

Everbright Engineered Hardwood Flooring

Installation Guidelines

IMPORTANT INFORMATION BEFORE YOU BEGIN

INSTALLER/OWNER RESPONSIBILITY

Carefully inspect **ALL** material prior to installation for defects. Material installed with visible defects are **NOT** covered under warranty.

Attention—Wood is a natural product that can vary in color, grain, and contains natural characteristics that varies from plank to plank and is to be expected. We **do not** warrant against these natural variations from plank to plank or variations from samples to planks.

Attention—If you are not satisfied with the flooring prior to installation, **DO NOT** install the flooring and contact your dealer immediately. Accepting or rejecting the material must be done on full shipment of quantities only, not carton by carton or plank by plank.

Attention-The Installation of Hardwood Flooring in California requires C-15 license for the installers.

You will be the final inspector to inspect for colors, finish, styles, and quality **PRIOR** to installation, verify that the flooring is the correct material. Care should be taken at this time to remove or repair characteristics you do not desire. Manufacturer **Declines** responsibility for any costs incurred when plank(s) with visible defects have been installed.

The use of stain, filler, or putty stick for the correction of minor defects during installation should be accepted as normal procedure.

10% cutting allowance, depending on layout, must be added to the actual square footage amount needed. (Diagonal, herringbone, or bordered installations will require a higher percentage)

Room temperature should be in range of 60 – 80° F, and relative humidity level should stay between 35 – 55%. These environmental conditions are specified as pre-installation requirements and must be maintained for the life of the product. The HVAC system should be in operation for a minimum of 14 days prior to performing moisture tests or installation.

To protect Engineered hardwood flooring from other trade work. Do not cover floors with plastic, red rosin, felt or wax paper or previously used cardboard. Instead use a breathable material such as clean, dry, plain, uncoated cardboard or Kraft paper. Inks from printed cardboard could stain the hardwood floor.

Attention

California Installers & Consumers WARNING

Installation of this product and any wood product may create wood dust, which is known to the State of California to cause cancer.

PRE- INSTALLATION/ JOBSITE CONDITIONS

The installer/owners shall take the responsibility to ensure that the jobsite conditions and jobsite sub floor are environmentally and structurally acceptable prior to the installation of any hardwood flooring. The manufacturer **shall not** have any responsibility for failures or deficiencies of hardwood flooring resulting from or related to sub-floor, sub-surface, or job-site environmental conditions. All substrates must be clean, flat, dry, and structurally sound.

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

- ✓ Test wood sub floors and wood flooring for moisture content using a pin-type moisture meter. Take readings of the subfloor-minimum of 20 readings per 1000 sq. ft. and average the results. In most regions, a “dry” subfloor that is ready to work on has a moisture content of 12% or less. For Everbright Engineered Flooring (3” or wider) that should be no more than a difference of 2% between properly acclimated wood and subfloor. Failure to test for proper moisture content of the wood flooring and subfloor can result in cupping and/or other problems related to or associated with moisture and are NOT covered under the manufacturer’s warranty.
- ✓ The sub floor must be flat, meeting a minimum of 3/16” within 10’ or 1/8” in 6’. For nail/staple down application use layers of 15lb. felt or wooden shims to fill low spots. Staples must be able to penetrate for holding power.
- ✓ All “WET” works, like paint, drywall, concrete, masonry, plumbing must be complete and dry well in advance of delivery of hardwood flooring.

STORAGE AND HANDLING

Everbright Engineered hardwood flooring should be stored in the same environment in which it is expected to install. Acclimate the product for a minimum of **5 days** or as long as needed in order to meet the proper installation requirements. Opening of the cartons will help to better acclimate material. Material is acclimated once it has reached moisture equilibrium consistent with the temperature and relative humidity of the job site and normal living conditions. Do not store materials directly on concrete – elevate material at least 4” above concrete. Do not deliver material in inclement weather. Always store material in a dry place.

WOOD SUBFLOOR CONDITIONS

Subfloor panels should conform to U.S. Voluntary Product Standard PS1-95, Construction and

Industrial Plywood and/or US Voluntary PS 2-04 and/or Canadian performance standard CAN/CSA 0325.0-92 Construction Sheathing. Other CSA standards also apply.

CONCRETE SUBFLOOR CONDITIONS

Concrete slabs should be of high compressive strength and constructed to prevent groundwater from permeating the concrete. Engineered hardwood flooring can be installed on, above, or below-grade. In addition, it can be installed over above-ground, suspended concrete floors. The suspended concrete must be a minimum of 1 1/2 inches thick and must be structurally sound. The exception to this is lightweight concrete (which usually contains high amounts of gypsum) having a density of 100 pounds or less per cubic foot. Test for lightweight concrete by using a nail to scratch the surface of the concrete. If the concrete crumbles or turns to powder, it is not sound and you should NOT install the hardwood flooring. Use the floating installation method (5 ply products 3" or wider) only for lightweight concrete subfloors.

Acceptable Panel Subfloors: Truss/joist spacing will determine the minimum acceptable thickness of the panel subflooring.

- On truss/joist spacing of 16" o/c or less the industry standard for single panel subflooring is nominal 5/8" (19/32", 15.1 mm) CD Exposure 1 subfloor panels, 4x8 sheets. On truss/joist spacing of more than 16", up to 19.2" (488mm) o/c, the standard is nominal 3/4" (23/32", 18.3 mm) T&G CD Exposure 1 Plywood subfloor panels, (Exposure 1) or nominal 3/4" 23/32", (18.3mm) OSB Exposure 1 subfloor panels, 4'x8' sheets, glued and mechanically fastened.
- Truss/joist systems spaced over more than 19.2" (488mm) o/c up to a maximum of 24" (610mm) require nominal 7/8" T&G CD Exposure 1 Plywood subfloor panels, (Exposure 1), or nominal 1" OSB Exposure 1 subfloor panels, 4'x8' sheets glued and mechanically fastened – or two layers of subflooring or brace between the truss/joist in accordance with the truss/joist manufacturer's recommendations and with local building codes. Some

truss/joist systems cannot be cross-braced and still maintain stability.

- For existing wood floors install new flooring at right angles to the existing flooring.
- **Do not** glue down Engineered hardwood flooring over particle board.
- **Do not** install over existing glue down hardwood floors.
- **More information on installing, contact the National Wood Flooring Association at 1-800-422-4556**

Preparation for Job

Inspection

Inspecting material for color, finish, milling, and grade. Hold out pieces that may not be acceptable once installed.

Attention: We do not accept responsibility for any costs incurred when plank(s) with visible defects have been installed.

Blending of Cartons - To achieve a uniform appearance across the entire floor, we highly recommend that you open and work from several cartons at a time and dry-lay the flooring, mixing the planks from several cartons. This will allow you to blend the planks for maximum aesthetic appearance. Make certain the room is well lit to ensure color is consistent and that any visual defects can be seen and removed.

Undercut Door Casings - Undercut all door casings 1/16" higher than the thickness of the flooring being installed. To do this, use a scrap piece of flooring as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height.

Match Transition Moldings - For best appearances blend all transitions and moldings to planks that have similar color and graining. Set them aside for use as needed.

Flooring Layout - Start by either using random-length planks found in the carton or by cutting four or five planks in random lengths, differing by at least six inches, 8-10”s for plank flooring. As you continue working across the floor try to maintain a 6” (8”-10” for plank) minimum space between the end joints. Randomly install different lengths to avoid a patterned appearance. Never waste materials; the end cuts from starter rows should be used at the opposite side of the room to complete rows or used to start the next row.

Expansion space - As a general rule, a 3/4” expansion space must be left around the perimeter and at all vertical obstructions. To minimize expansion on floors wider than 20 feet, more or less spacing between rows may be needed, depending on the geographical area, interior climate control and time of the year. When additional spacing is needed this can be accomplished by inserting thin spacers above the tongue every 10 to 20 rows and then removed after several adjacent rows have been installed and/or start in the center of the room working in two directions. Do not use spacers that may cause damage on factory-finished products. Remove the spacers as additional rows are added.

Glue-Down Installation Guidelines

- Initiate a working line parallel to the starting wall, leaving appropriate expansion space around all vertical obstructions. Secure a straight edge on the working line before spreading adhesive. This prevents movement of the boards that can cause misalignment.
- Apply urethane adhesive using a trowel recommended by your glue manufacturer. **Do not** use a water-based adhesive with this hardwood flooring product.
- Some adhesive residues can **damage** finish if left on too long. It is imperative that you **clean off as soon as possible to avoid damage**. Finish damage caused by adhesive residue

is **not** covered by the manufacturer's warranty

- Spread adhesive from the working line out to approximately the width of two or three boards
- Install a starter board along the edge of the working line and begin installation. Boards should be installed right to left with the tongue side of the board facing the starting wall.
- 3-M Blue Tape can be used to hold planks tightly together and reduce minor shifting of floors during installation. Remove adhesive from the surface of the installed flooring as you work. All adhesives must be removed from flooring surfaces prior to applying 3-M Blue Tape. Tape should **never** be allowed to remain on floor for an extended period and never overnight. **No claims will be processed for tape damage.**
- Thoroughly clean, sweep, and vacuum installed floor and inspect the floor for scratches, gaps and other imperfections. Do **not** apply any tape directly to the installed flooring to hold down floor protection. The new floor can be used after 12-24 hours.
- Thoroughly remove all adhesive residue prior to leaving the job site. Be sure that any solvent used to remove adhesive is not directly applied to the floor. Any area wiped with a solvent rag must be re-wiped with a damp cloth to remove solvent residue
- Be sure to change rag/cloth frequently to avoid spreading adhesive residue

Staple/Nail Down Installation Guidelines

Please understand that minor occasional noises within the flooring are inherent to all staple/nail-down installations and can change as environmental changes occur. This is not a manufacturing defect and is therefore not covered under our warranties. You can help **reduce** squeaking, popping, and crackling by being sure that the sub floor is structurally sound, does not have any loose decking or joists, and is swept clean before installation. You should also be sure that your stapler or nail is setting the fastener properly, not

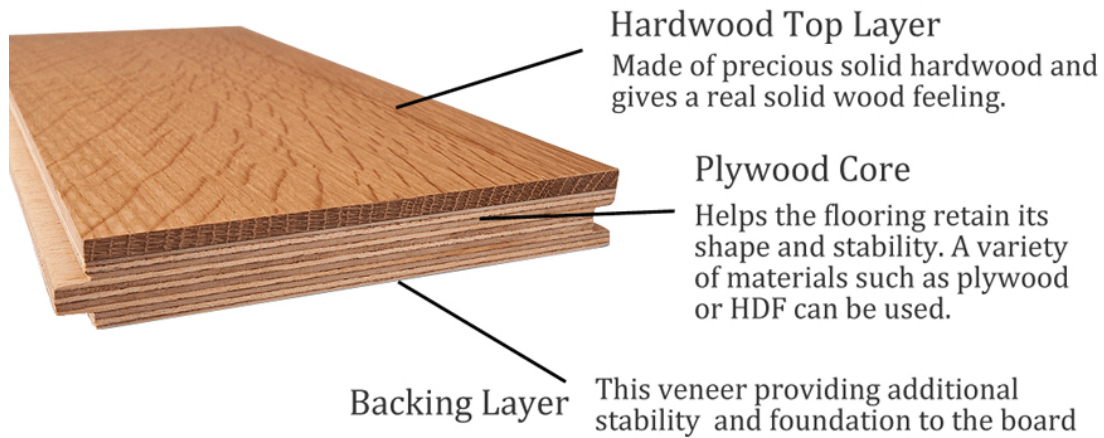
damaging the planks, and that you are using the correct nailing schedule. When used improperly, staples or cleats can damage wood flooring. If the tool is not adjusted properly the staples/cleats may not be positioned at the proper angle. Test the tool on a piece of scrap material first - set the stapler/nail flush on the tongue side of the plank and install a staple/cleat. Should the staple/cleat penetrate too deeply reduce the air pressure; if the staple/cleat is not deep enough then increase the air pressure using an in-line regulator. The crown of the staple/cleat should sit flush within the nail pocket to prevent damage to the flooring and to reduce squeaking. The flooring manufacturer is not responsible for damage caused by the mechanical fasteners.

- Saturated paper should be installed on the sub-floor before installing hardwood floor. This will prevent moisture from below and may help prevent squeaks.
- Initiate a working line that is parallel to the starting wall, leaving appropriate expansion space
- Lay one row of boards along the entire length of the working line, with the tongue facing away from the wall.
- Top-nail and blind-nail the first row (hand nail if necessary), using appropriate fasteners. Blind nail at 45° angle through the tongue 1"-3" from the end joints and every 4-6" in between along the length of the starter boards. Each succeeding row should be blind nailed whenever possible. Narrow crowned (under 3/8") 18-20 gauge thickness fasteners - Length of fasteners as follows: 1 1/4"- 1 1/2" staples or 1"- 1 1/4" cleats designed for engineered flooring. 3/8" flooring would use a minimum 1" fastener, 1/2"- 9/16" flooring would use a minimum 1 1/4" fastener with 1 1/2" being preferable. Spacing of fasteners should be as follows - Staples should be placed every 3" - 4" and cleats should be placed every 4" - 6". All fasteners should be placed within 1" -2" of end joints. **1/2" crown - 15 1/2 gauge staples typically used for Solid wood flooring**

should not be used. Fasteners should hit the joist whenever possible. To ensure proper alignment of flooring, make sure the flooring along the working chalk line is straight.

- Continue the installation until finished. Distribute lengths, staggering end joints as recommended above.
- Thoroughly clean, sweep, and vacuum installed floor and inspect the floor for scratches, gaps and other imperfections. Do **not** apply any tape directly to the installed flooring to hold down floor protection. The new floor can be used after 12-24 hours.

EVERBRIGHT HARDWOOD FLOORING:



Engineered Hardwood Flooring Products

Our Engineered Hardwood flooring products carries a limited 25-year residential warranty and a limited 5 year light commercial warranty. All warranties are non-transferrable. Our Warranty applies **only** to the original purchaser of our Engineered Hardwood flooring products beginning with the product's purchase date. The proof of purchase is required to claim the warranty. Hardwood flooring product must be installed and maintained following our Hardwood flooring Care & Maintenance guideline.

Limited Lifetime Structural Warranty

Everbright Hardwood's warranty commitment is to provide quality engineered hardwood flooring products that is free from manufacturing defects for the lifetime of the product.

Limited Finish Warranties

Everbright engineered Hardwood flooring products are covered under these finish warranties only when cleaned and maintained according to the Everbright Hardwood Care & Maintenance guidelines. Gloss reduction is not considered wear through and is not covered under this warranty.

Limited 25-year Residential Finish Warranty

Everbright Hardwood warrants that, under normal residential conditions and with proper cleaning and maintenance as prescribed in the Care & Maintenance guidelines, the finish on Everbright Engineered Hardwood's flooring products will not wear through to raw wood in any single area for 10 years from the date of purchase; will not wear through to raw wood over an area consisting of 10% or more of the total installed area for a period of 15 years from the date of purchase; and will not wear through to raw wood over an area consisting of 20% or more of the total installed area for a period of 25 years from the date of purchase.

Limited 5-year Light Commercial Finish Warranty

Everbright Hardwood further warrants that, under normal Light Commercial conditions and with proper

maintenance as prescribed by the Everbright Hardwood Care & Maintenance guidelines, the finish on Everbright Engineered Hardwood's flooring products will not wear through to raw wood in any single area for 5 years from the date of purchase. Light Commercial areas are defined as public or commercial spaces with light to moderate traffic and infrequent liquid spills, and do not include food preparation, food service or public dining areas, areas where people form lines such as in front of cash registers, areas where furniture is frequently moved such as auditoriums and restaurants, areas where wheelchairs and other rolling equipment or furniture are used, or high traffic areas such as classrooms and near elevator doors.

These warranties are given only to the original retail purchaser of the flooring. All warranties are non-transferable. Everbright reserves the right to verify and inspect any and all warranty claims prior to deciding on the appropriate course of action, and such inspection may require more than one visit to the site. Warranty claims may be investigated and inspected by company personnel and/or NWFA Certified Hardwood Flooring Inspectors at our option. Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after cause and analysis is made. Everbright Hardwood will repair and/or replace any material deemed defective at our option. In the event that the defective flooring is unable to be repaired in a reasonable number of attempts, Everbright Hardwood will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

CUSTOMER RESPONSIBILITIES:

- Customer must retain the original sales receipt.
- Customer must follow the Everbright Hardwood Installation, Care & Maintenance Instructions applicable to the product installed (hereafter referred to as 'Installation Instructions').
- Customer must follow proper maintenance and floor care procedures, using proper maintenance and cleaning products as prescribed for the applicable coating type. See the Installation Instructions to identify the correct coating and cleaning/maintenance regimen. If there is any doubt about the coating type, Customer must contact Everbright Hardwood for confirmation before any cleaning or maintenance is performed.
- Hardwood engineered flooring is a natural product. Wood expands and contracts according to humidity and moisture conditions. It is very important that engineered wood and solid wood flooring be thoroughly acclimated to a controlled environment before it is installed, and that the environment remain controlled throughout the life of the floor.

INSTALLER RESPONSIBILITIES:

- Carefully follow the Installation Instructions.
- Verify that the flooring has been properly acclimated prior to installation (Note - some engineered products should not be acclimated prior to installation. Refer to the Installation Instructions specific to the item purchased before opening any cartons of flooring for acclimation and follow all guidelines carefully).
- Verify that installation and/or site conditions are adequate for the installation in accordance with the Installation Instructions and ensure that humidity and temperature conditions are maintained during acclimation and installation.
- Verify that the subfloor is clean, dry, flat, and structurally sound per the requirements listed in the Installation Instructions.
- Check the flooring for proper color, manufacturing defects and/or visible damage. Verify prior to installation that any hardwood flooring that will be installed has been manufactured within acceptable tolerances and is visually satisfactory to the end-user. When in doubt, do not install. If there are any visually dissatisfactory issues with the flooring, immediately contact the retailer to arrange return or replacement.

Installation constitutes full and final acceptance of the appearance of the product.

Exclusions - Things not covered by Everbright Hardwood's Warranty:

- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by fire, flooding and other natural disasters and/or Acts of God
- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by steam mops
- Damage caused by appliances, furniture, and casters
- Damage caused by cutting from sharp objects, rocks, debris, etc.
- Damage to the coating caused by tape or other adhesive products
- Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and original flooring material
- Changes in color due to exposure to air, sunlight and age
- Noises (squeaks, etc.) caused by anything other than the mis-manufacture of the flooring -Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots -Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners, including but not limited to uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor
- Natural expansion and contraction resulting in separation between boards or damage caused by high or low humidity
- Cracks or separations between the flooring boards caused by expansion and contraction due to seasonal changes
- Cupping, buckling or crowning in the flooring boards due to excessive sub-floor moisture or low humidity
- Products designated as "thrift," "clearance," "tavern," "bargain," "cabin grade," "economy grade," "blowout," "close-out," "off-goods," "non-standard," and/or products sold "As-Is"
- Construction or installation-related damage
- Floor damage or adhesive breakdown caused by subfloor moisture or water damage, including without limitation to broken or leaking water pipes, flooding, wet mopping spills or weather conditions
- Installation defects including installations made in violation of applicable state or local housing or building codes, or contrary to the Installation Instructions

Color Disclaimer:

There are color and pattern variations in all wood. This is characteristic of a living tree. All wood will go through natural color changes from the effects of oxidation and ultraviolet light. In some species such as American Cherry, Walnut, Fumed or Carbonized Oak, and some exotics, this color change is more pronounced. Color treatments such as carbonization, fuming/smoking, and tannin-reactive stains may also be photosensitive and result in color change over time that differs and may exceed the natural color change that the particular species might otherwise demonstrate. This is not a product defect and is not covered by the warranty.

Radiant Heat:

When the Installation Instructions are followed, Everbright Engineered Hardwood Flooring having a top layer made of a species from the list of approved species and of an appropriate plank size as outlined in

the 'Radiant Heat Systems' section of the Installation Instructions is fully warranted over hydronic radiant heat. The warranty will be void if any of the requirements in the 'Radiant Heat Systems' section of the Installation Instructions are not fully met. NOTE: in wood flooring installations over radiant heat, moderate surface checking, cracking (especially at the ends of boards and around knots), shrinkage, gapping between planks, and slight cupping are all to be expected and do not constitute a product defect.

Warranty Disclaimer:

It is the responsibility of the installer to inspect the flooring for proper color, manufacturing defects and/or visible damage prior to installation. Everbright Hardwood accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects has been installed. No retailers, distributors or employees have the authority to alter the obligations, limitations, or exclusions under any of the Everbright Hardwood warranties. Everbright Hardwood excludes and will not be liable for or pay incidental, consequential or special damages under any warranties. This means any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. These limited warranties constitute the only express warranties for the product purchased. To the extent permitted by law and for all non-consumer products, all warranties other than Everbright Hardwood limited warranties express or implied, including any warranty merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law. Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply. These warranties give the customer specific legal rights, and the customer may also have other rights that vary from jurisdiction to jurisdiction. Everbright Hardwood wants every customer to be happy and satisfied with their purchase. If there are claims or questions, or in the event that you are not totally satisfied with your hardwood floor, contact your local retailer first. If the retailer is unable to answer your questions you may contact Everbright Flooring in writing at the following address:

2361 Industrial Pkwy W,
Hayward, CA, 94545