

GOLDEN SELECT WATERPROOF ENGINEERED HARDWOOD

UNITED KINGDOM

This document provides the installation instructions for
Golden Select Waterproof Engineered Hardwood

IMPORTANT NOTE: The owner/purchaser must inspect for color, finish and the quality before installation.

The manufacturer cannot be held responsible for costs incurred when a floor with visible defects has been installed.

Before you start read these Owner/ Purchaser/ Installer Responsibilities:

Before starting installation, it is important you read all instructions and warnings information. By starting installation of this product, you are agreeing that you have read and understand all owner/purchaser/installer requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty.

A product acclimation is required 48h prior to installation. The product needs to be stored indoors or between the following temperature range of 50° to 85°F (10° to 30°C) prior to installation.

Store flooring in their original packaging laying on a flat dry surface indoors between 50° to 85°F (10° to 30°C) prior to installation.

This product may be installed within the following range of everyday living environments:

- **Temperature:** 50° to 90°F (10° to 32°C)
- **Relative Humidity (RH):** 15% to 75%

Engineered hardwood is a natural product and may vary in colour and character from display models and literature. In addition, boards may differ from one another in colour and character. Verify colour and character before installation. Once the floor is installed, it is deemed to have been inspected, approved and accepted.

It is the sole responsibility of the owner/purchaser/installer, prior to installation, to certify that the area/environment planned for installation is suitable for Golden Select flooring and meets local building codes and that all subflooring is dry, sound and meets or exceeds all industry standards; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job area/environment and subflooring requirements

If installation is for a newly built home or construction, the owner/purchaser/installer must ensure all windows and doors are installed and that wall and floor boards are completely dry. All wet, messy and dusty work including drywall, plaster and painting should be completed prior to the installation of the floor. If these works are not fully completed, you must adequately protect the floor from contamination from dust, spillage or damage from these works. It is recommended that flooring be the last stage in a construction project.

The owner/purchaser/installer assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: colour, factory finish, milling and grade. **If the product is not acceptable, DO NOT INSTALL IT.** Contact your supplier immediately for assistance. Product warranty DOES NOT cover materials with visible defects after they are installed.

If you wish to install over a radiant heating system (READ the Installation Over Radiant Heated Floors section below), consult with the manufacturer of your radiant heating system to ensure that it is compatible with this flooring. Temperature **must never exceed 29° C (85° F)** and changes in temperature settings must be gradual. Rapid temperature changes and/or excessive heat may damage the flooring and/or the finish. Only circulating liquid type or electric embedded systems are approved for use with this product. The use of other types of systems will void your warranty. Refer to the section Installation Over Radiant Heated Floors section for further information and limitations. It is the responsibility of owner/purchaser/installer to confirm the suitability of the radiant heating system for use with this product. The selection and use of any radiant heating system is the choice and sole responsibility of the owner/purchaser/installer.

Golden Select Waterproof engineered floors are warranted to be waterproof and to resist permanent structural damage when partially or fully immersed in water up to a maximum of 96 hours. We do not recommend the installation of this product in homes or basement areas where there is a history of or recurrent flooding.

Important notice to installers:

The general activities of engineered hardwood installation including cutting, sawing, sanding and machining of engineered hardwood creates airborne dust which can cause eye, nasal, respiratory and skin irritation.

The following precautionary measures are recommended:

Use dust collectors on all power tools, wear appropriate dust mask or respirator and avoid dust contact with eyes, nose and skin.

First Aid Measures in the case of irritation: Flush eyes or skin with cool/warm water for a minimum of 15 minutes. In case of eye contact, seek medical attention.

IMPORTANT WARNING: Your **existing resilient** flooring, backing, lining felt, asphalt cut-back adhesives or other adhesives **MAY** contain asbestos fibers and/or crystalline silica. **DO NOT** grind, chip, sand, drill, saw, bead-blast or pulverize this material in any way; either by hand or by machine. **Avoid creating dust** when working in contact with these materials. The inhalation of dust from these materials is a known cancer and respiratory tract hazard. **Unless you are absolutely certain** that the resilient flooring you are removing is a non-asbestos material, you must assume that it contains asbestos. Local regulations may require that the material be tested by an approved laboratory or agency for asbestos content and, if confirmed, regulated removal / disposal of the material may be required.

For more information, refer to current edition of the Resilient Floor Covering Institute (RFCI) publication: "Recommended Work Practices for Removal of Resilient Floor Coverings" (www.rfci.com)

Tool and accessory requirements...

Before starting to install your engineered hardwood floors, ensure you have all the necessary and correct tools, equipment and accessories, including:

- Shop or household vacuum
- Broom & dust pan
- Pull bar
- Chalk-line & chalk (string-line)
- Safety glasses and gloves
- Table saw, miter saw, jig saw, circular saw or hand saw
- Dust mask
- Tape measure
- Moisture meter for wood and/or concrete as required
- Spacers
- Rubber mallet
- Tapping Block

When calculating flooring square footage requirements...

Allow a minimum of an additional 5 - 10% for cuts, waste, grading and defects. If installing a diagonal or other special pattern, allow for 15% additional materials. Smaller and irregular shaped installation areas may have a higher waste factor.

Preparing your subfloor...

Subfloors must be flat: **Wooden subfloors:** plywood, OSB or boards must be flat, high or low areas exceeding 1/4" per 10' (6mm per 3m) must be corrected. Sand down high areas, fill low areas. **Concrete:** most concrete subfloors (slabs) are not flat and must be leveled before installation. In all cases, verify the subfloor using a 10' long straightedge to locate high and low areas, low areas should be filled with a self-leveling compound per manufacturer's recommendations. Floors installed over non-flat subfloors may squeak and/or deflect when walked on. Subfloors should be screwed down rather than nailed down.

Sweep or vacuum your subfloor immediately prior to installation ensuring there is no debris or grit, as it will interfere with proper product installation.

Check to ensure your subfloor is completely smooth. Nail and screw heads must be countersunk. Sand or grind any protrusions including joints/seams between subfloor sheets.

Check your subfloor structure to ensure there are secure nails or screws every 12" (30cm) along the joists and 6" (15cm) along bearing supports. This will help to avoid squeak sand warping of the subfloor. You must replace any delaminated, swollen, or damaged subfloor sections.

NOTE: Avoid installation over subfloors with excessive flex/deflection. The installation of Golden Select flooring product will not significantly reduce any flex/deflections. As a flooring manufacturer, we cannot evaluate or make recommendations as to floor joist and engineering systems. Joist type, spacing and spans (including engineering systems) are the responsibility of the owner, builder, engineer, and/or architect who must evaluate site requirements based on local building codes or follow NWFA standards.

Installation of new subfloor...

Install the subfloor perpendicular to floor joists in staggered rows so that joints between adjacent sheets do not line up. 3/4" (19mm) plywood is acceptable for 16" and 19.2" center joists.

For floors with joists exceeding 19.2 centers, a minimum subfloor thickness of 1-1/4" (32 mm) is recommended. Nail or screw the subflooring every 6" (150mm) along joists to avoid squeaking and warping of the subfloor.

Concrete / on-slab / basement applications: If installing over on-grade or sub-grade concrete slabs, you must use a 6 mil (0.15mm) poly vapour barrier to protect your floor from slab-borne moisture and the potential development of mold spores from the slab. The non-use of a poly vapour barrier may void the warranty.

Note that this product includes an acoustic underpad that will help to minimize the transfer of footfall noise from room to room and living area to living area, as well as make the floor more comfortable to walk on.

Golden Select flooring is not a waterproofing system, any pre-existing moisture water infiltration or flooding problems should be corrected prior to installation. Do not install over concrete slabs with a history of being wet, damp or flooding, keeping in mind that a slab that appears dry now, may be wet, damp or flood seasonally. The cause of moisture wetness or flooding must be repaired and fully resolved prior to installation of this product. If installation is over new concrete, it must be a minimum of 60 days old.

Wall & Doorway Preparation...

Remove all trim, baseboards and quarter rounds. Identify them on their reverse side for reinstallation. Remove doorway thresholds, which may or may not require reinstallation.

For door casings, you will need to notch the bottom of the casing with a saw or chisel so that the engineered hardwood can slide beneath it. To make a straight cut easily, lay a handsaw flat on a piece of scrap flooring as a guide. Be sure to leave adequate space for movement in case of expansion/contraction from seasonal humidity changes.

General tips for installing engineered hardwood floors...

Floating floors may exhibit minor squeaks after installation and under changing seasonal humidity/environmental conditions. Most noises will diminish as the floor settles in or when the floor acclimates to the local humidity and temperature conditions.

Colour variation in tone and grain should be evenly distributed in your room. To achieve this, draw planks from a **minimum of 3 boxes** at a time. Set aside any planks that have strong colour variations or blemishes for use in less visible areas.

Board length variation should also be distributed evenly throughout your room. Use shortest lengths in closets, adjacent to walls or in other less visible areas. Pay special attention not to have any end joints line up; joints must be a minimum of 6" (15cm) apart.

Installation Over Radiant Heated Floors...

Engineered Hardwood is suitable for installation over radiant heated floors when all the following conditions are respected and adhered to at all times.

- Only circulating liquid type or electric embedded systems are suitable and acceptable; other types of systems are not suitable or acceptable.
- **The surface of the subfloor** must never exceed 85°F (29°) and must be maintained at or below this temperature.
- **The surface of the Golden Select floor** must never exceed 85°F (29°) at any time.
- **Once the installation is completed**, the system may be turned back on, bringing it up to operational temperature gradually.

NOTE: carpets, area rugs and mats placed over radiant heated floors may trap heat resulting in excessive heating of the specific area causing damage to the floor. Also note that the use of a supplemental cork underlayment will slow the heat transfer rate of the heating system to the area of installation.

Failure to adhere to and to respect all of the above requirements in their entirety at all times will void the product warranty.

NOTE: The Owner/Purchaser/Installer assumes full and sole responsibility for confirming that the environment, installation site conditions and controls are suitable for the installation of the floor, use and operation the of heating system and for the type heating system selected.

Floating installation... Before beginning, please read these valuable guidelines:

Floating installations may be made over most subfloors including: Plywood or OSB, ceramic/porcelain tile, concrete, smooth stone, marble, granite, and linoleum. For installation over concrete, follow all recommendations previously mentioned.

You must ensure the old floor is properly secured down. If you are installing over an existing floor install the new floor perpendicular to the old floor. If you choose to install the new floor in the same direction, you must install a minimum 3/8" (10mm) approved underlayment over the top of the old floor for stabilization. Also, If the old floors are wider than 6" (150mm), it must be covered with a minimum 3/8" (10mm) approved underlayment for stabilization.

Prepare the subfloor as described previously...

Set up starting line for the first row by measuring the width of the plank. Add 3/8" (10mm) to this number and mark the floor at each end of your starting wall, approximately 6" (150mm) away from the corners.

Using a chalk-line, carefully snap a line between these two points. This will ensure your first row is straight, even if your wall isn't.

Check to make sure there will be approximately 3/8" (10mm) between the edge of your first row of planks and the wall. This space allows for slight expansion of the engineered hardwood and will be covered by the baseboard / quarter-round. If there is too much space in any place along the wall, you will have to move your chalk line in. If there is too little space at any point along the wall, however, you may have to trim some of the boards in the first row.

The installation is always from left to right. Layout first row of boards, selecting longer lengths, the tongue should be facing the wall. "Click" the ends of the boards together. First board should start 3/8" (10mm) from the wall. Cut the last board to finish 3/8" (10mm) from opposite wall.

We recommend you use temporary 3/8" (10mm) spacers to keep the floor away from the walls, as the floor will shift during installation due to it being a floating floor. Place the spacers every 2-3' (60-90 cm) along the starting wall, plus at the end of each of the starting rows so boards do not shift when clicked into place.

When installing 2nd and subsequent rows, facing the wall, install from left to right. Place 1st board into previous row 3/8" (10mm) from wall. Insert next board, drop into place to click ends securely.

Using the last cut piece from the first row, start the 2nd row. Use medium to longer length boards and install the 2nd row completely. For this row, joints of boards should not be closer than 12" (30cm) to optimize straightness. For the remainder of the floor, a minimum of 6" (15cm) is required.

Install rows 3, 4 & 5 completely as per above instructions. Inspect the floor and verify the floor is perfectly straight and that all sides and ends of boards are fully clicked together and fully closed. Lift and reinstall any areas where boards are not fully clicked and locked together. Also verify you are satisfied with each board's appearance, condition and quality.

Continue to install the floor in sections of 5 complete rows. After each 5 rows, again inspect the floor as outlined above.

Before installing last row, again verify the entire floor for any gaps, errors or shifting. Ensure there is a minimum 3/8" (10mm) gap around the entire floor perimeter.

Measure and cut the last boards to fit so that there is a minimum 3/8" (10mm) gap along the last wall.

Remove all temporary spacers, sweep & vacuum immediately. Follow the instructions for care and maintenance as recommended in this guide. If there is other construction planned, cover the floor with adequate protection to avoid incidental damage.

General maintenance of your Golden Select floor...

Regular vacuuming and periodic cleaning of your Golden Select floor will protect its beauty and lasting finish. More frequent attention is recommended in high traffic areas, as well as near exterior and garage entrances. Prefinished flooring cleaning products are available at most hardware and flooring retailers. Use as per manufacturer's recommendations.

Do not use cleaning products which contain surfactants or which leave a residue. Use of these products will void product warranty. Before using any cleaning product, test it first on a small, less visible area of the floor.

Use small indoor area rugs at all interior entrances, as well as door mats at exterior entrances. This will remove loose dirt and debris from shoes. Clean rugs and mats on a regular basis. **DO NOT** leave on the Golden Select floor permanently. For non-slip area rugs, consult a reputable floor covering vendor, as some materials can be damaging to engineered hardwood surfaces.

Regularly clean your floor using a prefinished hardwood floor cleaning products using a microfibre mop. Do not use wet mops, steam cleaners, steam mops or pour water on the floor to clean it. Do not use polishing products; they will leave a residue on the product's finish. Use of these products or above non-approved cleaning methods could void your warranty. Water from shoes, clothing, pets, etc. should be wiped up with a soft cloth or paper towel to avoid leaving a water mark on the floor's surface.

Do not use abrasive products, bathroom cleaning products, ammonia based products, wax based polishes/cleaners, acrylic finishes, acidic or vinegar based solutions, oil soaps, detergents, chlorine based products, bleach, solvents or any type of polishes. The use of these products may permanently damage the finish of your floor and may void the warranty.

Clean up toilet training accidents from children and pets immediately due to the risk of discoloration properties of urine. Do not toilet train pets or keep litter boxes or water bowls on or near your new waterproof engineered hardwood floors.

If you have pets: Keep your pet's nails trimmed weekly, especially with dogs as their nails may scratch and damage the floor. Place water and food bowls on a protective mat that will prevent spills from contacting the floor.

Clean spills immediately to prevent them from running between the cracks and staining the floor. Spills should be cleaned up with a lightly dampened cloth.

Do not roll or slide furniture or appliances with castors across the floor. Most castors will damage the floor's finish. Carefully and safely lift and move the object into place. To minimize possible wear and damage, barrel type castors are recommended under furniture sitting on Golden Select floors.

High heels and hard-soled types of shoes can cause denting to Golden Select floors. Damage resulting from any footwear is specifically excluded from this warranty.

Light and sunlight may naturally darken your Golden Select floor with age if your floor is a light or natural tone, bringing additional warmth to its natural colour. You should, however, periodically move area rugs and other objects to avoid permanent colour differences across your floor. **Note:** the darkening or change of colour is not considered a defect and is not covered under the product warranty.

Minor damage and wear can be repaired using hardwood touch-up and repair products available from your local hardware or flooring suppliers. If you scratch your floor to the point where the scratch penetrated to the depth of the wood fiber, you must repair this scratch using a clear-coat type touch-up pen to seal the surface and protect the wood fiber from moisture, water and other contaminants. Follow manufacturer's instructions.

Save all leftover boards for unforeseen needs of board replacement in the event of damage or future renovations.

Golden Select Flooring Warranty:

This product carries a limited 25 years residential warranty that is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.

Golden Select flooring products carry a limited residential warranty, when installed in an owner occupied residential situation (SEE NOTE AT BOTTOM OF WARRANTY), against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the Golden Select flooring and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the Golden Select flooring at the sole option of the manufacturer. The warranty does not include labour and installation costs. This product is warranted against a single flooding event (partial or complete immersion) up to a maximum of 96 hours. Contact with water whether partial or complete immersion beyond 96 continuous hours or through multiple flooding events of any duration will void the product warranty.*

Although Golden Select Engineered Hardwood has a core and edges that are treated to improve moisture resistance. Damage caused by water or any other liquids, such as swelling and bubbling, is not covered by the warranty.

This warranty does not apply to damage caused by water or moisture un the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion, pebbles, stones, sand, all other abrasives, wet mopping, inadequate protection, insects, rot, mould, mildew, bacteria, lack of maintenance, weather conditions, fire, excessive dryness, natural disasters, excessive heat, heating and air-conditioning systems, accident, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects. Failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.

The warranty excludes claims due to the development of naturally occurring flaws, stresses, cracks, checking, split ends or other visual flaws within the engineered hardwood which may manifest over time, whether or not caused by age, temperature, low or high humidity, seasonal humidity changes or other natural causes. This warranty does not cover natural contraction or expansion of the floor, nor secondary damages caused by floor's expansion or contraction where the boards were installed. This warranty excludes changes to gloss levels.

This warranty excludes claims when adhesive or solvent material are used during installation.

This warranty excludes noises of all types (creaks, squeaks etc) emanating from the floor and/or subfloor.

This warranty excludes claims due to differences in the colour and character from display models and literature, as well as differences in colour and character from board to board.

This warranty excludes bows in boards: it is the nature of boards to bow seasonally due to changes in relative humidity and temperature.

The warranty excludes claims due to natural lightening or darkening of the engineered hardwood from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.

The original purchaser is responsible for correct installation, maintenance and cleaning of the Golden Select flooring in accordance with the included instructions. It is important to note that natural and stained engineered hardwoods can have colour, grain variations and natural flaws and that the manufacturer cannot guarantee exact colour matches from one piece of engineered hardwood to the next.

This warranty specifically excludes damages to floors caused by heating systems, heating ducts, heat sources and heating system components of all types other than as approved herein.

This warranty specifically excludes colour variances from one dye/batch number to another. Prior to installation, verify the colours are an acceptable in their match. Co-install all batches in an evenly distributed and well mixed manner. If there is a significant color difference between different lot numbers, install each lot# in different (non-adjointing) areas that are separated by a doorway.

Golden Select warrants to the original user that its products, when in their original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

Golden Select warrants to the original user that the finish on its products will not wear through nor separate from the Golden Select flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

Should your Golden Select floor fail to live up to the provisions of this warranty, Golden Select, at its sole option, to the original purchaser/home owner, will repair, replace or refinish the area it deems to quality under warranty claim at no cost to the original purchaser/home owner with the same or similar product. If the repair or replacement by a same or similar product cannot provide a reasonable and satisfactory

claim resolution, Golden Select, at its sole option may elect to provide to the original purchaser/ homeowner a refund of the original price of the materials only for the area Golden Select deems to quality under the warranty claim. Labour costs are not covered by this warranty.

This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, Golden Select assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights; in addition, you may also have other rights that vary from state to state or from province to province. To file a warranty claim, submit your warranty claim in writing within the warranty period.

** NOTE: Rental units, leased properties and apartments are considered commercial properties under this warranty. The limited residential warranty does not apply to these types of properties, uses and installations. Note that Golden Select reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.*

All warranty claims must be made in writing to Golden Select and must include a complete copy of the original purchase receipt, installation documentation, as available and other information that may be requested by Golden Select including this warranty.

Precautionary measures: If dust level is high, avoid inhalation of wood dust by wearing the appropriate designated dust mask. Use adequate personal protective equipment to avoid dust contact with eyes and skin. Equip machine power tools with a dust collector to reduce the emission of wood dust.

For customer service, please contact us at info@goldenselect.ca or warranty@goldenselect.ca if you have any questions about our warranty.

Should you require additional information regarding the installation of your Golden Select floor, please contact us at:

techsupport@goldenselect.ca or by telephone at 08000514248 (English, Spanish and French) Monday to Friday between 9 am and 5 pm Eastern Standard Time.

Visit our website at www.goldenselect.ca