

CASCADES

12mm engineered hardwood flooring

PLEASE READ THESE INSTRUCTIONS COMPLETELY BEFORE BEGINNING THE INSTALLATION

KENTWOOD floors must be installed in accordance with the following instructions. Failure to do so may void the product warranty.

Product Use & Installation Options	3
INSTALLER'S / CUSTOMER'S RESPONSIBILITY.....	4
SITE PREPARATION.....	4
CLIMATE CONTROL.....	5
MOISTURE CONTENT.....	6
SUBFLOOR PREPARATION	6
RACKING.....	6
EXPANSION SPACE.....	7
Herringbone Installation	8
LAYING OUT A HERRINGBONE PATTERN.....	8
DETERMINING THE DIAGONAL DIMENSION OF THE FLOORING...	9
INSTALLING A HERRINGBONE PATTERN	10
TO CONTINUE THE PATTERN	10
After Installation	11
ON COMPLETION OF THE INSTALLATION.....	11
24 HOURS AFTER INSTALLATION	11

This floor may be installed:

- On, above or below grade
- With glue down installation only
- Over OSB, plywood or concrete subfloor

This floor may be installed over radiant heat if:

- The specific product style is approved for use over radiant heat (certain species and styles are not approved)
- The floor is installed with glue down or floating installation
- The system is an hydronic (hot water) heat system, or an electric system specifically designed for use with hardwood flooring (must be approved by techserv@metrofloors.com)
- The system has an exterior thermostat in addition to interior controls
- The installation conforms to the conditions specified in the Special Instructions for Installation over Radiant Heat (available from your kentwoodfloors.com)
- If approved heat sensors are not installed under the floor in accordance with the Kentwood 'Special Instructions for Installations Over Radiant Heat Systems, Kentwood accepts no responsibility for any damage to the floor caused by a radiant heat system. Such damage is not covered by the product warranty.

KENTWOOD accepts no responsibility for any damage to the floor caused by a radiant heat system. Such damage is not covered by the product warranty.

This floor should **NOT** be installed in a bathroom, laundry room or any area that may experience elevated humidity (sauna, sunroom, etc) Such use will void the product warranty.

KENTWOOD floors are for indoor use only, in residential or light commercial applications. The use of a certified installer is recommended for all installations.

For Technical Assistance in Canada, please call: **1-800-992-3163**

For Technical Assistance in the USA, please call: **1-800-851-3841**

or email techserv@metrofloors.com

BEFORE INSTALLATION

PRODUCT INSPECTION & SITE PREPARATION

INSTALLER'S / CUSTOMER'S RESPONSIBILITY

It is the responsibility of the installer and/or customer to ensure that the KENTWOOD product meets or exceeds their expectations for visual appearance and manufacturing quality.

Because KENTWOOD floors are made from real wood, every piece of KENTWOOD flooring will have a unique appearance, often with naturally-occurring variations in color, texture and grain pattern. Showroom samples and photographic reproductions may not represent the full range of color, texture and grain variations and milling tolerances which can occur in the product itself. It is strongly recommended that, prior to commencing installation, the customer and installer open several boxes of product and loose lay the boards on the floor. Examine the product carefully to ensure that it meets the customer's expectations for appearance, color and visual character and quality before proceeding with the installation.

If the visual appearance or manufacturing quality of the product is deemed unacceptable, it should not be installed. Flooring that has been installed will be deemed to have been inspected and accepted by the installer and customer, even if the customer is not present at the time of installation. Every piece of flooring should be inspected and if any piece does not meet expectations of quality, it should not be installed.

KENTWOOD floors are manufactured in accordance with accepted industry practices which permit a defect tolerance not to exceed 5%. These defects may be the result of manufacturing or naturally occurring characteristics of the material. It is recommended that a minimum 5%

cutting or grading allowance be added to the total square footage when calculating the quantity of flooring required. Boards that are judged to be defective should not be installed or should be installed in an inconspicuous location where they will not be noticeable (e.g. inside a closet).

It is the sole responsibility of the installer to ensure that the job site, subfloor and installation tools and materials meet or exceed these instructions and any applicable industry standards. KENTWOOD accepts no responsibility for problems arising from incorrect or improper site preparation or installation procedures.

For further information on installation standards and guidelines, call

In Canada: 1-800-992-3163:

In the US: 1-800-851-3841

or email techserv@metrofloors.com

SITE PREPARATION

INSTALLATION IN NEWLY-CONSTRUCTED HOME

Installation of wood flooring is one of the last jobs of a new home construction. Prior to installing a wood floor, the following conditions must be met:

- 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, tiling and other wet work is complete and dry basements must be dry, within recommended temperature and humidity ranges, with no standing water and adequate cross-ventilation in accordance with NWFA guidelines

BEFORE INSTALLATION

PRODUCT INSPECTION & SITE PREPARATION

- Crawl spaces must be dry, with no standing water and adequate cross-ventilation in accordance with local NWFA Guidelines. Exposed earth crawl spaces must also have a vapor retarder (ASTM D 1745 Standard) installed to NWFA guidelines
- Gutters and downspouts are in place, directing water away from the building
- Landscaping is directing water away from the building
- HVAC systems are fully operational, enabling heat and humidity levels to be controlled and maintained throughout the home, and have been operating for a minimum of 5 days prior to installation
- Subfloor is properly inspected and prepared for installation in accordance with these instructions
- 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

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 and jambs (use a piece of the flooring as a depth gauge)
- Remove existing flooring, if necessary
- 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 acceptable to the wood flooring. The system should be turned off for 24 hours prior to installation in the install zone

CLIMATE CONTROL

Conditions at the job site must be maintained with the temperature between 60 - 80°F (15 - 26°C) and humidity at 30-50% before, during and after the installation.

In areas with extreme climate conditions it may be necessary to use humidifiers or dehumidifiers to ensure the humidity is kept within the recommended range.

Flooring material should not be delivered to job site until these conditions have been met and maintained for five days prior to installation.

Following installation, these conditions should be maintained at all times to ensure proper performance of the floor. See Warranty for details.

Required interior conditions for hardwood flooring are temperature of 60 - 80°F (15 - 26°C) and relative humidity of 30 to 50%. When these conditions have been established at the job site, material may be delivered to the site. Do not deliver flooring to job site if climate conditions have not been met and maintained as described above otherwise damage to product may result.

When flooring has been delivered to the job site, leave the boxes closed until ready to commence the installation, and then open only as needed.

BEFORE INSTALLATION**PRODUCT INSPECTION & SITE PREPARATION****MOISTURE CONTENT**

All wood flooring must be tested for moisture content prior to installation to ensure moisture content is within allowable limits. When ready to commence installation, open several boxes of product and test and record moisture content of the flooring using a reliable and accurate moisture testing device. Wood flooring should have a moisture content between 6 and 9 %.

SUBFLOOR PREPARATION

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

All subfloors must be flat, clean, dry, structurally sound, and free of squeaks and protruding fasteners. The subfloor must be flat to within 3/16" over 10 feet, or 1/8" in 6 feet radius.

Plywood or OSB subfloors the minimum acceptable thickness of the subflooring will be determined by the truss/joist spacing.

Truss/joist spacing. (Measured on center)	Minimum acceptable thickness, 4' x 8' sheets
16" (406mm) or less	<ul style="list-style-type: none"> • 5/8" (19/32", 15.1mm) CD Exposure 1 Plywood or • 23/32" Exposure 1 OSB
More than 16", up to 19.2" (488mm)	<ul style="list-style-type: none"> • 3/4" (23/32", 18.3mm) T&G CD Exposure 1 Plywood, glued and mechanically fastened, or • 3/4" (23/32", 18.3mm) Exposure 1 OSB, glued and mechanically fastened
More than 19.2" (488mm) to a maximum of 24" (610mm)	<ul style="list-style-type: none"> • 7/8" T&G CD Exposure 1 Plywood, glued and mechanically fastened, or • 7/8" Exposure 1 OSB, glued and mechanically fastened or • Two layers of subflooring

In addition to meeting or exceeding the minimum acceptable thickness requirement, the subfloor must be secure to the joists, and free of squeaks and protruding fasteners. Subfloor moisture content must not exceed 12%, and the variance in moisture content between the full thickness of the subfloor and the flooring boards must not exceed 3 percentage points, based on a minimum of 20 tests per 1000sf.

Concrete subfloors must be dry, clean and free of non-compatible sealers, waxes, oil, paint, drywall compound, or other bond-breaking substances. (Check for the presence of sealers by applying drops of water to the slab. If the water beads up, there may be sealers or oils.) All slabs must be tested for moisture content using test method ASTM F2170-11 or equivalent and must return a reading of 75% relative humidity or less.

RACKING

Real wood flooring contains natural variations in color and grain pattern. In order to prevent color clustering or repetitive grain patterns in the finished floor, it is recommended that boards be racked (visually sorted) before installation to create a satisfactory and pleasing color arrangement. Immediately prior to installation, unpack several cartons to get a sense of the range of color variation and arrange the planks to achieve a satisfactory appearance.

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PRODUCT INSPECTION & SITE PREPARATION

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When racking, 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 for details.)

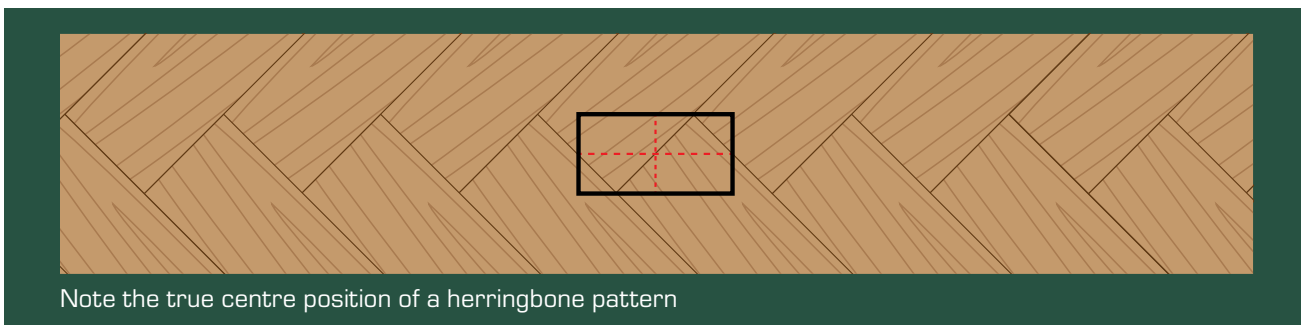
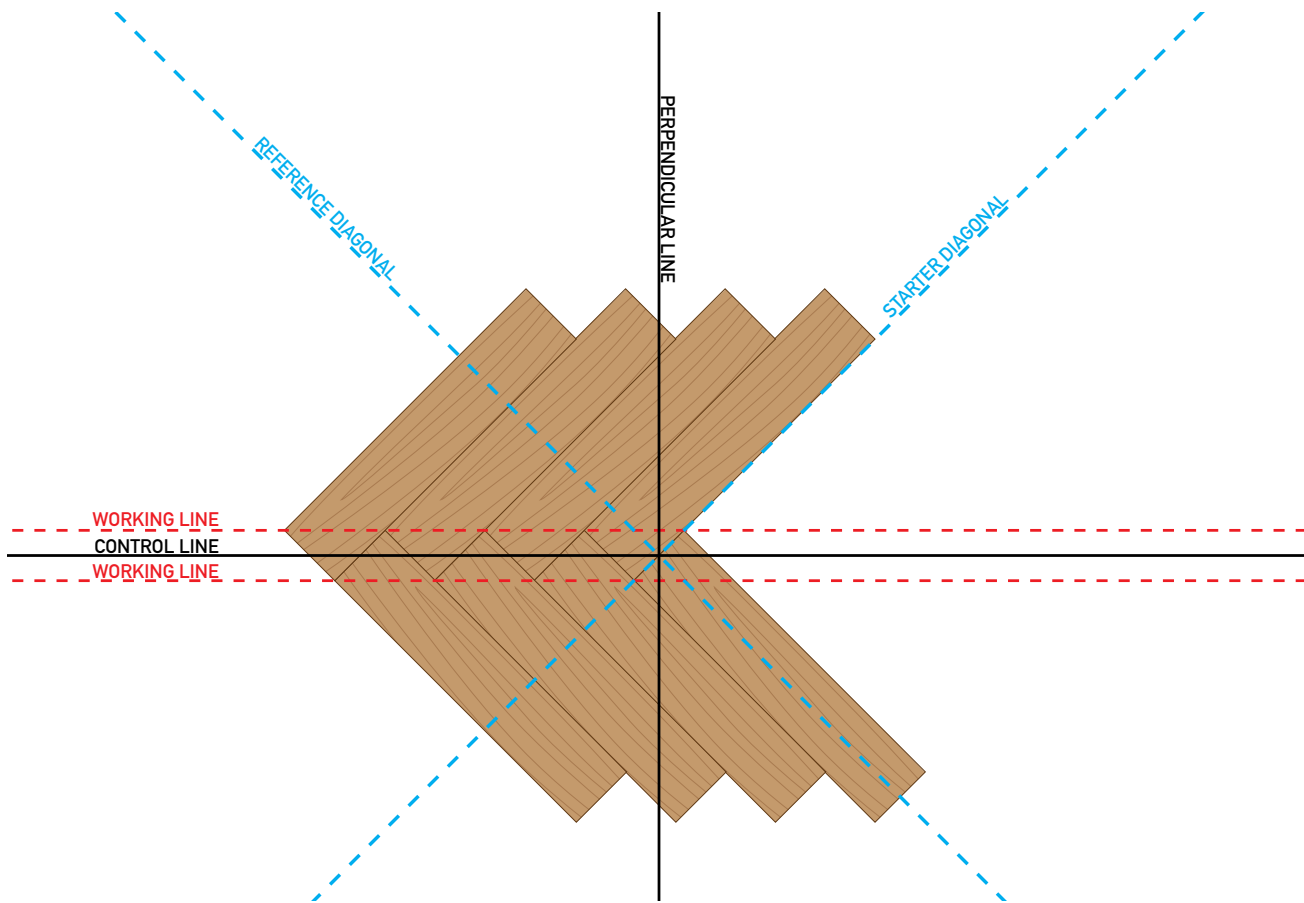
EXPANSION SPACE

Wood flooring will expand and contract with changes in ambient temperature and humidity. To allow for this, during installation leave a 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 obstruction, such as stairs, pipes, door sills, tiles, cabinets etc.

Herringbone directions should be installed in accordance with client preference. The Pattern may look best with the points in the direction of the longest dimension of the room, or towards a major focal point. Flatness of the subfloor is especially critical in herringbone installation, so ensure that the subfloor is flat to within specified tolerances – typically within 1/8" over 10'.

LAYING OUT A HERRINGBONE PATTERN

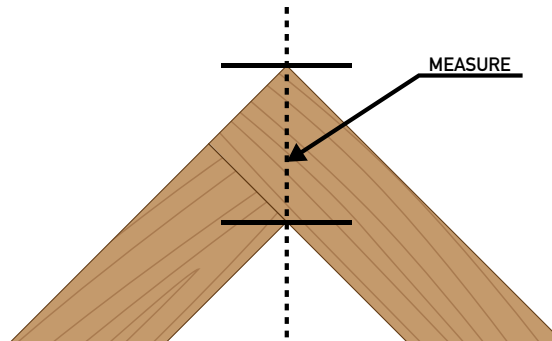
- Measure out the room for center and strike the main control, perpendicular and diagonal reference lines.
- Measure for true centre on the herringbone pattern to establish working lines.
- Strike two working lines alongside the main control line.
- Transfer the diagonal lines to the working lines
- Dry lay a small section and measure to confirm a balanced layout



Note the true centre position of a herringbone pattern

DETERMINING THE DIAGONAL DIMENSION OF THE FLOORING

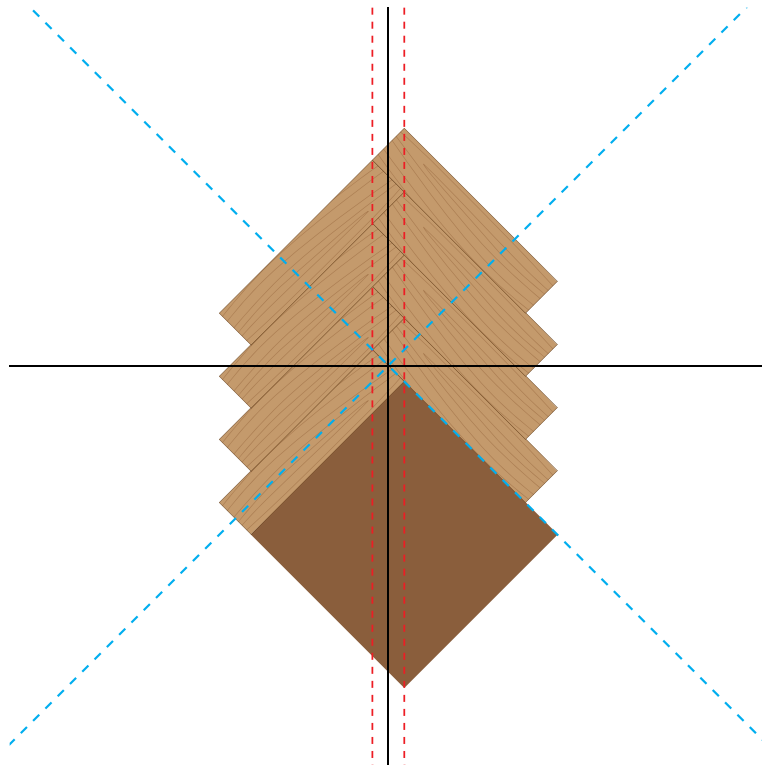
- Divide the diagonal measurement by four
- This is the dimension used to establish the working lines A and B on both sides of the control line



This measurement will vary according to the width of the flooring.)

Once the working lines are established the installation can begin.

To keep the installation square, cut a square piece of plywood the size of the herringbone pattern and anchor it at the intersection of the working lines and diagonal lines.

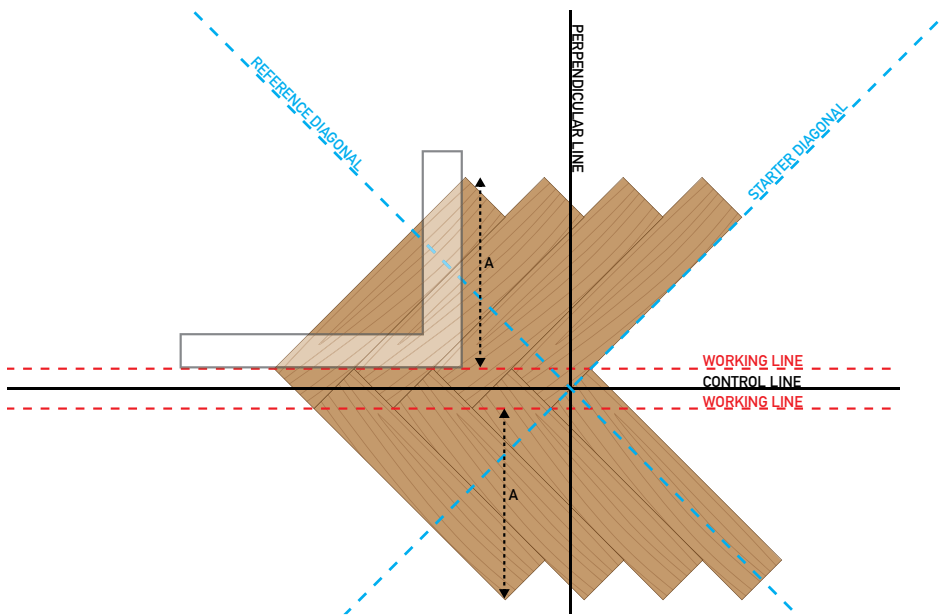


INSTALLING A HERRINGBONE PATTERN

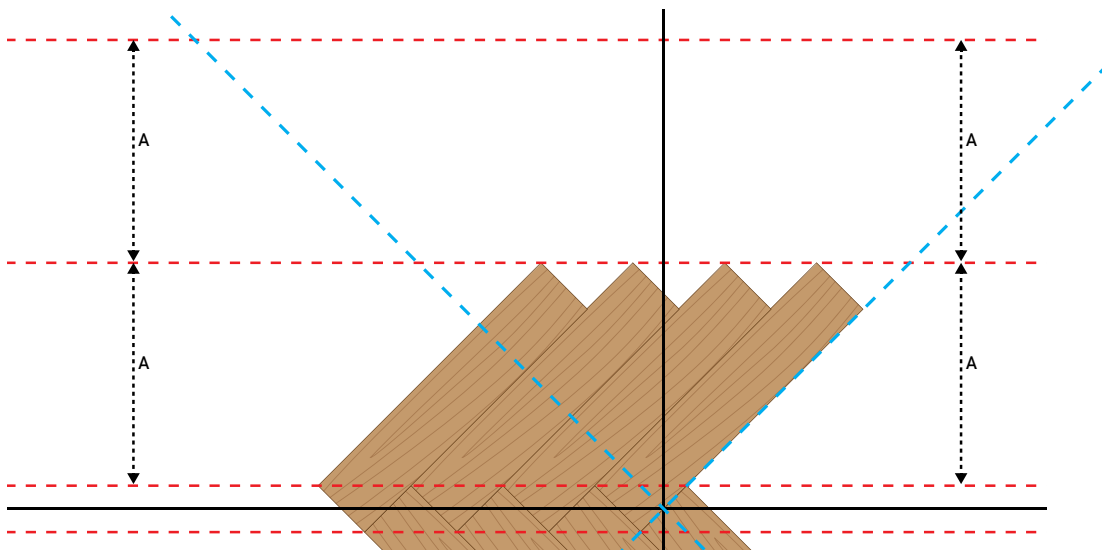
- The starting point must have working lines and diagonal lines.
- For direct glue make sure working lines are visible.
- Start with the tongue towards the build direction.
- Install pattern one row at a time
- Periodically check alignment.

TO CONTINUE THE PATTERN

- Dry lay eight boards
- Lay a framing square from the points on the working line to the outermost point
- Record measurement A, this becomes your working line for the next coarse



One measurement A is established, the working lines can be repeated throughout installing



AFTER INSTALLATION

POLYURETHANE FINISHED PRODUCTS

ON COMPLETION OF THE INSTALLATION

- Sweep or vacuum the floor and clean lightly with Therapy by Kentwood Spray Cleanser to ensure the floor is delivered to the customer looking its best
- Use of steam assisted cleaning mops will cause damage and void warranty.
- Ensure the homeowner or site supervisor is cognizant of the need to maintain heat and humidity at the required levels at all times
- Ensure the homeowner or site supervisor has been given a copy of the Kentwood care & maintenance guidelines (available online at kentwoodfloors.com)
- Complete a visual inspection of the installation with the homeowner or site supervisor. Inspect the floor from a standing position in non-reflected light. Touch up nail holes or slight imperfections with appropriate touch up putty or stain according to accepted industry practice.
- Complete the installation record form for future reference

If the floor is not being put into use immediately, the use of a floor protection membrane is strongly recommended. Use a material with a Perm Class 3 vapor permeance rating to avoid trapping moisture/vapor on or within the floor. When using floor protection, be sure to:

- Cover the entire floor to avoid exposing a partial area to sunlight causing an uneven color change
- Overlap the seams of the membrane and tape them to each other. Never tape the membrane directly to the floor.
- Run membrane to the perimeter walls and tape to the base or shoe mouldings using low adhesion masking tape.

24 HOURS AFTER INSTALLATION

- Remove blue tape if necessary
- Install a floor protection membrane where appropriate (see above)
- If the flooring was installed over a radiant heating system, bring the temperature of the system up gradually, in 5°F (2°C) increments per day. Never allow the surface temperature of the floor to exceed 80°F (26°C) and avoid dramatic temperature changes; always adjust the system gradually in 5°F (2°C) increments per day. It is recommended that a dedicated thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled.