

## **Installation methods, Maintenance and Warranty**

HeartPlank® is a truly versatile floor as it can be installed in a variety of conditions and over a variety of subfloors. Available methods of installation are:

- Nail down
- Staple down
- Floating
- Glue down

There is no single best method, since there are critical factors, which may favor one method over another. The critical factors your flooring professional will examine are:

- Type and condition of the subfloor
- Your preference of installation method
- Installer's capabilities and preferences

The single most important criterion for selecting an installation method is the type and condition of the subfloor.

### Determining the condition of the subfloor

Your flooring specialist should determine the moisture level and levelness of the subfloor. The moisture gradient must be less than 4% between the subfloor and an engineered wood floor such as a HeartPlank® floor. A moisture difference greater than 4% is cause for alarm as this may cause excessive movement in the floor. This can occur when wood flooring is installed over a freshly poured (less than 60 days old) concrete subfloor, or over a concrete slab in an area, where hydrostatic pressure may be forcing ground water into the slab.

Conversely, the slab may be so dry as to draw moisture out of the flooring, causing the floor boards to crack or separate. Similar situations may occur with wood or plywood subfloors that are exposed to the elements during construction.

Engineered HeartPlank® floors from Special Hardwood Products are designed to withstand these moisture gradients better than solid wood floors. Any time, however, when the moisture level in the subfloor is a concern, a vapor barrier must be placed under the installed HeartPlank® flooring.

The levelness of the subfloor must be such that the installed HeartPlank® floor feels firm when walked on, even in the case of a floating installation, common over slab construction. The so called "hollow sound" associated with some floating floor installations is a result of improper subfloor preparation. When uneven areas are left under an installed floating floor, a sound box is created, much like that of an acoustic guitar. As the floor is walked on, the sound from these uneven areas appears as "hollow". The key to a successful installation, especially when using the floating method, is a level subfloor, a result of careful and proper preparation. As the saying goes; "An ounce of prevention is worth a pound of cure".

## Your preference of installation method

Beyond the limits imposed by the subfloor, you can help your flooring installer by determining desired qualities that you are looking for in a wood floor. For example, you may want the floor to “give” a bit, especially on a concrete slab. You could ask for a variety of underlayments to accomplish this, such as high density foam or cork, which is an excellent sound barrier as well. These underlayments, especially the denser ones like cork, provide a cushion between the concrete and your wood floor. Should a very firm feel be desired, HeartPlank® floors may be glued down directly over the concrete or particle board subfloor. When the subflooring consists of plywood or other nailable substrates, HeartPlank® floors can be installed using the nail- or staple down method.

## Installer’s capabilities and preferences

Most flooring installers today are versed in all different methods of wood floor installation. Due to their often long experience, many have developed preferences for certain methods. It is advisable to discuss the floor installation with your dealer or flooring contractor.

## **Maintenance**

### Floor care and maintenance

Many problems can be prevented before they occur. Although HeartPlank® floors are tough, they are not indestructible. With proper care and maintenance, your new floor will give you years of service and enjoyment while retaining its natural beauty.

### Floor care

Immediately: Blot up spills, spots or marks such as heel marks with a dry or damp cloth. If any residue remains, wipe carefully with mineral spirits.

Frequently: Vacuum or sweep the floor often to prevent accumulation of dirt or grit that can scratch or dull the floor finish.

Periodically: Damp mop your floor. If your floor has been finished with Trip Trap oil finish, mop the floor using Trip Trap’s Soap Natural or White (see Trip Trap).

Accidents: For scratches or burns to the floor, consult your floor dealer. Repair kits, top coat finishes and materials are available. For oil finished floors, please follow Trip Trap instructions.

Surface wear, low luster levels: Consult your floor dealer. Signs of wear appear first on the finish. Your dealer can supply you with a quality finish to renew the surface. Oil finished floors are easily cleaned and rejuvenated with new oil.

### Protect your floors

Be careful with heavy appliances and furniture. Support them with wide-bearing, non-staining glides, such as high quality wool felt pads. Appliances can be moved into place by sliding them slowly over the floor on a clean piece of carpet turned face down.

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Protect your floor against abrasive dust or grit by placing a quality door mat at the entrance of your home. It will protect your floor and save you unnecessary clean-up tasks.

Protect your investment in HeartPlank® flooring, furniture and all fine millwork by maintaining normal interior humidity levels. NOTE: Normal humidity levels are between 40% and 60% relative humidity. Relative humidity should never fall below 30% or exceed 70%. Area rugs should be used where concentrated foot traffic occurs to make long term maintenance easier. This is especially important in front of the kitchen sink.

### Added protection

Wood floors are subject to permanent indentations and possible scratching by excessive loads from small sharp objects, such as from high heels. It is recommended that you remove any existing metal or plastic domes (small bearing surface) from bottom of furniture legs or equipment and replace them with wide-bearing surfaces such as thick stick-on wool pads.

Since floor guides and rolling type casters on furniture and appliances may not adequately prevent indentation or damage to wood floors, any responsibility for such use is that of the furniture manufacturer.

Whenever a HeartPlank® floor is expected to receive heavier usage, such as light commercial floors or playrooms, an additional finish coat is recommended at time of installation. For heavy commercial use, a Trip Trap oil finish is highly recommended.

### **A Lifetime Floor**

Due to its construction, HeartPlank® flooring is dimensionally very stable under a wide range of conditions, including installations over radiant heated subfloors.

Since HeartPlank® floors can be sanded several times, they will outlast most ¾” solid floors of similar dimensions.

Oil finished HeartPlank® floors, properly maintained, will never need sanding. They are simply cleaned and re-oiled for a fresh, new look.

### **Warranty**

HeartPlank® flooring carries a lifetime structural guarantee, even when installed over radiant heated subfloors. And a 25-year wear guarantee for its prefinished floors.

Due to its thick wear layer, the floor can be sanded 3 to 5 times.

### **LIFETIME GUARANTEE FOR HEARTPLANK® PRODUCED BY RAPPGO**

Rappgo protects the original purchaser with an encompassing guarantee for our wood flooring for as long as he or she owns the home. The finish part of this warranty is limited to residential applications only and does not apply to commercial or industrial use. Rappgo provides this comprehensive guarantee covering its flooring products purchased after January 1, 2004.

Rappgo proudly guarantees that its products will remain free from manufacturing defects for as long as you own your home. Manufacturing defects would include defects caused by improper milling, laminating, grading or assembling.

## **PRE-INSTALLATION GUARANTEE**

Each floor plank that we manufacture is carefully inspected at our factory. As an additional precaution, we urge you and your installer to inspect each plank prior to installation. Any visible defects should be reported, and we will immediately arrange for replacement flooring to be provided at no charge. Rappgo accepts no responsibility for costs incurred when a floor with visible defects has been installed.

## **FINISH GUARANTEE**

Rappgo flooring has a durable UV hardened, acrylic polyurethane finish. We guarantee the finish for 25 years from the date of original purchase. This warranty is valid only for a defect, which covers at least 10% of the installed floor.

## **STRUCTURAL GUARANTEE**

Each Rappgo floor board is processed in a sophisticated manufacturing system, where every board is constructed under intense heat and pressure to ensure quality. In the unlikely event that any structural part of a board should fail, we will repair or replace it, at our option, at no charge. Should any such defect occur during the first twelve months, we will not only replace or repair the floor plank in question, we will also have it reinstalled free of charge, exclusive of the cost of any required refinishing

## **MOISTURE GUARANTEE**

Rappgo floors are specifically engineered to withstand the normal effects of moisture and dryness. We guarantee our floors against damage caused by normal moist or arid conditions (30-60% relative humidity), provided that they are properly installed and maintained according to our installation guide.

Rappgo floors are warranted against excessive movement and, if glue-down installation is used, releasing from the subfloor due to water migration up through the concrete only. **THIS WARRANTY ONLY APPLIES IF THE SUBFLOOR IS TESTED AND THE FLOORING IS INSTALLED IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS. SO IT IS CRITICAL THAT BEFORE INSTALLATION, ALL SUBFLOORS ARE INSPECTED AND TESTED AND ALL DATA RECORDED FOR DRYNESS OR MOISTURE PROBLEMS IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS.** We require that you retain ALL documentation regarding your pre-installation tests. This may assist you if a claim has to be filed under this warranty. This warranty provides for a one-time only repair due to subfloor moisture caused by water migration up through the concrete only. For glue-down installations, Rappgo recommends Bostik's Best urethane adhesive.

## **RADIANT HEAT GUARANTEE**

Rappgo floors are ideal for installation over radiant heated subfloors. As long as it is properly installed over a warm water or electric heating system with a terminal mass material between heating elements and floor, and maintained according to our radiant heat installation and maintenance sheet, your Rappgo floor will be covered by our structural and moisture guarantees.

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Exceptions are Beech and Maple floors, which are more sensitive to fluctuations in moisture levels and are not to be used over radiant heated subfloors.

In order for this guarantee to be in effect, the surface temperature of a Rappgo floor must never exceed 80\_F, not even when covered by furniture, area rugs or other items. This means a maximum surface temperature of approx. 73\_F in uncovered floor areas and an approximate room temperature of 70\_F in a normally heated room. **Note: When using the floating installation method over a radiant heated subfloor a good vapor barrier must be used under the Rappgo floor.**

### **RESURFACING GUARANTEE**

At Rappgo we are proud to offer an engineered plank floor with a very thick wear layer, 1/6 inch. We warrant that, when used under normal residential conditions and in accordance with proper maintenance, our floors can be professionally resanded and resurfaced a minimum of 3 times.

In order to qualify, removal of the factory finish must be performed by a professional floor refinisher and result in the removal of no more than 1/32" on each occasion.

Due to the nature of wood grains, we cannot warrant your ability to remove or alter coloration or remove dents, scars or scratches, and of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Resurfacing Guarantee nor Moisture Guarantee apply.

### **EXCLUSIONS AND LIMITATIONS OF LIABILITY**

This warranty will not apply and Rappgo will not be in any way liable in the event of:

Improper installation. Installation must be in accordance with instructions and recommended procedures provided with each floor.

Improper maintenance. Maintenance must be in accordance with the instructions and recommendations provided with each floor. Use of floor maintenance products not specifically manufactured for use on this type of flooring may damage your floor.

Damage due to water saturation such as a leaky faucet, broken pipe, wet-mopping, spills or standing water.

Extreme environmental conditions. Naturally, we cannot be responsible for extreme conditions such as exposure to extreme heat, moisture, dryness or rapid fluctuations in any such conditions.

Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters.

Misuse. This warranty does not extend to damage caused by misuse, abuse or accidents. This includes, but is not limited to, damage caused by high-heeled shoes, heavy furniture or equipment impact, scratches or scarring caused by pets, sharp or pointed objects or worn-out shoes, by exposure to ultraviolet light or the use of any oil soap or ammonia based cleaners.

Alterations/Repairs. This warranty does not cover alterations, including refinishing or repairs made to the flooring.

Reinstallation. Our obligation to reinstall properly replaceable floor boards does not include any obligation on our part to resurface worn flooring or to provide for the cost thereof.

Normal color variations. Wood is a natural, living product and color variations are a normal occurrence within the original flooring. Further color changes in the wood should be expected as

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your floor increases in age.

This warranty applies only to the original purchaser and to flooring in its original installation and is not transferable. The warranty is applicable to residential dwellings only and does not extend to commercial or industrial use. There are no other guarantees, expressed or implied, including merchantability or fitness for a particular purpose, other than those listed within this guarantee. No retailer, installer, dealer, distributor, agent or employee has the authority to increase the scope or alter the terms or coverage of this warranty.

Under no circumstances shall Rappgo be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any special, indirect, incidental or consequential damages, regardless of theory, including, without limitation, punitive or exculpatory damages or attorney's fees.

This warranty gives you specific legal rights, which may vary from state to state. Some states do not allow the exclusion or limitation or implied warranties or of incidental or consequential damages.

Please note that evidence of the purchase date and identity of the original purchaser is a condition for warranty coverage and we strongly recommend that you keep it, together with our installation guide and radiant heat installation/maintenance sheet (when applicable), in a safe place.