

LOCK ENGINEERED WOOD (CANADIAN) FLOATING INSTALLATION

It is important to read all instructions before installing. An installation that does not comply with instructions could void your warranty.

It is recommended that your floor is installed by a certified professional installer.

PRODUCT SPECIFICATIONS

Parquets Alexandra lock engineered wood floors can be installed in the basement, the ground floor and the first floor. The LOCK of Parquets Alexandra is a floating floor. This means that the boards must not be glued or nailed on the subfloor and that there should be a distance of 13 mm from walls or fixed objects.

RESPONSIBILITY AND DUTIES OF THE INSTALLER AND OWNER

Prior to installation, the installer and the owner must ensure that the work environment and subfloor meet the conditions and recommendations mentioned in this installation guide. Parquets Alexandra guarantees the hardwood floor under normal environmental conditions, which means that the temperature of the place is maintained for 7 days at about 22°C and the relative humidity is between 40% (minimum) and 50% (maximum) to obtain a maximum yield of the dimensional stability of the boards.

Parquets Alexandra floors meet strict quality standards and comply with the standards of the wood flooring industry. A margin of 5% for natural imperfections, manufacturing defects and grade selection is allowed.

If the installer has a doubt about the grade, manufacturing quality or finish and cannot place the boards in a less visible location, you should not install it. Once the board is installed, it is considered accepted by the installer and the owner.

When ordering your floor, a loss of 3% to 5% (depending on the location and type of installation) must be provided following the loss caused by the cuts.

¹ An installation with angle will cause losses of cut from approximately 7% to 9%

WARRANTY ENGINEERED LOCK FLOOR

Parquets Alexandra warrants to the original purchaser that the prefinished and prefinished lock engineered floors meet quality standards of Parquets Alexandra and the industry. This warranty applies only if the floor is installed and maintained according to the manufacturer's instructions and only applies to residential and commercial installations, except for heavy commercial use. This warranty applies to the original purchaser and a proof of purchase must be provided for the application of the guarantee. This warranty is not transferable.

Structural warranty

Parquets Alexandra lock engineered wood floors are manufactured according to the most severe quality standards and are inspected rigorously in all stages of their production. Parquets Alexandra protects the original purchaser of the engineered floor and guarantees their engineered floor against delaminating, warping, torsion, bending and the formwork when used under normal conditions and according to the maintenance and installation recommendations and of the installation guide and maintenance.

Warranty against finish wear- Signé Alexandra and Expression (Prefinished)

Parquets Alexandra guarantee to the original purchaser for prefinished floor against peeling, chipping and wear. However, the wear must be obvious and represent at least 10% of the total floor area.

- 35 years from the date of purchase for residential level and under normal conditions of use.
- 3 years from the date of purchase for commercial level, for projects with low traffic such as: office, store, clinic. Therefore, the project must be registered with the manufacturer who will authorize the installation.

Warranty against finish wear- Intemporel (Preoiled)

No warranty applies to the oiled finish because the oil becomes part of the wood. It is therefore normal that the wear of wood also causes wear in oil. This applies to both residential and commercial use.

Warranty Exclusions

Parquets Alexandra assumes no responsibility and shall not pay any compensation for the following points that are not limited to these:

- Installation that does not concur with the recommendations of the Installation Guide.
- An improper storage or transportation.
- Different environmental conditions to those required.
- Excessive exposure to sunlight.
- Deformation caused by tools during installation.
- Damage caused by misuse, falling or friction of object, abrasive (salt, sand and other), high heels or spike, domestic animals claws or other scratches.
- Inadequate protection under chair legs, tables or other furniture.
- When the floor is installed in the basement, with the exception of engineered wood and solid hardwood 3/4" in the Intemporel collection (Except maple which is not guarantee).
- Maintenance that does not comply with maintenance recommendations from our maintenance flyer. Parquets

Alexandra has developed a range of specific products for maintenance and repair of our oiled floors and is not liable for the use of products other than those distributed under the brand INTEMPOREL. Maintenance procedure will begin 21 days after the date of production of the wood.

- Use of a different mop than a sponge mop or a string mop.
- Use of a mop that has been contaminated with other soap than Parquets Alexandra's one.
- Mop washed with another product than water.
- Non-pressed mop.

Exclusion of warranty due to natural physical properties of wood

The following natural phenomena's are excluded from the warranty:

- Depending of humidity variations the wood expands or contracts and can create thin gaps between the boards.
- Exposure to light and to air alters the color of all wood species.

Parquets Alexandra's obligations

Responsibility of Parquets Alexandra is limited to the repair or replacement of the defective products up to the total purchase price of the floor (excluding installation). Parquets Alexandra does not cover any costs of labor or other disadvantage connected to the replacement of the floor. The warranty applies only to the original purchaser and is not transferable. The guarantee will cover only products bought from an authorized retailer of Parquets Alexandra.

Claims Process

For filing a claim, you first need to contact your authorized Parquets Alexandra retailers. The written complaint must reach Parquets Alexandra within six months after the problem occurred. In the absence of an agreement with your retailer send all documents submitted to your retailer by mail to:

Parquets Alexandra
945 rue Jean Marchand, Lévis, QC
G6V 9G5
Or by email at:
info@parquetsalexandra.com

Warranty Registration

The registration form of the guarantee is on our website at www.parquetsalexandra.com.

RECOMMENDED TOOLS AND ACCESSORIES

1. Vacuum or sweep
2. Level
3. Wood Moisture Tester [and concrete if necessary]
4. Adhesive for tongue and groove (In the case of the special installation (Horizontal installation)).
5. Acoustic membrane (designed for floating installation)
6. Measuring tape
7. Chalk line
8. Mitre saw
9. Tapping block
10. Track lifter
11. Putty knife 4" or 5"
12. Handsaw
13. Hammer
14. Parquets Alexandra repair kit
15. Parquets Alexandra maintenance kit

Note: Parquets Alexandra is not responsible for damage caused by the use of inadequate tools

Lock engineered
Recommended used for Engineered lock prefinished and preoiled floor

PREPARATION OF PLACES

The installation of a wood floor should be the last stage of your project. Here are points to validate before proceeding to the delivery and to the installation of your wood:

- The heating system must be functional and the temperature of the room must have been maintained at 22°C for a whole week.
- The relative humidity has to be situated between 40% and 50% otherwise delay the installation and the delivery of your wood (never store wooden boxes in an inadequate place such as a shed, a not warmed garage or a basement).
- The plywood humidity must not exceed 11% and the gap between the subfloor and the wood boards must not be over 4%. If the humidity level is too high, warm, ventilate and dehumidify more. The gap between the interms boards humidity of 4 1/4" wide and more, and the plywood must not be up to 2%.
- The subfloor must be dry and the basement aerated well to avoid the damage caused by a source of humidity.

Acclimatization

Store boxes in the room where the floor will be installed at least 48 hours before the installation by respecting the standards of humidity above mentioned. It will allow the wood to take the same environmental conditions as the room.

SUBFLOOR STRUCTURE

To assure an excellent stability to our products of hardwood recovery, it is very important that our products are installed on plywood substrate and that the nailing or stapling is made following the N.W.F.A. norm which applies to each width of boards.

A flooring product of 1/2" (12mm) in thickness, from our society, installed on a <<OSB>> substrate type which was not glued in addition of being nailed or stapled, automatically lose any form of guarantee. Before proceeding to the installation of any type of flooring, the installer must imperatively be assured that the substrate humidity is not over the percentage pre determined by Parquets Alexandra Inc.

PLYWOOD: The humidity rate of the plywood must not exceed 11%. The use of the plywood CDX (outside rank) with tongue and groove of a minimum of 5/8" is now allowed. You have to

make sure that the floor will be fixed with the suitable ties.

The use of drywall screw is not acceptable. Plywood must be nailed or screwed at all 4" to 6" inside and at all 2" to 4" around. Fix plywood directly to joists.

CONCRETE: Always verify, with a moisture tester for concrete that the humidity rate does not exceed 4%. If the humidity is higher, a calcium chloride test must be made. The result of this test must not exceed 3lb/1000 sq.ft. by 24 hours. If the humidity exceeds this last measure but is lower than 7lb/1000 sq.ft. per hour, it will be possible to use an approved waterproof membrane to cover the concrete. You should in no case install your floor if the concrete humidity rate exceeds 7lb/1000 sq.ft. You can also proceed by sticking plastic sheeting over the concrete during 48 hours to be able to verify if the concrete will change color or if condensation will appear.

Any trace of concrete sealant must be removed with a sander. To verify if the concrete is covered with a sealant, drop a drop of water above; if the drop is absorbed by the concrete, it is because there is no sealant. A minimal drying period of 60 days must be planned for any new concrete surface.

ORIENTED STRAND BOARD (OSB): Panels must be installed with 90° compared with joists. With a moisture tester, assure that the humidity rate of the plywood does not exceed 11% and the gap between the subfloor and the wood slats must not exceed 2%. The outside rank of 3/7" or of 23/32" is also accepted.

RESILIENT FLOORING: You should not remove the tiles because it could create an uneven floor.

RADIANT HEATING SYSTEM: Make sure that a heating and leakage test was made and the system was turned on and off repeatedly for a few weeks before the installation of your hardwood floor. Before installing, you must ensure that the heating system is switched off and it has reached room temperature. Pay attention to your system ducts; if they are exposed, they must be covered with plywood of 3/8" to allow the heat to spread more evenly. Once installation is complete, you can gradually increase the temperature of the heating system of 3°C (5.4°F) per day. The temperature of your heating system should never exceed 30°C (86°F).

Preparation and correction of the subfloor

Structural state:

The subfloor must be solidly fixed to joists with screws to prevent the movement of the plywood panels which could lead to cracks. Replace the subfloor which would have been able to be damaged by the water.

Leveling:

The surface should be level; it should not have a drop of more than 3/16" on a distance of 6" or 1/4" over a distance of 10". In the case of the installation over concrete, you must correct the irregularities of the surface with a sander or with a floor leveler. With a floor leveler, it is necessary to allow it to dry completely before installing the floor. For the installation plywood, you must correct the irregularities of the surface with sand paper grit 20.

Humidity and cleanliness:

The humidity rate has to be situated in the recommended limits higher. The surface must be clean, it must be cleared of debris, staples, adhesives and exposed nails.

We recommend you to install a membrane of a maximum thickness of 1/8" (3 mm) and of a maximal compression of 20%. You also have to install a film adorn vapor of a thickness minimum of 0.6mm and be astride the rows of 20cm (8") before applying a superior-quality adhesive tape. Raise the moisture barrier along walls, under the ornamental moldings. The membrane and moisture barrier must be installed on the complete surface of the substratum to avoid any deformation of the floor which can be caused by the excessive humidity of the subfloor.

SUGGESTED TIPS AND WORKING METHOD

Suggested working method

- Boards must be installed in the opposite direction (perpendicularly (90°)) or in an angle of 45° with regard joists.
- The vacuum cleaner must be passed regularly during the installation to eliminate the sawdust.
- Always use a block to strike, never use a hammer or a mass directly on floor boards.
- Never put down your working tools directly on the wood floor: it could damage wood boards.
- To assure the uniformity of your floor, make a selection of boards from at least 3 boxes at the same time.

EXPANSION JOINTS

The expansion joint allows the wood to be responsive to changes in humidity. These joints will be hidden by the baseboards and quarter-round that will be fixed to the walls at the end of the installation. It will be very important not to fix the baseboards or moldings to the slides but the walls. If your baseboards do not have the exact size to cover the expansion joint, it will then be possible to remove a strip of drywall thickness of your slices in the bottom of the wall in order to allow the floor to take his expansion under the wall.

Space required expansion	Maximum width of the room	Maximum length of the room
1/2 inch (13 mm)	Up to 26 feet (8 meters)	Up to 52 feet (16 meters)
3/4 inch (19 mm)	From 26 to 40 feet (7 to 12 meters)	From 52 to 80 feet (14 to 24 meters)

INSTALLATION

Step 1 - CHARTING THE STARTING LINE

Parallel to the wall and to a distance of the wall, which is established by adding the width of chosen boards to your expansion joint; draw a guide line with your chalk line. To create the expansion joint, use spacing blocks or holds between your floor boards and the wall.

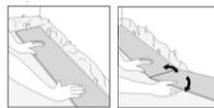


Step 2 - INSTALLING THE BOARDS

Important note: Be sure to start straight and square. Make the selection of your boards, those who have imperfections will have to be cut while those who have colors variation too obvious can be relocated.

Install the recommended membrane on the entire surface to be covered by taking care of installing it in the opposite direction than boards.

Make the installation of the first board along the starting line, the highly-rated of the groove (female) towards you. Place the second board by sticking it well on the narrow end of the first board and by making sure to keep your expansion joint between the board and the wall. Pull down the board in a single movement.



The last board of a row must be cut. The remaining piece will be used to begin the following row to minimize the losses. Plan that the remaining end is 6" longer or shorter than the board used in the previous row. The gap of the transverse joints from a row to the other one has to be at



least 6".

When you cut your boards with a jigsaw, put the wood side upside down to avoid breaking the wood. When you cut them with a handsaw put the wood side on the right way.



For the installation of the subsequent rows, repeat the previous steps. You will maybe have to rip the boards that follow the wall to leave the expansion joint of 3/4". In the last row, make sure to select boards which married well to the moldings to avoid color variation.

Step 3 - MOLDINGS INSTALLATION

It is possible that you have to install moldings such as nosings, T-moldings, quarter rounds and reducers. They are available in the same species and colors as your floor. Thus you can order these moldings directly from your retailer at the same time than your wood.

Pre-drill your moldings to avoid cracking when they will be nailed. Fix the moldings to walls and not to boards, it will allow the natural movement of the floor.

Step 4 - MAINTENANCE

Maintenance of a prefinished floor

Vacuum the floor and clean it with the Parquets Alexandra's spray cleaner for prefinished floors. It is recommended to keep boards to allow you to make repairs. If you have any small defects on your floor such as holes left by nails, use your Parquets Alexandra's stain and finish pencils.



Maintenance of a preoiled floor

Vacuum the floor and clean it with the Intemporel wood soap. It is recommended to keep boards to allow you to make repairs. If your floor contains small defects, such as holes left by nails, use the Intemporel repair kit.

For regular maintenance of preoiled floors refer to Intemporel maintenance sheet on our website at www.parquetsalexandra.com



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REGULAR MAINTENANCE	
Sweep, vacuum or damp mop.	If necessary to remove dust and light dirt.
Wood Soap	Add 1 capful (10ml) per 1 liter of warm water. Mop with a well wrung out mop. Do not rinse. Let dry 30 minutes. Frequency: ideally all washes
Revitaliser (spray)	Spray on the floor. Apply in the direction of the boards with a well wrung out mop. Let dry 30 minutes. Contains natural waxes soluble in water. Frequency: ideally every four washes



Parquets Alexandra recommend to use a string mop for the maintenance of the floor. Do not try other types of mop, such as steam mops, which open the wood pores and let penetrate water in the floor. Furthermore, flat mop (mop with reusable pad) must be washed in the machine with water only. Do not wash it with detergent and/or softener. These products affect the fiber and leave a greasy substance on the floor.



WARNING!

Never clean a hardwood floor with lots of water.