



PREVERCO INC.
PLANCHERS D'AVANT-GARDE

WARRANTY INSTALLATION & MAINTENANCE

INFINITELY DURABLE!

Thank you for choosing a Preverco hardwood floor. You have selected a premium quality product designed for everyday life.

The revolutionary **Sigma™** finish is composed of aluminum oxide and is reinforced by a special process exclusive to Preverco Inc. that provides **superior wearability!** The **Sigma™** finish carries a **25-year residential warranty**, so you can enjoy the beauty and richness of your hardwood floor for many years to come... A **3-year light commercial warranty** is also offered under certain conditions. Please communicate with our Customer Service Department or our territory manager to have your project **preapproved and registered.**

To ensure that your hardwood floor is properly installed and to preserve the beauty of your investment, **carefully read the recommendations in this brochure.** You will also find significant information concerning the conditions that are required for your warranty to be valid.



IMPORTANT

Read this document
BEFORE installing
your hardwood floor

A 25-YEAR RESIDENTIAL WARRANTY ON THE SIGMA™ FINISH

Preverco Inc. warrants to the original purchaser that the **Sigma™** finish will not wear through or separate from the wood for **a full 25 years.** This warranty applies from the date of purchase, as long as the floor is submitted to **normal residential wear.** **Regular preventive maintenance** as recommended by Preverco Inc. must be followed.

- This warranty is **non-transferable** and applies only to the original owner of the floor.
- The warranty applies to **first quality material** only.
- **A proof of purchase** and/or a copy of the original invoice are required.

A 3-YEAR LIGHT COMMERCIAL WARRANTY ON THE SIGMA™ FINISH

Effective for material dated as of **March 10th, 2003**, for all applications of light commercial projects, a **3-year wear warranty will apply.** This warranty is applicable to installations in areas such as – clothing stores, offices, furniture stores, department stores, health care facilities and fine dining establishments.

Excluded from this commercial warranty are installations in fast food chain establishments, movie theaters, etc.

For this commercial warranty to be effective, all installations must be in accordance with Preverco's installation guidelines, with regular maintenance as per our instructions. Finally, all the conditions mentioned for our 25-year residential warranty must be respected in order for this commercial warranty to be valid. Make sure to read the warranty exclusions presented at the end of this brochure.

Please **contact your territory manager** for details and to have your **project pre-approved and registered.**

Be sure to read further warranty information as enclosed in this brochure.

STRUCTURAL WARRANTY (GRADING AND MILLING)

Preverco Inc. has an ongoing control of all the manufacturing steps involved in the production of its prefinished hardwood floors. From kiln drying to finishing, all our flooring is manufactured under the most rigorous quality control standards.

As hardwood is a product of nature, it will inherit natural characteristics or shadings. **Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased.** Preverco Inc. will replace any material in excess of this 5% tolerance (excluding labor costs and shipping fees).

READ THE FOLLOWING BEFORE INSTALLING YOUR HARDWOOD FLOOR

The installer and/or the owner assumes final responsibility to the product quality. Therefore, all flooring must be inspected prior to installation. Carefully examine your floor for color, grade, finish, and general quality before installing it.

If any material is not acceptable, immediately contact your authorized Dealer / Distributor and **DO NOT INSTALL THE FLOOR.**

Once the strip / plank has been nailed down, it is deemed accepted by the installer and/or the owner.

PREVERCO INC. WILL NOT ACCEPT
CLAIMS ON ALREADY INSTALLED MATERIAL.

IMPORTANT NOTES CONCERNING INSTALLATION

- To ensure that your hardwood floor is installed properly, Preverco Inc. recommends that you follow the installation instructions whether you install it yourself or hire an authorized professional installation company.
- Preverco Inc. cannot be held responsible for the poor quality of the installation.
- If you decide to hire an installer who will install your hardwood floor without your supervision, **it is your responsibility to ensure the practical judgment of the installer.** The installer should use reasonable selectivity in assessing the quality of the wood, the grade, and arranging the boards according to the natural color variations of the species selected.
- **It is the owner's responsibility to ensure that the wood delivered is the wood that has been ordered and chosen.**
- **The installer and/or the owner should select boards appropriately** and, either discard, relocate in hidden places or cut out pieces with defects, if any, when required.

Note: The selection of mechanical fasteners such as nailers varies by manufacturer, offering the installer the choice of manual or air-assisted. Therefore, **it is the installer's liability to ensure that the cleat is properly set as Dimpling of the wood face is not considered a manufacturing defect.** It is recommended to test a couple of pieces by nailing them down and examine the edge where the two (2) pieces meet. Particularly in installations of 90 degrees to outside walls, Dimpling could be very apparent in direct sunlight.

TOOLS AND MATERIAL REQUIRED

- > Wax paper, felt underlay
- > Moisture meter
- > Hardwood floor nailer (with rubber mallet) (manual or air-assisted)
- > Electric drill and bits
- > Hardwood flooring nails or cleats. *We strongly recommend the use of cleats vs. staples to achieve maximum results when installing hardwood floors.*
- > Compound miter, chop saw, or jamb saw
- > Claw hammer and nail punch
- > Measuring tape
- > Chalk line
- > Finishing nails
- > Wood putty

HANDLING AND STORING

Hardwood is a natural living material, which reacts to changes of relative humidity. It absorbs and releases moisture before and after it is installed, depending on the variations in the environment. Hardwood expands in summer and shrinks in winter. To prevent excessive expansion or shrinkage of your hardwood floor, it is recommended to **maintain the relative humidity level in your home, office, chalet, cottage, etc. (location of wood installed), at the appropriate humidity level for your area (between 45% and 55% approximately)** throughout the year.

Your authorized Dealer / Distributor supplies you with specially designed cartons that have been stored in a heated and well-ventilated warehouse. It is important **not to transport your wood under raining and/or damp conditions**, nor should you **store it in a non-heated or poorly ventilated area.**

PREPARATION

- Before you begin, make sure that plastering and concrete work is **completely dry**. The heating system **must be fully operational** and the house normally heated for at least five days at 72° F (22° C), prior to delivery of flooring. Please note that concrete must be cured for a minimum of 30 days prior to installation.
- It is strongly recommended that flooring climatize at house temperature for **at least 48 hours at the recommended relative humidity level in the room it is to be installed in**.

Sub floor requirements (including O.S.B.)

- 3/4" (19 mm) solid strip and plank are **for nail-down installation only**. It requires a plywood or O.S.B. sub floor over joists. **Do not nail over particleboard or products of a similar nature as you will void your warranty**. If you already have a particleboard sub floor, you must install a minimum of 5/8" (1.6 cm) thick plywood or O.S.B. sub floor before installing your hardwood floor.

In order for your warranty to be valid, it requires the following guidelines:

- A minimum of 5/8" (1.6 cm) sub floor – CDX plywood or 3/4" (19 mm) sub floors – CDX plywood or approved / stamped O.S.B. underlayment.
- 5/8" (1.6 cm) CDX plywood can be used for up to 16" (40.64 cm) centers.
- 3/4" (19 mm) CDX plywood or approved / stamped O.S.B. underlayment can be used for up to 19" (48.26 cm) centers.

Note: O.S.B. subfloors can only be used at 90 degrees to the joists.

As approved by Preverco Inc.

- Using an approved moisture meter, **measure the moisture content (M.C.) in the sub floor (plywood)**; it should be **between 6% and 12%**. If the moisture content exceeds 12%, turn up the heat and open the basement windows 1/2" (1.25 cm) (dry air). If the moisture content is higher than the recommended level, the use of a dehumidifier is standard procedure and works well. If the moisture content is below the recommended level, use a humidifier.
- **Also, measure the moisture content (M.C.) of the hardwood to be installed**. For hardwood under 3" width, the sub floor and the hardwood must be under a 4% maximum difference. For hardwood over 3" width, the sub floor and the hardwood must be under a 2% maximum difference.
- Remove baseboards, quarter rounds, and doorjamb.

BEFORE YOU START THE INSTALLATION

- **Screw the sub floor securely to avoid squeaking** and install a layer of 15 lbs. (6 kg) felt floor paper. Wax floor paper is also approved.
- Using a **jamb saw**, cut the bottom of the doorframes 3/4" (19 mm) in order to slide a hardwood strip / plank beneath the doorframe.
- Before you begin, it is important to check the working condition of the hardwood nailer to prevent damage to the strips / planks. Follow the manufacturers' recommendations for the correct air pressure. **Try a few hammering tests on a piece of scrap wood** to determine the pressure required to properly drive / set the cleats.
- Use 2" (5.08 cm) cleats for 3/4" (19 mm) thick hardwood.
- It is highly recommended that your hardwood floor **be installed at a 90° angle to your joists or diagonally** for maximum support when using a plywood sub floor.
- It is recommended to install your hardwood flooring **under natural light conditions**. Natural light will enable you to see the nuances of the grain/color of your hardwood floor. As a result, you can arrange boards easily to create a harmonious decor.
- Determine your starting location. In most cases, you will start your installation from an outside wall. This is generally the longest and straightest wall within the room. However, if you must use **finishing moldings (reducer or stair nosing)**, in most cases it is best to **start installing your floor from the molding** and work your way towards the facing wall. It is often easier and more elegant to rip a board along a wall than in the doorway.
- When installing your prefinished hardwood floor, **be careful not to let any heavy object fall on your floor** (tools, boards, etc.) as this could damage the wood.
- Clean bottom of shoes / work boots.

INSTALLATION

STEP-BY-STEP INSTALLATION

1. Measure out from the wall (at both ends of the room) **the width of the strip / plank, plus 3/4" (19 mm) expansion space, plus 1/4" (6 mm) size of the tongue**. Mark the sub floor accordingly; place the chalk line into position, and snap a line. You will align the tongue of your starter strip / plank along this chalk line.

Ex. $2\ 1/4" + 3/4" + 1/4" = 3\ 1/4"$ for 2 1/4" material, and 4 1/4" for 3 1/4" material.

2. Select the strips / planks, and then lay them out on the floor in the general pattern in which they will be installed. **The straightest strips / planks should be used for the first and second rows**. Always select your strips / planks with care. Those with flaws must be re-cut and used as starter boards for the next row or discarded as waste.
3. **Lay the tongue edge of the strip/plank on the guideline, leaving a 3/4" (19 mm) space** between the groove edge and the starting wall. This expansion space will allow the wood to expand if necessary.
4. The first row must be secured to the floor using shank flooring nails or brad nails of 1 1/2" (3.81 cm) minimum.
 - a) **Face nailing:** Drill holes on the surface of the strips / planks 1" (2.5 cm) in from the back edge (grooved side), and 1" (2.5 cm) in from the ends. Space the holes 8" – 10" (20.3 cm – 25.3 cm) apart. Secure nails using a claw hammer and nail punch. Fill with matching wood putty.
 - b) **Blind nailing:** Drill holes in the tongue of the strip / plank on a 45° angle. Once again, drill holes 1" (2.5 cm) in from both ends, and space the holes every 8" – 10" (20.3 cm - 25.3 cm). Secure nails using a claw hammer and nail punch.

Note: To finish off the first row, select a strip/plank that is at least 6" (15.3 cm) longer than required, as you will use this remainder piece to start your second row. Also make sure that the end joint of the remaining piece does not line up with the end joint of the adjacent strip / plank in the first row. Cut this piece, position the two pieces into place, and secure. Position the strips / planks in the second row, making sure that the end joints are at least 6" (15.3 cm) apart from those of the first row. Fasten these strips / planks into place as described in section 4b (avoid clustering of ends).

5. Install the balance of the floor with a hardwood flooring nailer, always keeping in mind to space the strips / planks so as to avoid unsightly clusters of end joints (see figure 1.1 and figure 1.2)

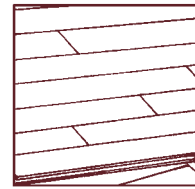


Figure 1.1 (correct)

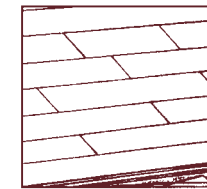


Figure 1.2 (incorrect)

Note: For the best visual appeal, it is good practice to stagger end joints apart from the next row, e.g. twice the width of material (3 1/4" is 6 1/2" apart, 4 1/2" is 8 1/2" apart, etc.).

6. Depending on the width of the boards selected, usually the fourth or fifth rows must be installed as described in section 4b (do not allow your hardwood floor nailer to hit the wall). The last two rows will be face nailed as described in section 4a. Fill all nail holes with matching wood filler, which best blends with the color of the floor. ***Note: Always fill nail holes to prevent moisture penetration, and drill into the darker grain of the wood.**
7. Baseboards, quarter round, and shoe mould should be **nailed to the wall only, not the sub floor**.
8. Clean your floor with the specially designed Preverco Wood Floor Cleaner. Carefully move your furniture back in place using felt pads on all legs and enjoy the beauty of your new Preverco hardwood floor.

CONGRATULATIONS FOR A JOB WELL DONE!

MAINTENANCE

REGULAR AND PREVENTIVE MAINTENANCE

Preverco offers a complete selection of maintenance products specially designed to preserve the original appearance of your hardwood floor. Quick and easy to use, they will make cleaning as easy as ABC and protect your investment for a lifetime.

- **Maintain proper humidity conditions within your home.** It is recommended that the humidity level stay in the recommended range **between 45% and 55% throughout the year.** Problems related to humidity level variations can be minimized by proper ventilation, humidifying, dehumidifying or heating.
- **Regularly vacuum the floor** to prevent sand or abrasive dust from accumulating and scratching the finish.
- **Entrance doormats to all dwellings** help reduce dirt, stones, gravel, and sand from damaging your new hardwood floor.
- **Remember that wood and water do not mix!** Never wash your Preverco floor with water and do not leave water or any other liquid to dry on your hardwood floor. Wipe up spots and spills immediately. ***Note: Avoid vinegar.**
- Be sure to **keep pets' nails cleaned and trimmed** as they could damage the finish of your hardwood floor.
- Although our **Sigma™** finish is very durable and resistant, **sharp and pointed objects can cause damage to your floor.**



- **Never use wax, household detergents, or soap,** as they will leave a greasy film on your floor. Avoid all oily products and all products designated for the maintenance of hardwood furniture. These types of products are not designed for the maintenance of your hardwood floor. Use Preverco maintenance products specially designed for the care of your hardwood floor. Always clean your hardwood floor lengthwise following wood grain.
- **Avoid wearing high heels** on your hardwood floor. Do not wear shoes that are covered with dirt, gravel, or abrasive dust.
- **Use adequate floor protection (felt pads)** under all furniture and chair legs, in order to ease their movement and to prevent scratching the floor. **Use protective mats at doorways.**
- **Protect the floor while moving heavy pieces of furniture** and appliances i.e. stove, fridge, etc. Carry them or place them on a rug, wrong side up, and slide the rug. The use of one or more piece(s) of clean plywood 5/8" (1.6 cm) could also be used to move objects on.

Repairs:

If an incident should damage your Preverco prefinished hardwood floor, replacing the affected board(s) is easy. Your Preverco Authorized Dealer can assist you regarding any repairs.

WARRANTY EXCLUSIONS

- The **25-year finish warranty** applies on all prefinished floors with the **Sigma™** finish manufactured since **March 10th, 2003**. The **25-year finish warranty** is applicable on all Preverco prefinished flooring sold by **Authorized Dealers / Distributors only**.
- The **3-year light commercial warranty** applies on all prefinished floors with the **Sigma™** finish manufactured since **March 10th, 2003**. This commercial warranty is applicable **only for pre-approved and registered projects**. See your territory manager for all details.
- The **surface wear must be readily visible. At least 10% of the floor surface must be affected**. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of **incorrect maintenance or accidents**. Example: scratches, dents, etc.
- The Preverco warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes.
- Preverco Inc. will not accept any claim resulting from non-compliance with the recommendations listed in this document. Preverco Inc. may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of Preverco's written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.
- Preverco disclaims any responsibility when its products are installed in a **basement, on concrete floors or in rooms equipped with radiant heating**.
- Products classified as rustic (Grade C), second quality, imperfect, special or non-standard **are not covered by this warranty**. They are sold **«as is»**.
- Although our **Sigma™** finish helps reduce the natural fading of the wood, Preverco Inc. **cannot warranty fading due to sunlight**. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.
- Since hardwood is a natural product, and even if your hardwood floor is well installed, your hardwood floor will continue to shrink or expand depending on seasons and humidity / heating conditions. **The little spaces between the strips / planks are normal and not covered by this warranty**.
- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips / planks of your floor. Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply*. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.

*Note: if over 5% industry standards.
- It is the installer's liability to ensure that the cleat is properly in place as **Dimpling of the wood face is not considered a manufacturing defect**.
- For your warranty to be valid, you must have a **copy of your original receipt and be the original owner of the floor**.

INFORMATION ON FILING A CLAIM

Structural warranty (grading & milling):

If you have doubts concerning the quality of the merchandise, **call your local authorized Dealer / Distributor BEFORE installing your floor and within 30 days following the purchase**. If a defect is only noticeable once a board is installed, **please stop the installation as soon as the defect becomes apparent** and contact your local authorized Dealer / Distributor to have the defective material replaced. Preverco Inc. will replace the defective wood that does not meet the industry standards as long as the wood has not been installed and over the 5% waste factor.

Finish warranty:

Send a claim notice to Preverco Inc. **within 25 years following the purchase for the residential warranty** and within 3 years for the light commercial warranty, with a copy of the original receipt. Preverco Inc. reserves a **period of 30 days**, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty.

Preverco Inc. **is not responsible for any indirect costs** (labor, shipping, etc.) arising from a claim.

MANUFACTURER COMMITMENT

If the proper maintenance and conditions indicated in this document are respected and the quality of the product or the finish does not comply with the established quality standards, Preverco Inc. will recoat your floor or offer you compensation, or replace defective wood in accordance with the manufacturer's choice based on the inspection findings.



FEEL FREE TO CONTACT US

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