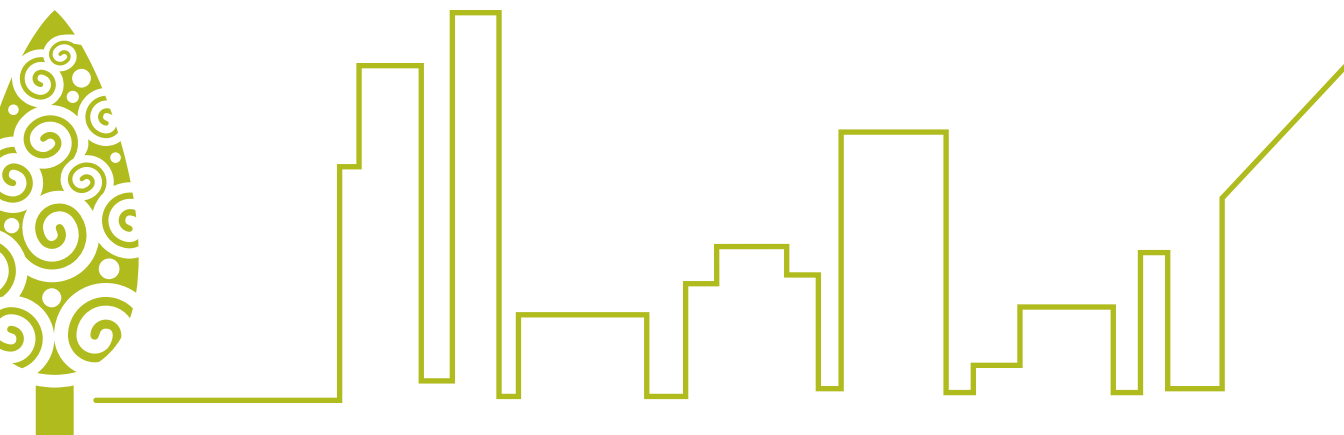


THE HARMONY COLLECTION

HIGH-DEF LAMINATE FLOORING



Easy to Maintain



Impact Resistant



Allergy Friendly



Stain Resistant

PRODUCT WARRANTY

This warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of EcoTech Laminate Floors by Provenza Floors, Inc.

Manufacturing Warranty

Provenza Floors warrants that flooring shall not contain manufacturing defects in excess of industry standards (5% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase PRIOR TO INSTALLATION. If Provenza Floors deems the flooring to be defective, Provenza will replace it with an equivalent quantity of the same or similar product at no charge to the customer. If Provenza is unable to furnish an equivalent replacement product, Provenza may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product. It is the responsibility of the customer to inspect all pieces of flooring for defects prior to installation. Flooring that has been installed will be deemed to have been accepted by the customer and will not be eligible for replacement. Provenza accepts no responsibility for labor costs incurred to remove or install products.

Finish Warranty

Limited Twenty Five Year Residential Warranty: When installed in a residential application, Provenza warrants that the decorative laminate surface on EcoTech floors will not stain or wear through under normal residential traffic conditions and use.

Five Year Commercial Warranty: When installed in a light commercial application, Provenza warrants that the decorative laminate surface on EcoTech floors will not stain or wear through for a period of 3 years from the date of purchase under light commercial conditions and use. Light commercial applications include salons, professional business offices and reception areas, light retail or specialty stores and boutiques. Provenza floors does not recommended for food and beverage service operations, or heavy duty retail stores (eg: food, drug and hardware stores); use in such applications will not be covered by this warranty.

If wear-through does occur within the warranty period, Provenza will, at its sole discretion, either repair the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. If Provenza is unable to repair the product or is unable to furnish an equivalent replacement product, Provenza may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This is the sole remedy provided by this warranty. Any other incidental or consequential damages or costs incurred by the customer as a result of the imperfect piece of flooring, including any labor costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty. Isolated areas of surface wear in high traffic areas (doorways, hallways, stairs, service counters, workstations, etc) are not considered normal wear-through and are not covered by this warranty. Surface wear on moldings and accessory pieces (transitions, stair-noses, etc) is not covered by this warranty.

Gloss reduction is not considered surface wear. Excessive wear along the edges and bevels of individual boards (within 1/8" / 3mm of the edge of the panel) is not covered by this warranty.

Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness are not considered normal wear and are not covered by this warranty.

There are no other express or limited warranties except as set forth above.

Warranty Exclusions and Conditions

Installation must be performed in accordance with the installation instructions included with the product and in accordance with local building codes. EcoTech Laminate floors are for indoor residential or light commercial use only.

Environmental conditions must be maintained as specified, with a temperature of 65-75°F (18-24°C) and humidity at 35-55% at all times. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.

Where the flooring is installed over a radiant heating system, the installation must conform to the manufacturer's Special Instructions for Installations over Radiant Heat, including the placement of approved under-floor heat sensors. After installation, the system must be controlled so that the surface temperature of the floor does not exceed 82°F (28°C) and any changes in temperature are applied gradually to avoid shocking the floor. Provenza Floors will not take responsibility for any damages caused by Radiant Heat installation.

Care and maintenance must be carried out in accordance with manufacturer's instructions.

These warranties are not transferable. No installer, retailer, distributor or agent of Provenza Floors has the authority to alter the terms or conditions of these warranties.

These warranties provide no express or implied coverage against:

- Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness
- Problems arising from failure to follow manufacturer's written installation, care and maintenance instructions
- Excessive wear along the edges and bevels of individual boards (within 1/8" / 3mm of the edge of the panel)
- Expansion and contraction between boards or any other problems arising from exposure to improper heat and humidity levels
- Damage due to exposure to excessive moisture from any cause or source, including but not limited to flooding, spills, excessive mopping or any standing liquid left longer than 30 minutes on the floor surface

The foregoing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all the other express and / or statutory warranties by the manufacturer, to the extent provided by law. Provenza assumes no liability for incidental or consequential damages arising from the use or non-use of the product. However, some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state or province to province. The sole remedy provided by this warranty is the repair of imperfect products or replacement of imperfect products with an equivalent quantity of the same or similar product. If Provenza is unable to repair the product or is unable to furnish an equivalent replacement product, Provenza may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This warranty does not cover any labor costs incurred to remove or re-install products. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product.

Claim Procedure

Claims must be submitted in writing to the Provenza dealer where the product was purchased. Please include a copy of the original sales receipt and a photograph showing the cause of claim.



PROVENZA

EcoTech®
HIGH-DEF LAMINATE FLOORING

WWW.ECOTECHLAMINATEFLOORS.COM



THE HARMONY COLLECTION

HIGH-DEF LAMINATE FLOORING

INSTALLATION INSTRUCTIONS UNILIN JOINT SYSTEM

This EcoTech flooring installs quickly and easily with the patented **Unilin Snap-Together Joint System**. Please read the complete installation instructions before getting started. That way you'll get the best results.

EcoTech flooring must be installed with floating, glue-less installation only. This flooring should NOT be installed using fasteners or adhesives of any kind.

EcoTech flooring can be installed:

- In rooms on, above or below ground level
- Over plywood, OSB or concrete subfloors, or directly over existing hard surface flooring

EcoTech flooring should NOT be installed in bathrooms, laundry rooms or any area in which there is excessive moisture. Doing so will void the product warranty.

Installer's / Owner's Responsibility

EcoTech flooring is manufactured to highest standards of product quality, but occasional manufacturing defects may occur in the product. It is the sole and joint responsibility of the installer and owner to conduct a quality inspection of all pieces EcoTech flooring before installation. Any pieces of flooring that appear to contain a manufacturing defect should not be installed. Flooring that has been installed will be deemed to have been inspected and accepted by the installer and owner, even if the owner is not present at the time of installation. If defects are found, please contact your dealer.

It is the sole responsibility of the flooring installer to ensure that the job site, subfloor and installation tools and materials meet or exceed all applicable industry standards.

Provenza accepts no responsibility for problems arising from incorrect or improper site preparation or installation procedures.

Check local building codes and bylaws before commencing installation to ensure compliance with local requirements. In the event of a discrepancy between local codes and manufacturer's guidelines, local codes should be followed.

Very important: EcoTech Laminates are made from wood and wood-based products, and like any wood product will react to changes in the environment. Please pay special attention to instructions regarding site conditions, expansion space, and temperature and humidity levels.

Site Preparation

INSTALLATION IN NEWLY-CONSTRUCTED HOME

Installation of flooring is one of the last jobs of a new home construction. Prior to installing you're EcoTech floor, ensure that:

- The building is completely enclosed with all outside doors and windows in place and securable, including a door from an attached garage to house interior.
- All concrete, masonry, plastering, drywall, texturing, painting and other wet work is complete and thoroughly cured and dry.
- Basements and crawlspaces are dry. Crawlspaces must have no standing water; crawlspaces must also have a vapor barrier and adequate ventilation in accordance with local building codes.
- Gutters and downspouts are in place, directing water away from the building.
- HVAC systems are fully operational, enabling heat and humidity levels to be controlled and maintained throughout the home.
- Subfloor is properly prepared for installation - if installing over radiant heat, ensure that the system is in full working order and has been fully tested and running for a minimum of two weeks prior to installation. The system should be turned off for 24 hours prior to installation in the install zone. Provenza will not be responsible for any damages due to Radiant Heat installation.

INSTALLATION IN EXISTING HOME (RENOVATION)

Installation in an existing home must meet the same conditions as a new home. If part of a larger remodeling project, ensure that all wet work (painting, wallpapering, texturing, etc) is completed and thoroughly dry before commencing flooring installation. In addition:

- Remove all furniture, artwork and other valuables from installation area.
- Remove baseboards and moldings.
- Undercut door casings (use a piece of the flooring as a depth gauge).
- Remove existing flooring, if necessary (carpets and underlay must be removed, but EcoTech Laminates can be installed directly over most other flooring types, including sheet or tile vinyl, parquet, etc. Ask your dealer if you're in doubt.)
- If installing over radiant heat, it is strongly recommended that a radiant heat technician be consulted prior to installation to ensure that the heating system can be operated effectively at temperatures. The system should be turned off in the install zone for 24 hours prior to installation. Provenza will not take responsibility for over installations over Radiant Heat systems.

Climate Control

Conditions at the job site must be maintained with the temperature between 65-75°F (18-24°C) and humidity at 35-55% before, during and after the installation. Flooring material should not be delivered to job site until these conditions have been met and maintained for one week prior to installation if installing over a wood subfloor, two weeks if installing over concrete. Following installation, these conditions should be maintained at all times to ensure proper performance of the floor. See Warranty for details.

When temperature and humidity have met the conditions detailed above, material may be delivered to the job site. If stacking the boxes, cross-stack to ensure good air flow between layers. Do not lay boxes directly on concrete subfloors; elevate them on blocks. Do not open the boxes; leave closed until ready to commence the installation, and then open only as needed.

Subfloor Preparation

Like many home improvement projects, one of the most critical parts of installing EcoTech flooring is proper preparation of the surface before installing the product. So please take the time to do these steps completely and thoroughly.

The installer and customer are jointly and solely responsible for ensuring that the subfloor is suitable for the flooring application and properly prepared for installation.

All subfloors must be clean, dry, structurally sound and flat to within 1/8" in 6', or 2mm in 1m.

Plywood subfloors must meet local building code requirements (US: minimum 3/4" T&G plywood or 23/32" T&G OSB. Canada: minimum 5/8" T&G plywood or 3/4" T&G OSB). They must be secure to the joists, free of squeaks and protruding fasteners.

Concrete subfloors must be fully cured (90 days) prior to installation. Moisture content of the slab should not exceed 3 lb / 1000 sq/ft on Calcium Chloride over 24 hours.

Moisture Content

All subfloors must be tested for moisture content according to NWFA guidelines, and the moisture content of both subfloor and flooring must be within allowable limits before commencing installation.

Plywood subfloor moisture content must not exceed 12%, and the variance in moisture content between the subfloor and the flooring boards must not exceed 4 percentage points.

For concrete subfloors, moisture content of the slab should not exceed 3lb/1000 sq/ft / 24 hours.

If the flooring is being installed over a radiant heating system, moisture content of the slab should not exceed 2lb/1000 sq/ft / 24 hours. The system should be turned off in the installation zone for 24 hours before installation begins and left off for the duration of the installation period. Provenza will not take responsibility for Radiant Heat Installations.

Inspection

Before installation, inspect all boards for visible manufacturing defects. Boards with manufacturing defects in excess of industry standards (5% of total quantity) may be replaced by the dealer under the terms of the product warranty. Once installed, boards will be considered to have been accepted by the customer and will not be eligible for replacement. (See Warranty on reverse for details.)

Expansion Space

EcoTech flooring will expand and contract with changes in ambient temperature and humidity. To allow for this, during installation leave a 3/8" to 1/2" expansion space around the entire perimeter of the floor between the flooring and the walls. Also leave expansion space where the flooring will meet any vertical obstacle, such as stairs, pipes, door sills, tiles, cabinets, pillars, etc.

NOTE: In climates with extreme variations in humidity (beyond the range of 35 to 55%), or in large installations (800+ feet), a larger expansion space may be required.

If installing EcoTech in a room measuring more than 30 feet (10m) by floorboard width, or more than 30ft (10m) measured by board length, leave an expansion gap in the center of the space and cover it with a T-Moulding. The gap should be wide enough to allow 3/8" (10mm) expansion space on each side of the T-Moulding.

An expansion gap and T-Moulding should be used in any door threshold where the flooring is being carried through into an adjoining room.

Special Instructions For Installation Over Radiant Heat

If installing over radiant heat, place approved heat sensors on the subfloor in accordance with manufacturer's instructions. A minimum of 5 sensors must be placed for every 1000 square feet of flooring installed. Sensors and Special Instructions for Installation over Radiant Heat are available from Provenza. Failure to install the product in accordance with these instructions will result in damaging your EcoTech Floor. Provenza will not take responsibility for damages over radiant Heat Installations.

Vapor Barrier & Underlay

For optimum moisture protection, a vapor barrier is recommended for all installations of EcoTech flooring. If the flooring is being installed on a concrete sub-floor, or over a crawl space, or below ground level, a 6mm vapor barrier MUST be installed.

To install a vapor barrier, lay a single layer of 6 mil polyethylene sheeting over the entire subfloor. Allow an 8" overlap between seams, and seal the seams with duct tape along their entire length. Leave an excess of 4" of sheeting extending up the wall at all outer edges and hold in place with blue or painter's masking tape. (This excess will be trimmed away later.)

Next, install an EcoTech Silent Comfort approved underlay or equivalent over the entire subfloor surface. Ask your dealer to recommend an approved underlay appropriate for your situation. Install the underlay according to the manufacturer's instructions. NOTE: Some styles of EcoTech flooring have the underlay built-in to each individual board. When installing these products, a separate underlay is not required, but a vapor barrier should still be used.

Starting Wall

For best results, EcoTech flooring should be installed with the boards running parallel to incoming sunlight. When you have determined the direction that the flooring will run, decide which will be your starting wall – usually the longest wall adjacent to the wall with the windows. It is important that the flooring be installed in perfectly straight rows parallel to the starting wall. To verify that the starting wall itself is straight, measure out 12 inches from each end of the wall and snap a chalk-line parallel to it. Measure the distance from the line to the wall every 2 or 3 feet. If it is consistent, the wall is straight.

If there is a variance anywhere of more than a quarter inch, you may need to trim the edge of the first row of floor boards to match the shape of the wall.

Installation

Note: The patented Unilin locking joint system used in this flooring enables boards to be fitted together in two ways. Remember: do not use glue when installing this product.

Angle-In Installation (see fig. 1): Hold the new board at an angle of 20 to 30° to the previously installed board, and engage the tongue and groove joint at the butt end of the boards. Move the new board gently up and down while exerting gentle pressure along the long side of the board. The long side joint will click into place, locking the joint. This is the easiest method for installation and should be used for most boards.



Fig. 1: Angle-In Installation

Flat Installation (see fig. 2): the new board is laid flat on the floor aligned to the previously installed board and, using a specially designed Unilin tapping block (available from your dealer) the boards are tapped together gently until the joint locks. Do not try to close the joint with a single hit on the block; use a series of light taps until the joint closes completely. This method should only be used in situations where the Angle-In method is not feasible, or for tapping closed joints that have not locked completely.



Fig. 2: Flat Installation

Open 1 or 2 packages of flooring and inspect boards to ensure there are no manufacturing defects. Remember, boards that have been installed will be deemed to have been inspected and accepted by the customer. Select your starting wall and check for straightness as described above. Decide in which direction you want to install (EcoTech Floors can be installed left to right, or right to left). This manual will describe a left-to-right installation.

Begin at the left hand end of the starting wall. Have a quantity of 3/8" (10mm) spacers handy. Begin with a full board. Saw off the tongue on both the long and short sides of the board, and place the board with the sawn butt end against the wall on the left, and the sawn long side facing the starting wall, but set out about two feet from the starting wall. Insert a spacer at the left end of the board and nudge the board against the wall (see fig. 3).

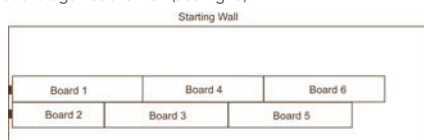


Fig. 3: Correct order for installation of first boards

Take a shorter board to begin the second row, and angle in to position against board 1, fitting together the long side joint. Place a spacer at the left hand end of the second board.

Note: Lay a heavy object like a full box of EcoTech flooring on the end of the first two boards to help keep them in position while you continue the installation.

Install board 3. Hold it at angle and fit the butt end joint into the end of board 2. Drop board 3 slightly to engage the butt joint, then lift board 2 & 3 together and move gently up and down while pressing forward until the long side joint of board 3 locks into board 1.

Note: Ensure that all butt joints are staggered by a minimum of 6".

Take board 4 and saw off the tongue joint on the long side only. Hold it at angle and fit the butt end joint into the end of board 1. Drop board 4 slightly to engage the butt joint with board 1, then lift board 1 & 4 together and move gently up and down while pressing forward until the long side joint of board 4 locks into board 3. (Kneeling on board 3 while you do this will help hold everything in place.)

Install board 5 in the same fashion as board 3. Install board 6 in the same fashion as board 4. Continue until you have completed two full rows. At the end of the row, cut boards to fit, but remember to leave expansion space at the end of the row as well.

Note: Start rows with a variety of different lengths of boards. You can also use off cuts from previous row ends to begin new rows, as long as they are minimum 6" (15cm) in length. Remember to stagger butt joints by a minimum of 6" (15cm).

To begin the third row, hold the first board at a 30° angle and insert the long side tongue into the long side groove of the previous row, then lower into place. Ensure the left hand edge is aligned with the previous row and put an expansion spacer between the left hand end of the board and the wall. Use the Angle-In installation method described above to install the rest of the boards to complete the row. Continue installing in this manner until you have completed three or four full rows. Insert a series of expansion spacers along the starting wall and slide the assembled flooring against the starting wall (see fig. 4).

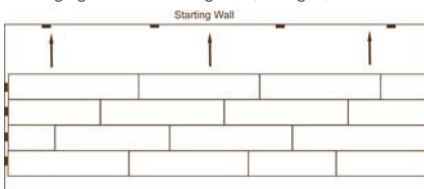


Fig. 4: After 3 or 4 rows are complete, slide the entire assembly against the starting wall

If a board cannot be angled into place – if it is under a door jamb or other obstacle, for example – use the flat installation method. Lay the board flat on the floor and, using a special Unilin tapping block and hammer, gently tap along the edge until the joint is closed. Tap gently and repeatedly; do not use excessive force. To close a butt joint, use a series of light taps. To close a long side joint, tap gently and repeatedly along the entire length of the joint (see fig. 5).

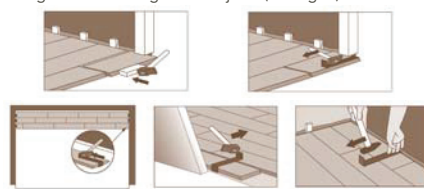


Fig. 5: Use tapping block and pull bar to work under door frames and other obstacles

Continue with the installation throughout the rest of the room. When you get to the final row, measure the distance to the far wall and 'rip' a row of boards to fit the gap – remember to leave 3/8" (10mm) expansion space against the far wall.

That's it! Your new EcoTech floor is installed! To finish the job, trim away the excess vapor barrier around the perimeter of the floor and remove the expansion spacers. Install moldings, trim and transitions. Moldings and transitions must be affixed either to the subfloor or to the wall – never to the flooring itself.

EcoTech Floor Trim Molding



Before you move furniture onto the floor, take a moment to protect your new floor by putting felt pads on all furniture and accessories. To learn more about care and maintenance of your EcoTech floor, please see the Product Warranty.

If the flooring is installed over a radiant heating system, when you turn the system back on bring the temperature of the system up gradually, in 5° increments. Never allow the surface temperature of the floor to exceed 82°F (28°C) and avoid dramatic temperature changes; always adjust the system gradually in 5° increments. It is recommended that a dedicated quick recovery thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled. Provenza will not take responsibility for Radiant Heat flooring installations.

PRODUCT CARE

EcoTech floors have a durable finish that is designed to provide years of protection and easy care. Some simple care and maintenance procedures will help to keep your EcoTech floor looking its best and help to protect it from unnecessary wear and damage.

- Sweep or vacuum the floor regularly to keep it clean and free of dust, sand and other abrasive materials.
- Place area rugs or doormats at entry ways to help prevent sand, grit, oils, dirt and other abrasive materials from being tracked onto the floor surface from outdoors.
- Place protective mats at high-use work areas such as sinks, ranges, service counters and workstations.
- Protect the floor from any exposure to liquids, water and other forms of moisture. Blot up any spilled food, drink or other liquid immediately. Under no circumstances allow liquid to remain on the floor longer than 30 minutes. Never wet mop the floor when cleaning. Avoid walking on the floor with wet feet or footwear. Put trays under potted plants. Damage caused by flooding, broken pipes, wet mopping or any other exposure to liquid or moisture is not covered by the product warranty.
- Ensure that environmental conditions are maintained with a temperature of 65-75°F (18-24°C) and humidity at 35-55% at all times. Because it is made from wood-based products, EcoTech flooring reacts to changes in the environment. Problems resulting from exposure to improper environmental conditions are not covered by the product warranty.
- If the floor is installed over a radiant heating system, never allow the surface temperature of the floor to exceed 82°F (28°C). Avoid dramatic temperature changes; always adjust the system gradually in 5° increments. It is recommended that a dedicated quick recovery thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled. Provenza will not take responsibility for Radiant Heat Installations.
- Put felt protector pads on the feet of all furniture, display stands, file cabinets and other accessories that will be placed directly onto the floor surface. Inspect regularly for wear and replace as necessary.
- Avoid letting sharp or pointed objects come into contact with the floor surface.

Cleaning

- Sweep or vacuum the floor regularly to keep it free of dust, grit and other abrasive materials.
- Blot up any food, drink or liquid spills immediately. Under no circumstances allow liquid to remain on the floor longer than 30 minutes.
- For more thorough cleaning, use a laminate floor cleaning solution approved for use with EcoTech Laminate Floors (available at your dealer). Follow the product instructions.
- Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.

Failure to follow these floor care instructions may void this warranty.

