



# **WARRANTY & INSTALLATION**

# **NOVABELLE**

MODERN ENGINEERED WOOD FLOORING

September 2024

# IMPORTANT!

IT IS THE RESPONSIBILITY OF THE CUSTOMER OR INSTALLER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. THE MANUFACTURER ACCEPTS NO RESPONSIBILITY FOR LABOUR COSTS INCURRED TO REMOVE ANY INSTALLED PRODUCTS.

## RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by the manufacturer of **ETM SURFACE DESIGN NOVABELLE** Prefinished Engineered Hardwood Floors, and is extended to the original purchaser of our product for as long as the original purchaser owns the residence (warranty is non-transferable). The Warranty Program is limited to residential application only and does not apply to any commercial or industrial use.

Claims must be filed by the initial buyer at the point of purchase. Notice of claim must be filed within the warranty coverage period and the distributor must be notified of any problems with the flooring within 30 days from the date of the problem occurs. Information such as proof of purchase, original warranty and our Installation Guide will be requested. The distributor reserves the right to inspect the floor and remove samples for technical analysis after the receipt of a written claim. This guarantee is pro-rated based on the amount of time the floor has been installed.

### STRUCTURAL/MANUFACTURING LIFETIME WARRANTY

- The manufacturer warrants to the original purchaser its **ETM SURFACE DESIGN NOVABELLE** Prefinished Engineered Hardwood Floors against any manufacturing defects caused by improper milling, grading, dimension and delamination (separation between plies due to bond line failure but not shearing of wood fibers) in normal environmental conditions. Normal environmental conditions mean that heating and ventilation systems should be designed to maintain interior relative humidity level (in the air) between 40% to 60% all year round, to ensure the best performance of the **ETM SURFACE DESIGN NOVABELLE** prefinished engineered hardwood flooring.
- Hardwood is a natural product with naturally occurring imperfections and variations in colour, grain and appearance. Actual flooring products may differ in colour, grain and appearance from illustrations and samples, and variations in colour, grain and appearance will exist in any quantity of the flooring itself. These are not considered defects.
- Whenever this warranty is applicable, the manufacturer's (or its distributor's) liability is limited to replace, or repair, at the option of the manufacturer or its distributor, the defective products with the same product or similar product with equivalent value due to manufacturing defects in excess of industry standards (5% of the total flooring quantity), excluding the cost of transportation, storage, and installation. Damage due to improper transportation, storage, installation, extreme sunlight, extreme indoor conditions (extreme heat, dryness or moisture), or any other cause are not covered. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping and warping. Gapping, splitting, cupping or other problems resulting from exposure to improper environmental conditions are not covered by the product warranty. It is natural, due to the inherent properties of wood that, some minor contraction and expansion may occur. These occurrences and/or visual changes in the hardwood floor will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product and the manufacturer (or its distributor) accepts no responsibility for labour costs incurred to remove any installed products.

## 25-YEAR FINISH WARRANTY

- The manufacturer warrants, to the original purchaser, the lacquer finish will not wear through for 25 years from the date of the original purchase and used under normal residential traffic conditions and with proper maintenance. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss reduction, indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes, water, wet mopping, erosion, pebbles, sand and other abrasives, however, are not considered wear through and therefore are not covered under the finish warranty.
- If wear-through does occur within the warranty period, the manufacturer (or its distributor), at its option, will refinish, repair or replace the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labour costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.
- To be eligible for a finish warranty claim, the wear-through must be readily visible and must cover at least 10% of the total floor surface. Gloss reduction and isolated areas of surface wear in high traffic areas (doorways, hallways, etc) are considered normal wear-through and are not covered by this warranty.

## RADIANT HEAT PERFORMANCE WARRANTY

- The manufacturer warrants that **ETM SURFACE DESIGN NOVABELLE** can be installed over a radiant-heated subfloor (water-filled tubes through concrete thermal mass). New water radiant heat system must have been tested and in operation for a few weeks prior to installation. **THE SURFACE TEMPERATURE MUST NEVER EXCEED 80°Fahrenheit (OR 26°Celsius).** Proper relative humidity level must be maintained throughout the year. Run humidifiers and/or dehumidifiers as necessary to maintain recommended relative humidity level. Upon completion of installation, heating system may be turned on gradually. Heating and ventilation systems should be designed to **maintain interior relative humidity level (in the air) between 40% to 60% all year round**, in order to ensure the best performance of the **ETM SURFACE DESIGN NOVABELLE** engineered hardwood flooring.
- Wood flooring is a natural product, it is normal that seasonal effect and in-floor heating system will affect the humidity thus minor gaps and changes in dimension will occur with wood flooring. **ETM SURFACE DESIGN NOVABELLE** engineered hardwood flooring is NOT recommended for use with any in-floor ELECTRIC heating system nor water tube system not encased in a thermo mass.

**Note: Any attempt to repair, replace, or refinish the floor prior to the manufacturer's (or its distributor's) inspection and authorized repair actions will void this warranty.**

# 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 colour and visual defects prior to installation. **Flooring should be racked out from a few boxes to check for colour variation between planks and spread out for an appealing visual look. Do NOT group dark/light colours together.** 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<br>1" to 2" from end of board | <b>Staples</b><br>18 gauge - 7/32" crown      1 1/2" in length                                        | 3" to 4" |
|                                                        | <b>Cleats</b><br>16 gauge      1 1/4" to 1 1/2" in length<br>18 gauge      1 1/4" to 1 1/2" in length | 3" to 4" |
|                                                        |                                                                                                       |          |

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

## FLOATING INSTALLATION

**Never open the bundle until ready to install.** Subfloor should be flat and sound and must be level within 3/16" in 10 linear feet. Place 6 mil U V rated vapor barrier polyfilm on subfloor, overlapping lap seams of polyfilm at least 8" over each other. Apply underlayment on top of polyfilm, butting seams to each other, do not over lap. **ETM SURFACE DESIGN NOVABELLE** boards must be side and end glued using D3 PVAC glue, apply beads of glue on the upper side of the tongue and the lower side of the groove. Glue should ooze out to ensure tight joints; excess glue should be wiped clean with moist cloth. At the end wall, use a pry bar or a pull bar to pull the ends of the boards tight. Continue laying the floor on top of the underlayment, working left to right, tapping the planks tight together. Make sure to continue using ½" inch spacers along the wall throughout the installation. Tapping block should be used against tongue only and ensuring tongues are not damaged, end joints of adjoining boards should be spaced at least 8" from each other. Expansion space of ½" must be provided along perimeter of the room. All door casing should be notched out or undercut. The ½" expansion space is covered with an appropriate moulding. Always attach the moulding to the wall or vertical object and never to the flooring. **In areas exceeding 20 linear feet, expansion transition is required. Expansion transition moulding must be installed in all doorways and connecting ways.**

## RADIANT HEATED FLOORS

**Applicable to in-floor water radiant heat embedded in thermo mass (concrete or gypcrete).**

Turn the heating down to 60°F (15°C) one week prior to laying the flooring. Do not turn off heating system if the outside temperature is below freezing. Install 6 mil vapor barrier as per regular installation instructions. New water heating systems must be in operation for at least 14 days prior to installation. Upon completion of installation, heating temperature may be increased gradually over a period of one week to the desired level. The floor surface must not exceed 80°F or 26°C. **It is extremely important that you maintain proper humidity levels (40% to 60%) throughout the year.** Run humidifier or dehumidifier as necessary to maintain normal humidity variations. Wood flooring is not recommended with electric in floor heating systems.

## CARE AND MAINTENANCE

- Vacuum or sweep your floor once a week or as required.
- Place felt pads under furniture legs to prevent scratching.
- Avoid walking on the wood floor with stiletto heeled shoes.
- Place mats at exterior door to trap sand and grit.
- Keep relative humidity in your house between 40% to 60%
- Do not use wax, oil soap or other household cleaner on floor.
- Never wet mop a wood floor, excessive amount of water can cause your wood floor to deform. Use a slightly damp mop (well rung out mop or rag) to clean your floor.
- Never use any kind of adhesive tape on surface of wood flooring.
- Do not use a steam mop or a mop that sprays a cleaner or liquid directly onto the wood flooring surface.
- Protect your floor from direct sunlight. Prolong exposure may cause wood to deform.