****

Division of Bamboo Flooring Hawaii LLC

**Engineered Wood Floors Installation and Maintenance Instructions**

**Pre-Installation Checklist**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Before you begin installation, remember to review the checklist below. Full installation instructions and maintenance guidelines can also be found online at [**www.bambooflooringhawaii.com**](http://www.bambooflooringhawaii.com)**.**  ***Prepare the Subfloor: Make sure the sub floor is level, clean and free of debris. New concrete must be cured for at least 60 days. Test the sub floor moisture prior to installation and apply an appropriate moisture barrier such as Wakol PU 280, or EVA Underlayment on concrete sub floors.***  ***Acclimate Flooring: Two days in the box in the living conditions of the floor. Do not open box until ready to install.***  ***Control Environment: As a general rule, the ideal indoor humidity range for hardwood is 40-65% relative humidity. In some climates or households, the average humidity range may be higher or lower. That’s okay! In this case, simply extend the acclimation period, and maintain humidity levels at normal living conditions set during acclimation.***  ***Expansion Gaps: Leave at least ½” expansion spaces between flooring and ALL vertical objects (walls, cabinets, pipes, etc.) Large flooring runs may require additional expansion space. For floating floors, use transition moldings between rooms and in doorways. Undercut door jambs and casings to provide adequate expansion space. Do not screw or nail cabinetry or other permanent fixtures to a floating floor.***  ***Prepare Job Site, Acclimation, Control Subfloor Moisture, Environmental Conditions***  ***Proper installation and maintenance are key elements in achieving best flooring results. It is the responsibility of the installer/owner to follow all guidelines provided by Bamboo Flooring Hawaii for successful installation. Please read through this document completely.***    Division of Bamboo Flooring Hawaii LLC  ***Important Pre-Installation Notes***  ***Note: Flooring not used for its intended purpose will not be covered under warranty.***  ***The following information provided by Bamboo Flooring Hawaii, LLC is intended to serve as a reference guide only. Please carefully read Bamboo Flooring Hawaii, LLC’s installation, maintenance and warranty documentation prior to installation. Follow the National Wood Flooring Association (NWFA) Installation Guidelines when installing your floor.***  ***Bamboo Flooring Hawaii offers in house technical support as a courtesy to our customers. Consult with one of our Engineered Wood flooring experts to find answers to your specific installation questions unique to your application. Contact us by email: bambooflooringhi@aol.com; or by phone: (808) 550-8080***   * ***Determine the best installation method that suits your application. Bamboo Flooring Hawaii, LLC’s floors may be Glued, or Nailed. Follow the instructions designated for the most suitable installation method for your project.*** * ***Upon ordering of the engineered wood floor material consider adding an additional 5%- 10% to allow for cutting waste (5%) and grading allowance (3%).*** * ***Bamboo Flooring Hawaii, LLC’s flooring is manufactured in accordance with accepted industry standards, which permit manufacturing, grading and natural deficiencies not to exceed 5%. If more than 5% of the material is unusable, do not install the flooring. Immediately contact Bamboo Flooring Hawaii, LLC or the distributor from which the flooring was purchased. No claim will be accepted for materials with visible defects once they are installed. Installation of any material serves as acceptance of the material delivered.*** * ***Installer/Owner assumes all responsibility to inspect all flooring before installation. Boards deemed unacceptable in appearance can be placed in closets, near walls or simply not be used. Pieces with glaring defects that can be seen from a standing position constitutes acceptance. The use of putty should be cut off or not be used as use constitutes acceptance. The use of putty, filler sticks or markers to touch-***   ***up flooring during installation is***  ***considered normal practice.***   * ***As Engineered Wood is a natural product, natural variations in color may occur within and between individual flooring planks. To visualize the range of colors within the flooring style you are considering, compare your samples to the photos on our website. During installation, work from several cartons at a time to achieve a uniform appearance across the entire floor. Mix and mingle planks when dry laying the floor for maximum aesthetic appearance. Blend moldings to planks that have similar color. Natural Variations in color are not covered under warranty.***     Division of Bamboo Flooring Hawaii LLC   * ***It is the responsibility of the installer/homeowner to determine if the jobsite conditions, environmental conditions and sub-floor are acceptable for the installation of Bamboo Flooring Hawaii, LLC’s flooring. Prior to installation, the installer/owner must determine that the jobsite meets or exceeds all applicable National Wood Flooring Association’s Installation Guidelines. Bamboo Flooring Hawaii, LLC does NOT warrant against failure resulting from or connected with subfloor, job site damage, or environmental deficiencies after installation.*** * ***Bamboo Flooring Hawaii, LLC makes no warranty or guarantee of the quality of the chosen installer’s work or of a particular installation performed by him or her. Bamboo Flooring Hawaii, LLC disclaims all liability for any errors or improprieties in the installation of its products by an installer. Please contact the National Wood Flooring Association (800-422-4556) to find a certified installer in your area, or for more information on installation.*** * ***Controlling flooring moisture content is important for success. Engineered wood, like all hardwood flooring species, is hygroscopic; its size and shape changes naturally with the absorption or release of moisture. The amount of movement varies depending on the preventative steps taken at the time of installation (i.e. acclimation, moisture barrier application, etc.) and the stability home environment thereafter. Care should be taken to control fluctuating levels of moisture indoors.*** * ***Floor noise is normal and will vary from one installation type to the next. Occasional noise is due to structural movement and may relate to sub-floor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect.*** * ***Bamboo Flooring Hawaii, LLC’s Engineered flooring is intended for installation on or above grade only. Flooring installed below grade is not covered under warranty.***   ***Prior to Installing Engineered Wood Floors***  ***Job Site Preparations***  ***Prior to installation, it is the installer’s responsibility to determine that the jobsite, environment and subfloor conditions all meet the requirements of the National Wood Flooring Association. Do not deliver flooring to jobsite until the building has been enclosed with windows and doors, all cement, plastering, and other “wet” work has been completed, and a consistent room temperature has been reached. Confirm proper drainage exists around the structure. Lack of moisture protection can allow excessive water or moisture to penetrate basement walls, flow beneath concrete slabs, basement floors, and into crawl spaces. In crawl spaces, exposed earth must be fully covered with minimum 6-mil polyethylene sheeting. Crawl space vents must be open. A moisture retardant such as 6 mil polyethylene film must be placed in crawl spaces. Heating units or non-insulated ductwork close to the flooring or subfloor may cause “hot spots” which must be eliminated prior to installation.***    Division of Bamboo Flooring Hawaii LLC  ***During installation, it is the installer’s responsibility to document all jobsite conditions and measurements including the installation date, flooring moisture content, site relative humidity, temperature, and subfloor moisture content. This information must be retained by the installer and left with the property owner as a permanent record. For a complete list of points to address prior to installation, refer to the NWFA’s Jobsite Checklist.***  ***Subfloor Requirements***  ***General: Subfloor must be structurally sound and meet all NWFA guidelines. All subfloors must be flat to a tolerance of 3/16” in a 10’ radius. Use appropriate leveling products for correcting subfloor deficiencies. Subfloor surfaces must be smooth, clean, dry and free of contaminants that would interfere with an adhesive bond. All subfloors should be tested for moisture content (see “Subfloor Moisture Testing”). If high moisture readings are found, identify the moisture source and correct the problem before installation. Do not install flooring directly over floor joist without proper subflooring.***  ***Appropriate Wood Subfloors Materials:***   * ***CD Exposure 1 plywood (grade stamped US PS1-95)*** * ***OSB Exposure 1subfloor panels (grade stamped US PS1-95)*** * ***Solid-board subflooring should be ¾” x 5½” (1” x 6” nominal), Group 1 dense softwoods, No. 2 Common, kiln dried***   ***Acceptable Subfloor Thickness Requirements:***   |  |  | | --- | --- | | ***Joist System Spacing (inches on center)*** | ***Minimum Thickness*** | | ***12”*** | ***5/8”*** | | ***12” to 16”*** | ***3/4”*** | | ***16” to 19.2”*** | ***7/8”*** | | ***19.3” to 24”*** | ***1-1/8”*** |   ***Concrete Subfloors: Subfloor must meet all above requirements. Concrete must be fully cured and at least 60 days old. Concrete must be free of dirt, oil, paint, old adhesive, wax, sealers and curing agents. Concrete that is not properly leveled can cause improper adhesive transfer, hollow spots, and squeaks. Sand or grind down high spots. Level low spots with appropriate leveling material; allow extra drying time for the leveling compounds. Test subfloor moisture content. To minimize moisture transfer from the slab, apply a recommended moisture barrier or an EVA Underlayment.***    Division of Bamboo Flooring Hawaii LLC  ***Moisture Testing Subfloor***  ***General: Test the subfloor for moisture content before installation. If high moisture readings are found, identify the moisture source and correct the problem. Extend acclimation time and increase ventilation until the proper conditions have been met. Apply a moisture barrier. Please note that test results are only applicable the day of testing and will not ensure that moisture will not fluctuate with seasonal changes.***  ***Wood Subfloors: Wood Subfloors: Use moisture meter to test wood subfloor moisture content. If results show moisture vapor at or exceeding 12%, determine its source and correct problem. Do not install the floor without a vapor barrier. Bamboo Flooring Hawaii, LLC always recommends using a moisture/vapor barrier, especially if the moisture content of the flooring and subfloor vary greater than 4%.***  ***Concrete Subfloors: Concrete subfloors must be tested for moisture vapor pressure in more than one place for consistent readings. If test results show moisture vapor exceeds the minimum requirements below, do not install the floor without an impermeable vapor retarder with a perm rating of less than .13 designed to permanently block this moisture.***   * ***Calcium Chloride Test (ASTM F 1869): Maximum vapor emissions cannot exceed 8lbs/1000SF in 24 hours (recommended by Bamboo Flooring)*** * ***Tramex Concrete Moisture Encounter: Moisture readings should not exceed 4% on upper scale*** * ***In-Situ Probe Method (ASTM F 2170): Relative Humidity levels should not exceed 75% (recommended by Bamboo Flooring Hawaii)***   ***Moisture Barrier Requirements***  ***General: Unexpected changes to subfloor moisture content may cause dimensional changes to the floor. To ensure a lifetime of satisfaction, it is strongly recommended that Bamboo Flooring Hawaii, LLC’s engineered flooring be installed over a moisture barrier or vapor retarder (following manufactures guidelines) per the following specifications:***  ***Wood Subfloors: For best results, use a moisture barrier with a perm rating between 0.7 and 50 when tested in accordance with ASTM E-96 Method***  ***A. Install as recommended by the manufacturer. Examples of acceptable moisture barriers for wood subfloors are included, see list of recommended products.***  ***Concrete Subfloors: For concrete applications, a moisture barrier/vapor retarder should be chosen based on concrete moisture content. For moisture protection, see list of recommended products. Install as recommended by the manufacturer.***    Division of Bamboo Flooring Hawaii LLC  ***Installation of Engineered Wood Floors***  ***General Guidelines - All Installation Types***   * ***Follow Bamboo Flooring Hawaii, LLC’s Maintenance & Care Guidelines to keep your floor looking its best after installation*** * ***Save extra flooring for future repairs.*** * ***Do not install flooring under permanent or fixed cabinetry.*** * ***Floor should be installed from several cartons at the same time to ensure good color, shade and appearance.*** * ***Most installation failures result from jobsite moisture. Do not deliver flooring to the jobsite until problems are corrected. Do not open cartons until ready to install.*** * ***Bamboo Flooring Hawaii, LLC’s engineered floors are intended for installation on or above grade only. Flooring installed below grade is not covered under warranty.*** * ***Since Engineered Wood floors expands with any increase in moisture content, we require leaving at least 1/2” expansion space between flooring and all walls and vertical objects, such as walls, cabinets, pipes, etc. If the installation flows into other rooms and continuous runs in excess of 30 feet, a greater expansion is required, approximately 1/16” for every ten (10) feet. NEVER install any floating floors against any vertical fixed object such as fireplace, columns, floor outlets, etc. Failure to follow this guideline may result in tenting or buckled floors.*** * ***3M blue painter tape #2080 can be used to keep rows or sections of floor boards together until the adhesive has cured. (Incorrect or aggressive tape can harm the finish, do not leave on overnight.)*** * ***During installation, it is the installer’s responsibility to document all jobsite conditions and measurements including the installation date, flooring moisture content, site relative humidity, temperature, and subfloor moisture content. This information must be retained by the installer and left with the property owner as a permanent record.*** * ***Depending on the application, Bamboo Flooring Hawaii, LLC’s engineered floors can be installed over an approved underlayment to provide greater thermal insulation and sound isolation qualities. Bamboo Flooring Hawaii, LLC recommends using a premium cork underlayment or a foam underlayment, which offers several benefits that include step noise reduction, increased walking comfort, and long-lasting durability. Cork will not work as a substitute for a moisture barrier.***   ***Expansion Space Is Required***   * ***Since engineered wood floors expands with any increase in moisture content, we require leaving at least 1/2” expansion space between flooring and all vertical objects (walls, cabinets, pipes, etc.). If the installation area exceeds 30 feet, a greater expansion space is required; approximately 1/16” for every additional ten (10) feet. If the floating installation flows into other rooms, a T-molding must be used in doorways and openings between rooms (halls, archways, etc.) to allow separate areas to move without interference. Undercutting drywall to allow for expansion would be an option.***     Division of Bamboo Flooring Hawaii LLC   * ***Hardwood floors must be able to expand/contract without interference. NEVER install flooring against any vertical or fixed object such as fireplace, columns, islands, door jambs, floor outlets, etc. Failure to follow this guideline may result in tenting, separation or buckled floors. Do not install cabinets or other permanent fixtures on top of the floor. If you have extremely heavy furniture items, install the floor using the glue-down method or nail-down method as opposed to floating the floor.*** * ***To cover your expansion space, Bamboo Flooring Hawaii, LLC carries matching engineered wood moldings that include reducers, t-moldings, quarter rounds, and thresholds. Matching stair nosing is always available.*** * ***Undercut door casings and jambs. Remove any existing base, shoe mold or doorway thresholds. These items can be replaced after installation. When undercutting door casings the installer should confirm there is the recommended expansion space. The floor must have 1/16” clearance under the door casing to be able to float freely without vertical restriction. The installer should ensure that the plank can move freely under the door jamb.***   ***Nail-Down Installation Method***  ***The nail-down method is suitable for wood subfloors. Before you start, ensure that the job site, subfloor and environmental conditions are acceptable for installation of Bamboo Flooring Hawaii, LLC’s engineered floors. All requirements specified in Bamboo Flooring Hawaii, LLC’s Installation Guidelines must be met.***  ***Recommended Tools***  ***The selection and use of any nailer is at the discretion and responsibility of the installer/ homeowner. Choose a nailer model that is specifically designed for tongue and groove applications. We recommend a Pneumatic 18 Gauge Flooring Nailer (such as Powernail 50p Flex or similar). It is the installer’s responsibility to determine the correct pressure for their nailer, and to ensure that the fastener is properly seated. Dimpling of the flooring face or edge is not a manufacturing defect.***   |  |  |  | | --- | --- | --- | | * ***Pneumatic 18-gauge tongue-and-groove power nailer*** |  | | | * ***Underlayment (see “Moisture Barrier***   ***requirements”)*** |  | | | * ***Tapping block (trimmed piece of flooring)***  |  |  | | --- | --- | | * ***Use 1-1⁄2” to 2” long, 18 gauge cleats for Fossilized® flooring*** | | | * ***Earplugs & safety glasses*** | | | * ***Tape Measure*** | | | * ***Pencil*** | | |  | | | * ***Wood or plastic spacers (3/4”)*** |  | |  * ***Flat bar or pull bar*** * ***Miter saw (chop-saw)*** * ***Undercut or jamb saw*** * ***Chalk line*** * ***Hammer***     Division of Bamboo Flooring Hawaii LLC  ***Glue-Down Installation Method***  ***Recommended Adhesive Products***  ***Bamboo Flooring Hawaii, LLC recommends using a moisture barrier systems in accordance with manufactures specifications. Remember: Always Follow Flooring Adhesive Recommendations. Bamboo Flooring Hawaii, LLC does not warrant against adhesive related problems.***  ***Recommended Glue-Down Floor Tools***  ***• Flooring adhesive (see recommendations) • Undercut or jamb saw***  ***• Adhesive trowel as recommended by adhesive manufacturer • Hammer***  ***• Underlayment (see Moisture Barrier Requirements) • Tape measure***  ***• Tapping block (trimmed piece of flooring) • Chalk line***  ***• Wood or plastic spacers (3/4”) • Carpenter square***  ***• Flat bar or pull bar • Earplugs and safety glasses***  ***• Miter saw (chop-saw)***  ***Glue-Down Installation Steps***   1. ***Before you start, ensure that the job site, subfloor and environmental conditions are acceptable for installation of Bamboo Flooring Hawaii, LLC’s engineered floors. All requirements specified in Bamboo Flooring Hawaii, LLC’s Installation Guidelines must be met.*** 2. ***Seal concrete subfloor with a recommended Moisture Barrier prior to installation.*** 3. ***Allow at least a 1/2” space for expansion around the perimeter of the room and all vertical objects using spacers. Also see section: “Expansion Space is Required”.*** 4. ***Dry-lay a couple rows before starting installation to confirm your layout plan.*** 5. ***Begin installation next to an outside wall. This is the best reference for establishing a straight working line.*** 6. ***Lay the first row of flooring with groove facing the wall. Starter rows should be secured by blind nailing and gluing.*** 7. ***Connect short side of second plank together with mating side of the first plank.*** 8. ***Cut last plank and complete row. Use the remaining plank to start second row.*** 9. ***Offset end joints of consecutive rows by a minimum of 6” for best appearance.*** 10. ***With the first row in place, trowel out some adhesive and lay second row by connecting short edges of planks first. Use a pull bar to tap long edges together.*** 11. ***Always check your working lines to be sure the floor is still aligned.*** 12. ***Use tapping block to fit planks together, but be careful not to let installed floor move on the wet adhesive while you are working.*** 13. ***The last row may require rip cutting the planks to size.*** 14. ***Flooring planks on perimeter of room may require weight on them until adhesive cures enough to hold them down.***   ***After Installation***   * ***Always remove any adhesive from the surface of the flooring (smudges, fingerprints, etc.) before it dries. Use recommended Adhesive Remover to immediately remove any adhesive on flooring surface as you go.***     Division of Bamboo Flooring Hawaii LLC  ***Floating Installation for Engineered Wood Floors***  ***Cabinets and other fixtures cannot be fastened down to a floating floor. If fastened down the floating floor cannot expand and this will void the warranty.***  ***Recommended Floating Installation Floor Tools***  ***• Undercut or jamb saw***   * ***Tape measure*** * ***2 mm EVA Foam underlayment with a moisture barrier*** * ***Tongue and groove glue***   ***Tapping block (trimmed piece of flooring)***  ***• Chalk line***  ***• Wood or plastic spacers (3/4”)***  ***• Carpenter square***  ***• Flat bar or pull bar***  ***• Earplugs and safety glasses***  ***• Miter saw (chop-saw)***   * ***3M delicate blue painters tape***     ***Before you start, ensure that the job site, subfloor and environmental conditions are acceptable for installation of Bamboo Flooring Hawaii’s LLC floors. All requirements specified in Bamboo Flooring Hawaii, LLC’s Installation Guidelines must be met.***  ***Floating Installation Steps***   * ***A 2mm foam underlayment must be used with a built in moisture barrier. The foam underlayment can be installed over plywood or a concrete slab subfloor. The underlayment is floated over the subfloor and the rubber is not overlapped. The plastic film side should be face down touching the subfloor. A self-adhesive tape Is used to connect the plastic on the sides and duct tape or an equivalent tape is used to connect the ends of the underlayment.*** * ***Allow at least a 1/2” space for expansion around the perimeter of the room and all vertical objects using spacers. See section: “Expansion Space is Required”.*** * ***Begin installation next to an outside wall. This is the best reference for establishing a straight working line. We recommend not walking on the floor for 24 hours for proper drying.*** * ***Lay the first row of flooring with groove facing the wall.*** * ***Connect short side of second plank together with mating side of the first plank.*** * ***To connect to two boards together use tongue and groove glue. Put a bead of glue along the top of the tongue on one board and on the opposite board put a bead of glue on the bottom of the groove. Use delicate blue painters tape to hold the boards together from coming apart while to glue dries.*** * ***Cut last plank and complete row. Use the remaining plank to start second row.*** * ***Offset end joints of consecutive rows by a minimum of 6” for best appearance.*** * ***Ensure there is proper expansion of at least a ½’’ everywhere with a floating floor*** * ***Please ensure the subfloor is within 3/16’’ of an inch within a 10’ area. If the subfloor is not level please use self-leveler to make sure the subfloor is level and within tolerance. If the floor is not level it can cause issues with the tongue and groove lock.***     Division of Bamboo Flooring Hawaii LLC  General Care Guidelines   * Bamboo Flooring Hawaii recommends you vacuum (Dyson V6 or V8) or sweep the floor on a regular basis or as needed to remove dirt, sand or grit (Swiffer or broom). * Soak up spills immediately using a dry towel or dry mop. * For general cleaning, use a hardwood floor cleaner and a hardwood floor mop. * Fit furniture legs with felt tips or protective caps. Fix rolling furniture with soft rubber casters. Pick up heavy furniture or appliances; do not slide. * Keep pet nails trimmed to avoid excessive scratching. * Maintain relative humidity between 40%-65% for extended periods of time. * Never wet-mop a hardwood floor. Standing water may cause permanent damage. * Never use any of the following products on your floor: ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Never apply wax treatments to your floor. * Use interior and exterior doormats at entrances to prevent dirt and moisture from being tracked onto the floor. * Area rugs are also recommended in front of kitchen sinks and in high traffic areas. * Do not use rugs with solid rubber or vinyl backings. Rugs must be made of a breathable material to prevent moisture entrapment. We recommend using a breathable rug underlay. Mesh or grid patterns are best.     Division of Bamboo Flooring Hawaii LLC  ***Limited Residential Warranty***  Bamboo Flooring Hawaii, LLC warrants that its engineered wood floors in its original manufactured state will be free from defects in assembly, mill, grade and finish. If, after you’ve opened your flooring carton, you find the flooring quality to be unacceptable, return the carton to the retailer or original distributor within thirty (30) days of purchase for replacement. Due to the natural content of engineered wood, slight color variations are expected. Engineered wood flooring must acclimate for 2 days on the premises in which the floor will be installed. DO NOT OPEN CARTONS UNTIL READY TO INSTALL. All moisture levels must be met on the sub-flooring (must not exceed higher than 12% on a wood substrate and must not exceed 3 pounds per thousand on concrete - use a Calcium Chloride test). Bamboo Flooring Hawaii, LLC’s warranty may cover a one-time replacement for moisture-related issues when a vinyl sheet is installed properly as per the vinyl sheet manufacturer’s installation instructions.  Bamboo Flooring Hawaii, LLC warrants when properly installed by a professional installer and maintained by the purchaser, its engineered wood floor will not buckle, cup or warp for a period of twenty five (25) years for residential and a two (2) year warranty for commercial from the date of purchase. Bamboo Flooring Hawaii, LLC’s Installation & Maintenance Instructions are provided by Bamboo Flooring Hawaii, LLC.. Bamboo Flooring Hawaii, LLC warrants that in normal residential use, its surface Wear Layer will not wear through or separate for a period of fifteen (15) years from the date of purchase.  **Limitations and Exclusions**  These warranties, and any implied warranties that may exist under applicable law, apply only to the original purchaser of the engineered wood plank. These warranties do not apply to any product sold “as is”.  These warranties do not cover indentations, scratches, or damage caused by usage. Failure to follow our Installation & Maintenance Instructions, improper alteration of the original manufactured product, insufficient protection from furniture legs and other abrasives, misuse, negligence, water, erosion, pebbles, sand, spiked heel shoes, or failure to provide reasonable and necessary maintenance will void this warranty.  Bamboo Flooring Hawaii, LLC shall not be liable for any consequential or incidental damages. Some states do not allow the exclusion or limitation of consequential or incidental damage, so this limitation may not apply to you.  All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded.  The sole and exclusive remedies for any breach of warranty are repair, refinish, replacement of defective product, or refund for defective product. Costs relating to the removal or reinstallation of the bamboo planks or shipping costs for the replacement of warranted parts are not covered or included by this warranty.  These warranties apply only to flooring installed in the continental U.S., Alaska and Hawaii.  ***STOP:*** *PLEASE CAREFULLY EXAMINE FLOORING FOR COLOR, FINISH, QUALITY AND STYLE BE-FORE INSTALLING. IF THIS MATERIAL IS NOT ACCEPTABLE, CONTACT YOUR REPRESENTATIVE IM-MEDIATELY. We will not assume responsibility for installation/removal costs after this material has been permanently installed.*  **How to Obtain Warranty Service**  To file a claim, first contact the retailer or distributor from whom the flooring was purchased. If the retailer or original distributor is unable to satisfy the claim, contact us in writing at:  Bamboo Flooring Hawaii, LLC, 521 Ala Moana Blvd., #213, Honolulu HI 96813.  **IMPORTANT: FOLLOW THE ENGINEERED WOOD FLOOR INSTALLATION & MAINTENANCE INSTRUCTIONS COMPLETELY AND ACCURATELY. FAILURE TO FOLLOW INSTRUCTIONS MAY VOID THIS WARRANTY.**  **Date of Purchase\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    Division of Bamboo Flooring Hawaii LLC  **CUSTOMER INFORMATION**  **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State: \_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Property Type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Residential \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Commercial**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Remodel \_\_\_\_\_\_\_\_\_\_\_ New Construction**  **INSTALLER INFORMATION**  **Installer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contractors License #\_\_\_\_\_\_\_\_\_\_\_**  **Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **To validate warranty, please record the installation information below.**  **Type of Floors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Installation: T & G\_\_\_\_\_ Interlocking\_\_\_\_\_**  **Nail Down\_\_\_\_\_ Glue Down\_\_\_\_\_ Floating\_\_\_\_\_**  **ACCLIMATION**  **Amount of time acclimation on location in actual living conditions:\_\_\_\_\_\_\_\_\_\_\_**  **Date to site:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cartons fully open \_\_\_\_\_\_Yes \_\_\_\_\_\_\_NO**  **Date Installed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **All solid wood or bamboo floor require 2 weeks or MORE for extreme conditions.**  **INTERIOR EVALUATION**  **Area Temperature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_F/C Relative Humidity:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **HVAC System Operating: \_\_\_\_\_Yes \_\_\_\_\_No**  **Capable of Mimicking Expected Living Conditions: \_\_\_\_\_\_Yes \_\_\_\_\_\_No**  **Note concerns: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**    Division of Bamboo Flooring Hawaii LLC  **SUBSTRATE EVALUATION**  **Type: Concrete \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Wood\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Grade: \_\_\_\_\_\_\_\_Above \_\_\_\_\_\_\_\_\_\_Below**  **Moisture Meter Used: \_\_\_\_\_ RH \_\_\_\_\_ Meter \_\_\_\_\_ CaCI \_\_\_\_\_Other\_\_\_\_\_\_\_**  **Results: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Please attach photo of results.**  **Note concerns: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **INSTALLATION**  **Method of install: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Adhesive used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**  **Nails used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No\_\_\_\_\_\_\_**  **Underlayment used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**  **Moisture Barrier used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**  **# of coats used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Expansion space used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Moldings used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **NOTES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Bamboo Flooring Hawaii**  **521 Ala Moana Blvd Suite 213**  **Honolulu, HI 96813**  **Ph: (808) 550-8080 Email: bambooflooringhi@aol.com**  **www.bambooflooringhawaii.com**    **RECOMMENDED LIST OF PRODUCTS**  Moisture Barriers  Wakol PU 280 Moisture Barrier  Bostik’s Slab Cote  Primer  Wakol D 3045  Adhesives and Remover  Wakol MS 260 Flooring Adhesive  Bostik’s Best  TiteBond Tongue and Grove Glue  Bostik’s Ultimate Adhesive Removal  Flooring Cleaner  Loba Floor Cleaner  Bona Hardwood Floor Cleaner  **IMPORTANT: FOLLOW THE MANUFACTURE’S INSTRUCTIONS COMPLETELY AND ACCURATELY. FAILURE TO FOLLOW INSTRUCTIONS MAY VOID THE WARRANTY OF YOUR FLOOR.** |