



## TRILLIUM. Clic Engineered Hardwood Flooring Installation Guide

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www.trilliumfloors.com

### Before you start read these Owner/Purchaser/Installer Responsibilities :

**Relative Humidity (RH) requirements:** Engineered Hardwood floors require a RH of 35% - 50% continuously throughout the entire year. Installation over in floor radiant heat requires a RH of 40% - 55% continuously throughout the entire year; refer to Installation Over Radiant Heated Floors section. It is the owner/purchaser/installer's responsibility to maintain the required RH. **Failure to maintain the required RH will void product warranty.**

It is the Owner/Purchaser/Installer's responsibility to determine the annual RH level within the required range of 35% to 50% that maintains the dimensional stability of the floor. Note that the optimal RH% for your floor may vary seasonally due to changes in your home's natural environment.

**Before starting installation, it is important you read all instructions and warnings information.** By starting installation of this product you are agreeing that you have read and understand all Owner/purchaser/installer requirements and responsibilities and are aware that deviating from the instructions and recommendations in this installation guide may result in voiding the product warranty.

**Engineered hardwood is a natural product** and may vary in colour and character from display models and literature. In addition, boards may differ from one another in colour and character. Verify colour and character before installation. Once the floor is installed, it is deemed to have been inspected, approved and accepted.

**It is the sole responsibility of the owner/purchaser/installer**, prior to installation, to certify that the area/environment planned for installation is suitable for engineered hardwood flooring and meets local building codes and that all subflooring is dry, sound and meets or exceeds all industry standards; as well as the recommendations listed herein. The manufacturer accepts no responsibility for product failure extending from or related to failure to meet job area/environment and subflooring requirements

**If installation is for a newly built home or construction**, the owner/purchaser/installer must ensure all windows and doors are installed and that wall and floor boards are completely dry. It is recommended that flooring be the last stage in a construction project.

**The owner/purchaser/installer assumes full responsibility for the final inspection of this product.** Inspection should be done prior to installation and should include: colour, factory finish, milling and grade. If the product is not acceptable, DO NOT INSTALL IT. Contact your supplier immediately for assistance. Product warranty does not cover materials with visible defects after they are installed.

**Engineered Hardwood flooring** is manufactured in accordance with recognized industry standards, allowing for a natural or manufacturing defect tolerance of 5%; therefore, the owner/purchaser/installer must use reasonable selectivity and allow for defects accordingly. Pieces of engineered hardwood flooring with noticeable flaws are generally used for cuts or for installation in closets or areas covered by furniture. The use of putty, stain and filler to conceal flaws is considered normal and accepted manufacturing practice.

**If you wish to install over a radiant heating system (READ the Installation Over Radiant Heated Floors section below)**, consult with the manufacturer of your radiant heating system to ensure that it is compatible with this flooring. Temperature must never exceed 29° C (85° F) and changes in temperature settings must be gradual. Rapid temperature changes and/or excessive heat will damage the flooring and/or the finish. Humidity must be maintained between 40% and 55% continuously throughout the entire year. It is the responsibility of owner/purchaser/installer to confirm the suitability of the radiant heating system for use with this product. The selection and use of any radiant heating system is the choice and sole responsibility of the owner/purchaser/installer.

### Health notice to installers:

The general activities of engineered hardwood installation including cutting, sawing, sanding and machining of engineered hardwood creates airborne dust which can cause eye, nasal, respiratory and skin irritation.

#### The following precautionary measures are recommended:

Use dust collectors on all power tools, wear appropriate NIOSH-designated dust mask or respirator and avoid dust contact with eyes, nose and skin.

**First aid measures in the case of irritation:** Flush eyes or skin with cool/warm water for a minimum of 15 minutes. In case of eye contact, seek medical attention.

**HEALTH WARNING:** Your **existing** resilient flooring, backing, lining felt, asphalt cut-back adhesives or other adhesives MAY contain asbestos fibres and/or crystalline silica. DO NOT grind, chip, sand, drill, saw, bead-blast or pulverize this material in any way, either by hand or by machine. **Avoid creating dust** when working in contact with these materials. The inhalation of dust from these materials is a known cancer and respiratory tract hazard. **Unless you are absolutely certain** that the resilient flooring you are removing is a non-asbestos material, you must assume that it contains asbestos. Local regulations may require that the material be tested by an approved laboratory or agency for asbestos content and, if confirmed, regulated removal / disposal of the material may be required. For more information, refer to current edition of the Resilient Floor Covering Institute (RFCI) publication: "Recommended Work Practices for Removal of Resilient Floor Coverings" (www.rfci.com)

### Tool and accessory requirements...

**Before starting to install** your engineered hardwood floors, ensure you have all the necessary and correct tools, equipment and accessories, including:

- Shop or household vacuum
- Chalk-line & chalk (string-line)
- Safety glasses and gloves
- Table saw, miter saw, jig saw, and/or circular saw
- Moisture meter for wood and/or concrete as required
- Broom & dust pan
- Hand saw
- Rubber mallet
- Tape measure
- Matching wood putty
- NIOSH-designated dust mask
- Wooden shims
- Transition moldings, baseboards and quarter rounds

### To start installation you must do the following...

**When calculating flooring square footage requirements**, allow a minimum of an additional 5 - 10% for cuts, waste, grading and defects. If installing a diagonal or other special pattern, allow for 10% to 15% additional materials. We also recommend you plan for and keep a minimum of 1 to 2 boxes additional material for unforeseen needs in the future

**Acclimatize Engineered Hardwood flooring for a minimum of 3 days.** We recommend you leave the products in their original packaging until time of installation at a normal living temperature of 68°F to 80°F (20°C to 27°C) at 35 to 50% relative humidity.

**Protect flooring from direct light** and/or sunlight, excessive heat/cold or sources of high humidity during storage.

### Preparing your subfloor...

**Subfloors must be flat:** **Wooden subfloors:** plywood, OSB or boards must be flat, high or low areas exceeding 1/4" per 10' (6mm per 3m) must be corrected. Sand down high areas, fill low areas.

**Concrete:** most concrete subfloors (slabs) are not flat and must be leveled before installation. In all cases, verify the subfloor using a 10' long straightedge to locate high and low areas, low areas should be filled with a self-leveling compound per manufacturer's recommendations. Floors installed over non-flat subfloors may squeak and/or deflect when walked on. Subfloors should be screwed down rather than nailed down.

**Sweep or vacuum your subfloor** immediately prior to installation ensuring there is no debris or grit, as it will interfere with proper product installation. In the case of a glue-down installation, subfloor must also be free of oil, grease, paint, sealants and other materials that may affect the performance of your adhesive.

**Check to ensure your subfloor is completely smooth.** Nail and screw heads must be countersunk. Sand any protrusions including joints/seams between subfloor sheets.

**For glue-down installations:** Fill low areas with a cementitious levelling compound (found at most home improvement stores) with a minimum compressive strength of 3000 psi (20,000 kPa). Apply as per the manufacturer's instructions, ensuring the compound is completely dry and cured before installing your engineered hardwood floor.

**Verify your subfloor is dry.** The Moisture Content (MC) of subfloor must be below 13%. Use an electronic wood moisture meter (available at most flooring and hardware stores) and test the MC level in multiple areas of the room. If above 13%, adjust heating or air conditioning and wait a few days to re-test. Note that the MC difference between the subfloor and engineered hardwood product must not exceed 6%.

**Check your subfloor structure** to ensure there are secure nails or screws every 12" (30cm) along the joists and 6" (15cm) along bearing supports. This will help to avoid squeaks and warping of the subfloor. You must replace any delaminated, swollen, or damaged subfloor sections.

**NOTE:** Avoid installation over subfloors with excessive flex/deflection. The installation of engineered hardwood flooring product will not significantly reduce any flex/deflections. As a flooring manufacturer, we cannot evaluate or make recommendations as to floor joist and engineering systems. Joist type, spacing and spans (including engineering systems) are the responsibility of the owner, builder, engineer, and/or architect who must evaluate site requirements based on local building codes or follow NWFA standards.

### Installation of new subfloor...

**Install the subfloor perpendicular to floor joists** in staggered rows so that joints between adjacent sheets do not line up. 3/4" (19mm) plywood is acceptable for 16" and 19.2" center joists.

**For floors with joists exceeding 19.2 centers**, a minimum subfloor thickness of 1-1/4" (32 mm) is recommended. Nail or screw the subflooring every 6" (150mm) along joists to avoid squeaking and warping of the subfloor.

### Choose the right under-pad for your floor...

**For flooring installations**, we recommend the use of an under-pad; it will increase the performance and comfort level of your floor. Based on your installation area, select the right type of under-pad as follows:

- **Concrete / on-slab / basement applications:** If installing over on-grade or sub-grade/basement concrete slabs, use a high performance "3 in 1" type pad that includes a vapour barrier to protect your floor from slab-borne moisture. Failure to use an appropriate vapour barrier over concrete slabs in these cases may void the warranty.
- **Condos and two-story homes or buildings:** Use either a "2 in 1" or a "3 in 1" type acoustic under-pad. It will minimize the transfer of sound from level-to-level and improve the comfort level of the floor. Some municipalities as well as Condo Associations have acoustic IIC and STC acoustic rating requirements; consult and confirm the requirement and pad type needed.
- **In all cases**, under-pad thickness must not exceed 3mm (1/8") in thickness.

### Wall & Doorway Preparation...

**Remove all trim, baseboards and quarter rounds.** Identify them on their reverse side for reinstallation. Remove doorway thresholds, which may or may not require reinstallation.

**For door casings**, you will need to notch the bottom of the casing with a saw or chisel so that the engineered hardwood can slide beneath it. To make a straight cut easily, lay a handsaw flat on a piece of scrap flooring as a guide. Be sure to leave adequate space for movement in case of expansion/contraction from seasonal humidity changes.

### Important facts...

**Humidity must be kept between 35% and 50% continuously throughout the year. Humidity must be kept between 40% to 55% continuously throughout the year when INSTALLED OVER RADIANT HEAT.** Balanced and consistently maintained humidity will ensure your floor looks and performs at its best. Use a humidifier, dehumidifier and/or air conditioner as necessary to maintain a steady humidity level. Note that electric baseboard and hot water radiator type heating systems promote especially low humidity levels. Humidity must be kept between 35% and 50% continuously throughout the year.

**Seasonal humidity changes** constantly throughout your home. An increase in humidity may cause your floor to expand slightly; which is why it is important to leave a 3/8" (10 mm) gap around the floor's perimeter. During the dry season, your floor may contract. Under normal conditions, your baseboards and/or quarter rounds should cover the contraction.

**Floors in homes** with higher or lower than normal humidity, as well as pronounced seasonal humidity changes may experience some expansion, contraction, cupping and/or crowning of board surfaces. This is a normal reaction and is not considered a defect under the product's warranty. In all cases, expansion and contraction are normal.

## General tips for installing engineered hardwood floors...

**Floating floors may exhibit minor squeaks** after installation and under changing seasonal humidity/environmental conditions. Most noises will diminish as the floor settles in or when the floor acclimates to the local humidity conditions.

**Colour variation in tone** and grain should be evenly distributed in your room. To achieve this, draw planks from a minimum of 3 boxes at a time. Set aside any planks that have strong colour variations or blemishes for use in less visible areas.

**Board length variation** should also be distributed evenly throughout your room. Use shortest lengths in closets, adjacent to walls or in other less visible areas. Pay special attention not to have any joints line up; joints should be a minimum of 6" (15cm) apart.

## Installation Over Radiant Heated Floors...

**Engineered Hardwood is suitable for installation over radiant heated floors when all the following conditions are respected and adhered to at all times.**

- **Only warm/hot water** type radiant heating systems are suitable and acceptable; electric and other types of systems are not suitable for engineered hardwood floors.
- **The surface of the subfloor** must never exceed 85°F (29°) and must be maintained at or below this temperature.
- **The surface of the engineered hardwood floor** must never exceed 85°F (29°) at any time.
- **Installations over radiant heat require** that the relative humidity (RH) be continuously maintained between 40% to 55% at all times of the year.
- **The heating system should be turned on** and be continuously operational for a minimum of 3 days prior to installation and should be turned off 24 hours prior to installation. Once the installation is completed, the system may be turned back on, bringing it up to operational temperature gradually.
- **It is recommended that the installation** of the heating system be done by a qualified installer; consult with Radiant Panel Association at [www.radiantpanelassociation.org](http://www.radiantpanelassociation.org) for recommendations and information. For additional installation information and recommendations, you may also consult: [www.nwfa.org](http://www.nwfa.org)

**NOTE:** carpets, area rugs and mats placed over radiant heated floors may trap heat resulting in excessive heating of the specific area causing damage to the floor. Also note that the use of an under-pad will slow the heat transfer rate of the heating system to the area of installation.

Failure to adhere to and to respect all of the above requirements in their entirety at all times will void the product warranty.

**NOTE:** the Owner/Purchaser/Installer assumes full and sole responsibility for confirming that the environment, installation site conditions and controls are suitable for the installation of the floor, use and operation the of heating system and for the type heating system selected.

## Floating installation...

**Before beginning your floating installation**, please read these valuable guidelines:

**Floating installations may be made over most subfloors including:** Plywood or OSB, ceramic/porcelain tile, smooth stone, marble, granite, and linoleum. For installation over on-grade concrete and basements, you must use a "3 in 1" type under-pad with a moisture barrier.

## For installation over an existing hardwood or engineered floor...

**You must ensure the old floor is properly secured down.** Install the new floor perpendicular to the old floor. If you choose to install the new floor in the same direction, you must install a minimum 3/8" (10mm) approved underlayment over the top of the old floor for stabilization. Also, if the old floors are wider than 6" (150mm), it must be covered with a minimum 3/8" (10mm) approved underlayment for stabilization.

## Prepare the subfloor as described previously...

**Set up starting line for the first row** by measuring the width of the plank. Add 3/8" (10mm) to this number and mark the floor at each end of your starting wall, approximately 6" (150mm) away from the corners.

**Using a chalk-line**, carefully snap a line between these two points. This will ensure your first row is straight, even if your wall isn't.

**Check to make sure there will be approximately 3/8" (10mm)** between the edge of your first row of planks and the wall. This space allows for slight expansion of the engineered hardwood and will be covered by the baseboard / quarter-round. If there is too much space in any place along the wall, you will have to move your chalk line in. If there is too little space at any point along the wall, however, you may have to trim some of the boards in the first row.

**Layout first row of boards**, selecting longer lengths, the tongue should be facing the wall. "Clic" the ends of the boards together. First board should start 3/8" (10mm) from the wall. Cut the last board to finish 3/8" (10mm) from opposite wall.

**Use temporary 3/8" (10mm)** shims to keep the floor away from the walls, as the floor will shift during installation due to it being a floating floor. Place the shims every 2-3 feet (60-90 cm) along the starting wall, plus at the end of each of the starting rows so boards do not shift when clicked into place.

**When installing 2nd and subsequent rows**, facing the wall, install from left to right. Place 1st board into previous row 3/8" (10mm) from wall. Insert next board, drop into place to click ends securely.

**Using the last cut piece from the first row**, start the 2nd row. Use medium to longer length boards and install the 2nd row completely. For this row, joints of boards should not be closer than 12" (30cm) to optimise straightness. For the remainder of the floor, a minimum of 6" (15cm) is required.

**Install rows 3, 4 & 5** completely as per above instructions. Inspect the floor and verify the floor is perfectly straight and that all sides and ends of boards are fully clicked together and fully closed. Lift and reinstall any areas where boards are not fully clicked and locked together. Also verify you are satisfied with each board's appearance, condition and quality.

**Continue to install** the floor in sections of 5 complete rows. After each 5 rows, again inspect the floor as outlined above.

**Before installing last row**, again verify the entire floor for any gaps, errors or shifting. Ensure there is a minimum 3/8" (10mm) gap around the entire floor's perimeter and all vertical surfaces including: islands, cabinets, heating ducts, water pipes, ceramic tile, stairs etc.

**Measure and cut the last boards** to fit so that there is a minimum 3/8" (10mm) gap along the last wall.

**Remove all temporary shims**, sweep & vacuum immediately. Follow the instructions for care and maintenance as recommended in this guide.

If there is other construction planned, cover the floor with adequate protection to avoid incidental damage.

## Glue-down installations...

All commercial installations must be glued down due to the higher traffic, rolling loads, fixtures and other factors.

For glue-down installation information, connect to our website using the QR Code on page 1 or visit our web site at: [www.trilliumfloors.com](http://www.trilliumfloors.com).

## General maintenance of your Engineered Hardwood floor...

**Regular vacuuming** and periodic cleaning of your engineered hardwood floor will protect its beauty and lasting finish. More frequent attention is recommended in high traffic areas, as well as near exterior and garage entrances. Prefinished flooring cleaning products are available at most hardware and flooring retailers. Use as per manufacturer's recommendations.

**Regularly clean with a prefinished hardwood flooring cleaner** and a microfiber mop.

**DO NOT use cleaning products which contain surfactants** or which leave a residue. Before using any cleaning product, test it first on a small less visible area of the floor.

**Use small indoor area rugs at all exterior entrances**, they will remove loose dirt and debris from shoes. Clean rugs and mats on a regular basis. For non-slip area rugs, consult a reputable floor covering vendor, as some rug backings can be damaging to engineered hardwood surfaces.

**Never use water, wet mops or steam mops to clean engineered hardwood floors.** Do not use polishing products which require the use of water. Use of these products could void your warranty. Water from shoes, clothing, pets, etc. should be wiped up immediately with a soft cloth or paper towel.

**DO NOT USE abrasive products**, bathroom cleaning products, ammonia based products, wax based polishes/cleaners, acrylic finishes, acidic or vinegar based solutions, oil soaps, detergents, chlorine based products, bleach, solvents or any type or polishes. The use of these products may permanently damage the finish of your floor and may void the warranty.

**Toilet training accidents from children and pets** must be cleaned up immediately due to the risk of discoloration properties of urine. Do not toilet train pets or keep litter boxes or water bowls on or near engineered hardwood floors.

**Keep your pet's nails trimmed**, especially dogs, as their nails may scratch the floor.

**Clean spills immediately** to prevent them from running between the cracks and staining the floor. Food and beverage spills should be cleaned up with a lightly dampened cloth and a small amount of dishwashing soap, being careful not to leave water drops on the surface.

**Do not roll or slide furniture or appliances** with castors across the floor. Most castors will damage the floor's finish. Carefully and safely lift and move the object into place. To minimize possible wear and damage, barrel type castors are recommended under furniture sitting on engineered hardwood floors.

**High heels and hard-soled types of shoes** can cause denting to engineered hardwood floors. Damage resulting from any footwear is specifically excluded from this warranty.

**Light and sunlight will naturally enrich the colour** of your engineered hardwood floor over time, bringing additional warmth to its natural colour. You should periodically move area rugs and other objects to avoid permanent colour differences across your floor. The darkening or change of colour of hardwood is normal and natural.

**Minor damage and wear can be repaired** using hardwood touch-up and repair products available from your local hardware or flooring suppliers. Follow manufacturer's instructions.

**Save all leftover boards** for unforeseen needs of board replacement in the event of accidental damage, future renovations, etc.

## Flooring transition mouldings...

**Reducer:** This is a wedge shaped piece used to make the height transition between two different floor heights. Use in front of doorways, fireplaces, room dividers, different types of flooring, ceramic or stone tile or carpeting. Cut and finish to necessary width. If required, fasten with adhesive, two-sided tape or pre-drill and nail directly to subfloor.

**Stair Bull-nose:** This is a strip with a lip that forms over the edge of the stair step. For safety reasons, bull-nosing should be fastened with both adhesive and nails, pre-drill and nail into place to secure.

Fit planks into place to complete stair treads, nailing them (through tongue piece) in place individually. Cut last row to fit, pre-drill and nail into place.

**T-moulding:** This is a strip used to provide additional expansion space between different flooring areas. Leave some space on each side of the strip, pre-drill and nail directly to subfloor.

**Should your flooring installation require colour coordinated mouldings**, shop for them online at: [www.costco.ca](http://www.costco.ca).

**Flooring transition mouldings...**

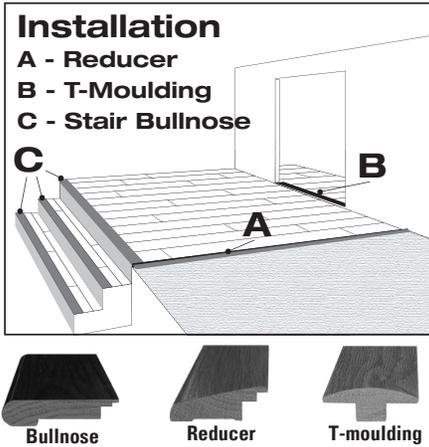
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**CONGRATULATIONS ON YOUR ENGINEERED HARDWOOD FLOORING PROJECT!**

We wish you many years of enjoyment and offer our most sincere thanks for choosing our product.

Should you require additional information regarding the installation of your engineered hardwood floor, please contact us at:

**www.trilliumfloors.com**  
**info@trilliumfloors.com**  
 1-866-920-8788 #235

**Trillium Engineered Hardwood Flooring Warranty:**

*This product carries a limited 35 year residential warranty and a limited 5 year light commercial warranty. This warranty is subject to the procedures, recommendations, limitations, disclaimers and exclusions mentioned herein and in the general information, installation and warranty sections of this document.*

**Note:** Rental units, leased properties and apartments are considered light commercial properties under this warranty. The limited residential warranty does not apply to these types of properties and installations.

Trillium engineered hardwood flooring products are warranted against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer's installation instructions to the original purchaser owner of the home, as long as they continually own the home for the period of the warranty. Note that you must retain your original receipt of purchase. This warranty is not transferable. Manufacturer's warranty and liability does not extend beyond the engineered hardwood flooring strips and is limited to a maximum value of the original purchase price. Warranty is limited to repair or replacement of the engineered hardwood flooring strips at the sole option of the manufacturer. The warranty does not include labour and installation costs. Claim compensation (if approved and/ or authorised by Innovative Flooring Supply Inc.) is limited to the specific area which Innovative Flooring Supply Inc. deems to be valid under the claim.

*This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas, erosion, pebbles, stones, sand, all other abrasives, wet mopping, inadequate protection, insects, rot, mould, mildew, bacteria, lack of maintenance, weather conditions, fire, water, high humidity, excessive dryness, natural disasters, excessive heat, heating and air-conditioning systems, accident, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects.*

*Failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.*

*The warranty excludes claims due to the development of naturally occurring flaws, stresses, warpage, cracks, split ends or other flaws within the engineered hardwood which manifest over time, whether or not caused by age, low or high humidity, seasonal humidity changes or other natural causes. This warranty does not cover natural contraction (loose boards and gaps between boards) or expansion (cupping of boards and warping), whether or not caused by excessively low or excessively high humidity. Nor does this warranty cover secondary damages caused by floor expansion or installation environment where the boards were installed.*

*This warranty excludes changes to gloss levels.*

*This warranty excludes noises of all types (creaks, squeaks etc) emanating from the floor and/or subfloor.*

*This warranty excludes floors which have been installed in areas without adequate humidity control and/or when the humidity has not been continuously maintained within required humidity level throughout the entire year as required herein.*

*This warranty excludes claims due to differences in the colour and character from display models and literature, as well as differences in colour and character from board to board.*

*This warranty excludes bows in boards: it is the nature of boards to bow seasonally due to changes in relative humidity.*

*The warranty excludes claims due to natural lightening or darkening of the engineered hardwood from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.*

*This warranty explicitly excludes products sold "as is", on clearance.*

*The original purchaser is responsible for correct installation, maintenance and cleaning of the engineered hardwood flooring in accordance with the included instructions. It is important to note that natural and stained engineered hardwoods can have colour, grain variations and natural flaws & manufacturing flaws up to 5% and that the manufacturer cannot guarantee exact colour matches from one piece of engineered hardwood to the next. Colour, grain variations and natural flaws & manufacturing flaws up to 5% are not considered as manufacturer's defects under this warranty.*

*This warranty specifically excludes damages to floors caused by heating systems, heating ducts, heat sources and heating system components of all types.*

*This warranty specifically excludes colour variances from one dye/batch number to another. Prior to installation, verify the colours are an acceptable in their match. Co-install all batches in an evenly distributed and well mixed manner. In the case of claims for commercial installations, please note the following should your floor carry a limited commercial warranty.*

*If applicable, the limited commercial warranty is only applicable to "light commercial" use and applications, which are defined as follows: low traffic areas in commercial and professional offices, showrooms and boutique type retail spaces. In all cases, installed areas must not be subject to wet or abrasive debris or other conditions caused by wet or dirty footwear, these types of conditions will void the warranty. High traffic areas as defined previously herein are excluded from this warranty.*

*Innovative Flooring Supply Inc. warrants to the original user that its products, when in their original manufactured condition, aside from previously mentioned information and exceptions, will be free from defects and dimensional inconsistency during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.*

*Innovative Flooring Supply Inc. warrants to the original user that the finish on its products will not wear through nor separate from the engineered hardwood flooring during the warranty period when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.*

*Should your Trillium floor fail to live up to the provisions of this warranty, Innovative Flooring Supply Inc., at its sole option, to the original purchaser/home owner, will replace the area it deems to quality under warranty claim at no cost to the original purchaser/home owner with the same or similar product. If the repair or replacement by a same or similar product cannot provide a reasonable and satisfactory claim resolution, Innovative Flooring Supply Inc., at its sole option may elect to provide to the original purchaser/home owner a refund of the original price of the materials only for the area Innovative Flooring Supply Inc. deems to quality under the warranty claim. Labour costs are not covered by this warranty.*

*This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, Innovative Flooring Supply Inc. assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states within the USA do not permit the exclusion or limitation of incidental and/or consequential damages, as such, this exclusion may not apply to you. This like all warranties gives you specific legal rights, in addition, you may also have other rights that vary from state to state or from province to province.*

*Note that Innovative Flooring Supply Inc. reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis.*

*Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.*

*To file a warranty claim, first contact the original supplier where the engineered hardwood was purchased. If the supplier cannot resolve the problem or claim to your satisfaction, submit your warranty claim in writing within the warranty period as noted below.*

*All warranty claims must be made in writing to Innovative Flooring Supply Inc. and must include a complete copy of the original purchase receipt, installation documentation, as available, and other information that may be requested by Innovative Flooring Supply Inc. including this warranty. Claims are to be forwarded to:*

*Innovative Flooring Supply Inc., 1280 Suite #1 Graham Bell, Boucherville, QC, Canada, J4B 6H5*