

# WARRANTY EXCLUSIONS

- The warranty does not cover damage arising from negligence, accident, abuse or misuse, indentation, scratches, damage caused by the use of adhesive tape, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, insects and pets, water damage caused by wet subfloor, flooding, leaky plumbing, spills, wet mopping, standing water, poor workmanship by installer, the illusions of bumps and/or dimples created by nailing machine/cleats or staples, structural changes in subfloor, settlement and uneven subfloor.
  - Failure to follow manufacturer's specific written installation instructions, improper care and maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, unsuitable environment, extreme environmental condition such as exposure to extreme heat, dryness, moisture, water saturation, structural changes in subfloor, settlement and or uneven subfloor will void the warranty.
- **ETM SURFACE DESIGN NOVABELLE** Prefinished Engineered Hardwood Floors should be installed in normal environment where its interior relative humidity level (in the air) has to be **maintained between 40% to 60% with a temperature of 65-73°F (18-23°C) all year round**, to ensure the best performance of the **ETM SURFACE DESIGN NOVABELLE** engineered hardwood flooring and prevent possible damage not covered by warranty. Installation of a humidifier or de-humidifier may be necessary to maintain the floor to perform within this normal relative humidity level. Exposure to higher or lower levels of heat and/or humidity may result in expansion and/or contraction of the floor boards resulting in separation between joints, cupping, splitting of boards, warping (wood will warp if excessive moisture gets into the boards), bridging (which is caused by insufficient expansion spacing) and wood deformation or other problems. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.
  - Natural wood characteristics such as mineral streaks, small knots, grain variations, etc. are normal characteristics and are NOT considered as defects. Nature's Trademarks leave no two pieces of wood the same and colour or other variations can occur. We cannot warrant against natural variations or the normal minor differences between colour samples and the colour of installed floors. Wood is a product of nature. Colour variations are a normal occurrence due to species, aging and may change in color due to exposure to UV light or sunlight; these are not covered by warranty. Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors. Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by warranty. Gloss level reduction is not considered surface wear and therefore is also not covered by warranty.
  - Splinters, splits and surface checks not visible during installation but appear later are not covered by this warranty. Some checks are allowed for certain grades of flooring at the time of manufacturing. Refer to the ETM Flooring Grading Rules.
  - It is the responsibility of the customer or installer to inspect all pieces of flooring for visible defects prior to installation. No warranty will be offered for appearance related claims on the products that are installed.
  - The manufacturer cannot warrant a colour match of **ETM SURFACE DESIGN NOVABELLE** products to other wood products, such as stairs, stair railings, cabinets, trim, moulding, etc.
  - Only approved prefinished hardwood flooring cleaners and maintenance products are appropriate for use on our products. Use of non-approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties.

# INSTALLATION INSTRUCTION

## IMPORTANT!

Flooring should be placed in the room in which it is to be installed at least 48 hours prior to installation. **Do not open packages until you are ready to begin installation.** Hardwood flooring is a natural product, it is not flawless. It is the installer's responsibility to inspect each board for acceptable color and visual defects prior to installation. The accepted industry standard permits a defect limit of up to 5%. The manufacturer will replace any defective products above the 5% standard. Incidental or consequential costs, such as labor charges resulting from the installation of defective material will not be covered.

### SUBFLOOR MOISTURE CHECK

- **ETM SURFACE DESIGN NOVABELLE** can be installed over dry and sound level surface.
- Wood subfloor: Wood subfloor must be dry with moisture reading not exceeding 12% and within 4% moisture content of the wood flooring. Please contact your local dealers for the availability of wood moisture meters.
- Concrete subfloor: Concrete subfloor should be cured and dry and tested for moisture content. Prior to installation, concrete subfloor should preferably be 45 to 90 days old, 30 days being the absolute minimum. Concrete moisture meter must be used to check subfloor moisture level. Using a Tramex Concrete Moisture Encounter meter, moisture content readings should not exceed 4.5%; in case of positive reading, calcium chloride test must be performed. The concrete subfloor moisture rate must not exceed 3 lbs / 1,000sf / 24 hours. If the reading exceeds 3 lbs, use a complete moisture-proofing system recommended by approved adhesive manufacturer. Please consult your local dealers for professional recommendations in such area.

### SUBFLOOR PREPARATION

- For stapled/nailed down installation, minimum thickness for subfloor requires 5/8" (16mm) or thicker plywood (or 3/4" (23/32") approved OSB chipboard subfloor), when installed over 16-inch (40cm) on center joists.
- Wood subfloor must be securely screwed down to joists to prevent any movement or squeaks. Thoroughly inspect and replace existing floor or subfloor that shows evidence of water damage or structural weakness.
- Subfloor surface must be flat and maximum tolerance is 3/16" per 10'. If necessary, grind down any irregularities, using #20 grit papers, and fill any uneven spot with a compatible leveling compound.
- Allow 1/2" expansion space around the perimeter of the room. All door casing should be notched out or undercut.



## GLUE DOWN INSTALLATION

Subfloor must be clean and free of paint, wax, oil, drywall mud and foreign materials. **Concrete floor must be dry under 4.5% moisture content.** Uneven sub floor must be eliminated by grinding or the use of a compatible leveling compound. Subfloor must be flat to 3/16" per 10' radius. Maintain room temperature at 65-73°F (18-23°C) and relative humidity 40% to 60% Do not open packages until ready to begin the installation. Expansion space of 1/2" must be provided along perimeter of the room. All door casing should be notched out or under cut. A moisture cured urethane full spread wood floor adhesive must be used for best performance. Latex based adhesive is not recommended, must use proper trowels recommended by the adhesive manufacturer. Start by spreading just enough adhesive to cover the first four rows, allow to flash, affix the **ETM SURFACE DESIGN NOVABELLE** with the groove side facing the wall. A tight and straight start will ensure a tight fitting floor. Do not glue tongue and groove together on a full spread glued down to sub floor installation.

### Double Stick Application

Some applications require the installation of sound reduction underlayments. A natural cork underlayment with a minimum density of 200 kgs/M3 (12 lbs/FT3) and with appropriate tensile strength is recommended. Any other underlayment used must be approved by ETM Distribution. The same non latex base moisture cured urethane adhesive is to be used to fasten the underlayment to the substrate and the flooring to the underlayment.

## STAPLE AND NAIL DOWN INSTALLATION

Subfloor must be dry and within 4% moisture content of the flooring to be installed. The subfloor must be 5/8" plywood, solid wood, or 23/32" OSB construction. The elimination of uneven subfloor will ensure best performance. Affix 15# roofing felt or black building paper to the wood subfloor. Start by pre-drill the face of the first row and face nail, and 45° blind nail through **ETM SURFACE DESIGN NOVABELLE** board's tongue using 1 1/2" approved cleats or staples. After the completion of the first three rows, then a mechanical fastener system may be used. Fasteners such as cleats, nails, staples, should not exceed 1 1/2" in length. Fasteners longer than 1 1/2" will damage the tongue of the **ETM SURFACE DESIGN NOVABELLE** boards. Pneumatic nailers may be used. Air pressure should be adjusted adequately for each species of hardwood floor installed and checked regularly (always try it before using). Proper pressure setting will ensure tongues are not damaged. Randomly stagger end seam, minimum 8" away from previous row to have a more pleasing appearance. Expansion space of 1/2" must be provided along perimeter of the room. All door casing should be notched out or undercut.

### FASTENER SCHEDULE

Wood flooring type	Fastener to be used	Spacing
Engineered wood flooring <b>1" to 2" from end of board</b>	<b>Staples</b> 18 gauge - 7/32" crown    1 1/2" in length	3" to 4"
	<b>Cleats</b> 16 gauge    1 1/4" to 1 1/2" in length 18 gauge    1 1/4" to 1 1/2" in length	3" to 4"

*\*\*Use Primatech Q550 Primpack 18g Pneumatic Flooring Nailer or equivalent for 18 gauge cleats*