



Thank you for your Provenza Hardwood purchase. At Provenza Floors<sup>®</sup>, Inc. every hardwood collection we create is a reflection of our company and the artisans who carefully craft each piece so no two planks are ever alike.

Our hardwood floor collections are both beautiful, durable, and backed by industry standard warranty coverage. With proper pre-installation testing/preparation, expert installation, floor care and maintenance, your new Provenza hardwood floor will give you years of beauty and function.

**PLEASE READ THESE INSTRUCTIONS IN FULL BEFORE PROCEEDING TO INSTALLATION!  
INSTALLATION CONSTITUTES ACCEPTANCE OF THE HARDWOOD FLOOR PRODUCT AND  
ASSURES THAT ALL PRE-INSTALLATION REQUIREMENTS OUTLINED HERE HAVE BEEN  
SATISFIED.**

Additional hardwood flooring technical resources are available through the National Wood Flooring Association at its website at: [nwfa.org](http://nwfa.org)

If you have questions regarding your Provenza hardwood flooring purchase, proper installation procedures, floor care and maintenance or warranty coverage, please call Provenza's Product Support hot line at: **(877) 455-7890**.

## **BEFORE YOUR FLOORING ARRIVES**

Provenza hardwood flooring is an investment that with proper jobsite preparation will lead to a successful installation.

### **PRE-INSTALLATION**

Your expert installer should evaluate the jobsite before the Provenza hardwood flooring is delivered. This includes detecting and correcting possible jobsite and subfloor issues that might affect the hardwood flooring once it is delivered and installed.

Provenza also recommends that the Owner remove valuables from the installation area, including but not limited to, artwork mounted on walls, fragile decorations, and other personal items. Provenza Floors<sup>®</sup>, Inc. is not liable for losses and damages, *accidental or otherwise*, caused by the Installer and/or sub-contractors.

The Provenza Floors<sup>®</sup> manufacturer warranty does not cover flooring failures resulting from a failure to perform required pre-installation and installation procedures, including but not limited to, Owner/Purchaser/Installer negligence, *accidental or otherwise*.

### **Jobsite Conditions**

Owner/Purchaser and Installer are responsible for ensuring that exterior grading is complete with surface drainage offering a minimum drop of 3" in 10' to direct exterior water sources away from the structure where the flooring will be installed.

Owner and Installer should ensure that the "grade" where the hardwood flooring will be installed is appropriate for its construction:

Provenza engineered hardwood floors are approved for below, on-grade, above-grade installation. Below-grade installations require a floating installation method.

Provenza solid hardwood floors are approved for on-grade and above-grade installations and should not be installed in below-grade areas such as basements.

The jobsite should be enclosed and climate controlled. HVAC systems must be fully operational with a consistent room temperature of 65°– 85° F and relative humidity levels of 35%–55% before the flooring is delivered or installed.

Provenza hardwood floors are not recommended for use in areas subject to repeated moisture exposure and possible water overflow areas such as bathrooms or laundry rooms.

To eliminate potential trade-related damage, Provenza recommends that its hardwood flooring be one of the last jobs completed. Drywall taping, wall painting and other “wet” work should be completed and thoroughly dry prior to installation.

Provenza hardwood floors must be installed in a controlled environment under normal living conditions.

### **Subfloor Conditions**

The quality and preparation of the subfloor is critical to the proper installation of Provenza hardwood flooring.

Subfloors must be structurally sound, clean, and free of all debris, staples, nails, wax, grease, paint, sealers, old adhesives, and other substances that may prevent a successful installation. Subfloors should be flat to within 1/8" per 6' or 3/16" per 10' and must remain dry all year round. Subfloor moisture content must not exceed 3.5% to 4.5% for Concrete or 12% for Plywood or OSB.

#### **Acceptable subfloor types:**

- **CDX Plywood**
- **Concrete** – With a minimum compression strength of 3000 PSI.
- **OSB** – Must be structurally sound with moisture content not exceeding 12%.
- **Gypcrete** – Floating installation only.

#### **Wood subfloor must be:**

- Clean, dry, and well secured.
- Nailed or screwed down every 6 inches along the joists to remove squeaking.
- Subfloor must be flat, high spots must be sanded down and low spots filled with a self-leveling compound. Leveling material should provide a structurally sound wood subfloor.

#### **Concrete subfloor must be:**

- Clean and free of paint, sealers, adhesives, or other debris. If present, concrete sealer must be removed by grinding and sanding.
- Fully cured for at least 60 to 90 days prior to installation.
- Dry all year round. Do not install hardwood flooring over concrete if it will not remain dry at all times.

### **Subfloor Moisture Testing Requirements**

Moisture testing of the jobsite and subfloors is critical to a successful hardwood flooring installation. Visual checks are not reliable.

If subfloor moisture exceeds acceptable levels, the source(s) of this moisture must be corrected before the hardwood flooring is delivered to the jobsite.

Excess moisture detected in the subfloor requires the use of a moisture barrier product, *including but not limited to*, PVC vinyl sheet (with felt-backed and vinyl wear layer) or, for concrete subfloors, a moisture retardant product that is approved as a concrete sealant for use in hardwood flooring installation.

**Acceptable subfloor moisture testing methods include:**

- **Calcium Chloride Test.** The maximum moisture transfer must not exceed 3lbs/1000 square feet with this test.
- **Tramex Concrete Moisture Encounter Meter.** Moisture reading should not exceed 4.5 on the upper scale.
- **Relative Humidity Probe Test.** Maximum moisture reading is 75%.

Concrete Subfloor Test Method Used

\_\_\_\_\_ Calcium Chloride (ASTM F1869)

\_\_\_\_\_ RH (ASTM F2170-02) 1869

\_\_\_\_\_ Electronic Meter (Tramex or equivalent)

Concrete Subfloor Moisture Reading

\_\_\_\_\_ % Moisture Content of Concrete Subfloor

**A “DRY” SLAB, AS DEFINED BY THESE TESTS CAN STILL BECOME WET AT OTHER TIMES OF THE YEAR. THESE TESTS DO NOT GUARANTEE A DRY SLAB. ALL CONCRETE SLABS SHOULD HAVE A MINIMUM OF 6-MIL POLY FILM MOISTURE BARRIERS BETWEEN THE GROUND AND THE CONCRETE.**

Wood Subfloor Moisture Content

\_\_\_\_\_ % Moisture Content of Wood Subfloor

**Ambient Temperature Requirements**

The jobsite should be evaluated for a consistent room temperature of 65° – 85° F with relative humidity levels of 35% – 55%. These levels must be maintained, before, during and after installation for the life of the installed hardwood flooring.

Flooring failures that are a consequence of not maintaining required ambient temperature levels, *at all times*, are not covered by the manufacturer warranty.

**ONCE YOUR FLOORING ARRIVES**

Important steps must be taken prior to installation and is the responsibility of the Owner/Purchaser and Installer. These steps include, *but are not limited to*, product inspection and acceptance; proper handling and storage of the flooring/flooring cartons on-site; hardwood floor acclimation; individual plank inspection/selection and carton blending with aesthetic attention given to character, grade, color and milling variation, and with sufficient quantity on hand to complete the job.

Provenza hardwood floors are a product of nature with naturally occurring imperfections in line with an industry accepted rate of approximately 5% of the total flooring purchased, *including but not limited to*, finish imperfections, grading and color variations, milling and general cutting waste. Individual planks may also be affected by die lot variations due to the staining process.

**Product Inspection and Acceptance**

It is the responsibility of the Owner/Purchaser and Installer to verify that the flooring delivered is what is expected by the Owner/Purchaser ***before proceeding to installation***. This can be accomplished by randomly inspecting boards from no more than 3 different cartons.

***DO NOT PROCEED TO INSTALLATION if the flooring product is not what was expected by the Owner/Purchaser. Do not continue opening cartons and do not discard cartons that were opened during inspection. Immediately notify the Provenza retailer where the flooring was purchased that there is a problem with your flooring delivery!***

During the installation process, the Owner/Purchaser and Installer should inspect and approve each piece that will be used in the flooring installation. The Installer must use reasonable selectivity and

hold out or cut off pieces with defects that fall within manufacturing tolerance levels, whatever the cause.

Provenza Floors® , Inc. will not honor claims due to a lack of on-site hardwood flooring inspection and acceptance by the Owner/Purchaser and Installer.

Provenza Floors® , Inc. will not accept responsibility for the installation of hardwood flooring with visible manufacturing defects.

### **Handling and Storage**

Once Provenza flooring is delivered to the jobsite, inspected, and accepted by the Owner/Purchaser and Installer, the flooring cartons should be stored on a dry, flat surface with good air circulation in the area where it will be installed. Remove plastic shipping wrap and keep cartons closed. When moving or handling cartons care should be taken to prevent damage to the hardwood flooring inside.

Do not store cartons directly on concrete, in garages, basements, near outside walls or in areas where the temperature is uncontrolled. Damage caused by the improper storage and handling of the hardwood flooring product is not covered by the manufacturer warranty.

### **Acclimation/Conditioning Process**

Wood flooring needs to reach a “moisture content equilibrium” with the surrounding environment where it will be installed. The process of reaching equilibrium is referred to as “acclimation.”

Proper acclimation ensures that the wood flooring has adjusted to the area where it will be installed before installation begins:

- Always store cartons on a flat, dry surface in the area where they will be installed.
- Do not open cartons until the day of installation and protect from moisture.
- Jobsite must have a consistent room temperature of 65°– 85° F.
- Jobsite must have relative humidity levels of 35%–55% before, during and after installation.
- WMC must be within 4% of the subfloor before starting installation.

**Flooring cartons must be placed in the area where they will be installed and allowed to acclimate for a minimum of 5 days.**

**Remove plastic wrap from flooring cartons if present, but do not open the flooring cartons or take out individual planks until acclimation has been achieved and the flooring is ready to be installed. Proper consistent temperature and humidity levels in the installation area is key to the acclimation process.**

**The required room temperature and humidity levels must be maintained for the life of the hardwood floor installation.**

Once acclimation has been completed, the Installer should evaluate and record the moisture content of the hardwood flooring in relation to the subfloor.

#### **ACCLIMATION MOISTURE READINGS**

- \_\_\_\_\_ % Moisture Content of Subfloor
- \_\_\_\_\_ % Moisture Content of Hardwood
- \_\_\_\_\_ % Difference between Subfloor & Hardwood

The Installer should document that all pre-installation requirements have been met before proceeding to installation, *including but not limited to*, moisture testing and recording testing results using photos with location, date, time and initials of the Installer on each area of subfloor evaluated. The Owner should retain this documentation with this guide for future reference.

*The National Wood Flooring Association ([nwfa.org](http://nwfa.org)) provides a “Jobsite Checklist” to help with this task. (NWFA Installation Guidelines, Section IV, Appendix M)*

# INSTALLATION

**INSTALLATION OF PROVENZA FLOORS CONSTITUTES ACCEPTANCE of the hardwood flooring product and assures that all pre-installation requirements outlined here have been satisfied.**

Installation is the responsibility of the Owner/Purchaser and Installer. Only an experienced, certified hardwood floor installer should perform your Provenza hardwood floor installation. NWFA Certified Hardwood flooring installers normally provide a period of warranty of their installation work. Installation related failures are not covered by the manufacturer warranty.

*For best results, Provenza recommends that its hardwood flooring is installed by a National Wood Flooring Association (NWFA) Certified Professional: ([nwfa.org](http://nwfa.org))*

## Preparing for Installation

For aesthetic purposes, hardwood flooring is often laid parallel to the longest wall. However, the Owner/Purchaser, in consultation with the Installer should make the final decision which direction the planks will run before proceeding to installation.

Provenza also recommends staggering plank end joints during installation to achieve an overall random appearance, but other patterns can be employed if so desired by the Owner/Purchaser and is the responsibility of the Installer.

**IMPORTANT! The Installer should blend planks from different cartons to ensure an aesthetically pleasing color and shade mixture throughout the installation area.**

## Starting Installation

***The tools generally needed for installation:*** Handsaw or power saw, hammer, crowbar or pull bar, tape measure, pencil, chalk line, wood, or plastic spacers, tapping block, carpenters square, adhesive trowel and a quality adhesive approved for hardwood flooring.

Installation should begin next to an outside wall as it is usually the straightest wall and used as a reference point in establishing a straight working line. A good way to establish a working line is to measure an equal distance from the wall at both ends and snapping a chalk line.

Undercut or notch-out door casings to fit flooring thickness by placing a piece of flooring on the subfloor as a height guide for sawing. Remove door thresholds and base moldings and replace after flooring installation.

Measure the distance from the wall at the width of the plank plus a minimum of ½" for an expansion space when establishing your working line. It is advisable to dry lay a few rows before proceeding installation to confirm your directional layout decision and working line. Adjustment of the working line may be necessary if the outside wall or other working line reference is out of square. This can be done by scribe cutting the first row of planks to match the wall, creating a straight working line.

**IMPORTANT! Adhesive/glue that comes in contact with the surface of oil finished floors will damage the finish. The use of adhesive/glue removal products on oil finish floors, including but not limited to, acetone and paint thinner, will damage the finish.**

***Provenza Floors® , Inc. will not be liable for damages that are the result of a failure to prevent adhesive/glue exposure or the use of adhesive/glue removal products.***

# INSTALLATION METHODS

## GLUE DOWN INSTALLATION

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, a moisture barrier should be in place.

**Acceptable subfloor types:**

- CDX Plywood

- **Concrete** – With a minimum compressive strength of 3000 PSI.
- **OSB** – Must be structurally sound with less than 12% M.C.

### **Adhesive requirements:**

Premium brands of hardwood floor adhesive, *such as*, Bostik, Sika®, Mapei®, DriTac®, etc., must be used. Moisture cured Polyurethane or Polymer adhesives are approved for Provenza hardwood floor installation.

The use of a cheaper flooring adhesive or other brands of glue not approved for use with hardwood flooring will lead to flooring failure and void the manufacturer warranty.

### **Follow the instructions for the hardwood flooring adhesive carefully:**

- Allow for adequate cross ventilation when working with flooring adhesive.
- Allow proper set time before affixing the hardwood floor planks.
- Use the adhesive manufacturer recommended spreading trowel.
- Spread adhesive per the flooring adhesive instructions.

Using a trowel held at a 45° angle, spread hardwood flooring adhesive as recommended by the adhesive manufacturer, starting at the outside wall.

Once the adhesive has set, lay the first row of flooring with the groove facing the wall. Use a hammer and tapping block to tap against the tongue side to pull planks together. When near a wall, use a crow or pull bar to close end joints.

Never tap or hammer against the groove side or the end joints of the plank as doing so will damage the flooring finish, its construction, cause splintering and void the manufacturer warranty.

**IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.**

### **Expansion Spaces**

Use wood wedges at walls to maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, the required expansion space between the flooring and vertical obstructions is generally equal to the thickness of the material being installed. (Example: ½" thick material requires a ½" expansion space.)

End joints of adjacent boards should not be installed near each other. In general, end-joint staggering row-to-row should be a minimum of twice the width of the flooring being installed (e.g., 6" stagger for 3" wide material). With wider-width materials it may be more difficult to maintain these staggers due to longer product lengths.

When the first section is completed, continue by repeating the process, checking plank alignment with the working line, section by section until installation is complete.

Be careful not to shift the installed floor on the wet adhesive. If needed, weights can be used to hold flooring planks in place at the perimeter until the adhesive cures.

**As each plank is laid, check for and remove excess flooring adhesive or spills immediately. Failure to remove excess flooring adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.**

When wiping up excess T&G glue or spills, use a dry or damp soft cloth. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.

As installation proceeds, cut the last plank in each row allowing for the required expansion space as determined by plank thickness. Use a crow or pull bar to install the last plank ensuring a tight fit.

Leave expansion wedges in place until the flooring adhesive is fully dry.

Do not allow foot traffic for at least 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.

### **Finishing the Job**

Remove expansion spacers from the perimeter. Install or reinstall base and/or quarter round moldings to cover the expansion space. Install transition pieces such as reducer strips and T-moldings as needed.

Clean and remove all dirt and debris from your new floor by dry dust mopping. Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new Provenza® Hardwood Floor.

### **STAPLE INSTALLATION**

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, a moisture barrier should be in place.

#### **Acceptable subfloor types:**

- **CDX Plywood** – Minimum 5/8" thickness with floor joists of 16" on center.
- **OSB** – Minimum 1" thickness and structurally sound with less than 12% M.C.

#### **Underlayment recommendation:**

- **Felt** – 15 lbs. felt paper is recommended.

#### **Staple installation may be successful over existing vinyl provided:**

- That the subfloor is properly attached to the joists and in good condition.
- That the subfloor is not particleboard or OSB.
- That the staple penetration is not significantly lessened due to thickness of existing vinyl.

The recommended length for the 18-gauge staple is 1½" with spacing of 4" – 6" along the length of the plank and 1" from each end.

Use wood wedges at walls to maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, the required expansion space between the flooring and vertical obstructions is generally equal to the thickness of the material being installed. (Example: ½" thick material requires a ½" expansion space.)

### **Fastener Schedules**

The flooring stapler required is dependent on the type of wood floor being installed. Provenza recommends the following for its hardwood floor products:

- **Engineered T&G wood flooring** (< 5/8" thick) – Use 18g, ¼" crowned staple not less than 1½" length, 3"– 4" intervals along length of each board. 1"– 2" from each end joint of every board.
- **Engineered T&G wood flooring** (> 5/8" thick) – Use 15.5g, ¼" crowned staple not less than 1½" length, 6"– 8" intervals along length of each board. 1"– 3" from each end joint of every board.
- **Solid T&G wood flooring** (3/4" thick) – Use 15.5g, ½" or 16g cleat not less than 1½" length, 8"– 10" intervals along length of each board. 1"– 3" from each end joint of every board.

Staple the first row of flooring with the groove facing the starting wall stapling in 4" – 6" spacing increments. Using a quality T&G glue product, glue the joint ends of each plank for added strength, and then use a tapping block to ensure a tight bond between planks.

***As each plank is stapled, check for and remove excess T&G glue or spills immediately. Failure to remove excess T&G glue or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.***

**IMPORTANT! Any plank damaged by the process of stapling, should be pulled up and replaced with a new plank before proceeding. Flooring damaged during the staple installation process is not covered by the manufacturer warranty.**

To ensure that plank end joints are not too close to each other in adjacent rows, it is best to rack out 3 to 4 rows as installation proceeds. In general, end-joint staggering row-to-row should be a minimum of twice the width of the flooring being installed.

When the first section is completed, continue by repeating the process, checking plank alignment with the working line, section by section until installation is complete.

When wiping up excess T&G glue or spills, use a dry or slightly damp soft cloth. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.

As installation proceeds, cut the last plank in each row allowing for the required expansion space as determined by plank thickness. Use a crow or pull bar to install the last plank ensuring a tight fit.

**IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.**

### **Finishing the Job**

Remove expansion spacers from the perimeter. Install or reinstall base and/or quarter round moldings to cover the expansion space. Install transition pieces such as reducer strips and T-moldings as needed.

Clean and remove all dirt and debris from your new floor by dry dust mopping. Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new Provenza® Hardwood Floor.

## **SPECIAL INSTALLATION FOR WIDE PLANK FLOORS**

**GLUE-ASSIST IS REQUIRED FOR PROVENZA HARDWOOD FLOORING GREATER THAN 5" WIDE OR IF STAPLING TO A WOOD SUBFLOOR.**

### **Glue-Assisted Staple/Staple Down**

Where the flooring manufacturer suggests glue-assisted installation or where the glue-assisted installation method is required, some key factors must be addressed:

#### **Moisture**

- When using the glue-assist method, you will no longer be able to install a traditional sheet-good vapor retarder. When nailing down wood flooring over a conditioned space that is maintained at the same conditions as the living/interior space, no vapor retarder is necessary. Wood floors installed in these conditions may be nailed with a glue-assist directly to the subfloor without use of a vapor retarder.
- Where wood flooring is being installed over unconditioned space, use of a liquid-applied, or similar Class II vapor retarder that is compatible with the flooring adhesive may be used to allow for a glue-assist directly to the subfloor.

**IMPORTANT! Never install a wood floor over a known moisture condition. A known moisture condition is one that you are aware of, and could pose future damage to the flooring, the building, or the occupants. It is best practice to always test for moisture regardless of conditions so that any unknown conditions can become known conditions, which then can be handled appropriately.**

### **Glue-Assisted Staple/Staple Down Installation Method**

- Where mechanical fasteners on a staple-down installation are the primary installation method, the stapling schedule should remain the same as normal installation for the flooring being installed. The addition of adhesive is not intended as a replacement fastener mechanism, rather a supplemental to the mechanical fastener. Where the adhesive is applied using a full-spread application, the fastener schedule is not to be considered the primary fastening method.



- Due to the reduction in the amount of fasteners used per square foot of flooring width, wide plank (>5" or over widths) solid or engineered wood flooring should be installed using the glue-assisted installation method, when site conditions allow, unless otherwise recommended by the flooring manufacturer.
- The adhesive used should be a wood flooring adhesive with elastomeric qualities to allow for normal movement within the flooring system. The adhesive must also be compatible with the subflooring and any liquid-applied vapor retarder system used.
- The wood subfloor must be thoroughly vacuumed, and free of any debris to ensure adhesion between the subfloor and the wood floor.
- Test the adhesive to determine the most effective application method, and for compatibility with the subfloor. The adhesive application method should add supplemental holding power to the installation.
- The wood flooring adhesive may be applied to the subfloor or the backside of the board itself in a variety of methods to supplement the mechanical fastener:
  - With any of the following application methods, use a notch trowel, or apply a continuous, minimum ¼" wide, uniform bead of adhesive directly to the subfloor, or to the back of the board using a glue gun to dispense the adhesive.
  - The adhesive should be applied in a manner that covers the entire width and length of each plank, to within a minimum of 1" from the edges and ends of each board.

## COMMON GLUE-ASSIST APPLICATION AND METHODS:

### SERPENTINE (SINE WAVE) PATTERN



**Serpentine (sine wave) pattern:** The serpentine (sine wave) pattern, where the full curve (peak-to-peak) is performed approximately twice the width of the board. The adhesive should cover the entire length and width of each board.

### PARALLEL STRIPES PATTERN



**Parallel stripes pattern:** The parallel stripes may run perpendicular to, or diagonal to, the length of each plank being installed. Each stripe should be placed at approximately 6" – 8" intervals.

### ENDS AND GROOVES PATTERN



**Ends and grooves pattern:** Adhesive is applied to the subfloor or to the underside of the board located within 1" from both ends of the board and along the full length of the back, groove-side of the board.

### LENGTHWISE PARALLEL STRIPES PATTERN



**Lengthwise parallel stripes pattern:** Adhesive is applied to the subfloor or the underside of the board located within 1" of each long side, edge, and middle of the board.

**IMPORTANT!** When using a trigger-activated flooring stapler with the glue-assisted installation method, the installer must either stand on the floor, or apply a downward pressure to the surface of each board as it is being nailed. This will ensure the flooring does not lift away from the subfloor causing unnecessary vertical movement or hollow noises.

### **Staple-Assisted Glue-Down Installation Method**

- Glue-down is the primary installation method. The adhesive application should remain the same as normal installation for the flooring being installed (see Glue Down Installation). The addition of mechanical fasteners is not intended as a replacement fastening mechanism, rather a supplemental method.
- With full-spread installations over wood subfloors or screeds/sleepers, it is sometimes necessary or helpful to blind-nail the flooring periodically to hold the flooring in place while the adhesive sets-up.
  - This method may be appropriate where flooring needs to be driven tight during the installation.
  - There is no recommended nailing schedule for this method, as the fasteners are strictly used as a supplement to the glue down method.

### **FLOATING INSTALLATION**

All required pre-installation testing and preparation must be completed before proceeding. Provenza recommends 6mil clear poly-film vapor barrier installation to prevent any unforeseen moisture migration.

#### **Acceptable subfloor types:**

- **CDX Plywood**
- **Concrete** – With a minimum compressive strength of 3000 PSI.
- **OSB** – Must be structurally sound with less than 12% M.C.
- **Gypcrete** (Gypsum Concrete).

#### **Underlayment recommendations:**

- **Rubber**
- **Cork**

Begin laying the first row of flooring with the groove side facing the starting wall.

Use a hammer and tapping block to tap against the tongue side to pull planks together to ensure a tight fit. When near a wall, use a crow or pull bar to close end joints.

Never tap against the groove side or the end joints of the plank as doing so will damage the flooring finish and void the manufacturer warranty.

Use wood wedges at walls to maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, the required expansion space between the flooring and vertical obstructions is generally equal to the thickness of the material being installed. (Example: ½" thick material requires a ½" expansion space.)

To ensure that plank end joints are not too close to each other in adjacent rows, it is best to rack out 3 to 4 rows as installation proceeds. In general, end-joint staggering row-to-row should be a minimum of twice the width of the flooring being installed.

Apply quality T&G flooring glue in the top portion of the groove along the side and end joints of each plank to ensure a strong bond between them.

***As each plank is installed, check for and remove excess T&G glue or spills immediately. Failure to remove excess T&G glue or spills from the flooring surface will damage the flooring finish and void the manufacturer warranty.***

When wiping up excess T&G glue or spills, use a dry or damp soft cloth. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.

As installation proceeds, cut the last plank in each row allowing for the required expansion space as determined by plank thickness. Use a crow or pull bar to install the last plank ensuring a tight fit.

**IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.**

Leave expansion space wedges in place for a minimum of 8 hours to allow the T&G glue to fully dry. Do not allow foot traffic for a minimum of 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.

### **Finishing the Job**

Remove the expansion spacers from the perimeter. Install or reinstall base and/or quarter round moldings to cover the expansion space. Install transition pieces such as reducer strips and T-moldings as needed.

Clean and remove all dirt and debris from your new floor by dry dust mopping. Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new Provenza® Hardwood Floor.

### **INSTALLATION OVER RADIANT HEAT**

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, an approved moisture barrier must be in place.

*Flooring failures due to improperly installed hydronic radiant heat systems are not covered by the Provenza manufacturer warranty.*

It is the Owner/Purchaser and Installer's responsibility to ensure that the hydronic radiant heat system is installed per the radiant heat manufacturer instructions and operating properly before proceeding to the hardwood floor installation.

#### **Approved Provenza hardwood flooring:**

- **Engineered Oak** products with multi-layer plywood core only.

#### **Approved radiant heat systems:**

- **Hydronic Radiant Heat**

#### **Installation methods:**

- **Floating** installation.
- **Glue Down** – Using approved adhesive specifically designed for radiant heat installation.

#### **Acceptable subfloor types:**

- **CDX Plywood**
- **Concrete** – With a minimum compressive strength of 3000 PSI.
- **Warmboard**

#### **Underlayment recommendation:**

- **Cork** – Minimum ½" thickness is recommended.

### **Heating Control Requirements**

Radiant heat installations must have a heat control system that helps maintain a constant baseline temperature and prevents overheating. Radiant heat temperatures that exceed 85 degrees will damage the hardwood flooring and void the manufacturer warranty.

Provenza requires that an exterior thermostat be installed and working at all times. Unlike conventional heating systems which switch on as needed, radiant systems work most effectively with hardwood flooring if the heating process is gradual with small, incremental increases in relation to outside temperature.

## **Radiant Heating System Acclimation Process**

The hydronic radiant heating system must be operational and heated for at least 7 days prior to the installation of Provenza engineered oak flooring. Use an incremental control strategy that brings the subfloor through temperature changes gradually.

This incremental strategy should include being turned on at least 3 days prior to installation at a temperature of 70 degrees; then, raised to 85 degrees for a period of 3 more days. The installation site should be aired out every day to allow excess humidity to exit the structure.

Once the radiant heat acclimation process is complete and the flooring is ready to be installed, turn off the radiant heat system to let the subfloor cool down to room temperature for 3 to 4 hours.

## **Preparing for Installation**

Before installation begins, it is the Owner/Purchaser and Installer's responsibility to ensure that the radiant heating system is functioning properly and is not on the same circuit for other floor covering types (that may allow higher temperatures). Failure to do so will cause excessive heat damage and shrinkage in the hardwood flooring and void the manufacturer warranty.

Radiant heating systems create a dry heat that can lower interior humidity levels. Provenza recommends adding a separate humidifier to the HVAC system to maintain the required indoor humidity levels of 35%–55%.

***Installer should test the hydronic heating system and check that all radiant heat requirements have been met before proceeding to installation:***

- ✓ Hydronic Radiant Heat System
- ✓ Engineered Oak Product
- ✓ Floating or Glue Down Installation Method
- ✓ Exterior Thermostat Installed
- ✓ Sensor Attached to Heating Unit
- ✓ Radiant Heat Acclimation Completed
- ✓ Separate HVAC Humidifier
- ✓ Radiant Heat System Working Properly

## **Starting Installation**

Begin laying the first row of flooring with the groove side facing the starting wall.

Use wood wedges at walls to maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, the required expansion space between the flooring and vertical obstructions is generally equal to the thickness of the material being installed. (Example: ½" thick material requires a ½" expansion space.)

Use a hammer and tapping block to tap against the tongue side to pull planks together to ensure a tight fit. When near a wall, use a crow or pull bar to close end joints.

Never tap against the groove side or the end joints of the plank as doing so will damage the flooring finish and void the manufacturer warranty.

To ensure that plank end joints are not too close to each other in adjacent rows, it is best to rack out 3 to 4 rows as installation proceeds. In general, end-joint staggering row-to-row should be a minimum of twice the width of the flooring being installed.

Apply a quality T&G glue in the top portion of the groove along the side and end joints of each plank to ensure a strong bond between them.

***As each plank is installed, check for and remove excess T&G glue or other spills immediately. Failure to remove excess T&G glue or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.***

When wiping up excess T&G glue or spills, use a dry or damp soft cloth. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.

As installation proceeds, cut the last plank in each row allowing for the required expansion space as determined by plank thickness. Use a crow or pull bar to install the last plank ensuring a tight fit.

**IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.**

Once installation is complete, turn the radiant heating system on immediately to achieve further acclimation of the flooring to the installation site.

Leave expansion space wedges in place for a minimum of 8 hours to allow the T&G glue to fully dry. Do not allow foot traffic for a minimum of 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.

### **Finishing the Job**

Remove the expansion spacers from the perimeter. Install or reinstall base and/or quarter round moldings to cover the expansion space. Install transition pieces such as reducer strips and T-moldings as needed.

Clean and remove all dirt and debris from your new floor by dry dust mopping. Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new Provenza® Hardwood Floor.

### **Protection During Construction or Remodeling**

If your hardwood flooring is installed while other trades are working at the jobsite, or afterwards, when doing any kind of remodeling or wall painting, it should be completely covered by a clean, dry, plain uncoated cardboard or heavy bond paper product.

**IMPORTANT! Do not cover Provenza hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.**

Before covering the hardwood flooring, it should be cleaned to remove grit, dust and other abrasive debris and thoroughly dry.

Do not use a wet cloth or wet mopping to remove drywall dust as doing so will create a pasty residue that will damage the factory finish and void the manufacturer warranty.

When covering the hardwood flooring area, the proper covering material should be overlapped 4 inches to the adjoining paper, secured with masking tape applied to the covering material only and then secured at perimeter walls or baseboards to prevent the covering from moving or shifting, and ensure that the tape itself, construction debris, dry wall dust and/or wet paint does not penetrate to the flooring below.

**IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.**

# GENERAL FLOOR CARE & MAINTENANCE

Provenza hardwood floors are durable and easy to maintain. The factory finish protects the wood and keeps the hardwood flooring looking beautiful with general and finish specific care and maintenance.

## Preventive Floor Care

- Place high-quality floor mats or area rugs with a soft felt backing near entrances and high traffic areas to prevent loose dirt, debris, and other abrasive substances from being tracked directly onto flooring surface. Do not use rubber backed mats as these will damage the factory finish and void the manufacturer warranty.
- Hardwood flooring that is installed in the kitchen should be protected in areas subject to cooking splatter, spills and water splashes. High quality throw rugs with a soft felt backing should be placed in front of the cooktop, oven, sink and dishwasher to protect the flooring finish.

**IMPORTANT!** Water spills, splashes, hot oil or food debris that lands on an unprotected area of the hardwood flooring must be cleaned up immediately! Damage to the factory finish from a failure to protect it from, including but not limited to, water spills, hot oil and food debris is not covered by the manufacturer warranty!

- Apply felt furniture pads to movable furniture, including but not limited to, chairs, tables, sofas and heavy furniture to protect the hardwood factory finish.
- Rearrange rugs and furniture periodically so the hardwood finish ages evenly. UV sunlight exposure may change the flooring color over time and is not considered a manufacturing defect.
- Keep pet nails trimmed and filed in order to minimize scratches and indentations. All hardwood floors will indent with enough force or when exposed to sharp objects.
- Maintain a consistent room temperature of 65° – 85° F with relative humidity levels of 35%–55%, for the life of the installed hardwood flooring at all times.
- Only use hardwood cleaning products specifically formulated for your flooring product finish. Improper use of cleaning products will damage the factory finish and void the manufacturer warranty.

**IMPORTANT!** Required room temperature and humidity levels must be maintained at all times, even when the home or building is not occupied.

- Do not walk on the hardwood floor with sharp “stiletto” style high-heel shoes.
- Do not use harsh cleaning products, *including but not limited to*, ammonia, acetone, alcohol, bleach, STP, abrasive cleaners or furniture cleaners on Provenza hardwood floors.
- Do not use oil-based wax, oil soap, mineral oil, polish, or other household dusting products on Provenza hardwood floors.
- Do not wet mop Provenza hardwood floors as excess moisture will damage the finish and void the manufacturer warranty.
- Do not use a wet cloth to remove dry wall dust from the hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.

## Regular Care

- Dry dust mop or vacuum (raised beater or suction type) on a frequent basis to remove loose debris and dirt anywhere from the hardwood flooring surface.
- Use only hardwood floor cleaning products designed for hardwood floors.
- Do not use steam or steam cleaners or power scrubbing machines on the hardwood flooring.
- When the hardwood floor requires refinishing (acrylic or polyurethane) or re-oiling (oil finished floors) Provenza recommends using the services of a NAWFA Certified Professional. ([nwfa.org](http://nwfa.org))

# FINISH SPECIFIC CARE & MAINTENANCE

## UV ACRYLIC / POLYURETHANE FINISH FLOORS

Provenza UV Acrylic and Polyurethane floors require the same general preventive, regular care and maintenance as our other hardwood finishes.

### Regular Care

Daily cleaning to remove debris from the flooring surface should be done with a soft broom, vacuum cleaner (raised beater or suction type) or **Provenza Microfiber Mop Set**.

Use floor cleaning products made for Acrylic or Polyurethane finished floors. Provenza recommends using its **All Purpose Cleaner** for its Acrylic and Polyurethane finished hardwood floors.

First, dry mop the floor to remove all dirt and debris, then follow the instructions on the cleaning product ensuring that you do not over saturate the floor.

Avoid using water and vinegar, soap-based cleaners, or wax on your hardwood floor as they can dull or leave a film on the finish over time.

### Recoat/Refinish

When the hardwood floor requires a recoat or refinishing, Provenza Floors, Inc. recommends using the services of an NWFA Certified Professional. ([nwfa.org](http://nwfa.org))

## OIL FINISH FLOORS

Provenza oil finished floors provide a more natural looking matte finish that is durable and easy to maintain. Oil finished hardwood floors require the same general preventive, regular care and maintenance as our other hardwood finishes.

Oil finished floors installed in high traffic or commercial areas will require more frequent maintenance including periodic deeper cleaning and rejuvenation.

### Regular Care

Daily cleaning to remove debris from the flooring surface should be done with a soft broom, vacuum cleaner (raised beater or suction type) or **Provenza Microfiber Mop Set**.

Use **Provenza Natural Cleaner** spray along with the **Microfiber Mop Set** to clean areas that have become soiled. Spray a small amount of cleaner on a soft dry cloth, then wipe to remove marks and dirt. This cleaner will not leave streaks or a film and can be used as often as desired.

**IMPORTANT!** Do not use products containing alcohol on Provenza oil finish hardwood flooring. Most general cleaning products contain alcohol as a drying agent and by its chemical nature will damage the factory oil finish and void the manufacturer warranty.

### Oil Finish Touch-up

Over time, the hardwood floor oil finish may need treatment with **Provenza Oil Refresher**. There is no set time when you will need to do this kind of touch-up. Areas of your oil finished floors that experience heavier traffic than others may require touch-up sooner, while other areas may not need it until much later.

### Heavy Duty Cleaning and Rejuvenation

High traffic or commercial flooring areas that become heavily soiled require deeper cleaning and oil finish rejuvenation periodically. **Provenza's Spot Remover & Rejuvenating Oil** should be used for this purpose.

Remove loose debris and clean with **Provenza's Natural Cleaner** spray.

Apply a small amount of **Spot Remover** to a soft cloth or scotch pad and gently rub to remove dirt from the flooring surface. Follow up by applying **Rejuvenating Oil** to the area treated.

Remove excess oil with a moist (not wet) microfiber cloth or the sponge side of the scotch pad.

Repeat this procedure for all flooring areas that require rejuvenation.

## **Do's & Don'ts for Oil Finish Floors**

- Clean up spills, hot oil/cooking splatter or other moisture immediately.
- Maintain a consistent room temperature of 65° – 85° F with relative humidity levels of 35%–55%, for the life of the hardwood flooring at all times.
- Do not use harsh cleaning products, *including but not limited to*, ammonia, acetone, alcohol, paint thinner, bleach, STP, abrasive cleaners or furniture cleaners on Provenza oil finish hardwood floors.
- Do not use oil-based wax, oil soap, mineral oil, polish or other household cleaners or dusting products on oil finished hardwood floors.
- Do not allow cosmetic lotions or other oil based products to come in contact with the oil finish.
- Do not wet mop oil finish hardwood floors as excess moisture will damage the finish and void the manufacturer warranty.
- Do not use a wet cloth to remove dry wall dust from the oil finish hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.
- Do not use Acrylic or Polyurethane wood cleaning products on Provenza Oil Finish flooring as doing so will damage the factory finish and void the manufacturer warranty.
- Only use hardwood floor cleaning products specifically formulated for oil finish hardwood flooring. The use of cleaning products not intended for oil finish hardwood flooring will damage the factory finish and void the manufacturer warranty!

**IMPORTANT! Adhesive glue or tape that is used or left on the surface of an oil finished floor will damage the factory finish and void the manufacturer warranty.**

The use of any adhesive glue or tape removal product to remove adhesive glue or tape residue left on the surface of an oil finished floor, *including but not limited to*, acetone and paint thinner, will damage the factory finish and void the manufacturer warranty.

Provenza Floors®, Inc. will not be liable for damage caused by the use of adhesive glue or tape on its oil finish hardwood flooring, and/or adhesive glue or tape removing products used to remove their residue.



## RESIDENTIAL WARRANTY

The warranties described herein are given to the original retail purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. These warranties cover only approved product applications as recommended by Provenza Floors® , Inc.

### Regarding All Warranty Coverage

This warranty is not transferable and extends only to the original Owner/Purchaser. All pre-installation preparation, installation, floor care and maintenance must be in accordance with Provenza Floors® , Inc. requirements.

Provenza hardwood flooring is manufactured using a product with naturally occurring variations, *including but not limited to*, character, grain, color, mineral streaks, splintering and knots which are not considered manufacturing defects.

Variations between planks that are a result of collection specific wood working, *including but not limited to*, hand distressing, scraping, wire brushing, chiseling, smoking, carbonizing and color staining are not considered manufacturing defects.

As a product of nature, hardwood flooring will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience slight separation between boards at different times during the year. If such normal expansion and contraction occurs, it is not covered by this manufacturer warranty.

### Full Lifetime Structural Warranty

Provenza Floors® , Inc. warrants to the Owner/Purchaser, under normal residential use, that its products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension, and grading, for as long as the original purchaser owns the installed hardwood flooring product.

### Limited Finish Warranty

Manufacturer warrants that under normal residential conditions, with proper care and maintenance, the factory finish will not wear-through within twenty-five years.

The Antico Collection finish warranty is limited to ten years.

This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

### Warranty Exclusions

*This warranty DOES NOT cover the following:*

- Failure to perform required pre-installation jobsite testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or T&G glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65°– 85° F and relative humidity levels of 35%– 55%, at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.

- Damages due to a leaky faucet or broken pipe.
- Damages due to insect infestation after the product has left the manufacturer.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive or masking tape on the flooring surface.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages to the flooring finish caused dry wall dust.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- Damages due to heavy rolling loads, *including but not limited to*, caster wheels, hospital beds, manual and/or motorized wheelchairs.
- Scratches or stains caused by domestic pets or other animals.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Floor color changes due to direct and indirect sunlight or other UV light exposure.
- Flooring purchased online or through sellers not authorized to sell Provenza products.

### **General Terms and Conditions**

- This warranty is limited to the original Owner/Purchaser.
- The liability of manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of Provenza Floors, Inc.
- New or replacement hardwood flooring required to settle a claim are not guaranteed to match the existing installed hardwood flooring or retailer display samples.
- Manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- No other warranties expressed or implied are made including merchantability or fitness for any particular purpose.
- Under no circumstances shall Provenza Floors<sup>®</sup>, Inc. be liable for loss or damage associated with special, indirect, incidental or consequential damages.
- No installer, retailer, agent or employee of Provenza Floors<sup>®</sup>, Inc. has the authority to increase or alter the obligations or limitations of this warranty.

### **Manufacturer Inspection Rights and Claims**

Provenza Floors<sup>®</sup>, Inc. shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.

Claims submitted to Provenza Floors<sup>®</sup>, Inc. must be supported with the original sales receipt.

In the event of litigation, all controversies shall be submitted to the **American Arbitration Association**.  
**Venue shall be the County of Orange, State of California.**

## COMMERCIAL WARRANTY

The warranties described herein are given to the original retail purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. These warranties cover only approved product applications as recommended by Provenza Floors<sup>®</sup>, Inc.

### Regarding All Warranty Coverage

This warranty is not transferable and extends only to the original Owner/Purchaser. All pre-installation preparation, installation, floor care and maintenance must be in accordance with Provenza Floors<sup>®</sup>, Inc. requirements.

Provenza hardwood flooring is manufactured using a product with naturally occurring variations, *including but not limited to*, character, grain, color, mineral streaks, splintering and knots which are not considered manufacturing defects.

Variations between planks that are a result of collection specific wood working, *including but not limited to*, hand distressing, scraping, wire brushing, chiseling, smoking, carbonizing and color staining are not considered manufacturing defects.

As a product of nature, hardwood flooring will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience slight separation between boards at different times during the year. If such normal expansion and contraction occurs, it is not covered by this manufacturer warranty.

### 25 Year Structural Warranty

Provenza Floors<sup>®</sup>, Inc. warrants to the original Owner/Purchaser, under light commercial or normal residential use, that its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading and that its engineered top layer will not wear through or separate from its backing for a full twenty-five years from the date of purchase.

### 3 Year Finish Warranty

Manufacturer warrants that under light commercial traffic conditions, with proper care and maintenance the factory finish will not wear-through for a full three years.

This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

### Warranty Exclusions

*This warranty DOES NOT cover the following:*

- Failure to perform required pre-installation jobsite testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or T&G glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65°- 85° F and relative humidity levels of 35%-55% at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.
- Damages due to a leaky faucet or broken pipe.

- Damages due to insect infestation after the product has left the manufacturer.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive or masking tape on the flooring surface.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages to the flooring finish caused dry wall dust.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- Damages due to heavy rolling loads, *including but not limited to*, caster wheels, hospital beds, manual and/or motorized wheelchairs.
- Scratches or stains caused by domestic pets or other animals.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Floor color changes due to direct and indirect sunlight or other UV light exposure.
- Flooring purchased online or through sellers not authorized to sell Provenza products.

### **General Terms and Conditions**

- This warranty is limited to the original Owner/Purchaser.
- The liability of manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of Provenza Floors, Inc.
- New or replacement hardwood flooring required to settle a claim are not guaranteed to match the existing installed hardwood flooring or retailer display samples.
- Manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- No other warranties expressed or implied are made including merchantability or fitness for any particular purpose.
- Under no circumstances shall Provenza Floors®, Inc. be liable for loss or damage associated with special, indirect, incidental or consequential damages.
- No installer, retailer, agent or employee of Provenza Floors®, Inc. has the authority to increase or alter the obligations or limitations of this warranty.

### **Manufacturer Inspection Rights and Claims**

Provenza Floors®, Inc. shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.

Claims submitted to Provenza Floors®, Inc. must be supported with the original sales receipt.

In the event of litigation, all controversies shall be submitted to the **American Arbitration Association. Venue shall be the County of Orange, State of California.**

# CUSTOMER SERVICE & CLAIMS

## Internet Sales Policy

The Provenza Floors<sup>®</sup>, Inc. manufacturer warranty applies only when the Provenza hardwood flooring purchase is made directly through an authorized Provenza Floors Retailer.

***Provenza Floors hardwood products purchased online are not covered by the manufacturer warranty.***

Any Provenza flooring sale that has been misrepresented by the retailer/seller, *including but not limited to*, returns, off-color, or manufacturer defect resale, are not covered by the manufacturer warranty.

## Claims Process

All hardwood flooring claims must be filed within the warranty coverage period and go through the flooring retailer where the flooring was purchased.

The original purchase receipt must be submitted with the warranty claim.

Provenza Floors<sup>®</sup>, Inc. reserves the right to have a Provenza Floors representative inspect the floor, remove samples for technical analysis and request proof that pre-installation, installation and floor care and maintenance are in accordance with Provenza Floors<sup>®</sup>, Inc. requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Provenza Floors<sup>®</sup>, Inc. will repair, refinish or replace the product at its sole discretion.

Should you have any questions or concerns regarding your hardwood flooring, please contact Provenza Floors, Inc. at: **(877) 455-7890**.

## Save Your Original Receipt!

Save your original purchase receipt to protect your hardwood flooring warranty! Document your purchase and save this information for future reference.

***Make sure that you have saved the following information for your records:***

- ✓ Date of Purchase
- ✓ Product Color Name
- ✓ Product SKU
- ✓ Authorized Retailer Name, Address & Business Phone



**PROVENZAFLOORS.COM | CORPORATE OFFICE: (877) 455-7890**

**Note:** This document supersedes all Installation, Care & Maintenance and Warranty Guidelines previously distributed for Provenza Floors Hardwood products.

**Document date:** 04/12/2023