



## **FLOORING INSTALLATION GUIDELINE AND WARRANTY**

**ENGINEERED HARDWOOD –WHITE OAK Collections:**

Paramount/Contempa/Tremblant/ Huron

---

### **FLOORING INSTALLATION INSTRUCTIONS**

1. Carefully read all instructions in this guide before starting the installation.  
Any installation not done according to the manufacturer's guidelines will void the warranty.
2. Only install over wood subfloors that are clean, dry, and structurally sound.  
Installation over carpet, vinyl, ceramic, or concrete is strictly prohibited and will void the warranty.
3. Allow 48–72 hours for proper acclimation in the room where the floor will be installed. Maintain room temperature between 60°F–80°F (15°C–27°C) and relative humidity between 35%–55%.
4. Leave an expansion gap of at least 1/2 inch (12 mm) around all fixed vertical structures such as walls, pillars, staircases, and cabinetry. Do not install flooring tight against any fixed object.
5. Blend boards from multiple boxes during installation to achieve natural variation in color, grain, and pattern.

### **OWNER / INSTALLER RESPONSIBILITY**

The installer is responsible for the final inspection of all flooring boards before installation. Carefully examine each plank for color, finish, texture, and manufacturing defects. Do not install any plank that appears damaged or of quality.

Once a board is installed, it is deemed accepted by both installer and homeowner.

Impressive Floors is not responsible for installation errors or costs incurred due to the installation of visually or structurally defective material. If the product is not satisfactory, do not install it—contact your distributor or supplier.

It is also the responsibility of the installer/owner to ensure that site conditions are suitable for hardwood flooring.

### **PRE-INSTALLATION GUIDELINES**

#### **Jobsite Inspection & Preparation**

The site must be fully enclosed and climate-controlled for at least 72 hours prior to delivery and throughout the acclimation and installation periods.



All wet trades (drywall, painting, tiling, plumbing) must be completed and fully dry before flooring is brought into the site.

All HVAC systems must be operational, maintaining a temperature range of 60°F–80°F and relative humidity of 35%–55%.

Subfloors must be dry, level, and structurally sound.

### **Acclimation**

The flooring must acclimate inside the installation environment in unopened boxes laid flat for 48–72 hours. Cartons should not be stacked. Do not store directly on concrete. Maintain consistent climate throughout and after installation. Seasonal gaps or expansion due to fluctuating humidity are not considered defects.

## **SUBFLOOR REQUIREMENTS AND PREPARATION**

### **Approved Subfloors**

Engineered White Oak flooring is approved for installation over wood subfloors only.

The subfloor must be clean, dry, and structurally sound.

Unevenness should not exceed 3/16 inches over a 10-foot radius. Correct low spots with leveling compound and sand down high spots.

### **Prohibited Surfaces**

Do **not install** over:

- Carpet
- Vinyl or linoleum
- Floating or perimeter-fastened floors
- Radiant heated floors, Installation over any of the above voids the warranty.

### **Moisture Testing**

Subfloor moisture content must not exceed 7% TO 8%, and the difference between subfloor and flooring must be no more than 4%.

A wood moisture meter should be used to verify subfloor and flooring readings.

### **Expansion Gaps**

Leave a minimum 1/2-inch expansion space at all vertical obstructions.

Use T-molding for transitions between rooms or areas exceeding 30 feet in any direction.

## **APPROVED INSTALLATION METHODS**

### **Floating Installation**

Boards are installed using tongue-and-groove with appropriate underlayment.



Flooring should not be anchored to the subfloor in any way.

### **Glue-Down Installation**

Use only high-quality hardwood adhesives approved for engineered flooring.

Follow adhesive manufacturer's instructions exactly.

Clean excess glue immediately to avoid surface damage.

### **Staple or Nail Down Installation**

Use 18-gauge cleats or staples.

Fasteners must be placed every 6–8 inches, 1–2 inches from board ends.

Improper nailing may cause splitting or squeaking and is not covered by warranty.

## **TOOLS & MATERIALS REQUIRED**

- Moisture Meter
- Measuring Tape
- Rubber Mallet
- Nail/Staple Gun (if applicable)
- Hardwood Adhesive (if glued)
- Underlayment (for floating method)
- Level
- Tapping Block and Pull Bar
- Circular/Miter Saw
- Spacers
- Safety Glasses and Gloves

## **INSTALLATION GUIDELINE**

1. **Start by cleaning and leveling the subfloor.** Ensure no debris, nails, or moisture is present.
2. **Plan your layout** and start installation along the longest wall or most visible line. Start from left to right.
3. **Leave expansion gaps** of 1/2 inch on all sides of the room using spacers.
4. **Stagger the joints** of planks by at least 12 inches between rows for optimal structural integrity and aesthetics.
5. **Engage tongue-and-groove** at a 30° angle and gently lower planks to lock into place. Tap gently with a mallet and tapping block if needed.
6. **Final row installation** may require cutting plank width to fit. Use a straight edge to mark and cut. Always leave expansion space at the wall.
7. **Remove spacers** after installation is complete. Install baseboards and trims, ensuring they do not restrict floor movement.



8. **Clean the surface** using a vacuum or soft broom. Do not wet mop or apply cleaners at this stage.
9. Do not use non recommended sticking tapes, it will void the warranty.

## CARE AND MAINTENANCE

To preserve the appearance and longevity of your White Oak Engineered Hardwood, follow these instructions:

### Daily & Weekly Maintenance

Sweep or vacuum (soft brush head) regularly to remove dirt and grit.

Use a **hardwood floor cleaner** for occasional mopping. Avoid ammonia, vinegar, or oil-based cleaners.

### Spill & Moisture Management

Wipe up spills immediately to prevent water damage or staining.

Never wet mop or steam clean hardwood flooring.

### Protective Measures

Use doormats at all entrances.

Apply felt pads to all furniture legs. Avoid rubber or metal feet directly on the floor.

Avoid high heels, sharp objects, or dragging furniture across the floor.

### Furniture & Appliances

Use plywood sheets or hardboard panels when moving heavy appliances.

Rolling casters are not recommended.

### Climate Control

Maintain temperature between 60°F and 80°F and humidity between 35%–55%.

Use humidifiers or dehumidifiers seasonally to minimize wood movement.

## WARRANTY COVERAGE

### Residential Finish & Structural Warranty – 30 Years

Covers wear-through of the finish layer under normal residential conditions. Covers separation, delamination, or structural failure of the engineered core.

### Light Commercial Warranty – 3 Years

Limited warranty for low-traffic commercial use.



## **WARRANTY DOES NOT COVER**

- Improper installation or failure to follow this guide.
- Water damage, including spills, appliances, or humidity imbalance.
- Damage from pet claws, high heels, furniture, or improper cleaning.
- Discoloration from sunlight, rugs, or rubber-backed mats.
- Labor or replacement costs due to errors in subfloor preparation or jobsite conditions.
- Seasonal gapping due to low humidity.
- Installation over radiant heating or unapproved subfloors.
- Use of non-recommended cleaners or adhesives.
- Not following proper care and maintenance

## **CLAIMS PROCEDURE**

To file a claim:

- Retain original purchase receipt and details of installation.
- Keep 2-3 planks of unused flooring for quality inspection.
- Contact Impressive Floors with full details, including pictures and description of the issue.

If the product is deemed defective:

- Replacement flooring of the same style and grade will be provided if available.
- If not, a comparable alternative will be offered.
- Labor and incidental costs are not covered.



## DISCLAIMERS

If the product does not perform as outlined in the warranty, the manufacturer reserves the right to have it inspected by a qualified inspector. If the product is found to be defective, the manufacturer may choose to either repair or replace the affected area with the same color, design, and grade, if available. If the exact product is no longer available or has been discontinued, the manufacturer may provide a similar product of equal value and quality.

If repairs or replacements are required, all items must be removed from the affected area after the original installation. The costs associated with removing these items, including but not limited to furniture, fixtures, moldings, and appliances, will not be refunded or reimbursed.

Labor costs will not be covered for installations that were not completed in accordance with the manufacturer's installation instructions. Improper installation will void all or part of the warranty coverage.

Warranty coverage for any replacement flooring will be limited to the remaining term of the original warranty. Claims for labor, loss of time, inconvenience, loss of use, incidental, or consequential damages—including the replacement of subfloors, underlayment's, disconnecting or reconnecting appliances, moving furniture, or other similar costs—are not covered under this warranty.

Failure to follow these procedures may result in the voiding of some or all warranty coverage. This limited warranty is **non-transferable** and applies only to the **original end user purchaser**.

For any questions or concerns, please contact the territory sales representative/manager or email us at [info@impressivefloors.ca](mailto:info@impressivefloors.ca).