



Flooring Installation Guidelines and Precautions

The purchaser/home owner must read the following before starting their installation

Customer name

Sales associate

Phone number

Date of purchase

Invoice number

Before you begin: Carefully examine your floor boards for species, color, finish, milling and grade prior to installation. If the flooring is not acceptable, immediately contact TimberTown Building Centre Ltd. Neither TimberTown nor the manufacturer will assume responsibility for defective boards that have been installed. The Purchaser is the “Final Grade Inspector” and must approve the dry fitting of all boards. TimberTown is not responsible for installed floors that have visible defects, separation, or moisture issues.

WARRANTY TERMS

BE SURE TO READ THE INSTALLATION INSTRUCTIONS AND MAINTENANCE GUIDE INSIDE FLOORING CARTON.

IMPROPER INSTALLATION AND AFTER-INSTALL CARE WILL VOID THE MANUFACTURER'S CONDITIONAL LIMITED WARRANTY.

IMPORTANT: Manufacturer's Conditional Limited Warranty is valid only for flooring installations done by the original Purchaser or their hired professional flooring installer. When professionally installed, the Purchaser must submit a copy of the Installer's contract, flooring installation booklet, and their TimberTown Building Centre Ltd. sales invoice for any warranty concerns.

TimberTown Building Centre Ltd. does not warranty any grade of solid wood, engineered hardwood, vinyl or laminate flooring against cupping, buckling, or warping after the installation. Nor are we responsible for any product expansion, shrinkage, slipping, popping or heaving after the floor is installed. These issues are caused by changing atmospheric job-site conditions, improper storage of wood, or improper installation procedures.

The Purchaser must be aware of the limitations and restricted conditions of the manufacturer's warranty:

- Varying residential warranties
- Limited light commercial warranties
- Wheelchairs are considered commercial/institutional use

If using an installer, the Purchaser is responsible for reading and discussing the product installation instructions with them and ensuring that all of the manufacturer's recommendations are strictly adhered to. Failure to do so will void the manufacturer's warranty. All flooring manufacturers require that the Purchaser equip their home with a humidifier system that will maintain humidity levels between 30-50% year round. For Canada's dry winter months, seasonal gaps between floor boards are considered normal.

For approved returns: Customers must present their original sales invoice copy, with this sheet attached. Returned cartons must be in the same condition as when they were sold. Refunds will be issued upon manager's approval.

JOB SITE ENVIRONMENTAL CONDITIONS

Moisture Meters and Hygrometers can be purchased from TimberTown Building Centre Ltd.

Moisture content (%) of the flooring on the day of installation

Moisture content (%) of the sub-floor on the day of installation

Relative humidity (%) in the home on the day of installation

Room temperature (°C) on the day of installation

REPORTING A WARRANTY CONCERN

To submit a warranty claim: TimberTown requires the following information:

- The original TimberTown sales invoice.
- The original TimberTown Flooring Installation Guidelines & Precautions (this document) (Job Site Environmental Conditions section must have been completed at time of installation).
- The products original Installation Guide.
- If professionally installed, a copy of the installers contract.
- Photos showing the concern.

If TimberTown deems the claim valid: We will submit the required information to the manufacturer to begin a claim on the Purchaser's behalf.

If the claim is denied: The Purchaser can request a warranty inspection from the National Wood Flooring Association (NWFA).

The Purchaser is responsible for all warranty evaluation fees as determined by the NWFA Certified Flooring Inspector. Inspection fees on average are between \$400-\$500 and must be pre-paid by the Purchaser prior to the inspection.

If the Inspector finds (1) the TimberTown product purchased to be below wood flooring industry standards, (2) the product defect was not detectable prior to installation, and (3) that all Purchaser responsibilities have been met, then TimberTown will reimburse the Purchaser for the cost of the inspection.

Common Warranty Concerns: **Board Separation**

The most common causes of separation are temperature and moisture. Wood is a natural material which reacts to changes in your home's humidity. Wood expands when humidity is high and contracts when humidity is low. Low moisture is the most common reason for separation of floor boards.

Most separation between boards occurs seasonally: separation develops in dry cold months, and expands during hot humid months. This type of separation and expansion is normal. Boards can separate up to 1/32" (the width of a dime's edge) during temperature and moisture changes. In order to prevent board separation, maintain a higher amount of moisture in the air during dry periods.

For best results, maintain an average household humidity of 30-50% and an average temperature between 18°C and 22°.