

## INTRODUCTION

### IMPORTANT

We require that you read and understand this information completely before receiving or installing a wood floor, as improper installation can void the warranty. By following these instructions and guidelines, you will ensure the longevity and beauty of your floors for years to come.

### OWNER/INSTALLER RESPONSIBILITY

Carefully inspect all materials before installation for defects. Materials installed with visible defects, damage, or an otherwise unsatisfactory appearance are not covered under warranty.

Hardwood flooring is a natural product, and defects can occur either during manufacturing or as a natural characteristic of the wood. Our floors are manufactured within accepted industry standards, allowing for up to 5% defective product (whether natural or manufacturing-related) based on the original purchase order. We highly recommend increasing your order by an additional 5% to allow for cutting and grading. Before installation, the installer and owner assume all responsibility for the final inspection and quality of the product. Flooring should be carefully examined for finish and quality.

- Do not install hardwood flooring that is deemed unacceptable. Contact the seller immediately.
- Final grading, manufacturing, and finish quality checks are the sole responsibility of the owner and installer.
- Flooring is intended for light commercial traffic conditions (or any non-food service stores) and must be maintained according to care instructions.

### REMEMBER

- Upon receiving the flooring, open up to three cartons to inspect and confirm with the job supervisor and the Buyer/Homeowner/End-User that the material is satisfactory.
- If any problem is found, do not open additional cartons. Contact us immediately

## JOBSITE INSPECTION AND PREPARATION

### ENVIRONMENT CONDITION

It is the installer's/owner's responsibility to ensure that the job site conditions and subfloor are environmentally and structurally acceptable before installing any hardwood flooring.

We decline any responsibility for failures or deficiencies resulting from subfloor, subsurface, or job-site environmental conditions. All substrates must be clean, flat, dry, and structurally sound.

- Do not install damaged or visibly unsatisfactory material. Installing a plank constitutes acceptance of its appearance by the installer and buyer/homeowner/end-user.
- Material acceptance or rejection must be based on the full shipment quantity, not bundle by bundle or plank by plank.
- If installing over radiant heat, refer to the "Radiant Heat Systems" section before selecting or installing the product. Strict adherence to these guidelines is required for a fully warranted installation.
- Some wood species and plank sizes are not warranted for installation over radiant heat. The manufacturer does not offer a warranty on any flooring installed over electric radiant heat systems. Only hydronic (water-based) systems may be approved.

**Note:** In installations over radiant heat, moderate surface checking, cracking (especially at board ends and around knots), shrinkage, gapping, and slight cupping are expected and do not constitute a product defect.

Our installation instructions take precedence over NWFA Installation Guidelines. However, for situations not specifically covered in our guide, NWFA Guidelines are highly recommended.

### PRE-INSTALLATION REQUIREMENTS:

1. The building must be structurally complete and enclosed, including the installation of exterior doors and windows.
2. All concrete, masonry, drywall, paint, and other "wet" trades must be completed and thoroughly dry to prevent increased moisture content in the building.

3. HVAC systems must be fully operational at least 14 days before flooring installation, maintaining a consistent room temperature between 60–75°F and relative humidity between 35–55%.
4. Exterior grading and drainage should be completed to direct water away from the structure, including the installation of gutters and downspouts.
5. Floors can only be installed on or above grade level and are not recommended for full bathrooms.
6. Basements and crawl spaces must be dry. Crawl spaces must be at least 24 inches from the ground to the underside of joists and must have a vapor barrier (6-mil polyethylene film) with overlapped and taped joints.
7. Before installation, check subfloors for moisture content using an appropriate metering device.

## CONCRETE SUBFLOORS

### MOISTURE TESTING RESULTS INDICATE:

Moisture Levels	Flooring Installation Status
0 - 3 lb	Dry - Installation Can Proceed
3 - 7 lb	Moisture Barrier Required
7 + lb	Too Wet - Installation Cannot Occur

#### Testing Methods:

- **TEST 1:**  
Calcium Chloride Test – One test per 1,000 sq. ft. for 24 hours (minimum two tests per job site). Follow manufacturer recommendations.
- **TEST 2:**  
RH Probe (e.g., Wagner Rapid RH). Follow manufacturer instructions.

## WOOD SUBFLOORS

1. Ensure there are no creaks, loose edges, or sagging areas. Repair as necessary.
2. Sand down high spots and fill low spots with an approved leveling compound.
3. For glue and nail/staple-down applications, ensure staples penetrate adequately.
4. Secure the wood subfloor with screws to eliminate movement or squeaks.
5. Leave 1/8" expansion space between wood subfloor panels.
6. Install panels diagonally or perpendicularly to joists with 1/8" expansion space.
7. Fasten panels every 6 inches and glue them to the joists.

## PRIOR TO INSTALLATION – ACCLIMATION

Before installation, upon receiving the cartons and confirming the flooring appearance is acceptable, proceed with acclimation:

- Distribute the cartons into rooms where they will be installed.
- South- and west-facing rooms will generally have different temperature ranges than north- and east-facing rooms.
- Only after occupancy-ready site conditions have been established, carefully open both ends of each carton, being cautious not to tear the packaging in case a return is needed.
- Do not remove flooring from cartons or straps before acclimation, as this may cause bowing or bending.

## FINAL INSPECTION

After Installation:

- Inspect the floor for imperfections, including nicks, scratches, gaps, or planks that may have moved.
- Use touch-up products for minor damage.
- Allow 24 hours before placing furniture on the floor

## PROTECTION, CARE, AND MAINTENANCE

### GENERAL CARE – ALL COATING TYPES

Flooring should be one of the last items installed in a project. To protect the floors while other trades complete their work before final cleanup and turnover to the owner, use a breathable protective covering.

- Do not use red rosin paper, polyfilm, or other non-breathable coverings, as they can cause damage due to humidity buildup.
- Thoroughly clean the floor before laying the covering to ensure no debris is trapped underneath.
- Tape the protective covering together, but do not tape it directly to the wood flooring.

### Additional Precautions:

Flooring should be one of the last items installed in a project. To protect the floors while other trades complete their work before final cleanup and turnover to the owner, use a breathable protective covering.

- Temporary floor coverings should not be kept in place for more than 1–5 days. For installations over radiant heat, coverings should not remain for more than a few hours.
- Place walk-off mats at all entrances to collect dirt and debris that could damage or dull the flooring finish. Mats are also recommended in areas where people stand for extended periods, such as in front of ovens, sinks, service counters, and cash registers.
- Install felt protectors under all furniture to prevent scratches.
- In food service areas (e.g., restaurants, cafeterias), top-coating a urethane-coated floor helps prevent moisture damage from frequent spills. See the product-specific top-coating recommendations.
- Do not allow spiked heels on the floor, as they can damage even the hardest wood floors and finishes.
- Trim pet claws regularly to prevent scratches.
- Remove work boots and shoes with pebbles lodged in the soles before entering.

# STORIA

FLOORING

- Sweep or vacuum frequently. Most damage to wood finishes is caused by dirt and debris being walked on.
- Regularly clean mats and rugs and occasionally move them to allow even natural color changes caused by light exposure.
- Never wet-mop the floor.
  - Clean spills and standing water immediately.
  - On oil-finished floors, prolonged water exposure may cause water spotting.
  - Always thoroughly wring out mops or applicators before use.
  - A damp mop is fine if moisture evaporates almost immediately.
  - Excessive moisture seeping between planks can cause damage to the flooring.

## NATURAL WOOD CHANGES

Our products are made from entirely natural materials, and as a result, color changes may occur over time.

- The extent of color change depends on sunlight exposure.
- Lighter woods darken over time, while darker woods tend to lighten, especially during the first 3–6 months.