

GENWOOD SUPERB HARDWOOD
with SPC VINYL CORE



**Installation and
Maintenance
Guidelines**

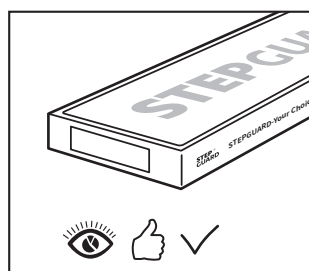
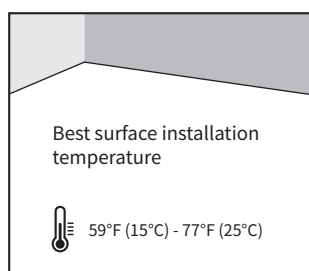
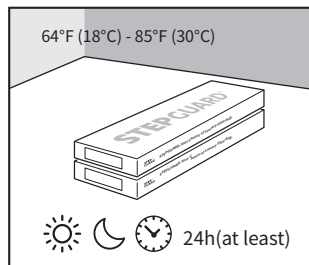
Installation and Maintenance Guidelines

Thank you for choosing GENWOODc ollection. Mineral core combined with better than nature intended wood appearance creates the perfect balance of performance and genuineness, this is the next generation of natural wood flooring.

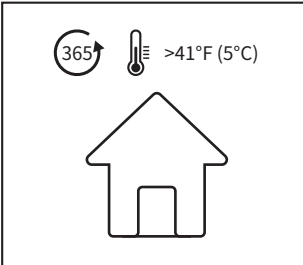
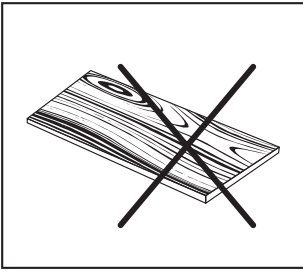
These instructions are written as a guide to be used by when installing GENWOOD flooring. This product is an innovative flooring that combines the mineral core with the authentic wood veneer to create the best of two worlds: real wood charms as well as the robust performance such as durability, stability, waterproof, termiteproof, stain resistance properties made for easier installation. It will not absorb, swell or be damaged by water when installed properly and under normal use.

Please read all instructions before installing and should be followed for a satisfactory installation. Incorrect installation will invalidate and void warranty.

I . GENERAL INFORMATION



- Before installation, the floor covering should be installed in a climate controlled environment with an 64°F (18°C) and 85°F (30°C), 35%-65% RH.
- **Do NOT** install on a surface whose temperature is less than 50°F (10°C) and greater than 95°F (35°C). The best surface installation temperature is between 59°F (15°C) and 77°F (25°C).
- For installations involving 3 season scenarios, meaning, the dwelling or installed space is without climate control for extended periods during certain seasons of the year, make sure that the flooring is not exposed to temperatures less than 41°F (5°C) or greater than 95°F (35°C).
- Portable heaters are not recommended as they may not heat the room and subfloor sufficiently. Kerosene heaters should never be used.
- SPC Flooring can be heavy and bulky. Always use proper lifting techniques when handling these products. Whenever possible, make use of material-handling equipment such as dollies or material carts. Never lift more than you can safely handle.
- Prior to installation, inspect the flooring for damage before installing. If you have any concerns, please contact the supplier. Claims will not be accepted for flooring that has been cut to size and/or installed.
- Calculate the room surface prior to installation and prepare extra 5%-10% of flooring for cutting waste.
- It is preferable to lay boards following the direction of the main source of light. And to minimize shade variation, mix and install planks from several cartons at a time.



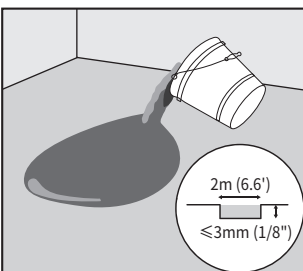
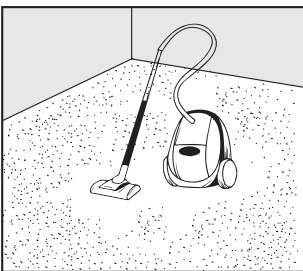
- The environment where the flooring is to be installed is critically important with regard to successful installation and continued performance of the flooring products. The flooring is intended to be installed in interior locations only. These interior locations must meet climatic and structural requirements as well.
- This product is also not to be installed in areas that have a risk of flooding such as saunas or outdoor areas.
- Although this product does not need acclimation, it would be better to place the flooring in the room where you will install it for a minimum of 24 hours.
- For floor surfaces exceeding 6400ft (620m) and/or lengths exceeding 80 lineal feet (25m), use expansion moldings.

IMPORTANT NOTICE

Flooring may be installed with a direct glue-down method on approved wooden (or) concrete substrates that are on or above grade only. Use only premium pressure-sensitive vinyl flooring adhesive. Please consult with adhesive manufacturer to determine if suitable for use with this material. For glue down method follow adhesive manufacture installation instructions.

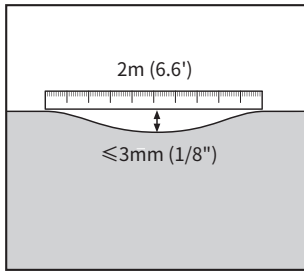
II. SUBFLOOR INFORMATION

Careful and correct preparation of the subfloor is a major part of a successful installation.



ALL SUB FLOORS MUST BE:

- **CLEAN**—All the subfloors must be clean and free from dirt or debris. Remove dirt, paint, varnish, wax, oils, solvents, any foreign matter and contaminates.
- **FLAT**—All subfloors must be flat to within 1/8" (3mm) in 6.6' (2m), or 3/16" (5mm) in a 10-foot radius (3m). And if the standard is not met, self-leveling treatment must be carried out.
- **DRY**—Substrates must be free from excessive moisture or alkali. Although this floor is waterproof, it is not aimed to be used as a moisture barrier. The subfloor must be dry. Moisture emission from subfloor cannot exceed 3 lbs. per 1,000 sq. ft. per 24 hours as measured with the calcium chloride test in accordance with ASTM F1869-04 or ASTM F2170 In-Situ Relative Humidity not to exceed 65%.
- **STRUCTURALLY SOUND**—Nail or screw any loose areas that squeak. Replace any delaminated or damaged sub flooring or underlayment.



- Do not use products containing petroleum, solvents or citrus oils to prepare substrates as they can cause staining and expansion of the new flooring.
- Our warranties **Do NOT** cover any problems caused by inadequate substructures or improper installation of said substructures.

Radiant Heat:

Radiant heat systems must have a minimum of 1/2" separation from the product. Maximum operating temperature should never exceed 85°F (30°C). Use of an in-floor temperature sensor is recommended to avoid overheating.

In-floor Radiant Heat: Flooring can be installed over 1/2" embedded radiant heat using the floating or glue down method.

When employing the direct glue down installation method, DO NOT include a 6-mil poly lm vapor barrier in the assembly. Flooring material must be adhered directly to the subfloor. Flooring should NEVER be glued to a polyfilm vapor barrier.

- Turn the heat off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Failure to turn the heat off may result in significantly shortened working time of the adhesive.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Moisture emission from subfloor cannot exceed 3 lbs. per 1,000 sq. ft. per 24 hours as measured with the calcium chloride test in accordance with ASTM F1869-04 or ASTM F2170 In-Situ Relative Humidity not to exceed 65%.
- Make sure that the temperature in the room is at least 60°F (15°C) during installation.
- Floor temperature must not exceed 85°F (30°C).
- Once the installation has been completed, the heating system should be turned on and increased gradually (5 degree increments) until returning to normal operating conditions.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.

Warning: Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the floors. Using electric heating mats that are not embedded and applied directly underneath the floors could void the warranty for your floor in case of failure. It is best to install the flooring over embedded radiant floor heating systems and adhere to the guidelines listed above.

A. WOOD SUBFLOORS

- If this flooring is intended to be installed over an existing wooden floor, it is recommended to repair any loose boards or squeaks before you begin the installation.
- Nail or screw every 6" (15 cm) along joists to avoid squeaking.

- Basements and crawl spaces must be dry. Use of a 6-mil black polyethylene is required to cover 100% of the crawl space earth.
- We recommend laying on wooden floors crossways to the existing floorboards.
- All other subfloors - Plywood, OSB, particleboard, chipboard, wafer board, etc. must be structurally sound and must be installed following their manufacturer's recommendations.
- **Do NOT** install over sleeper construction subfloors or wood subfloors applied directly over concrete.

B. CONCRETE SUBFLOORS

- Concrete subfloors must be smooth, permanently dry, clean and free from dust, solvent, paint, wax, grease, oil, asphalt sealing compounds and other extraneous materials. The surface must be hard and dense and free from powder or flaking. Curing agents and hardeners could cause bonding failure and should not be used.
- New concrete slabs must be thoroughly dry (at least 60 days) and completely cured.
- Holes, grooves, expansion joints and other depressions must be filled with a high quality cementitious patching & leveling compound, troweled smooth and feathered even with the surrounding surface.
- Concrete substrates must be flat to within 1/8" (3mm) in 6.6' (2m), or 3/16" (5mm) in a 10-foot radius (3m). The substrate should not slope more than 1 inch (2.5cm) per 6 feet (2m) in any direction.
- All concrete slabs must be checked for moisture before installing material. Moisture emission from subfloor cannot exceed 3 lbs. per 1,000 sq. ft. per 24 hours as measured with the calcium chloride test in accordance with ASTM F1869-04 or ASTM F2170 In-Situ Relative Humidity not to exceed 70%. If results are higher than the reference, then a minimum 6mil polyethylene plastic moisture barrier must be applied.
- The Limited Warranty does not cover discoloration from mold or from flooding, floods, leaking plumbing or appliances, water entering through sliding glass doorways, as well as floor covering failure due to hydrostatic pressure or moisture vapor emission.

WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEAD BLAST OR MECHANICALLY CHIP OR PULVERISE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT BACK" ADHESIVES OR OTHER ADHESIVES.

These products may contain either asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm.

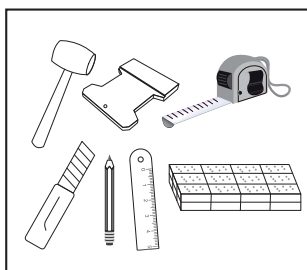
Unless positively certain that the product is a non - asbestos - containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material. See current edition of the Resilient Floor Covering Institute (RFCI) publication Recommended Work Practices for Removal of Resilient Floor Coverings for detailed information and instructions on removing all resilient covering structures.

C. EXISTING FLOOR COVERINGS

Flooring can be installed over most existing hard-surface floor coverings, provided that the existing floor surface is fully clean, flat, dry, securely fastened, structurally sound and free of deflection.

- Ceramic tiles should be made smooth by applying an overlay such as a cementitious patching or levelling compound.
- Existing floors should not be heavily cushioned and not exceed more than one layer in thickness. Soft underlayment and soft substrates will compromise the product's locking ability as well as diminish its indentation resistance.
- Never use solvents or citrus adhesive removers to remove old adhesive residue. Solvent residue left in and on the subfloor may affect the new floor covering.
- **Do NOT** install over any type of carpet.
- **Do NOT** install over any existing cushion-backed vinyl flooring.
- **Do NOT** install over hardwood flooring / wood subfloors that lay directly on concrete or over dimensional lumber or plywood used over concrete.
- **Do NOT install over** floating floor of any type, loose lay, and perimeter fastened sheet vinyl.

III. INSTALLATION

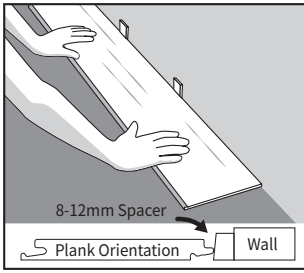


Tools Required: Pull Bar, Rubber Mallet, Tapping Block, Utility Knife, Pencil, Try Square, Tap Measure, 8-12mm Wedge Spacers.

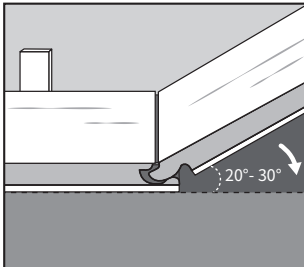
Important: The flooring should be installed from several cartons at the same time to ensure proper color and shade mix.

- Remove baseboard, quarter-round moldings, wall base, appliances and furniture from room. For best results, door trim should be under-cut to allow flooring to move freely without being pinched. After preparation work, sweep and vacuum the entire work area to remove all dust and debris.
- Before you start with the installation, it is important to determine the layout of the flooring. For best appearance, planks should be installed parallel to the length of the room and preferably perpendicular to outside light sources.
- With a floating floor you must always ensure you leave a 5/16"-1/2" (8-12mm) gap between walls and fixtures such as pipes and pillars, stairs, etc. These gaps will be covered with trim moldings after the floor is installed. Tip: When installing around pipes, drill the holes 1/2" (12mm) larger than the diameter of the pipes.
- Whenever possible, plan the layout so that the joints in the planks do not fall on top of joints or seams in the existing substrate. The end joints of the planks should be staggered a minimum of 8" (20.32 cm) apart. Do not install over expansion joints. Avoid installing pieces shorter than 12" (30 cm) at beginning or end of rows.
- Measure the area to be installed: The board width of the last row shall not be less than 2" (50mm). If so, adjust the width of the first row to be installed. In narrow hallways, it is recommended to install the floor parallel to the length of the hall.

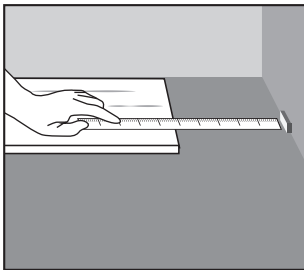
Be sure to install the first row of boards with the tongue side facing the wall.



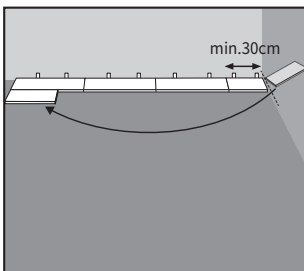
Step 1: Begin installation working from left to right with tongue side facing wall using 5/16"-1/2" (8-12mm) spacers where planks meet wall.



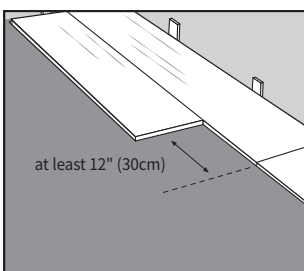
Step 2: Second plank, first row. Press the short end of the next plank at an angle of 20°- 30° to the first one, and then drop in place. Make sure both planks are perfectly aligned. Continue installing the first row until you reach the wall at the end of the first row.



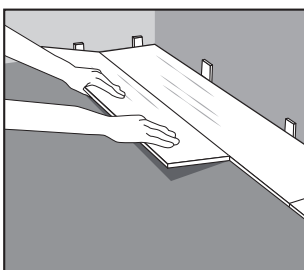
Step 3: At the end of the first row, leave an expansion gap of 5/16"-1/2" (8-12mm) to the wall and measure the length of the last plank to fit.



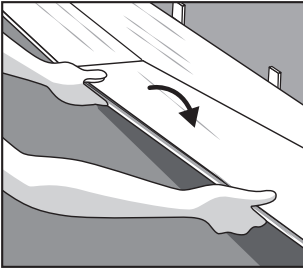
Step 4: Second Row. Use leftover plank from the first row as a starter for the second row. To achieve a better effect, the small plank should measure at least 12" (30cm). Otherwise, cut a new plank in half and use it to begin the second row. Whenever practical, use the piece cut from the preceding row to start the next row.



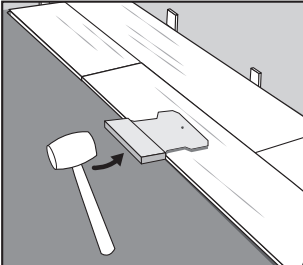
Step 5: General distances between short ends. It is recommended that there should be at least 12" (30cm) space between the short ends of the plank in parallel rows.



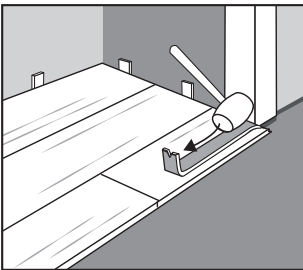
Step 6: Place the plank at an angle against the flooring in the previous row, press forward and fold down at the same time.



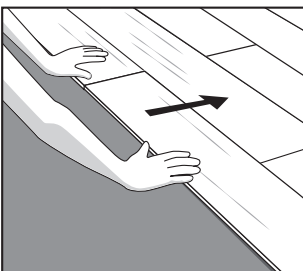
Step 7: Second plank, second row. Place the short end of the plank with an angle against the previous installed flooring and fold down all the way.



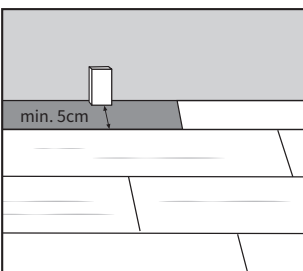
Step 8: Use the rubber mallet and tapping block to tap the long edge of the plank to make sure a tight fit at the same height. Make sure both planks are perfectly aligned.



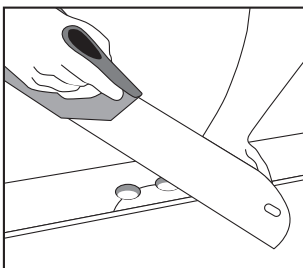
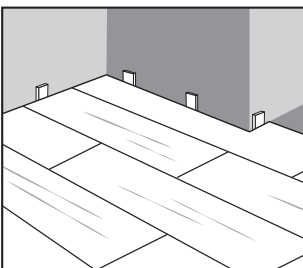
Step 9: Use the rubber mallet and the pull bar to lock the final piece in row. Insert spacers at the end of row. Continue installation to the final row.



Step 10: After the first 2-3 rows of planks are installed, they should be checked with a string line to ensure that rows are still running straight. If they are not, it could be that the starting wall has some irregularities that caused bowing in the installation.



Step 11: Last row (and perhaps also first row). It is recommended that the minimum width of the last plank should be NOT LESS than 2" wide.



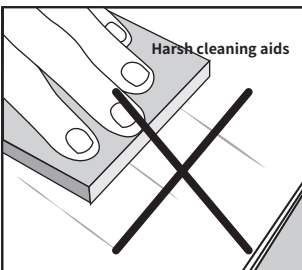
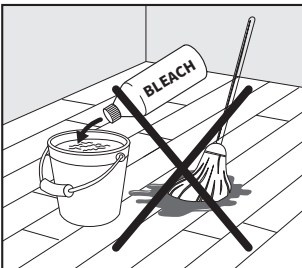
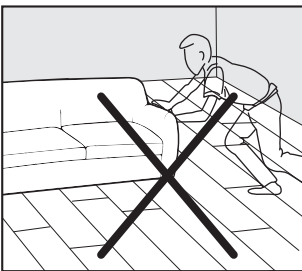
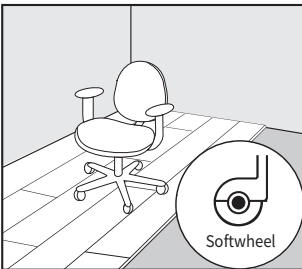
Step 12: Special installation: Radiator pipes: drilling the holes which there is a vertical object, and make sure the holes are bigger than the diameter of the object;

Around projections: measure the protruding object and mark the dimensions of the respective plank. Cut it and break off the excess.

IV. COMPLETION

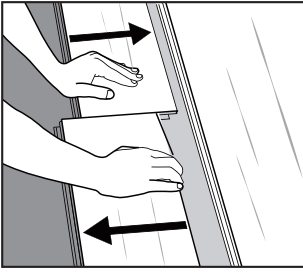
- Remove all spacers.
- Protect all exposed edges and achieve a better effect by installing wall base and/or matching moldings, allowing slight clearance between the molding and the planks. Nail the molding to the wall surface, not through the flooring. At doorways and at other areas where the flooring planks may meet other flooring surfaces, it is preferable to use a "T" molding, or similar, to cover the exposed edge but not pinch the planks. Leave a small gap between the planks and the adjoining surface.

V. MAINTENANCE



Lasting beauty can be achieved through proper ongoing maintenance.

- Use protective mats at all exterior entrances to prevent shoes from bringing grit into the room and scratching the surface.
- It would be better to have furniture equipped with felt pads, and as a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Furniture with casters or wheels must be easy swiveling, large surface non-staining and suitable for resilient floors. **Do NOT** use ball-type casters as they can damage the floor.
- If you need to move heavy furniture and/or appliances across the floor, always use strips of wood, plywood, or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly, or even if the heavy objects are equipped with wheels or rollers.
- Sweep or vacuum daily using soft bristle attachment to remove any particles that could scratch the floor.
- To help preserve the original look of your hardwood flooring, wax the floor once a half year, close window treatments during hours of direct sunlight and minimize excessive lighting wherever possible.
- **Do NOT** use vacuums with a beater bar or power rotary brush head.
- **Do NOT** use a steam mop or damp mop on the floor.
- Clean up spills and excessive liquids immediately.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Caster wheeled chairs should have wide, rubber casters. Protective mats are required under office chairs.
- **Do NOT** use harsh cleaning aids like steel wool pads, any scouring pads containing metal, or scouring powders.
- **Do NOT** use strong acid or alkaline cleaners to clean floors.
- **Do NOT** recommend putting your furniture right on the click joints of the flooring.



- **Do NOT** use abrasive cleaners, oil soaps, bleach, acetone, toluene or other chemicals to clean the floor.
- **Do NOT** drag or slide heavy objects across the floor.
- **Do NOT** expose STEPGUARD floors to temperatures below 41°F (5°C) or above 95°F (35°C).

VI. DISASSEMBLING

Separate the whole row by carefully lifting up and slightly knocking just above the joint. Fold up and release the whole long side. Disassemble the panels by sliding horizontally. (Do not fold up!)

