in the room or area that the flooring will be installed in with the recommended environmental conditions in effect.

NEVER OPEN CARTONS until the day of and just prior to installation to avoid moisture pick up in the planks. Particularly during the winter time, cartons in their original UN-OPENED packaging should be acclimatized to the room temperatures and site conditions for at least 3 to 7 days. Proper acclimation is particularly important in extremely dry climates (e.g. Utah, Arizona, Nevada, Idaho, Colorado, etc.) See *NWFA Installation Guidelines, Section I, Chapter 2* for more acclimation details.

HANDLING AND STORAGE
Hardwood flooring should be one of the last items installed on any new construction or remodel project. All work involving water or moisture should be completed before installation of flooring.

KEEP FLOORING DRY: Protect flooring from moisture during storage and transportation. Store material flat in a dry area. Record the flooring moisture content along with the subfloor temperature at the time of installation. Keep a permanent record of these figures.

The moisture content (MC) of hardwood should generally be between 6% to 9%. For wide width flooring (3 ¼" or wider), there should be no more than 2% difference in moisture content between properly acclimated wood flooring and subfloor.

> Do not deliver wood flooring to the job site until the building is entirely closed and until appropriate temperature and humidity conditions have been achieved. Appropriate temperature and humidity conditions are defined as those conditions to be experienced in the building after occupancy.

HVAC should be in operation before, and during installation (refer to *NWFA Installation Guidelines Section I, Chapter 1, Part 1* for further information).

Room temperature and humidity of installation areas should be consistent with 'NORMAL, YEAR ROUND Living Conditions' for at least ONE WEEK before installation of wood flooring. Room temperature of 60˚ to 80˚F and relative humidity levels are considered 'Normal Living Conditions' and should be maintained your round.

C. SUBFLOOR TYPES AND CONDITIONS

Types: (Refer to *NWFA Installation Guidelines, Section II for Subfloor Information*)

- CD: Exposure 1 plywood, minimum ¾" thick.
- Solid board: 1" x 6" wide, square edge, kiln dried.
- OSB: Exposure 1 (minimum ¾" thick).
- Concrete (refer to *NWFA Installation Guidelines, Section II, Chapter 5 & 6*).
- Particle board is NOT an approved subfloor for nail down or glue down applications.

Minimum Plywood Sub flooring Requirements: 4' x 8' sheets of ¾" CDX grade underlayment with a maximum 19.2" on center joist construction. If joist system is spaced over 19.2" on center an additional layer of ½" CDX Plywood underlayment, laid diagonal or perpendicular, will be required.

Do not install over an existing glue down hardwood floor.

Our warranties DO NOT cover any problems caused by inadequate substructures or improper installation of said substructures.

*Minimum specified materials at maximum span and spacing may result in movement, gaps, and noises.

The subfloor must be clean, dry, and flat to within 3/16" per 10' radius. If necessary, sand or plane high spots, and fill low areas using a cement based patching/leveling compound. Secure any loose boards or panels to prevent squeaking. The surface temperature of the subfloor, at time of installation

should be at least 59˚F but never exceed 80˚F.

Asbestos Warning
Do not sand existing resilient tile, sheet flooring, backing, or felt linings as these products may contain asbestos fibers that are not easily identified. The inhalation of asbestos dust can cause asbestosis or other serious bodily harm. Check with local, state, and federal laws for handling hazardous material prior to attempting the removal of these floor.

Damage due to moisture issues is not a product failure and is not covered by our warranty.

BASEMENT AND CRAWL SPACES: Keep dry and ventilated. Crawl spaces must be a minimum of 18" from ground to underside of joists. Exposed earth should be fully covered by a minimum 6 mil black polyethylene vapor barrier with joints overlapped and sealed with a moisture resistant tape.

CONCRETE SUBFLOOR: New concrete should be completely cured for at least 50-60 days. Test for excessive moisture. A reading of over 3 lbs. / 1000 sq. ft. per 24 hours, by Calcium Chloride test requires the application of a vapor retarder.

Insitu Test: Relative Humidity Probes should read 75% relative humidity or less in all areas.

Ensure concrete has a minimum of 3000 PSI Compression. Over a lightweight concrete (less than 3000 PSI) use a floating installation. To check for lightweight concrete, draw a nail across the top. If it scratches or indents, it is probably a lightweight concrete.

WOOD SUBFLOOR: When floating over a wood subfloor, cover wall to wall with an underlayment overlapped 8" at seams (follow underlayment manufacturing instructions.) It is recommended to tape overlapped edges with a cellophane tape. To prepare wood subfloor for installation, re-nail any loose areas to prevent squeaking. Sand or plane high spots and fill low areas.

It is very important to nail or screw any areas of loose or moving subfloor that will cause squeaks. Manufacturer recommends the use of nails or screws , with panels fastened every 12" along the joists or intermediate supports to ensure soundness of floor when complete.

The moisture content (MC) of a wood subfloor should not exceed 12%. In general the moisture content of hardwood flooring is between 6% and 9% and the MC difference between the subfloor and flooring should not exceed 2% on a 3 ¼" or wider flooring.

OVER RADIANT HEATED FLOOR: Prior to installation over radiant heat systems it is important to refer to the *NWFA Installation Guidelines Section IV. Appendix H*. Failure to follow these guidelines can void your warranty and may produce unsatisfactory results. Use only over water-heated systems, **not recommended over electrically heated systems**.

NWFA - National Wood Flooring Association:
800-422-4556 (USA) / 800-848-8824 (Canada)

Radiant Heat Subfloors can be concrete, wood or a combination of both.

The type of subfloor determines the subfloor preparation.

If the Radiant Heat subfloor is concrete the system should be fully operating at a normal temperature for a minimum of 21 days prior to floor installation, to dry out residual moisture.

The system must then be turned off 24 hours prior to installation and must remain off for 24 hours after installation so that the adhesive does not cure excessively fast. After the 24 hours, the system temperature can be gradually raised again (over a 7 day period) up to the desired level.

The maximum allowable subfloor surface temperature over radiant heat is 85˚F.

Radiant heat is a dry heat. A humidification system is recommended to maintain wood flooring in its comfort zone. Surface checking, excessive gapping, etc. can be expected if the proper humidity level is not maintained between 35-55% year round, or the surface temperature exceeds 85˚F.

To minimize the effect that rapid change in temperature will have on the moisture content of the wood floor, an outside thermostat is recommended.

INSTALLATION METHODS OVER RADIANT HEAT FLOORS:
The following installation methods can be used over radiant heated floors:

FLOATING – See *Floating Method on page 3*
Install over approved subfloor. A minimum 6 mil poly vapor retarder should be used over a concrete subfloor. In some cases, this may be part of the flooring underlayment . A foam or resilient approved underlayment must be installed prior to installation of wood flooring.

GLUE DOWN - See *Glue Down Method on page 2*
Use over an approved subfloor. Use only approved adhesives - Urbanfloor recommends Simple Spread or other Urbanfloor adhesives.

STAPLE / NAIL DOWN: See *Staple/Nail Down Method on page 4*
Install over approved subfloor. Be sure fasteners are not so long as to penetrate the heat source.

D. GENERAL INSTALLATION

REFER TO *NWFA INSTALLATION GUIDELINES, SECTION III, CHAPTER 8*

The product can be installed above, on-grade or below-grade. Installation methods can be either: Direct Glue, Floating or Nail/Staple.

Plan the layout: "Rack" out (dry-lay) the flooring before installing to avoid close end joints and to blend color and grain patterns. To blend the visual differences from board to board it is recommended to work from several cartons alternatively. Leave 1/2" expansion gap at all vertical objects, undercut all door jams.

A NOTE ON MOLDINGS
Pre-drill and install quarter round and/or baseboard moldings. Molding must be of sufficient thickness to cover the required expansion space. DO NOT FASTEN MOLDINGS TO THE FLOORING but rather attach to the wall. Ensure that there is adequate space between the bottom of the molding and the flooring to allow it to freely expand and contract.

GLUE DOWN METHOD
Urbanfloor recommends Simple Spread urethane adhesive, Urban-FOUR or Urban Eco-Smart for the installation of our products. Carefully read and follow the instructions provided by the adhesive manufacturers for the use and application of their product. Check with your flooring retailer for other adhesives and sealers that are compatible with engineered floors.

⚠ CAUTION

Adhesive that is allowed to dry on the plank surface can be difficult to remove and may leave a haze. Be sure to clean surplus adhesive off surface of plank as you go. Use a Urethane Adhesive remover for this purpose.

1. Determine starting wall and direction to lay boards. An outside wall is normally best as it is most likely straight and square with the room. With a raised foundation wood should be installed perpendicular to the joists. In cases of existing wooden floor, boards should be laid crosswise or at a 45 degree angle.

2. Begin the installation by DRY FITTING the first row as follows. Begin installing the first row in the right corner of the base wall. Install the first board so the short grooved side is against the expansion shims to your right and the long grooved length of the board is against the expansion shims in front of you.

3. Maintain expansion gap of ½" between first board and the wall by using spacers regularly along the length of the wall. Determine straightness of wall by snapping a chalk line. If starting wall is not straight, make notation on first row and saw to shape.

4. Connect the end of the second board to the end of the first board, making sure the boards are tightly connected and firmly positioned against the shims. Use the hammer/rubber mallet and tapping block to tap the tongue end of the second board to ensure a tight fit. **Never use the hammer or rubber mallet directly on the flooring as this will cause damage to the board.**

5. Continue placing additional boards moving right to left using the same procedure until the first row is complete.

6. You will need to cut off the end of the final board, save the remaining piece for the next row as long as it is at least 8" long. Use the last board Puller to ensure the last board is tight against the preceding board. Place shims between the end of the last board and the wall. Use the shims to wedge the row in tight rendering it immobile.

7. Once the first row has been cut and fit, remove the flooring and set it aside. Snap a chalk line the face width of the wood flooring plus ½" for expansion space out from the starting wall. Starting from the edge of the chalk line, apply an even layer of adhesive as instructed by the adhesive manufacturer. Only spread adhesive the width and length of the one row that was dry fit.

A NOTE ON ADHESIVE

Follow the adhesive manufacturer's instructions for use in this application. Wear rubber gloves and proceed carefully during adhesive application. Cured mastic is very hard and sometimes impossible to remove from the flooring as well as the tools. DO NOT allow any spilled or excess adhesive to remain anywhere but between the boards and the subfloor at any time during the installation. Clean up spills immediately as recommended by the adhesive manufacturer. **The ooring manufacturer will not be responsible in any way for adhesive that is not removed from the hardwood flooring immediately. Any damage to the flooring caused by the adhesive allowing to cure on the surface will be the sole responsibility of the installation mechanic.**

Stay off glued floor for a minimum of 12 hours after installations.

8. Re-install the pre-cut boards from the dry fit as follows. Connect the end of the second board to the end of the first board, making sure the boards are tightly connected and firmly positioned. Use the hammer/rubber mallet and tapping block to tap the tongue end of the second board to ensure a tight fit. Never use the hammer or rubber mallet directly on the flooring as this will cause damage to the board. If necessary, use a low adhesive, *blue installers tape to maintain a tight joint (Remove tape within 3 hours and remove any tape adhesive residue. * - use 3M 2080 EL Painters Tape)

9. Continue placing additional boards moving right to left using the same procedure until the first row is complete.

10. Place shims between the end of the last board and the wall. Use the shims to wedge the row in tight rendering it immobile. For best results, allow the adhesive to dry before continuing with the rest of the installation.

11. Start each new row on the right side with remaining portion of the previous row as long as it is at least 8" long; otherwise cut a new starter board. Stagger end joints (at least 18") and randomly install different lengths to ensure natural appearance. Do not create discernible patterns such as "H" or "steps". Select boards to create a uniform appearance without clusters of short lengths or sections of light or dark planks. Do not install any objectionable boards that have visual defects or are not consistent with the grade being installed.

12. The end joint must be at least 18" from the end joint in the row before it. A minimum of one end joint is required in every row, regardless of width (e.g. hallways.)

13. Trowel adhesive onto the subfloor as recommended by the adhesive manufacturer, place the next board in position, match the tongue and groove at the end only, then, beginning at the opposite end of the board, tap the board onto the previous row with the tapping block. Move the tapping block back toward the right side of the board until you get near the connections with the previous board. Before you finish tapping the board onto the previous row, you must be sure the end joint is tight. If the end joint is not completely tight you will not be able to do so once the long seam is tight.

14. Continue process across the room. The last board should be sawn to appropriate width allowing for ½" expansion space against walls and all vertical obstructions. The last board puller will be used to install the last row.

COMPLETING THE JOB: Roll every 2 to 3 hours and on completion with a 100lb. to 150lb. roller to ensure all planks are flat and in contact with the adhesive. Remove blue installers tape within 3 hours. Remove any spacer wedges. Cover all expansion spaces along walls with Urbanfloor coordinated moldings.

Always fasten base moldings to the adjacent wall, not the flooring.

FLOATING METHOD

When choosing the floating method for engineered wood, it is critical that the subfloor is flat to within 3⁄16" per 10' radius. Urbanfloor will not honor warranty claims for products damaged due to plank movement or flexing due to an uneven floor. (See *Section C: Subfloor Types and Condition on page 1*).

⚠ IMPORTANT

Tongue & Groove adhesive must be used FULL LENGTH on ALL joints when utilizing the floating installation method.

1. Determine starting wall and direction to lay boards. An outside wall is normally best as it is most likely straight and square with the room.

For floating installation, a 6 mil., age-resistant polyethylene plastic sheet is require as a moisture barrier. Lap up wall 4". It is also required that a 15 lb. asphalt saturated felt (rag paper) be used as an underlayment above the moisture barrier to reduce sound. You can also use a 2 in 1 product that incorporates both a moisture barrier and sound barrier in ONE sheet, e.g. Volara foam ¼" or Floor Muffler products. Follow underlayment manufacturer's instructions.

2. Lay underlayment in same direction as boards using a combination of polyethylene and foam underlayment or a 2 in 1 combined product making sure to tape the seams and overlap the poly edges by 4" (do not overlap the actual foam pad). The vapor barrier must be continuous without cuts or punctures. Tape any tears, cuts and seams.

3. Use expansion shims to maintain a ½" expansion gap between flooring and all vertical surfaces.

4. Begin installing the first row in the right corner of the base wall. Install the first board so the short grooved side is against the expansion shims to your right and the long grooved length of the board is against the expansion shims in front of you.

5. Maintain expansion gap of ½" between first board and the wall by using spacers regularly along the length of the wall. Determine straightness of wall by snapping a chalk line. If starting wall is not straight, make notation on first row and saw to shape.

6. Holding the board finished side down, apply ⅛" bead of tongue and groove adhesive to bottom of the groove on the end of the second board. Connect the end of the second board to the end of the first board, making sure the boards are tightly connected and firmly positioned against the shims. Use the hammer/rubber mallet and tapping block to tap the tongue end of the second board to ensure a tight fit. **Never use the hammer or rubber mallet directly on the flooring as this will cause damage to the board.**

7. Continue placing additional boards moving right to left using the same procedure until the first row is complete.

8. Remember to clean surplus adhesive as you work! You will need to cut off the end of the final board, save the remaining piece for the next row as long as it is at least 8" long. Use the last board Puller to ensure the last board is tight against the preceding board. Place shims between the end of the last board and

the wall. Use the shims to wedge the row in tight rendering it immobile.

9. Start each new row on the right side with the remaining portion of the previous row as long as it is at least 8" long; otherwise cut a new starter board. Stagger end joints (at least 18") and randomly install different lengths to ensure natural appearance. Do not create discernible patterns such as "H" or "steps". Select boards to create a uniform appearance without clusters of short lengths or sections of light or dark planks. Do not install any objectionable boards that have visual defects or are not consistent with the grade being installed.

10. The end joint must be at least 18" from the end joint in the row before it. A minimum of one end joint is required in every row, regardless of width (e.g.hallways).

11. Holding the board finished side down, apply ⅛" bead of tongue and groove adhesive to bottom of the short end and long side grooves and position the next board, match the tongue and groove at the end only, then, beginning at the opposite end of the board, tap the board onto the previous row with the tapping block. Move the tapping block back toward the right side of the board until you get near the connections with the previous board. Before you finish tapping the board onto the previous row, you must be sure the end joint is tight. If the end joint is not completely tight you may not be able to do so once the long seam is tight.

12. Continue process across the room. The last board should be sawn to appropriate width allowing for ½" expansion space against walls and all vertical obstructions.

13. Do not install floating floors in excess of 30 feet in length or width without the use of transitions.

14. Use transitions at doorways and other adjacent floors.

15. Do not affix the floor to the subfloor at any point. When using the floating method in a narrow corridor, lay planks length wise along corridor.

COMPLETING THE JOB: Allow finished floor to be free of traffic for a minimum of 12 hours and before spacing wedges are removed. Be sure all expansion spaces are covered with appropriate moldings. Always nail moldings to the adjacent wall, not the flooring. Never attach any molding to a floating floor. Clean, sweep, and vacuum installed flooring before use.

STAPLE/NAIL-DOWN INSTALLATION

Due to extra long lengths, add a tongue & groove glue into the groove of the short side of each plank.

Carefully remove any baseboard trim around the perimeter of room. Save for replacement after floor is installed. Cover wood subfloor wall to wall with the vapor retarder or 15 lb. asphalt saturated felt. Overlap 4" at seams. This will not only retard moisture, but may help prevent squeaks. Snap a working line along the longest continuous wall allowing ½" expansion space. Direction of the planks should be at right angles to the joists for highest strength of flooring. Lay one row of planks along the entire length with groove facing the wall. If necessary, use spacing wedges to maintain expansion space. Top nail the first row, placing nails perpendicular to the surface as close as possible to the wall so that after completion the head of the nail will be hidden by the base molding. Apply T&G glue to all end joints. **Remember to clean surplus adhesive as you work**.

Blind nail the other side of the plank through the tongue (over a ¾" subfloor use a 1½", 18 gauge, ⅜" narrow crown, fastener) with the nail slightly inclined and the head driven flush. Staples should be placed 3" to 4" apart and cleats every 4" to 6" apart. All fasteners should be placed 1" to 2" of end joints. Hand nail the first row if necessary, then a nailing machine can be used. Start second row in the same manner. If necessary, cut the first board to stagger end joints of boards a minimum of 16" from row-to-row. From second row onward mailing is done on the tongue side only. Use a tapping block or soft-head mallet to engage tongue & groove. Never use a hammer or mallet directly on the surface or the flooring as this can cause damage to the board. The last row usually requires cutting the plank lengthwise to fit the space (remember to maintain the expansion gap). Nail the last row in the same manner as the first.

COMPLETING THE JOB: Once the nailing is complete, remove any spacing shims and install the base molding. Always nail moldings to the adjacent wall, not the flooring. Clean, sweep, and vacuum installed flooring before use.

GLUE ASSISTED - NAIL DOWN PROCEDURE

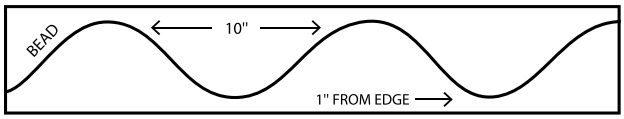
Nail down installations of wide planks (5" width or wider) over a wood or OSB subfloor may require additional bonding to increase stability, firmness, and help prevent plank movement leading to cupping, crowning, and a noisy floor. When installing wide planks, we recommend a combination of glue along with the recommended fasteners to make the floor more stable and help avoid 'creaking' – noisy floors – and other issues.

When installing on a wood subfloor that is over a 'finished' room below, a moisture retarder – i.e. Aquabar, Kraftpaper – is often not necessary, enabling the glue to be adhered directly to the subfloor rather than the paper.

Apply a 1/4"" thick serpentine bead of glue on the back of the plank (*F1*) and then press plank into place before applying recommended fasteners and following required fastener schedule. Recommended glues for nail down procedure: Bostiks – Chem Calk 900, Liquid Nails, Sika – Pro Construction Adhesive.

NOTE: Do not allow adhesive to dry on the surface of the floor. Clean as you go. Wipe any wet adhesive from the flooring with a lightly dampened, clean cloth. If adhesive has dried, use mineral spirits on a clean cloth.

Figure 1:



GLUE ASSISTED - (FLOATING STYLE) NAIL DOWN PROCEDURE

If you cannot or do not want to glue your flooring to the subfloor (such as when installing over an unfinished area below where a moisture retarder is required), another option is a 'floating style' glue assist. Apply bead of glue to the tongue & groove joints ONLY (as with a floating application). Then press planks into place before applying fasteners following required fastener schedule.

NOTE: Do not allow adhesive to dry on the surface of the floor. Clean as you go. Wipe any wet adhesive from the flooring with a lightly dampened, clean cloth. If adhesive has dried, use mineral spirits on a clean cloth.

Stapled or nailed-down products are not warrantied against squeaking or popping sounds.

Inspect the completed floor for any scratches, nicks and minor gaps. Use touch-up kit, filler or wood putty as needed.

⚠ IMPORTANT

THE FLOORING INSTALLER IS RESPONSIBLE FOR DETERMINING IF THE NAILER/STAPLER TO BE USED IS SPECIFIED FOR THE PARTICULAR PRODUCT BEING INSTALLED AND IS ADJUSTED PROPERLY TO AVOID DAMAGE TO THE FLOORING. CONTACT POWERNAIL (1-800-323-1653) OR WWW.POWERNAIL.COM FOR TECHNICAL QUESTIONS AND DEALER LOCATOR. CONTACT SPOTNAIL (1-800-973-2239) OR WWW.SPOTNAIL.COM FOR TECHNICAL QUESTIONS AND DEALER LOCATOR.

We recommend, if possible the use of a NWFA (National Wood Flooring Association) certified professional when installing Urbanfloor.

After installation it is important to maintain the environmental conditions in the home within the ranges outlined in these instructions (see *PRE-INSTALLATION/JOBSITE REQUIREMENT, Section B on page 1*). Failure to keep the humidity and temperature within the recommended ranges can result in damage to the floor.

E. CARE & MAINTENANCE

You have purchased a high quality flooring product with a UV lacquered finish which is ready for installation and does not require any special treatment directly after installation.

NEVER USE a wax or oil based cleaning product on a Lacquer fini h.

**Urbanfloor recommends Bona® cleaning products. Bona (also known as BonaKemi®) is widely regarded as the best cleaning solution available. Visit their website: www.mybonahome.com to find out more about their products.*

All purpose cleaners are **not** recommended as they can dull your floor's finish or leave a hazy residue.

Today's hardwood floors are quick and easy to maintain; and with a little preventative maintenance, can look beautiful for years to come. All hardwood floors should be cleaned regularly. Simply sweep, dust mop, or vacuum to remove grit and dirt. When necessary, clean floor with Bona® hardwood floor cleaning product (carefully follow Bona cleaning instructions). Avoid using a wet mop as over time this can damage the finish. Remember: water and wood do not mix.

DOs:

- Sweep, vacuum, or dust mop regularly.
- Immediately wipe up liquid spills with cloth or paper towels.
- Maintain with Bona® hardwood floor cleaner for un-waxed/un-oiled finishes.
- Use felt protectors or furniture coasters under heavy furniture.
- Close curtains or blinds to limit direct sun exposure.
- Maintain room temperature (60-80°F).
- Maintain relative humidity in room/building between 35-55% year-round.
- Caster wheeled chairs should have wide casters.
- A protective mat should be placed under office chairs.
- In areas with icy or snowy winters, extra protection against **salt** and **grit** may be needed.
- Place mats and throw rugs at doorways, exteriors and interiors to help prevent the tracking of grit, dirt, and sand.
- Remember that cleats, sports shoes and high heels can dent any floor surface.
- Place an area rug in front of the kitchen sink to catch water.

DON'Ts:

- Use oil base soaps.
- Use paste wax based products (NEVER wax a urethane finished floor).
- Drag sharp wooden legs or metal furniture legs as it can scratch/dent hardwood floors.
- Expose to direct sunlight for extended periods of time as it may dry/fade natural wood.
- Use steam cleaners. They are not recommended for use on natural wood flooring.
- Place porous flower pots or vases on the floor.
- Use steel wool or scourers.
- Move heavy furniture without protecting wood flooring by slipping a piece of cloth or pile under the legs or bottom of items.
- Wet-mop a wood floor. Standing water can dull the finish, damage the wood, and leave a discoloring residue.

COLOR CHANGE: Normal exposure to sunlight, heat, air conditioners, etc. will bring about natural changes in the original color as the floor ages. If possible, use blinds or drapes to protect floor from excessive sunlight. When some areas of the floor are covered, as in large furniture pieces and area rugs, the change under these pieces can be lighter than the surrounding floor, as they are not exposed to the same conditions. This is normal and is not a defect. Rotating the position of area rugs and furniture from time to time will allow the covered areas to slowly adjust in color to the surrounding floor.

SURFACE CHECKS: During the winter months of low humidity, minor surface cracks (checks) may appear in wood flooring, then often close up again in the summer months when the humidity is higher. This is a normal characteristic of natural wood and not a basis of a complaint against the manufacturer, especially if there is no structural failure. To minimize checking, follow the guidelines for maintaining the environment in the home on *page 1*.

SEASONAL GAPS: Seasonal gapping can be expected, especially on wider planks. This is normal and not a defect. Throughout it's life wood will naturally expand and contract in response to the wet and dry seasons and also from the environmental conditions in the home. To keep these dimensional changes to a minimum, maintain the home temperature and relative humidity within the range outlined in *Section B, Pre-installation/Job Site Requirements on page 1*.

NOISY FLOORS: Minor, occasional noise (such as squeaking) within the flooring is inherent to all hardwood flooring installations and can occur as environmental conditions change with the seasons.

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VISIT OUR WEBSITE: WWW.URBANFLOOR.COM
FOR ANY RECENT UPDATES OF INSTALLATION GUIDELINES

Questions or Concerns?

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