



FLOORING INSTALLATION GUIDELINE AND WARRANTY

SOLID HARDWOOD – RED OAK Collection: Classic Red Oak

FLOORING INSTALLATION INSTRUCTIONS

1. Carefully read all instructions in this guide before starting installation. Any installation not done according to the manufacturer's guidelines will void the warranty.
2. Only install over approved wood subfloors that are clean, dry, and structurally sound. Installation over carpet, vinyl, ceramic, or concrete is strictly prohibited and will void the warranty.
3. Allow the flooring to acclimate for at least 7 days in the room where it will be installed. Maintain room temperature between 65°F–80°F (18°C–27°C) and relative humidity between 35%–55% before, during, and after installation.
4. Leave an expansion gap of at least 1/2 inch (12 mm) around all fixed vertical structures such as walls, pillars, staircases, and cabinetry. Do not install flooring tight against any fixed object.
5. Blend planks from multiple boxes during installation to achieve a natural variation in color, grain, and pattern.

OWNER / INSTALLER RESPONSIBILITY

The installer is responsible for the final inspection of all flooring boards before installation. Examine each plank for color, finish, texture, and defects. Do not install any plank that appears damaged or unsatisfactory. Once a board is installed, it is deemed accepted by both installer and homeowner. The manufacturer is not responsible for installation errors, labor costs, or any damage arising from improper site conditions. It is the installer/owner's responsibility to ensure that site conditions are suitable for hardwood flooring.

PRE-INSTALLATION GUIDELINES

Jobsite Inspection & Preparation

- The site must be fully enclosed and climate-controlled for at least 72 hours before delivery and throughout acclimation and installation.
- All wet trades (painting, tiling, drywall, plumbing) must be completed and dry prior to installation.
- All HVAC systems must be operational.
- Subfloors must be dry, level, and structurally sound.



Acclimation

- Solid hardwood must acclimate in the installation environment for a minimum of 7 days in unopened boxes, laid flat.
- Do not store directly on concrete or in garages/basements. Seasonal gaps or expansion due to fluctuating humidity are natural and not considered defects.

SUBFLOOR REQUIREMENTS AND PREPARATION

Approved Subfloors-

- Solid hardwood is approved for installation over wood subfloors only.
- The subfloor must be dry, clean, and structurally sound.
- Unevenness must not exceed 3/16 inches over 10 feet. Correct with leveling compound or sanding.

Do not install over:

- Carpet
- Vinyl
- Radiant heated floors

Moisture Testing

- Subfloor moisture content must not exceed 12%.
- The difference between subfloor and flooring must be no more than 4%.
- A wood moisture meter must be used to verify.

Expansion Gaps

- Leave a minimum 1/2-inch expansion space at all walls and vertical obstructions.
- Use T-molding for transitions between rooms or areas exceeding 30 feet in length or width.

APPROVED INSTALLATION METHODS

Nail-Down

- Use 15–16 gauge flooring cleats or nails.
- Fasteners placed every 8–10 inches, 2–3 inches from board ends.
- Improper fastening may cause squeaks and is not covered by warranty.



Glue-Down

- Use only premium hardwood adhesives recommended for solid flooring.
- Follow adhesive manufacturer's instructions carefully.
- Clean excess glue immediately.

Note: Floating installation is not approved for solid hardwood.

TOOLS & MATERIALS REQUIRED

- Moisture Meter
- Measuring Tape
- Rubber Mallet
- Flooring Nailer or Stapler
- Hardwood Adhesive (if glued)
- Level
- Tapping Block & Pull Bar
- Circular/Miter Saw
- Spacers
- Safety Glasses & Gloves

INSTALLATION GUIDELINE

1. Clean and level subfloor, ensuring no debris or nails are present.
2. Plan layout and start along the longest wall. Work left to right.
3. Leave 1/2-inch expansion gaps around perimeter.
4. Stagger plank ends by at least 12 inches for strength and appearance.
5. Engage tongue-and-groove and secure with approved fastening method.
6. For final rows, cut planks to fit while maintaining expansion space.
7. Remove spacers after installation. Install trims without restricting floor movement.
8. Clean surface with vacuum or broom. Do not wet mop.

CARE AND MAINTENANCE

1. **Daily Cleaning:** Sweep or vacuum regularly.
2. **Spills:** Wipe immediately to prevent damage.
3. **Do Not:** Wet mop, steam clean, or use vinegar/ammonia cleaners.
4. **Protective Measures:**
 - Use mats at entrances.
 - Apply felt pads to furniture legs.
 - Avoid high heels and dragging heavy items.
5. **Climate Control:**
 - Maintain 65°F–80°F (18°C–27°C) and 35%–55% humidity year-round.
 - Use humidifiers or dehumidifiers if necessary.



WARRANTY COVERAGE

Residential Finish Warranty: 35 Years

Covers wear-through of finish under normal residential use.

Light Commercial Warranty: 3 Years

Limited warranty for light-traffic commercial applications.

WARRANTY DOES NOT COVER

- Improper installation or failure to follow this guide.
- Damage from moisture, spills, or humidity imbalance.
- Scratches, dents, pet damage, or improper cleaning.
- Sunlight fading, rug discoloration, or rubber-backed mats.
- Labor or replacement costs from subfloor issues.
- Seasonal gapping due to humidity changes.
- Installation over radiant heat or unapproved subfloors.
- Use of non-recommended cleaners or adhesives.

CLAIMS PROCEDURE

To file a claim:

- Retain purchase receipt and installation details.
- Keep 2–3 planks of unused flooring for inspection.
- Provide photos and a full description of the issue.

If deemed defective:

- Replacement flooring of the same grade will be provided if available.
- If unavailable, a comparable alternative will be offered.
- Labor and incidental costs are not covered.



DISCLAIMERS

If the product does not perform as outlined in the warranty, the manufacturer reserves the right to have it inspected by a qualified inspector. If the product is found to be defective, the manufacturer may choose to either repair or replace the affected area with the same color, design, and grade, if available. If the exact product is no longer available or has been discontinued, the manufacturer may provide a similar product of equal value and quality.

If repairs or replacements are required, all items must be removed from the affected area after the original installation. The costs associated with removing these items, including but not limited to furniture, fixtures, moldings, and appliances, will not be refunded or reimbursed.

Labor costs will not be covered for installations that were not completed in accordance with the manufacturer's installation instructions. Improper installation will void all or part of the warranty coverage.

Warranty coverage for any replacement flooring will be limited to the remaining term of the original warranty. Claims for labor, loss of time, inconvenience, loss of use, incidental, or consequential damages—including the replacement of subfloors, underlayment's, disconnecting or reconnecting appliances, moving furniture, or other similar costs—are not covered under this warranty.

Failure to follow these procedures may result in the voiding of some or all warranty coverage. This limited warranty is non-transferable and applies only to the original end user purchaser.

For any questions or concerns, please contact the territory sales representative/manager or email us at info@impressivefloors.ca.