



Thank you for your Provenza hardwood flooring purchase. At **Provenza Floors™, 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.

***To the homeowner or authorized representative:***

***Please read these manufacturer guidelines in full before proceeding with the installation of your Provenza hardwood flooring. By proceeding with installation you acknowledge that you have read, understood, and have accepted its terms & conditions, installation, care/maintenance requirements, and all warranty coverage and exclusions.***

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

**REMINDER!** Provenza hardwood flooring products must be purchased through an **Authorized Provenza Floors Retailer**. Provenza flooring purchased online, or through un-authorized sellers, or as irregular, trial grade or “as-is” are not covered by the manufacturer warranty.

If you have questions regarding your hardwood flooring purchase, installation procedures, care or warranty coverage, please call our **Provenza Product Support Team** toll free 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 Requirements**

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, Inc. is not liable for losses and damages, accidental or otherwise, caused by the Installer and/or sub-contractors.

The **Provenza Floors Manufacturer Warranty** does not cover flooring failures/damage resulting from 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/Purchaser 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 must be installed in a climate-controlled environment under normal living conditions.**

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.

Provenza hardwood floors should not be installed in exterior or non-flooring applications.

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.

### **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.

***NOTE: Some product expansion, contraction and/or cupping due to seasonal moisture variation may occur and is 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 dye lot variations due to the staining process.

**Product Inspection and Acceptance**

It is the responsibility of the Owner/Purchaser and Installer to thoroughly inspect the delivered flooring product **prior to installation to ensure it meets expectations**. This inspection should include randomly checking boards from no more than three (3) different cartons.

***DO NOT proceed with installation if the flooring does not match the product ordered or does not meet the Owner/Purchaser’s expectations. Do not continue opening additional cartons, and do not dispose of any cartons that were opened during inspection.***

In the event of any discrepancies or issues with the delivered flooring, immediately contact the Provenza retailer where the flooring was purchased to report the problem and seek further instructions.

## Quality Acknowledgement

By proceeding with the installation of the flooring product, the Owner/Purchaser and Installer acknowledge that they have inspected and accepted the product as delivered. This includes agreement with the product specifications — **quality, color, natural color variations, texture and thickness** — as consistent with the purchase agreement and purchaser expectations.

### **INSTALLATION CONSTITUTES ACCEPTANCE OF THE FLOORING MATERIAL AS RECEIVED.**

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 in a climate-controlled, normal living conditions environment.**

**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/Purchaser 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 CONSTITUTES ACCEPTANCE of the Provenza hardwood flooring product as delivered 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.

*Find an **NWFA Certified Hardwood Installer** at [NWFA.org](http://NWFA.org).*

**WARNING! Do not install Provenza hardwood flooring under fixed cabinets, vanities or fixed furnishings.**

Provenza hardwood floors **should not** be installed underneath kitchen cabinets, bathroom vanities, or other fixed furnishings. Doing so can restrict the floor's natural ability to expand and contract with changes in temperature and humidity, potentially resulting in buckling, separation, or other forms of structural damage.

To maintain the integrity and performance of the flooring, always install cabinets and other heavy fixtures **AFTER** the hardwood floors has been properly laid and allowed to float or expand freely as intended.

### 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, tapping block, floor straps, crowbar or pull bar, tape measure, pencil, chalk line, wood, or plastic spacers, carpenters square, adhesive trowel and a quality adhesive approved for hardwood flooring.

**WARNING! Do not use a rubber mallet directly on floorboards.** Do not use a rubber mallet to strike floorboards when engaging tongue-and-groove joints. Direct impact can damage the wood's surface, causing micro cracks, crushed fibers, splintering, or permanent dents. Even rubber mallets, though seemingly gentle, may leave marks that cannot be repaired or cleaned.

To ensure a secure fit and protect the integrity of the flooring, always use a **tapping block** or other **manufacturer-recommended installation tools**. These tools are specifically designed to distribute force evenly and prevent damage to the floorboards during installation.

**NWFA INSTALLATION GUIDELINE PUBLICATION 2018, PAGE 137:**

**TAPPING BLOCKS, PULL-BARS, AND STRAPS MAY BE USED TO DRIVE FLOORING TIGHT DURING INSTALLATION. BE CERTAIN TO ONLY USE TAPPING BLOCK, PULL-BARS, OR STRAPS THAT DO NOT DAMAGE THE 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 contacts the surface of oil finished floors will damage the finish. The use of adhesive/glue removal products, including but not limited to, acetone, paint thinner, mineral spirits, or alcohol, will damage the finish and void the manufacturer warranty.

***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®, HB Fuller TEC®, 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, or cause splintering and void the manufacturer warranty.

**IMPORTANT!** Adhesive/masking tape applied directly to the 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 installed, check for and remove excess adhesive or spills immediately. Failure to remove excess adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.***

When wiping up excess adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, including but not limited to, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products 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 dirt and remove debris from the flooring by dry dust mopping and vacuuming. Follow "Floor Care & 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 the 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" crown 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, ½" crown staple not less than 1½" length, 6"– 8" intervals along the length of each board. 1"– 3" from each end joint of every board.
- **Solid T&G wood flooring** (¾" thick) – Use 15.5g, ½" crown staple or 16g cleat not less than 1½" length, 8"– 10" intervals along the 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 premium brand of hardwood floor adhesive, 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 adhesive or spills immediately. Failure to remove excess adhesive 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 adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, including but not limited to, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products 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 the 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 dirt and remove debris from the flooring by dry dust mopping and vacuuming. Follow "**Floor Care & 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 stapling 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 the use of a vapor retarder.
- Where wood flooring is being installed over unconditioned space, the 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 but rather 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 a 6-mil clear poly-film vapor barrier installation to prevent any 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**

***NOTE: Squeaking, popping or crackling sounds are possible when installed using the floating installation method and are considered normal wood floor characteristics/behavior for this installation method.***

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 premium T&G adhesive 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 adhesive or spills immediately. Failure to remove excess adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.***

When wiping up excess adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, including but not limited to, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products 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 the 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 adhesive 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 dirt and remove debris from the flooring by dry dust mopping and vacuuming. Follow “**Floor Care & 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 3/8" thickness is recommended for floating method only.

### Moisture Barrier:

Provenza Floors requires the installation of a Class 1 impermeable vapor retarder over the slab in all on-grade and below-grade applications. Do not use asphalt, felt, or roofing paper (bitumen-type vapor) retarders over radiant heat systems.

### 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

### **Installation Over Radiant Heat – Moisture Protection Guidelines**

Radiant heat systems, especially those embedded in concrete slabs can create moisture-related challenges that may compromise the integrity of hardwood flooring. Excess moisture rising from the slab can lead to serious issues such as warping, cupping, or long-term structural damage to the wood.

To prevent these problems, it is essential to install an appropriate **moisture barrier** between the concrete slab and the hardwood flooring. This barrier serves as a protective shield, blocking moisture migration and helping maintain the dimensional stability of the wood.

Always verify slab moisture levels with proper testing methods (e.g., calcium chloride or RH testing) before installation. Additionally, ensure that the radiant heating system is fully operational and stabilized before laying the flooring, and follow the manufacturer's recommendations for temperature settings and acclimation procedures.

## **STARTING INSTALLATION**

### **FLOATING METHOD**

Begin by installing the recommended **moisture barrier/vapor barrier**, cork underlayment, then lay the first row of flooring with 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 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.

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 premium hardwood floor adhesive 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 adhesive or spills immediately. Failure to remove excess adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.***

When wiping up excess adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, including but not limited to, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products 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.

**NOTE:** *Squeaking, popping or crackling sounds are possible when installed using the floating installation method and are considered normal wood floor characteristics/behavior for this installation method.*

## **GLUE DOWN METHOD**

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.

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.

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

When wiping up excess adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, including but not limited to, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products 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 the hardwood floor surface will damage the factory finish and void the manufacturer warranty.

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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 adhesive 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 dirt and remove debris from the flooring by dry dust mopping and vacuuming. Follow “**Floor Care & Maintenance**” instructions to ensure the longevity and lasting beauty of your new Provenza hardwood floor.

**REMINDER!** Proper jobsite preparation, subfloor conditions and installation are essential for the longevity of your flooring.

## **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 by dry dust mopping and vacuuming 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 the 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 an **NWFA Certified Professional Sand & Finisher**. Find one near you at [NWFA.org](https://www.nwfa.org).



**Routine/Preventive Care Do's and Don'ts:**

- Sweep, dust mop or vacuum (air suction only) regularly to remove loose dirt and grit. Do not use treated dust mops on Provenza hardwood floors.
- Clean up spills or pet accidents immediately.
- Clean using **Provenza's All Purpose Floor Cleaner** for urethane/polyurethane finish and **Natural Oil Cleaner** for oil finish floors.
- Do not use harsh cleaners or chemicals or abrasive scrubbing tools.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. Provenza hardwood flooring exposed to excessive heat and light is subject to thermal degradation.
- Maintain a consistent room temperature of 65°–85° F and relative humidity levels of 35%–55% at all times.
- Do not expose Provenza hardwood flooring to acetone or other harsh chemicals such as oil or petroleum-based products. Do not track asphalt-driveway sealer or automobile oil onto Provenza hardwood floors.
- Ensure that chairs or furniture with casters or wheels are easy swiveling with large surface non-staining casters and suitable for resilient floors use. Do not use ball type casters as they can damage the floor.
- Protective mats and chair pads are required under office chairs or furnishings with rolling casters.
- Ensure that frequently moved furniture is protected with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Use floor protectors under furniture.
- Use non-staining mats only. Rubber-backed mats may discolor the floor.
- Use walk-off, non-staining mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Protect flooring in the kitchen area with a high-quality rug in areas subject to hot oil spills or splatter.
- Do not use electric brooms with hard plastic bottoms without padding as these may damage the flooring.

## 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 of 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 recommends using the services of an **NWFA Certified Professional Sand & Finisher**. Find one near you at [NWFA.org](https://www.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 adhesive tape removal product on the surface of an oil finished hardwood floor, including but not limited to, acetone, paint thinner, mineral spirits, or alcohol, 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.***

## GENERAL TERMS AND LIMITED WARRANTY COVERAGE

25 YEARS LIMITED RESIDENTIAL FINISH WARRANTY

3 YEARS LIMITED COMMERCIAL FINISH WARRANTY

LIFETIME RESIDENTIAL CONSTRUCTION WARRANTY

25 YEARS COMMERCIAL CONSTRUCTION WARRANTY

**(RESIDENTIAL AND COMMERCIAL WARRANTY TERMS ARE IDENTICAL EXCEPT DURATION)**

This warranty document covers Provenza Floors™ hardwood flooring when applied in a residential setting. Provenza hardwood flooring must be professionally installed pursuant to the installation guidelines as herein stated by a **licensed certified flooring contractor to validate this warranty**. No exclusions or exceptions will be made to this clause.

This warranty covers the cost of material (prorated) for the period of the warranty stated. **PRORATION SHALL COMMENCE FROM THE DATE OF PURCHASE AND NOT THE DATE OF INSTALLATION.** The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring. The manufacturer reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. The manufacturer at its sole discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, destructive testing as part of the inspection will be conducted to properly facilitate a full investigation.

**Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.**

This warranty states that Provenza hardwood flooring will be free from manufacturing defects for the term stated above. Should a problem attributable as a manufacturing defect develop after the flooring is installed, the manufacturer will verify the validity of the manufacturing defect. Upon determination of a manufacturing defect, the manufacturer will authorize a credit based on the original purchase price paid by the dealer/distributor for the product to the manufacturer.

This Limited Warranty only applies to Provenza hardwood floors that are installed and maintained according to the current **Provenza Floors Hardwood Guidelines**.

### **Pre-Installation**

Provenza Floors warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Provenza Floors will not be responsible for any claim for flooring installed with visual defects. Please refer to the Inspection/Acceptance section of these guidelines for more information.

**Provenza hardwood products are not warranted against squeaking, popping or crackling. Squeaking, popping or crackling sounds are possible when installed using the floating installation method.**

### **Installation**

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed provided that such flooring is installed according to the **Provenza Floors Hardwood Guidelines**.

These guidelines are updated periodically. Provenza hardwood floors must be installed according to the current guidelines at the time of installation.

See [provenzafloors.com](https://provenzafloors.com) for the latest **Provenza Floors Hardwood Guidelines**.

## **Wear Layer**

The Company warrants that its hardwood flooring product will not wear through to the wood veneer layer under normal use during the period of this warranty. Normal use is defined as light to moderate foot traffic. The wear layer warranty covers the cost of material, which shall be prorated (please see **Proration of Residential Warranties** as set forth below) for the period of the warranty stated. The manufacturer reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring.

## **Terms of Warranty and Replacement/Repairs**

Provenza Floors reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Provenza Floors repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation.

In the event that Provenza Floors repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Replacement of Provenza hardwood flooring will come from current running-line products comparable to the warranted product.

## **Within Two Years**

Claims on defects of this product, as covered by this warranty that are reported in writing within two years of purchase, Provenza Floors will arrange a credit based on the original purchase of the product paid by the retailer/distributor or replace the product **AT ITS SOLE DISCRETION**.

## **After Year Two**

Claims on defects of this product, as covered by this warranty, that are reported in writing after two years of purchase and within the specified warranty coverage term — Provenza Floors will arrange a credit based on the original purchase of the product paid by the retailer/distributor or replace the product **AT ITS SOLE DISCRETION**.

Labor costs are not included. Refer to the Provenza Floors warranty proration tables for details.

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Provenza Floors will supply new flooring material of similar color, pattern, and quality to replace the defective area.

**IMPORTANT!** This warranty is not transferable. It extends only to the original owner occupied end-use purchaser. Provenza Floors does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Provenza Floors shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

Questions regarding the terms of this Limited Warranty should be directed to **Provenza Floors Customer Service** at (877) 455-7890. Provenza Floors reserves the right to inspect flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## **Proration of Warranties**

Unless otherwise specified, these limited warranties are pro-rated, meaning the original warranty value is reduced relative to the length of ownership.

For the 1<sup>st</sup> and 2<sup>nd</sup> years, regardless of warranty length, the flooring is covered at full value. Beginning in the 3<sup>rd</sup> year, the warranty value is decreased based on the remaining years. See proration tables for details.

## 25 Year Residential Finish Warranty Proration

1 <sup>st</sup> – 2 <sup>nd</sup> Year	100%
3 <sup>rd</sup> – 5 <sup>th</sup> Year	80%
6 <sup>th</sup> – 8 <sup>th</sup> Year	70%
9 <sup>th</sup> – 11 <sup>th</sup> Year	60%
12 <sup>th</sup> – 14 <sup>th</sup> Year	50%
15 <sup>th</sup> – 17 <sup>th</sup> Year	40%
18 <sup>th</sup> – 20 <sup>th</sup> Year	30%
21 <sup>st</sup> – 23 <sup>rd</sup> Year	20%
24 <sup>th</sup> – 25 <sup>th</sup> Year	10%
End of 25 <sup>th</sup> Year	0%

## 3 Year Commercial Finish Warranty Proration

1 <sup>st</sup> Year	100%
2 <sup>nd</sup> Year	50%
3 <sup>rd</sup> Year	10%
End of 3 <sup>rd</sup> Year	0%

## Lifetime Residential Construction Warranty Proration

Based on an industry standard of the 30-year lifespan for engineered hardwood and luxury vinyl products, the following construction warranty proration applies:

1 <sup>st</sup> – 3 <sup>rd</sup> Year	100%
4 <sup>th</sup> – 6 <sup>th</sup> Year	90%
7 <sup>th</sup> – 9 <sup>th</sup> Year	80%
10 <sup>th</sup> – 12 <sup>th</sup> Year	70%
13 <sup>th</sup> – 15 <sup>th</sup> Year	60%
16 <sup>th</sup> – 18 <sup>th</sup> Year	50%
19 <sup>th</sup> – 21 <sup>st</sup> Year	40%
22 <sup>nd</sup> – 24 <sup>th</sup> Year	30%
25 <sup>th</sup> – 27 <sup>th</sup> Year	20%
28 <sup>th</sup> – 30 <sup>th</sup> Year	10%
End of 30 <sup>th</sup> Year	0%

## 25 Year Commercial Construction Warranty Proration

1 <sup>st</sup> – 2 <sup>nd</sup> Year	100%
3 <sup>rd</sup> – 5 <sup>th</sup> Year	80%
6 <sup>th</sup> – 8 <sup>th</sup> Year	70%
9 <sup>th</sup> – 11 <sup>th</sup> Year	60%
12 <sup>th</sup> – 14 <sup>th</sup> Year	50%
15 <sup>th</sup> – 17 <sup>th</sup> Year	40%
18 <sup>th</sup> – 20 <sup>th</sup> Year	30%
21 <sup>st</sup> – 23 <sup>rd</sup> Year	20%
24 <sup>th</sup> – 25 <sup>th</sup> Year	10%
End of 25 <sup>th</sup> Year	0%

## **WARRANTY OWNER**

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable.

Please retain your original flooring purchase receipt. Provenza Floors requires the purchase receipt in order to verify the date of purchase to help resolve problems or potential claims.

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 to a New Home Buyer / Model Home Buyer 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.

### **25 Year Limited Residential Finish Warranty**

Provenza Floors™, Inc. 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.

### **3 Year Limited Commercial Finish Warranty**

Provenza Floors™, Inc. 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.

### **Lifetime Residential Structural/Construction Warranty**

Provenza Floors™, Inc. warrants to the Owner/Purchaser, that under normal residential use, 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.

### **25 Year Commercial Structural/Construction Warranty**

Provenza Floors™, Inc. warrants to the original Owner/Purchaser, that under light commercial or normal residential use, 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.

## Warranty Exclusions

The following **are not covered** by this Limited Warranty:

- Damage due to improper job site preparation, subfloor conditions, installation, and/or care/maintenance.
- Product purchased online, or through sellers not authorized to sell Provenza Floors products.
- Product sold as irregulars, trial grade materials and/or “as-is.”
- Product installation in exterior or non-flooring applications.
- Product installed to seal an existing floor from moisture.
- Damage caused by excess moisture in the concrete subfloor.
- Installation of products that have not been inspected/approved by the Owner/Purchaser/Installer.
- Installation of products with manufacturer defects and/or damaged during the installation process.
- Damage due to failure to follow and/or complete the required product acclimation process.
- Damage due to failure to maintain the required indoor temperature of 65°–85° F and relative humidity level of 35%–55% where the product has been installed at all times.
- Damage caused by improper humidity levels, including but not limited to, cracking, dry cupping, warping, checking and compromised finish performance.
- Product expansion, contraction and/or cupping due to seasonal moisture variations.
- Product installation underneath fixed kitchen cabinets/islands, vanities or other fixed furnishings.
- Product installation in commercial food preparation areas or underneath food preparation tables.
- Product installation in locations subject to heavy static loads, heavy rolling fixtures, and/or furniture, including but not limited to, areas of recreational, hospital, or rehabilitative activities.
- Damage caused by improper tool use, and/or direct impact on floorboards.
- Damage caused by failure to properly align and lock tongue-and-groove joints during installation.
- Damage due to use of harsh chemicals, including but not limited to, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Flooring failure due to use of cheap adhesive or glue not approved for use with hardwood floors.
- Damage caused by use of adhesive and/or masking tape on the flooring surface.
- Damage caused by failure to remove excess adhesive, debris, and/or spills from the flooring surface.
- Damage due, including but not limited to, dry wall dust, soil, dirt, construction debris and/or trade-related work.
- Squeaking, popping or crackling noises when installed using the floating installation method.
- Flooring failure due to improper radiant heat system installation/operation.
- Damage caused by domestic pets or other animal accidents, scratches or stains.
- Damage caused by body lotion and/or other cosmetics coming into contact with the flooring surface.
- Changes in color or sheen due to direct/indirect sunlight/UV exposure, or use of rubber-backed mats.
- Damage due to improper flooring finish work, including but not limited to, oil or stain application, sanding or refinishing after product installation.
- Damage due to wet mopping, steam/steam cleaners, power scrubbing machines and/or vacuum cleaner beater bar.



- Damage, indents or cuts, due to heavy rolling loads or sharp objects, including but not limited to, caster wheels, desks, chairs, exercise equipment, or other furniture not protected by non-staining mats or other furniture protectors.
- Surface scratches or scuffing.
- Loss of gloss/gloss change.
- Damage caused by fire, burns, accidents, negligence, intentional abuse, flooding, construction, installation and/or abnormal wear.
- Damage due to water saturation, including but not limited to, leaky faucet, broken pipe, and/or exposure to extreme heat, dryness.
- Damage 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.
- Damage due to earthquake and/or other shifting of the ground.
- Damage due to insect infestation after the flooring has left the manufacturer.
- Color and gloss differences resulting from material added to an existing installation at a later date or non-warranty repairs.
- Differences of shade, character, color, texture and/or surface finish between retailer samples, print/digital samples and/or room scene photography and the delivered flooring product.
- Custom cutting such as 45-degree mitered corners and/or serpentine edges.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or re-installation of the affected material, and any other incidental or consequential damages.

**Provenza hardwood products are not warranted for sound-related issues, including but not limited to, squeaking, popping or crackling when installed using the floating installation method. These are considered normal wood floor characteristics/behavior of a floating installation and are not considered a manufacturer defect.**

#### **Warranty Exclusion – Wheelchair Use and ADA Compliance**

This warranty does not cover damage resulting from the movement or use of manual or motorized wheelchairs, including but not limited to dents, scuffing, gouging, or similar surface damage. While our products are manufactured in compliance with applicable ADA accessibility standards, hardwood flooring is not designed or warranted to withstand certain movements associated with manual or motorized wheelchairs. Customers are advised that hardwood floors are not suitable for installations where **frequent wheelchair traffic** or similar mobility equipment use is expected.

This **Limited Warranty** is provided in lieu of all other warranties, whether **express or implied**, including but not limited to, implied warranties of merchantability and fitness for a particular purpose.

#### **General Terms and Conditions**

- This warranty is limited to the original Owner/Purchaser.
- This warranty does not apply to rental units or vacation rental properties, including but not limited to, **Airbnb, Vrbo**, and similar short-term or long-term rental arrangements. Such properties are expressly excluded from coverage under this warranty.
- 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.**

In the event of any dispute, claim, question, or disagreement arising from or relating to this agreement or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement.

To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties.

If they do not reach such solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by arbitration administered by the **American Arbitration Association** in accordance with the provisions of its **Commercial Arbitration Rules**.

## CUSTOMER SERVICE & CLAIMS

### Internet Sales Policy

The Provenza Floors 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™, 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, Inc. requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Provenza Floors, 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, Floor Care & Warranty Guidelines** previously distributed for Provenza Floors hardwood products and is subject to change without notice.

**Revision date:** 9/12/2025