

Both installer and final user must read the following instructions.

**Foreword:** The installer has the responsibility to inspect the following conditions properly before installing. If your flooring has issues with any of the following inspection points, it must be reported to the seller immediately, failure to do so before installing or within 30 days of purchase will void any warranty pertaining to the issue. Once a defective panel is installed, it will be deemed accepted and will not be covered by warranty. This warranty also does not cover labor costs in any instance.

**\*Quality:** Inspect the product before starting the installation.

**\*Quantity:** Ensure that you have ordered and received the proper number of panels and accessories to complete your project.

**\*Color/Finish:** Make sure you have the right product, colour, finish, texture, and gloss level.

**\*Moisture:** All wood-based products, even those specifically designed to have increased resistance to moisture, are hygroscopic (they will react to the moisture in the environment) and as a result will expand or contract accordingly. All sources of under floor moisture must be rectified prior to the installation of the floor. Any construction dampness must be completely dry. This product is not suitable for use in areas where the floor is prone to continuous moisture or where condensation occurs, such as but not limited to bathrooms, steam rooms and saunas.

**\*Water Resistance Test Level:** This flooring has been tested to resist water infiltration. The product swell percentage and the maximum time of exposure to water infiltration varies by product and complies with NALFA LF-01 testing method. The swell percentage and time of this product are specified on the box.

**Tools required:** Measuring tape, Carpenter’s square, hammer, a saw, a crowbar, or pry bar with protruding edge (to be tapped on with a hammer), and a tapping block, 3/8” (10mm) spacers. Use a fine-toothed saw (handsaw or jigsaw) to cut the panels. For a clean-cut, place the decorative surface side down when using a circular saw and side up when using a handsaw.

**Supplies required:** 100 % silicone-based flexible caulking, T-mouldings, 3/8”(10mm) compressible PE foam backer rod, safety glasses and NIOSH approved dust mask and an age-resistant, non-permeable 6mil (0.15mm) polyethylene moisture barrier (If installed over concrete or when vapour barrier is required), 2” (51mm) moisture-proof self-adhesive tape. PVC or rubber foot pads for furniture.

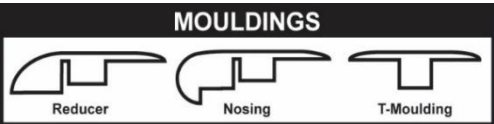
**Prior to installation:** Review the information in the “Moisture” section. An age-resistant, non-permeable 6mil (0.15mm) film of polyethylene moisture barrier **must be installed** over all concrete subfloors. Install the flooring parallel to the direction in which natural light enters the room. The temperature must be between 15–25°C (59°F-77°F), with a relative humidity (RH) of 35-60%. Ensure that the surface to be covered with the panels is clean, smooth, and levelled. Uneven areas must be levelled. Always install the flooring on a smooth levelled and firm surface. This flooring must be acclimated in the room in a horizontal position, in unopened boxes for 72 hours prior to installation. Check all panels before and during installation. Never install defective panels. Once a defective panel is installed, it will be deemed accepted. Existing flooring must be removed including cushioned vinyl flooring. Installing over ceramic flooring is permissible if ceramic is sound, a self-levelling compound must be applied on ceramic grout to smooth them out. Do not install over carpet or residual adhesive material. Verify that the doors will still open and close after installing the laminate flooring. You may need to trim the bottom of your doors, doorframes, and thresholds.

**Moisture:** Our product fully resists surface water infiltration and remains resistant to water infiltration if installed according to these instructions. You must seal any cut planks to prevent any water infiltrations and to ensure superior and warranted performance (see below instructions). This also includes any other areas such as islands, doorways, columns, etc. where the laminate flooring planks have been cut to fit. Ensure that the difference in humidity between subfloor and flooring does not exceed 2.5% relative humidity (RH). When installing on plywood the moisture content of the plywood can’t exceed 12%. An age-resistant, non-permeable 6mil (0.15mm) film of polyethylene moisture barrier must be installed over all concrete subfloors. When installing moisture barrier film, overlap the edges of the film by a minimum of 20 cm (8 in.) and seal the junction with a 2” moisture-proof self-adhesive tape. Ensure that the moisture barrier runs up the wall by at least 1 inch. Also, use a moisture barrier on all installations below grade or other areas where condensation or any moisture emissions may occur. Any new concrete floor must be poured at least 60 days before installing flooring. You’ll also need to place a 3/8”(10mm) compressible PE foam backer rod around the perimeters before sealing around the flooring, T-mouldings and expansions gaps. Then, seal with 100% flexible silicone caulking sealer Do not use acrylic sealant/sealers or other types of material that can be used as glue.

**Radiant Heat flooring:** Please also follow the above points on moisture and concrete surfaces.

**Hydronic (liquid) heat:** Liquid-based heating systems must be activated and run at 20°C for 1 week before installing laminate flooring. The intended flooring must also be acclimated in the room, lying flat in unopened boxes for 72 hours prior to installation. Heating levels must never exceed 27°C after flooring is installed. When changing temperature, a maximum increase or decrease of 2°C per day must be ensured.

**Electric heat:** Flooring can be installed over ½” (12mm) embedded radiant heat. Radiant heat systems must have a minimum of ½” (12mm) separation from the product. Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring.



**Mouldings:** Mouldings must be used to separate flooring greater than 25 ft. (7.6m) wide and 40 ft. (12.2m) long and in below indicated cases as well.

**Reducer:** Used to make transition from laminate floor to other types of surfaces that are thinner.

**Nosing:** Used at the edge of each step in a staircase and landing.

**T-Moulding:** Used in ALL doorways, between rooms and when joining floors of the same thickness.

**Measurements:** Measure all floors with the required expansion gaps (See Expansion below). Panel tongues must be part of the measurement when considering expansion gap. On the first row, you can cut off the tongue facing the expansion gap. If the walls are not square, use the longest straightest wall as your reference line and draw perpendicular lines from it.

**\*TIP:** Draw a line at a distance from the wall greater than the width of the laminate panel, so it is visible after you position your first row of panels. Installed panels must be at least 20 cm (8 in.) long.

**\*TIP:** Measure the length of a row and cut the first panel of the row according to the length desired for the last panel in that row (equal panels at both ends).

**Preparation:** If installed on concrete, a 6mil (0.15mm) thick vapour barrier **must be installed**. Do not install more than one layer of underlayment. Doing so will void the warranty. Existing flooring must be removed. Measure doors for clearance of installed flooring equipped with underlay. Cut the doorframe, doors and jambs at bottom if necessary. Remove existing baseboards and quarter rounds. Surfaces must be clean, smooth, and levelled. Surfaces with slopes steeper than 5 mm (3/16 in.) over a distance of 3 m (10 ft.) or 3 mm (1/8 in.) over a distance of 2 m (6 ft.) must be levelled. Levelling compounds are available at most building supply stores and specialty flooring stores. Measure the perimeter of the room to determine the room’s square footage and calculate the number of full-width rows required. The remaining space that is less than one panel width should be divided equally between the first and last rows except if one of those rows is less than 5 cm (2 in.) wide. Allow for expansion gaps along each wall. Wood is the primary constituent of a laminate floor. The humidity of a room varies due to the differences between the seasons. Therefore, the floor must be able to expand and contract in all directions. To allow for this variation, provide an expansion gap of 10 mm (3/8 in.) at all walls, around pipes, door thresholds and other obstacles. We recommend using spacers inserted between panels and walls. Spacers must be removed when installation is complete. For rooms up to 7.6 m (25 ft.) wide and 12.2 m (40 ft.) long allow 10 mm (3/8 in.) of expansion space for walls and other obstacles. Expansion joints are also required in doorways and between rooms where other flooring is installed. If the surface area is larger than mentioned above, additional expansion space proportional to the size of the room is required. Use a T-Moulding to cover the expansion. You will need to remove the tongue on the sides of the panels that face the wall. This is to ensure that the decorative surface of the flooring is well under the finished trim when installed. Use a utility knife to score through the tongue several times until it easily snaps off. **NEVER fasten the flooring to a wall or to the subfloor.**

**Pipes and other obstacles:** When installing laminate panels around pipes or other obstacles, leave the same expansion gap as you would next to a wall. If there is condensation or heat from the pipe, cut the panel so there is sufficient space to keep the panel from encountering these conditions. The exposed edge of the panel must be sealed to protect it from pipe condensation and heat. A 3/8”(10mm) compressible PE foam backer rod must be placed around the perimeters, T-Mouldings and expansion spaces. Then, seal with 100 % silicone-based flexible caulking.

**Floor installation:** Please **keep at least 3 boards** for future reference and to ease the warranty process.

Note: mix planks from multiple boxes to limit shade variations. Never hit the laminate directly with any tool.

- Start installation in a corner. Remove the tongue of the boards of the first row and place the trimmed side against the wall. Use spacers along each wall to maintain an expansion space of 12 mm (3/8 in.) between the wall and the flooring. At no point should you attach the floor to any subfloor or wall.
- To attach your second panel, insert the end tongue of the panel into the end groove of the first panel. Lower the panel flat to the floor. Line up edges carefully.
- Continue installing the first row until you reach the last full panel. Fit the last panel by rotating the panel 180° with the pattern side up, place beside row, mark and then saw off excess. Attach as described above.
- When using a handsaw, cut on the decorative surface. If you use a jigsaw or mitre saw, cut the decorative side down to avoid chipping.
- Begin the next row with the cut piece from the previous row to stagger the pattern. Pieces must be a minimum of 20 cm (8 in.) long and joint offset must be at least 20 cm (8 in.).
- To install the first panel of the second row, push the side tongue of the panel into the side groove of the first panel at about 45° angle. When lowered, the plank will click into place.
- To install the last panel, lay a panel on top of the previous row, the tongue to the wall. Place another panel upside down on the one to be measured and use it as a ruler. Don’t forget to allow room for spacers. Cut the panel and attach it into position.
- Door frames and heating vents also require expansion room. First, cut the panel to the correct length. Then place the cut panel next to its actual position and use a ruler to measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side.
- Trim door frames by turning a panel upside down and using a handsaw to cut away the necessary height so that panels slide easily under the frames.
- Remove spacers. To create a watertight seal, fill the entire expansion perimeter, t-moulding spaces, and any other open areas with 3/8”(10mm) compressible PE foam backer rod. Then, cover the backer rod and any remaining gaps with a 100% silicone flexible sealer. (Do not use acrylic sealants/sealers.) Before you install the mouldings, apply the silicone sealer to the portion of the moulding that will contact directly with the flooring surface. Install mouldings and immediately wipe away any excess silicone sealer. Apply silicone sealer to door frames, T-mouldings or any other fixed objects.

**Caring for your floor:** To protect your new floor, ensure that furniture and chair feet have nylon protection caps. Avoid bringing dirt, water and sand from outside by placing mats at all entrances. Use only soft roller wheels that are suitable for laminate flooring on any rolling furniture or chair. Never use wax or varnish coatings on your floor. For dry maintenance, use a dust mop or vacuum cleaner designed for hard floors. For damp maintenance, use only a recommended laminate cleaner in a spray format to limit the amount of liquid used on the flooring. Never use water or other cleaning products or detergents and never use ammonia or vinegar. Never wet mop (saturate or drench) the flooring with any liquid. Wipe all spills immediately. Remove stubborn stains carefully with a little acetone on a soft cloth. Never use any abrasive compounds or cleaner. Maintain a humidity (RH) level between 35 and 60% in the room. To ensure the watertight seal, flexible silicone sealer must be replaced if it’s showing any signs of aging or as recommended on the manufacturer’s instructions.

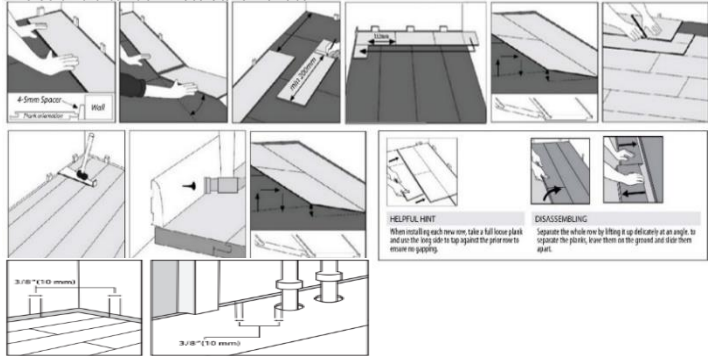
**Manufacturing standards:** These panels are manufactured in accordance with the European Standard EN 13329:2000. The European Standard specifies characteristics, states requirements and gives test methods for laminate floor coverings. It includes a classification system, based on EN 685, giving practical requirements for areas of use and levels of use to indicate where laminate floor coverings will give satisfactory service and to encourage the consumer to make an informed choice. It also specifies the requirements for marking and packing. Laminate flooring panels are abrasion tested to the above standard and meet or exceed the requirements for Abrasion Resistance. Classification symbols used on the product’s packaging conform to the European Standard for these utility classes.

**Manufacturer’s limited warranty:** If, within the warranty period, the product is exposed to a liquid, and swells beyond the percentage limits tested, and if all conditions herein have been followed, a material replacement equivalent to the affected area will be offered. The manufacturer warrants the original buyer of the laminate flooring for a period as indicated on the product’s packaging from the original date of purchase. It guarantees that the decorative surface of the panels will not wear through and that the panels will not significantly fade from normal exposure to sunlight or artificial lighting. Avoid exposure to direct sunlight for extended periods. Make sure to close your blinds or curtains. Move rugs from time to time to avoid an uneven appearance. Excessive temperatures will damage the covering. Ventilation or air-conditioning in vacant homes is necessary. The panels will resist stains, swelling (more than the tested levels), and that they are free from manufacturing defects. The limited warranty is subject to the following conditions: Only the original buyer will be able to make a claim with a proof of purchase; the guarantee is for replacement or refund of the laminate material only; and only in the amount equivalent to the affected area. **NO** labour, incidental materials, installation, removal or other will be covered by the warranty. This limited warranty does not cover mouldings, accessories or building materials associated with installation, removal, or replacement of this product. Gaping, shrinkage, squeaks, or structural subfloor issues are not covered under this warranty. The warranty does not cover chipping or impact marks (laminate will chip if sharp objects are dropped on it), warping (laminate will warp if excessive moisture gets into the boards), cupping or crowning (which is caused by insufficient expansion spacing), shrinkage (laminate will shrink if exposed to excessive heat and dryness) or squeaking (it is the responsibility of the installer to ensure a proper subfloor is used). This warranty is prorated based on the amount of time the floor has been installed. Flooring panels must be properly installed in accordance with laminate flooring installation instructions and must be used only for indoor areas according to their utility ratings. This limited warranty does not cover negligence, improper care or maintenance, insufficient protection, improper alterations to the original materials, damage caused by insects and severe accidents, exposure to the extreme heat, burns, fire and natural disasters, use of substandard underlay or subfloors. This limited warranty does not cover surface wear or damage as the result of abuse, improper care and maintenance, sliding of furniture or heavy objects across the floor without proper protection, severe impact, scratching, cutting or chemical damage. To be eligible, claims for wear resulting from manufacture default must show a minimum of 17 mm (0.7 in) in diameter of complete wear-through. This limited warranty specifically excludes water damage from standing water, urine or other corrosive liquids if left on the surface for more than the time stipulated on the product’s packaging. All spills must be cleaned as soon as possible. Our product fully resists surface water infiltration if properly installed and is expected to swell at a maximum percentage of the product’s mass within the prescribed tested levels. It does not cover excessive subsurface penetration or moisture emissions from concrete, leaking pipes or faucets, leaking appliances, or receptacles such as, but not limited to, washing machines, bathtubs, showers, dishwashers, and refrigerators, flooding, natural disasters, or Acts of God. This product resists water. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth will occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth. This warranty does not cover flooding. The panels installed with any manufacturing defects are not covered by this limited warranty. Improper installation or workmanship must be directed to the installer. Any known manufacturing defect must be reported prior to product installation no longer than 30 days after the date of detecting the defect to be covered under this limited warranty. Any such defective material will be replaced (material only) at no additional cost to the customer; any damage that occurs during shipping is the responsibility of the shipping company. Any claim under this limited warranty shall be made by contacting [www.helpsupport.ca](http://www.helpsupport.ca) within 30 days after defect is detected. Proof of purchase including the date must be presented with the design or model line that is claimed. This limited warranty is not transferable and extends only to the original consumer. The above constitutes the customer’s sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between the parties.

**All flooring concerns must be submitted online at the following address: [www.HelpSupport.ca](http://www.HelpSupport.ca). We may request a videoconference call to examine the problems encountered and to speed up the process. Do not make any alterations or repairs before manufacturers’ approval.**

**Disclaimer of warranty:** This limited warranty does not create for or impose upon the manufacturer or its agents, any obligations or liabilities arising from any warranties, expressed or implied, including merchantability or fitness for a particular purpose. The manufacturer or its agents shall not be liable to the customer or any other person for any incidental, special, or consequential damages, and disclaims liability for breach of any other express implied warranties with respect to this product.

Produced in accordance with European Standard EN 13329-2000 /  
Dimensional Variance = 0.5 mm relative to nominal value.





HelpSupport.ca  
Help is only a click away



NOUS SOMMES ICI POUR AIDER  
VEUILLEZ NE PAS RETOURNER CE  
PRODUIT AU MAGASIN DE DÉTAIL  
Contactez-nous:  
[HelpSupport.ca](http://HelpSupport.ca)  
  
WE ARE HERE TO HELP.  
PLEASE DO NOT RETURN THIS  
PRODUCT TO THE RETAIL STORE.  
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