



# Warranty –Maintenance Instructions

**Plancher TIMES Flooring inc.** would like to thank you the purchase of one of our product. To ensure that the **30 years** residential and 5 (five) years commercial warranty remains valid, **Plancher TIMES Flooring inc.** requires that the owner acknowledge of the following recommendations:

## **SITE PRÉPARATION - INSTALLATIONS OVER PLYWOOD**

The floor installation should be the latest step of your project. These are the specifications to validate before receiving and to your floor installation.

- The sub-floor must be dry for a good installation in the basement. It should be ventilated to avoid damage from a source of moisture.
- The heating system, should be functional and the room temperature should maintained at 22°C/72°F during a week.
- Relative humidity must be maintained in between 35% and 55% if not postpone installation and delivery of the wood.
- Humidity level reading should not exceed 11% and the gap between the subfloor and the engineered wooden slats should not exceed 4%. If the humidity level is too high, heat, ventilate and dehumidify more. Internal relative humidity of the wooden slats of 4¼ inches and more, and the plywood should not exceed 2%.
- Store boxes in the room where the floor will be installed at least 48 hours before the installation in respect of the norms as per below. This will ensure that the wood will be at the same environmental conditions as the room.

## **LAYING ON CONCRETE**

Always verify, with a humidity measurement tester for concrete, that the humidity level never exceed 4%. If the level exceed, a calcium chloride test should be execute. This test should be lower to 7 pounds/1000 inches per hour, it would be possible to use a waterproof membranes approved to cover concrete. Never installed the floor if the humidity of the concrete exceed 7 pound/1000 inches square. A minimum period of heating of 60 days must be planned for any new concrete surface.

## **RADIANT HEATING SYSTEM**

Make sure that all the heating test and leaks is done and that the system is in function and turn off several times during many weeks before the installation of the engineered wooden floor.

Before proceeding the installation, you must ensure that the radiant heating system is turned off and that the temperature is reached in the room.



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Pay attention to the air conducts system. If they are discovered, you should cover with a plywood of 3/8 inches in purpose to distribute the heat evenly. When installation is finished, would can gradually increase the heating system by 3°C (37.4°F) per day. Introduce gradually the heat over many days at the beginning of use or after system interruption. The heat produced by a heating floor should not exceed 26.7° C/80° F at the floor surface.

## WOOD IS A NATURAL LIVING MATTER

Wood is a natural product, can expand or contract upon the heating variation, relevant humidity as well as for season changes. This effects can cause small wood deviation in length and width of not causing a defect on the product. This is a natural effect and not guaranteed.

## WARANTY

The **Plancher Times Flooring Inc.** thirty (30) years residential and five (5) years commercial warranty will be applicable as long as the NWFA Installation Guidelines are followed when installing the floor as well as this Maintenance Instructions document.

Please provide the data and signature below indicating you have read the homeowners' responsibility to optimized the flooring performance and submit this form to [infoplanchertimes@gmail.com](mailto:infoplanchertimes@gmail.com). (Failure to do so will void your warranty.)

| Purchaser Details |  |                   |  |
|-------------------|--|-------------------|--|
| Name:             |  | Product           |  |
| Address:          |  | Square Feet       |  |
| Supplier Name     |  | Installer Name    |  |
| Purchase Date     |  | Installation Date |  |
| Owner Name        |  | Owner Signature   |  |