

## FLOORING YOU CAN SHOW OFF



206 4<sup>th</sup> Ave E  
Regina, SK S4N 4Z6  
306-359-6300

[www.floorsbydesign.ca](http://www.floorsbydesign.ca)



### Engineered and Solid Hardwood

- Engineered hardwood is available for wider plank sizes. It is constructed with multiple layers of plywood with a wood veneer on top. This construction method allows the wood to be more controlled when it comes to expansion and contraction during season changes.
- Solid hardwood is just that: a solid piece of wood. It is only available in narrow plank widths due to its uncontrolled expansion and contraction during season changes.
- Both are durable products and require the same amount of maintenance and cleaning.



ENGINEERED

SOLID

LAMINATE

## HARDWOOD & LAMINATE

## MAINTENANCE

&

## WARRANTY GUIDE

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### Residential Installation Warranty:

Floors by Design warrants all hardwood/laminate labour for a period of **one (1) year from date of installation.**

Types of services covered under this warranty: removal and replacement of planks and mouldings deemed sub-standard by a Floors by Design representative.

The warranty does not apply to repairs necessitated by negligence, flooding, wet mopping, sand, pebbles or other abrasives, spiked or heel shoes, insects, natural disasters, damage caused from pets, abuse, improper maintenance, subfloor movement or by customer's own repairs/alterations.

To obtain service on a warranty issue, contact Floors by Design to report the issue and schedule a service call. A representative will come and inspect the issue to determine a course of action to remedy the problem. Depending on the representatives' findings, the homeowner may be charged for materials and/or labour to complete the work.

### Manufacturer's Warranties:

Floors by Design conveys all product-specific manufacturer warranties to the consumer. Please refer to the literature provided on the manufacturer's website for each product's specific warranties and care instructions. We make no claims or guarantees over and above those listed by the manufacturer. **It is the home owner's responsibility to register their floor with the manufacturer for warranty coverage.**

### Please be aware of the following conditions that may exist after installation:

- Minor gaps (less than the thickness of a dime) may be present. These will change as the home and the floor breathes, causing expansion and contraction.
- Temperature and humidity levels must be kept uniform. Homes that are not occupied year-round may experience more expansion and contraction gapping.
- Certain types of wood react differently to temperature and humidity changes. Please be aware of this fact and refer to manufacturer's care guidelines as per your hardwood species.
- Lighting and sunlight may affect the color of wood over time. Depending on the species, it may lighten or darken over time - please keep in mind, if you are covering your new floor with an area rug, move or shift the rug so that the floor may react to the elements uniformly (minimize discoloration).

### Preventative Maintenance

- Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **Do not use a vacuum with a beater bar head.**
- Remove spills promptly using a clean, dry Microfiber cloth and clean residue with a professional hard surface cleaner.
- Never clean your floor with a sopping wet-mop; the excess water will cause damage to your floor. Never clean your floor with a steam mop; the extreme heat and moisture will cause damage to your floor.
- Use protective mats at all exterior entrances to reduce debris that can be tracked in from outside. Do not use rubber or foam backed mats as they may discolor the finish.
- Never use oil soaps, liquid or paste wax or other household cleaners that contain citrus oils, lemon oil, silicon or ammonia to clean your floor. Mixtures of water and vinegar are also NOT recommended, since vinegar has an oxidizing effect on urethane over time. We recommend using **Bona® Swedish Formula® Hardwood Floor Cleaner.**
- Keep pets' nails trimmed, paws clean and free of dirt, gravel, grease, oil and stains.
- Place protective felt pads under furniture legs and feet to reduce scratches and dents. Replace pads as needed.
- Lift items or use a dolly for moving furniture or appliances - do not slide or drag heavy items, this will cause scratching.
- Avoid wearing high-heeled or spiked shoes that can mark the surface. These types of heels can indent or damage the floor.

### Radiant Heat:

- Always refer to the manufacturer's specifications if your flooring is able to be installed over heated floors. Some hardwoods and laminates are able to be installed, whereas other hardwoods and laminates are not.
- If your hardwood/laminate floor is suitable to be laid over a subfloor with a radiant heating system, do not raise or lower the temperature by more than 5°F per day and never exceed a surface temperature of 80°F. While floor-heating temperatures do not harm the wood, it does affect its moisture content.

### Moisture and Hardwood Floors:

Hardwood is a natural product which reacts to changes in relative humidity. Although Laminate is man-made it reacts similar to hardwood. The more constant the moisture content is maintained, the less likely there will be any problems with the floor. Maintain a humidity level as recommended by the manufacturer, usually between 40-60%.

### In winter time

When homes are heated and the air is dry, wood flooring loses some of its moisture content and contracts as a result. When this happens, gaps and checking (cracks) can appear between the planks. This is normal and the homeowner should be prepared for it to occur. Once indoor heating is turned off in the spring and humidity levels rise again, most gaps will close up.

To avoid these separations, try to control and monitor air humidity levels during the dry season by installing a humidifier in the furnace and/or bringing a movable humidifier into the room that has good air circulation. As long as the humidity level does not fall lower than recommended, minimal gaps will appear between the planks.

### In summer time

During warm and humid summers when indoor humidity can rise up to 90%, wood absorbs moisture from the air and expands as a result. Even just a few days of exposure to high humidity can cause wood flooring to cup, warp or squeak. Cupping can also happen when spilled water is absorbed by the wood. Once cupping has occurred, it takes a while for the wood to restore its internal moisture content and flatten out. When extensive moisture or humidity causes the wood to expand, adjoining boards start pressing against each other.

To avoid cupping, try to control and monitor air humidity levels by installing a de-humidifier - which may need to be emptied several times a day depending on humidity levels.

**IT IS STRONGLY RECOMMENDED THAT HOME OWNERS INVEST IN A HUMIDIFIER AND/OR DEHUMIDIFIER as well as a humidity tester to ensure proper maintenance of their flooring.**