

HAVENCREST

SURFACES

ENGINEERED WIDE PLANK HARDWOOD FLOORING

Installation Instructions, Floor Care, and Warranty Conditions

READ BEFORE INSTALLATION

Installation is acceptance

Inspect every plank before installation for size, profile, quantity, grade, color, milling, finish, and visible defects.

Do not install material that is questionable. Installed flooring is considered accepted for visible conditions.

Wood is a natural product. Color, grain, open character, mineral, knots, and tone variation should be expected and blended from multiple cartons.

Order at least 5% extra for plank layouts and more when jobsite conditions, grading, or diagonal layouts require additional waste.

Jobsite control

HVAC must be operating before delivery and installation. Maintain 60-75 F and 35-60% RH unless the product-specific requirement is more restrictive.

Storage and acclimation

Store cartons flat in the installation area. Keep cartons closed until installation begins. Typical acclimation is at least 48 hours, but moisture content and site conditions control.

Subfloor condition

Subfloors must be clean, dry, flat, sound, and properly prepared. Correct loose areas, deflection, contamination, and moisture before installation.

Moisture testing

Wood and concrete moisture readings must be recorded before installation. Retest if site conditions change.

Installation methods

Use only the installation methods approved for the product: glue-down, staple/nail-down, or floating as applicable.

Radiant heat

Use over radiant heat only when approved for the product and method. Maximum wood surface temperature must never exceed 80 F.

TOOLS, MATERIALS, AND SAFETY

Cutting and layout tools: Handsaw, circular saw or jigsaw, chalk line, tape measure, square, tapping block, pull bar, spacers, and transition layout tools.

Moisture tools: Use a wood moisture meter for wood subfloors and flooring. For concrete, use ASTM test methods or adhesive-manufacturer approved testing.

Adhesive and fasteners: Use adhesive, trowel, fasteners, and flooring stapler/nailer approved for the flooring construction, thickness, subfloor, and installation method.

Wood dust safety: Sawing, sanding, and machining wood can create hazardous wood dust. Use dust collection, ventilation, eye protection, and a NIOSH-approved respirator when conditions require.

INSTALLER AND OWNER RESPONSIBILITY

Final inspection: Confirm product, color, grade, gloss, milling, finish, and visual acceptability before installation.

Natural variation: Blend from several cartons at the same time. Cull or cut out pieces that do not meet the approved visual standard.

Documentation: Record temperature, relative humidity, subfloor conditions, wood moisture, concrete moisture, adhesive system, and installation method.

Customer expectations: Review control samples, batch variation, color change, finish appearance, and expected wood character before work begins.

Site readiness: Do not install until wet trades are complete, the building is enclosed, and the subfloor is dry, flat, and structurally sound.

Post-install protection: Use breathable protection only. Do not cover installed wood flooring with plastic or other vapor-blocking materials.

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JOBSITE CONDITIONING AND SUBFLOOR REQUIREMENTS

Acclimation: HVAC should operate at least 14 days before installation, maintaining normal living conditions. Elevate cartons from on-grade concrete and allow air circulation.

Room preparation: Remove existing base, quarter round, and thresholds. Undercut door jambs using a piece of flooring as a guide.

Existing surfaces: Tile, terrazzo, and resilient flooring must be secure, bonded, flat, clean, and compatible with the adhesive system. Loose or perimeter-glued sheet goods must be removed.

Wood subfloors: Plywood or OSB must be structurally sound, properly fastened, and suitable for the installation method. Particleboard is not acceptable for nail-down or staple-down installation.

Flatness: For floating and glue-down installations, subfloor flatness should be within 3/16 in. over 10 ft. Pattern or herringbone work may require tighter tolerance.

Crawl spaces and basements: Crawl spaces must be dry, ventilated or conditioned, and isolated from ground moisture. Correct moisture sources before installation.

MOISTURE TESTING AND CONCRETE CONDITIONS

Wood subfloor moisture

Wood subfloor moisture content must not exceed 12% and should not differ from the flooring by more than 4 percentage points unless product-specific instructions are more restrictive.

Calcium chloride

ASTM F1869 calcium chloride testing may be used when allowed by the adhesive manufacturer. It measures moisture vapor emission at the time of testing.

pH and contaminants

Concrete must meet adhesive manufacturer requirements for pH, porosity, sealers, curing compounds, cutback adhesive, paint, oil, drywall compound, and other contaminants.

Concrete RH testing

Use ASTM F2170 in-situ relative humidity testing when required by the adhesive or flooring system. Follow the adhesive manufacturer limits and required test frequency.

Electronic meters

ASTM F2659-style electronic meters are useful for mapping comparative moisture conditions. They should not be used alone as final approval unless allowed by the flooring manufacturer.

High readings

Do not install until the slab is dry enough for the selected flooring and adhesive system, or until an approved moisture-control system is installed.

LAYOUT

End joints: Stagger end joints at least 8-10 in. unless product-specific instructions require otherwise. Avoid stair-step and H-joint patterns.

Narrow rows: Plan the layout so the final row is not less than 2 in. wide. Rip the first row if needed to balance the first and last rows.

Expansion space: Leave at least 3/8 in. expansion at walls, columns, pipes, thresholds, and vertical obstructions. Larger rooms may require additional movement space and transitions.

Direction: Install at right angles to wood joists when practical and, when possible, in the direction of the longest room dimension.

Carton blending: Work from several cartons at the same time to blend color, grain, character, and natural variation.

Moldings: Preselect planks that best coordinate with finished moldings before installation.

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FLOATING INSTALLATION

Underlayment: Install the approved vapor retarder and pad or approved 2-in-1 underlayment. Overlap, tape, and seal seams as required by the underlayment manufacturer.

Board placement: Install left to right with the groove toward the starting wall unless the product profile requires otherwise. Maintain 3/8 in. expansion around all vertical objects.

Glue application: For floating tongue-and-groove installation, apply approved PVAC glue as a continuous 1/8 in. bead on the inside top of the groove on long and short edges.

Taping and clean-up: Tap profiles lightly with a block as needed. Clean excess glue immediately with a damp cloth and tape seams until set.

Traffic: Tape may typically be removed within one hour. Allow at least 12 hours before furniture and 24 hours before heavy objects or full traffic unless adhesive instructions require longer.

Cabinets and walls: Do not install cabinets, walls, islands, or permanent fixtures on top of floating floors.

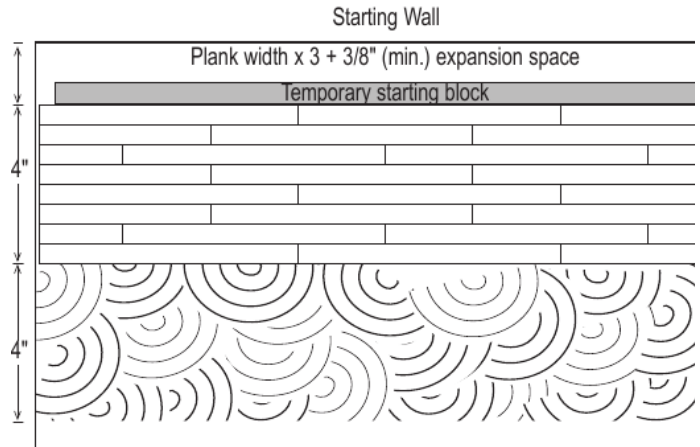
GLUE-DOWN INSTALLATION

Adhesive selection: Use an approved elastomeric hardwood adhesive and trowel for the flooring, subfloor, moisture conditions, and sound or vapor-control system.

Working area: Spread only as much adhesive as can be covered within the adhesive manufacturer open time, typically 10-20 minutes depending on jobsite conditions.

Tongue and groove: For full-spread glue-down plank installation, do not glue the tongue and groove unless product-specific instructions require it.

Placement: Set planks into adhesive, keep rows straight, and periodically lift a plank to confirm transfer. Remove adhesive from the surface immediately.



Original glue-down setup diagram retained from source instructions.

STAPLE-DOWN OR NAIL-DOWN INSTALLATION

Approved use only

Mechanical fastening is only acceptable when the product, subfloor, fastener, nailer/stapler, and shoe adapter are approved for the flooring construction.

Supplemental adhesive

Wide plank staple/nail-down installations typically require supplemental elastomeric adhesive to reduce movement and noise.

Fastener setup

Use the specified fastener gauge, crown/cleat, length, spacing, and air pressure. Test on scrap material before installation.

Starting and last rows

Use a straight temporary starting block. Blind nail starter rows when needed, then face nail final rows where clearance prevents blind nailing.

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INSTALLATION OVER RADIANT HEAT

Radiant heat approval is product-specific

Use over radiant heat only when the product and installation method are approved.
Maximum wood surface temperature must never exceed 80 F, including under rugs and furniture.
Rugs with rubber, foam, or insulating backings can trap heat and damage the floor.

System operation

Radiant system must be fully operating at normal temperature for at least 21 days before installation. Turn the system off 24 hours before installation and keep it off for 24 hours after installation unless otherwise instructed.

Humidity

Maintain 35-60% RH at all times. Use humidification or dehumidification as seasonal conditions require.

Transitions

Separate adjoining radiant and non-radiant heated areas with expansion joints or appropriate transitions.

Ramp-up

Beginning 24 hours after installation, gradually increase temperature over a 7-day period. Never allow wood surface temperature to exceed 80 F.

Subfloor

Heat must be even across the floor. Heat-transfer plates, insulation, or heat-dissipating layers must be in place where required. Flooring must lie tight to the substrate without air gaps.

Moisture

Concrete, gypsum, and wood subfloors must meet product and adhesive moisture requirements before radiant heat installation begins.

ALL INSTALLATIONS: COMPLETING THE JOB

Expansion gaps: Remove spacers and cover expansion gaps with baseboard, quarter round, or pocket moldings. Nail moldings to the wall, never to the flooring.

Clean-up: Clean, sweep, and vacuum the installed flooring before use. Remove adhesive residue immediately with manufacturer-approved cleaner.

Touch-up: Use of stain, filler, or putty stick for minor correction during installation is considered normal procedure.

Protection: If the floor must be covered, use breathable protection such as cardboard. Do not use plastic or any vapor-barrier material.

FLOOR CARE GUIDE



Original floor-care illustrations retained from source instructions.

Entrance protection: Use walk-off mats at entrances and area rugs in high-traffic areas and at sinks. Backings must not discolor, trap moisture, or trap heat.

Furniture protection: Use non-staining felt or approved floor protectors under furniture and equipment. Replace protectors regularly.

Humidity: Maintain normal interior humidity. Seasonal humidification or dehumidification may be required depending on region and HVAC conditions.

Routine cleaning: Dust, sweep, and vacuum regularly. Do not allow sand, grit, or dirt to build up on the floor.

Wet cleaning: Use only a very dry sponge mop when needed. Do not wet mop, steam clean, wax, or use harsh chemicals.

Sunlight: Move area rugs periodically to reduce uneven UV exposure and color change.

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WARRANTY CONDITIONS AND COMMON EXCLUSIONS

Visible defects

Visible defects must be reported before installation. Installed material is considered accepted for visible grade, color, milling, and finish appearance.

Manufacturing remedy

Warranty remedies are generally limited to repair, replacement, refinishing, or refund for the affected material, subject to the applicable product warranty.

Not covered

Improper storage, jobsite moisture, installation errors, subfloor issues, improper adhesives, maintenance errors, water damage, abuse, scratches, dents, pet damage, insects, and extreme conditions are commonly excluded.

Warranty term

Use the product-specific warranty term for the exact collection and program. Do not rely on this generic guide to set warranty duration.

Storage and installation: Improper storage, handling, acclimation, subfloor preparation, adhesive selection, fastener use, or installation contrary to written instructions may void coverage.

Moisture and water: Damage from subfloor moisture, hydrostatic pressure, leaks, flooding, wet mopping, plumbing issues, weather, or excessive environmental moisture is excluded.

Natural wood behavior: Color, grain, mineral, knot, character, gloss, oxidation, UV change, and normal seasonal movement are not manufacturing defects.

Use and maintenance: Scratches, dents, gouges, caster damage, pet damage, stilettos, abrasive grit, harsh chemicals, steam cleaning, wax, and improper maintenance are excluded.

Subfloor and site issues: Deflection, unevenness, hollow spots, loose subfloors, floor joist movement, contaminants, and construction damage are not product defects.

Review before claim work: Do not repair, replace, or remove flooring before inspection and written authorization unless immediate mitigation is required to prevent additional damage.

INSTALLER CLOSEOUT CHECKLIST

Photographs: Take photos of installed areas, transitions, protection, and any site conditions that should be documented.

Moisture records: Keep wood and concrete moisture readings, temperature, relative humidity, and adhesive documentation with the project file.

Protection: Confirm breathable protection is used when other trades remain on site. Do not tape directly to the flooring surface.

Owner handoff: Review floor care, humidity control, rug limitations, cleaning restrictions, and maintenance requirements with the owner or customer.

Moldings and transitions: Confirm expansion gaps are covered but not restricted, and moldings are fastened to the wall or substrate, not the floor.

Punch list: Complete minor touch-up before final acceptance. Installed visible issues are difficult to separate from installation acceptance later.