

To help ensure your installation goes according to plan, here are a few important tips to remember:

Installation Schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting until after the product arrives at your home to finalize your installation date.

General Guidelines

- ✓ Flooring should be one of the last items installed in any new construction or remodel project.
- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there any doubts about the quality, dimensions or appearance of the hardwood flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE.
- ✓ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected.
- ✓ **Please refer to the installation guidelines for complete installation instructions.**

Important Points to Note About Hardwood Flooring

- ✓ All wood flooring, whether pre-finished or site-finished, needs to be delivered to the job site and allowed to acclimate before installation can begin. It should be acclimated in the same area where it will be installed.

Get Your Space Ready for Installation

As you get your space ready for installation, it's important to do the following:

- ✓ Ensure all "wet trades" have finished their work. If you're painting, this task should be completed and the paint should be allowed to dry before the flooring arrives.
- ✓ Run all heating and/or cooling systems for at least 2-3 days before the product's anticipated delivery date to ensure your home's relative humidity is in the 35% - 55% range. This range should be maintained after installation as well.
- ✓ All subfloors must be dry, clean (swept and vacuumed of any debris), structurally sound and flat within ¼" in 10' or 3/16 in 6'. Use floor leveling compound if necessary to achieve the desired flatness. If the subfloor is not flat, gapping may occur.
- ✓ Make sure that you cover installed portion or existing wood flooring with protective foil.

Check Your Flooring

- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there any doubts about the quality, dimensions or appearance of the hardwood flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE
- ✓ Assemble one box by hand to check the milling quality; look for gaps, height variance, and any other signs of damage.

Moisture Monitoring and Temperature

It's important to measure and record the moisture content of your new floor and the sub floor that it will be installed on. Here's what you can do to achieve proper moisture levels:

- ✓ All flooring needs to be delivered to the job site and allowed to acclimate before installation can begin.
- ✓ At the time of installation, the recommended moisture content is 10% or less for wood floors and 12% or less for subfloors. This difference between flooring and subfloor shouldn't exceed 2%. Don't install the product unless it's in this range; allow more time for conditioning to help ensure a high-quality installation.
- ✓ Please take photos of all humidity and moisture level readings for documentation purposes.

Planning Your Layout

Always work from several open boxes of flooring and “dry lay” the hardwood flooring before permanently installing the hardwood flooring. This will allow you to select varying grains and colors and to arrange them in a harmonious pattern. It is the installers' responsibility to determine the expectations of what the finished floor will look like with the end user expectations.

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email customerservice@builddirect.com.

1900-401 W. Georgia St, Vancouver, BC V6B 5A1 Canada
www.builddirect.com

Toll Free in North America: Tel 1-877-631-2845 Fax 1-877-664-2845
International: Tel 1-604-662-8100 Fax 1-877-664-2845