



About Aqua Allira

Q: What is Aqua Allira?

A: Aqua Allira is an innovative engineered flooring. A waterproof, veneer flooring option, The Aqua Allira collection offers the first real wood flooring that can be installed in commercial and residential spaces, such as entrance halls, bathrooms, kitchens, restaurants, boutiques and everywhere imaginable.

Q: Does Aqua Allira look realistic to solid hardwood?

A: Since Aqua Allira is made with real hardwood sliced veneers, it looks as beautiful as solid hardwood.

Q: Can Aqua Allira be refinished? How thick is the veneer?

A: The thickness of the veneer allows Aqua Allira to be refinished once however, it will lose its waterproof feature because the catalysed finish will have been removed. The veneer is 1.6 to 1.8mm (1/16") thick.

Q: How well does Aqua Allira hold up against dents from heavy objects being dropped?

A: Since it is a Rigid Core covered with veneer, most of the density of Aqua Allira comes from the core. Only minor blemishes will show if something is dropped on it.

Q: How durable is Aqua Allira flooring with pets?

A: Because of its waterproof feature and its highly durable finish, Aqua Allira is the perfect solution for environments with pets.

Q: Is Aqua Allira safe?

A: Aqua Allira contains no phthalate, no heavy metals, very low VOC and meets CARB2 requirements.

Q: How much will Aqua Allira move with temperature and humidity changes?

A: Aqua Allira can withstand temperatures as low as 0F and up to 100F. Since Aqua Allira is a real wood product, relative humidity as to be kept between 35 and 65%.

Q: Is Aqua Allira sound absorbent?

A: Yes, Aqua Allira sound insulation class is excellent, with an IIC rating of 50dB (Impact Insulation Class – ASTM E492-09) and an STC rating of 52dB (Sound Transmission Class – ASTM E90-09). Walking sound is a lot softer and quieter compared with most other hard surface floor coverings such as ceramic, wood or laminate flooring.

Q: Is Aqua Allira recyclable?

A: Aqua Allira can be recycled by companies with adequate equipment.

Q: Can Aqua Allira be installed over existing floors?

A: Yes, Aqua Allira can be installed over most existing hard surface flooring. The exceptions are laminate, floating floors of any type, loose lay, and perimeter fastened sheet vinyl. These types of flooring should be removed prior to installing Aqua Allira. You can also install over tiles, as long as it is not a floating installation. Never install Aqua Allira over carpet.

About installation

Q: Where can Aqua Allira be installed?

A: Living rooms, bedrooms, kitchen, bathrooms and entrance halls. Below, on and above grade.

Q: Are there rooms that are inappropriate for my Aqua Allira floor?

A: As long as it is inside, it can be installed in any room.

Q: Can Aqua Allira be installed in 3 season homes where the home will not be climate controlled in the winter?

A: Aqua Allira can be installed in homes without climate control when proper installation precautions are taken.

Q: Can I install Aqua Allira over floor heating?

A: Yes, Aqua Allira can be installed over most radiant heat systems. Check with radiant heat maker to insure compatibility.

Q: How large is the area that Aqua Allira can be installed over before having to use transition strips?

A: No transition strips are ever required when installing Aqua Allira.

Q: Do I need to install a molding for each door opening?

A: No moldings are needed at door openings when installing Aqua Allira.

Q: Does the subfloor need to be leveled prior to installing Aqua Allira?

A: Although Aqua Allira, thanks to its rigidity, hides minor subfloor imperfections, the subfloor must be clean and level to 1/4" (6mm) within a 6 foot (2m) span.

Q: Does Aqua Allira require an underlayment?

A: It is recommended that you install a closed cell foam underlayment with an engineered hardwood floor to reduce the effect of clicking (noise) resulting from a floating installation. The 1/16" (1.5 mm) underlayment should have a minimum compressive strength of 300 kPa and a consistent thickness of +/- 15 %.

Q: Does Aqua Allira require a vapor barrier?

A: Although this floor is waterproof, it is not aimed to be used as a moisture barrier. The subfloor must be dry (max 2.5% moisture content – CM method). It is advised for the ground to be covered with a minimum 8mill. (.008") vapor barrier. This product is also not to be installed in areas that have a risk of flooding such as outdoor areas.

Q: For bathroom installations, how should Aqua Allira be installed around the toilet? Are there any caulking specifications for areas exposed to water?

A: You can allow the toilet to be placed directly on top of Aqua Allira. Otherwise, you could trim/cut it tight to the toilet as well. You need to caulk all cut edges that can be exposed to moisture and water. Use a silicone caulk.

Q: Do I need to acclimate my Aqua Allira floor before installation?

A: There is no need to acclimatize the engineered flooring planks to the work area unless they were transported from one extreme temperature to another. Allow the boxes of flooring to rest if there was a

significant variation in temperature. The planks must be stored in temperatures ranging from 60.8°F - 69.8°F (16°C - 21°C) for at least 5 days. Humidity is the leading cause of problems with hardwood-based flooring. Engineered hardwood flooring must be installed in specific environmental conditions including a relative humidity from 35% to 65%.

Q: Can I install kitchen cabinets directly over my Aqua Allira floor?

A: Since Aqua Allira will not elongate or shorten with temperature variations, it is up to you if you want to install your kitchen cabinets over your flooring.

Q: Can I install Aqua Allira on a wall or ceiling?

A: Yes, you can. For wall and ceiling installation the planks need to be fully glued down on the substrate. Many designers use Aqua Allira for partial wall installation because of the unique and highly realistic color available in the Aqua Allira selection. However, the Aqua Allira warranty do not cover wall installation.

Q: Which underlayment is recommended for Aqua Allira?

A: A 1/16" (1.5 mm) closed cell foam underlayment that should have a minimum compressive strength of 300 kPa and a consistent thickness of +/- 15%.

Q: How do I prepare the subfloor to install Aqua Allira?

A: Make sure the sub-floor is clean, flat, smooth and even. Slopes of more than 1/4" over more than 6 feet or 6.35 mm over more than 2 meters must be levelled. Correct all slopes (if you use a levelling compound, you must install a water-resistant membrane over the section being repaired)

After installation

Q: Is there a recommended cleaner?

A: Any hardwood floor cleaner is good to clean Aqua Allira.

Q: Can I use rugs or mats on my Aqua Allira floor?

A: Yes. We recommend non-staining vinyl-backed mats or woven rugs. We do not recommend the use of rubber- or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor.

Q: If water sips through the bevels can it damage the subfloor?

A: It depends on the subfloor: generally speaking, standing water between the floor and the subfloor can only have negative consequence such as development of mold, release of odor, it can spread to the surrounding wall and damage the wall paint, etc...

The planks themselves are waterproof, but once installed they do not provide a fully airtight surface. Water can still sip through the bevels if left over 24 hours. Water spillage as is the case in bathrooms and kitchens won't damage the floor but standing water must be avoided at all times. We recommend cleaning up water spillage as soon as possible, before 24 hours pass.

Q: Do I need to wax my Aqua Allira floor?

A: No, it resists staining, is easy to clean and requires no waxing. Waxing is not compatible with this product and using wax will void warranty.

Q: How do I repair a damaged flooring panel?

A: We recommend ensuring that your initial flooring purchase includes several extra Aqua Allira planks in case you have one that needs replacement. Follow these steps to remove and replace a damaged plank:

1. With a high-speed oscillating tool cut 45degrees diagonals from each corner to the center.
2. With a circular saw set to the right depth, cut a straight line in the middle of the plank.
3. Carefully remove the 4 pieces.
4. Cut off the groove on the long side and short side of the new plank to be installed. Apply one beam of adhesive on the long side and short side tongue of the existing planks that will receive the new planks. Then carefully place the new planks in position and remove the excess of glue immediately with a damp cloth.

Q: What type of chair protectors can I use on a Aqua Allira floor?

A: Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least one inch in diameter, made of non-pigmented, hard plastic and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all moveable furniture. Make sure any metal protectors are rustproof. Replace your narrow-dome furniture rests with wide-bearing ones.

Q: I'm not happy with my floor, how do I make a claim?

A: If you feel that you have a warranty related problem, you should take your original purchase receipt, back to the retailer where you purchased the floor and file a warranty claim with that store. The store will then contact us to begin the warranty process. An inspector may come to your home to evaluate the conditions and determine what caused the problem. Once an evaluation is complete you will be

contacted with the results. The whole process could take up to 20-30 business days, depending on the circumstances, although most issues are resolved much faster.

Q: How do I remove challenging stains?

A: For chocolate, grease, juice and wine stains, use lukewarm water and a non-abrasive cleaner. Nail polish, tar, markers, crayon, lipstick and ink can be removed using nail polish remover or denatured alcohol.

Q: Can I use a steam mop on my Aqua Allira floor?

A: The use of residential steam mops on this product is allowed. Use at lowest power with a suitable soft pad, and do not hold a steam mop on one spot for an extended period of time (longer than 5 minutes). Refer to the steam mop's manufacturer instructions for proper usage.

Q: In the event of a flood, will Aqua Allira dry?

A: Yes, we recommend that Aqua Allira is promptly uninstalled, sorted separately, and placed in a dry environment. Please allow 48-72 hours to dry. Once both your subfloor and Aqua Allira panels have dried completely you may reinstall.