

# URBANWOOD FLOORS INSTALLATION INSTRUCTIONS & WARRANTY

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## Packaging: Reuse / Recycle

To divert packaging from landfills, sort packaging and reuse or recycle. To recycle materials tagged **DEPOT DROP-OFF**, **LIMITED RECYCLING**, or **TRANSFER STATION**, please contact local municipal depots.

| Reuse   | Recycle   |
|---|---|
| <p><b>UrbanWood Cardboard Box</b><br/><i>(FSC Certified cardboard, from recycled material)</i></p> <hr/> <p><b>Edge Protectors</b><br/><i>(Recycled kraft paper/hard paper board)</i></p> <hr/> <p><b>Protective Foam Sheets</b><br/><i>(Used to protect the floor's finish while inside the box – made from non-woven fabric)</i></p> <hr/> <p><b>Stretch Wrap and Inside Plastic Wrap</b><br/><i>(Stretch Wrap: LLDPE – Linear low-density Polyethylene)<br/>(Inside Plastic Wrap: LDPE – Low-density Polyethylene)</i></p> <hr/> <p><b>Plastic Strapping</b><br/><i>(Used on boxes and pallets: PP – Polypropylene)</i></p> <hr/> <p><b>Wood Pallet</b><br/><i>(Made from 100% certified sustainable wood)</i></p> | <p><b>Cardboard Box</b><br/>Cut away any cardboard covered with paint or other materials</p> <hr/> <p><b>Cardboard Box</b></p> <hr/> <p><b>LLDPE &amp; LDPE – Plastic Wrap</b><br/><b>LIMITED RECYCLING</b></p> <hr/> <p><b>LLDPE &amp; LDPE – Plastic Wrap</b><br/><b>DEPOT DROP-OFF</b><br/>Take this to a store or depot that accepts plastic bags and wraps. Widely recycled</p> <hr/> <p><b>PP – Polypropylene</b><br/><b>DEPOT DROP-OFF</b><br/>Check local depots, varied acceptance</p> <hr/> <p><b>Clean Wood Waste</b><br/><b>TRANSFER STATION</b><br/>The pallet should be recycled together with other clean wood waste</p> |

## RESPONSIBILITY of Homeowners, Project Managers and Installers



On-site quality check and approval of the floor BEFORE INSTALLATION, remains the joint responsibility of the homeowner/project manager and the installer, prior to installation.

### PLEASE READ ALL INSTRUCTIONS AND WARRANTY INFORMATION CAREFULLY PRIOR TO PREPARATION AND INSTALLATION OF AN URBANWOOD FLOOR.

Wood is a natural product containing natural characteristics that can vary in colour, tone and grain. Slight variations in colour are to be expected in any natural wood floor. Therefore, **UrbanWood makes no promises or guarantees with respect to colour consistency throughout, or between production runs.**

When installing an UrbanWood floor, it is recommended that flooring planks are preassembled or "racked out" in advance, to achieve the best visual appearance prior to fastening. Minor colour differences between samples and flooring are normal and not considered defects. Before installing an UrbanWood floor, installers must measure and keep a record of all site conditions such as subfloor moisture content, jobsite relative humidity and temperature, acclimation schedule, etc. **Installation should only commence upon confirmation that all site conditions are within acceptable ranges.** For more information, please refer to page 36 of the NWFA Wood Flooring Installation Guidelines.

**The owner and installer assume all responsibility for final inspection of product quality.** All installed boards are considered to have been accepted and approved, with respect to the grade, milling quality and factory finish, before the floor is permanently installed. As per the NWFA industry standard, it is considered acceptable to have up to 5% waste from defective material.

## REFERENCE to NWFA Wood Flooring Installation Guidelines



**Creative At Home Inc. recommends the NWFA Installation Guidelines as a complete and current compendium for all aspects of wood flooring installation**  
[urbanwoodfloor.com/nwfa.pdf](http://urbanwoodfloor.com/nwfa.pdf)

In January, 2020, the National Wood Flooring Association published a new edition of the NWFA Wood Flooring Installation Guidelines. The new publication represents the most comprehensive revision of the Installation Guidelines since they were first published in 1988. Topics in the new guidelines include evaluating job site conditions, subfloor preparation, proper installation techniques, guidelines for moisture testing, fastener schedules, radiant heat installations, and much more.

Creative At Home Inc, the manufacturer of UrbanWood considers the NWFA to be the preeminent authority on matters relating to wood flooring installation, and has therefore chosen to make reference to, and to follow the NWFA's guidelines wherever possible. The following information and recommendations contained in the UrbanWood Installation Instructions serves primarily to draw special attention to certain aspects of wood flooring installation that are particularly noteworthy, and also to highlight some of the unique considerations required when installing an UrbanWood floor.

Creative At Home Inc is a member of the NWFA, and the NWFA has granted Creative At Home Inc. permission to make reference to its Wood Flooring Installation Guidelines. UrbanWood acknowledges the enormous effort that has been put into NWFA's updated guidelines and wishes to thank the National Wood Flooring Association for its commitment to excellence and continual education in the field of wood flooring installation.

## SUBFLOOR PREPARATION AND RECOMMENDATIONS

All subfloors must be installed as recommended by their manufacturers and must be clean (free of wax, paint, oil, sealers, adhesives, and other debris), level/flat within 3/16" in 10' (5mm in 3m) and/or 1/8" in 6' (3mm in 2m). Sand high areas or joints.

### ① Concrete Subfloors

- Concrete slabs should be of high compressive strength and constructed to prevent groundwater from permeating the concrete.
- Concrete subfloors must be dry, smooth (level within 3/16 " in a 10 foot radius – 1/8 " in 6 ') and free of structural defects.
- Anything on the surface that may affect the glue bond needs to be removed. Often, there are foreign materials (such as oils, waxes, etc.) from other trades that could be on the subfloor, and those may affect the adhesive from properly bonding to the subfloor.
- UrbanWood flooring may be installed on-grade, above grade, as well as below grade where adverse moisture conditions do not exist.
- To ensure a long-lasting bond between the flooring and the concrete, make sure that the perimeter of the foundation has adequate drainage and vapor barrier.
- Light weight concrete is not a suitable subfloor for UrbanWood unless it is a floating application.

### ② Wood Subfloors

- All wood subfloors must be structurally sound, dry, and at least 19/32" in thickness for plywood subfloors, and 23/32" in thickness for OSB subfloors.
- Floor joists must be appropriately spaced and in compliance with all local building codes.
- Do not install hardwood flooring over particle board.
- Make sure subfloor is dry. Subfloor moisture content cannot exceed 10% prior to installation of a wood floor. To determine the moisture content, use a good quality moisture meter.
- Before installation, it is important to confirm that the subfloor is structurally sound. Any issues with the subfloor need to be corrected before the installation of the flooring can begin.

### ③ Radiant Heated Subfloors

- UrbanWood floors are only approved for installation over hydronic radiant heat systems.
- Once installed, great care should be taken not to overheat the temperature of the flooring. The flooring surface must never exceed 82 F. (27 C.) in temperature.
- For general, comprehensive NWFA information on radiant floor heating systems, learn more at [urbanwoodfloor.com/nwfa-radiant.pdf](http://urbanwoodfloor.com/nwfa-radiant.pdf)

## INSTALLATION INSTRUCTIONS: Considerations for Herringbone and Chevron Flooring



Refer to NWFA's  
comprehensive  
guidelines on  
**Herringbone/Chevron  
Installation Instructions:**  
[urbanwoodfloor.com/  
nwfa-hbc.pdf](http://urbanwoodfloor.com/nwfa-hbc.pdf)

### ① Specific Considerations and Instructions

- Installation guidelines for UrbanWood herringbone and chevron flooring vary from the NWFA Guidelines in that the only method recommended for UrbanWood is the **Full Glue-Down Installation Method (page 5)**. **Only herringbone and chevron flooring installed by the Full Glue-Down Installation Method will be covered by the UrbanWood warranty.**
- Site preparation and subfloor preparation are essential steps in assuring a successful installation of herringbone and chevron flooring. Refer to previous sections for specific recommendations.
- Both herringbone and chevron flooring are comprised of two different plank profiles of the same length: Profile A and Profile B. The only difference between the two profiles is the relative position of the tongues and grooves. An order of herringbone or chevron flooring will contain an equal number of "A" boxes and "B" boxes.
- As with straight plank flooring, it is recommended to open up and select from a minimum of 4 boxes (2 "A" boxes and 2 "B" boxes) at a time during installation to ensure a beautiful blend of shading and board pattern.
- DO NOT fasten or tape floor protection directly to the floor surface.**
- Please refer to NWFA's comprehensive guidelines on **Herringbone and Chevron Installation** as captured in the link in the left column for thorough step-by-step guidance that will lead to successful herringbone and chevron installations.
- Refer also to the **Full Glue-Down Installation Method (page 6)** for a summary of important considerations for installing UrbanWood herringbone and chevron flooring.

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## INSTALLATION: Full Glue Down Installation

- Always follow the adhesive manufacturers' guidelines and recommendations. UrbanWood can be installed with many brands, including Bona and Bostik. Refer to our complete list of Recommended Adhesives on page 6.
- Use tensioning straps to hold planks securely in place during the installation process.
- During the installation process, some adhesive may end up on the surface, in which case it must be removed immediately before it is allowed to cure. It is important to use cleaning wipes or other approved cleaners recommended by the adhesive manufacturer to remove any adhesive from the floor's surface throughout the installation process. **Adhesive that has cured on the surface of the flooring can be difficult to remove.**
- WARNING: If urethane adhesive dries on the surface of the floor it may permanently damage the finish.**
- Light foot traffic is allowed after 12 hours.

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## INSTALLATION: Floating Installation

**Recommended Adhesive for Floating Applications:** Titebond 2104 and Roberts 1406

- Floating floors require the ability to expand and contract without binding or rubbing on vertical surfaces.
- Bedrooms and halls should be isolated from other rooms by using T-Mold transitions.
- Be sure to leave ½" expansion space around every obstruction including cabinets and fireplaces.
- Do not exceed 30-foot spans (as measured width-wise across the planks) without an expansion joint and transition moulding.
- DO NOT walk on the finished floor during installation, as this will break the uncured glue joint.**

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## INSTALLATION: Nail Down Installation

UrbanWood floors are wideplank, and therefore require glue assistance with all nail down installations. Failure to supplement nailing with adhesive may result in insufficient attachment to the subfloor, leading to board movement and noises emanating from the floor. Such noises, which are the result of improper installation, will not be considered to be a manufacturing defect. Beads of adhesive must be applied to the backs of each plank prior to nail down installation, and these beads should be applied in a serpentine (sine wave) fashion as per the NWFA recommended guidelines. The pattern should run the entire length of each board.

- UrbanWood can be installed with a number of adhesive brands, and two recommended brands are Bona or Bostik. Refer to the complete list of Recommended Adhesives on page 6.
- Care must be taken to remove any adhesive that ends up on the surface of the floor during installation. Failure to immediately remove any adhesive from the surface before it cures may permanently damage the floor's finish.
- Use 18 gauge, 1 1/2" or 1 3/4" cleats, spaced at 6" intervals along the edge tongues, with cleats 1" - 2" from the ends of each board.

## URBANWOOD RECOMMENDED ADHESIVES GUIDE

| ADHESIVE PRODUCT          |                             | Full Glue Down Installation Method | Fastener with Partial Glue Down Installation Method<br>(In Cartridge/ Tube format) | Floating Installation Method | Green Building Rating System<br><i>CREDIT ELIGIBLE</i><br>(LEED® ETC.) | Greenguard® Gold<br><i>GGG® CERTIFIED</i><br>TO HAVE LOW VOC's / EMISSIONS | Warmboard® Radiant Floor Heat |
|---------------------------|-----------------------------|------------------------------------|--|------------------------------|--|--|-------------------------------|
| BONA                      | <i>R850T</i>                | ✓                                  | ✓  |                              | ✓  | ✓  | ✓                             |
|                           | <i>R851</i>                 | ✓                                  |  |                              | ✓  | ✓  | ✓                             |
| BOSTIK                    | <i>BEST</i>                 | ✓                                  | ✓  |                              | ✓  |  | ✓                             |
|                           | <i>BST</i>                  | ✓                                  |  |                              | ✓  |  | ✓                             |
|                           | <i>PROCURE</i>              | ✓                                  |  |                              |  |  | ✓                             |
|                           | <i>EFA+</i>                 | ✓                                  | ✓  |                              | ✓  |  | ✓                             |
|                           | <i>VAPOUR LOCK</i>          | ✓                                  |  |                              | ✓  |  | ✓                             |
|                           | <i>ULTRASET SINGLE STEP</i> | ✓                                  | ✓  |                              | ✓  |  |                               |
|                           | <i>GREEN FORCE</i>          | ✓                                  | ✓  |                              | ✓  |  | ✓                             |
|                           | <i>PRO-MSP</i>              | ✓                                  | ✓  |                              | ✓  |  | ✓                             |
|                           | DECOBOND                    | <i>18</i>                          |  |                              | ✓  |  |                               |
| MAPEI<br>ULTRABOND<br>ECO | <i>Eco 907</i>              |                                    | ✓  |                              |  |  |                               |
|                           | <i>975</i>                  | ✓                                  |  |                              |  |  | ✓                             |
|                           | <i>980</i>                  | ✓                                  |  |                              | ✓  |  | ✓                             |
|                           | <i>985</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>995MB</i>                | ✓                                  |  |                              | ✓  |  |                               |
| ROBERTS                   | <i>1406</i>                 |                                    |  | ✓                            |  |  |                               |
| TITEBOND                  | <i>2104</i>                 |                                    |  | ✓                            |  |  |                               |
| SIKABOND                  | <i>T21</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>52 WF</i>                | ✓                                  | ✓  |                              | ✓  |  |                               |
|                           | <i>T55</i>                  | ✓                                  |  |                              | ✓  |  | ✓                             |
| STAUF                     | <i>SMP840</i>               | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>SMP960</i>               | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>CBR970</i>               | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>PIC850</i>               | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>PUK455</i>               | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>PUM950</i>               | ✓                                  |  |                              | ✓  |  | ✓                             |
| TITEBOND                  | <i>801</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>811</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>821</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>771</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>991</i>                  | ✓                                  |  |                              | ✓  |  |                               |
|                           | <i>231</i>                  | ✓                                  |  |                              | ✓  |  |                               |

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## MAINTENANCE

UrbanWood floors are very easily maintained. Use a quality wood floor cleaner such as Bona and a specialty cloth flooring mop available from flooring retailers.

Vacuum or sweep floors to remove any particles that cause scratching or damage. Vacuums with a beater bar or power rotary brush head can damage a wood floor and never should be used. Once vacuumed, apply the cleaner directly to the cloth flooring mop. Do not spray the cleaner directly on the floor to avoid the wood absorbing the moisture.

Never wet the floor directly with a liquid cleaner or water. Furthermore, never use a steam mop on a wood floor, as it can introduce excess moisture and heat into the floor which will likely cause permanent damage. **USE OF A STEAM MOP WILL VOID THE WARRANTY ON AN URBANWOOD FLOOR.**

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## WARRANTY

30 Year Finish Warranty; Limited Lifetime Structural Warranty;  
3 Year Light Commercial Warranty

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## MANUFACTURER OBLIGATIONS

In the event of a product quality claim, manufacturer responsibility is limited to repairing, refinishing or replacing defective products at the discretion of the manufacturer, Creative At Home Inc.

No distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. Other compensation, such as removal, installation, incidentals or any other expenses, are not covered by this warranty.

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## EXCLUSIONS

**This warranty is not transferrable and applies to the original purchaser.**

**This warranty shall exclude the damages resulting from the following:**

- Failure to follow the installation instructions.
- Improper acclimation.
- Reduction or dulling of the floor's shine or gloss, which is not considered surface wear.
- Shrinking and/or expansion of the floor, which is due to changes in relative humidity.
- As wood is a product of nature, minor quality variations up to 5% of total square footage purchased are not covered by this warranty (*as per industry standard*).
- Incorrect handling or storage.
- Cracking or/and peeling due to excessive surface pressure.
- Neglect of maintenance, or proper protection of the floor.
- Use of the product for other means than residential purposes.
- Abnormal wear or abuse (*i.e. indentations caused by spike heels, furniture or other sharp or abrasive objects, etc.*).
- Excessive moisture damage (*cracks, chips, slivers, finish peeling, etc.*) resulting from saturation with water or other liquid. (*See steam mop warning in the maintenance section*).
- Insect infestation, blemishes or scratches caused by pets.
- Extreme weather conditions and natural disasters.
- Any unauthorized repairs or refinishing of the flooring.
- Noises emanating from the floor due to insufficient fastener spacing, tool setup, incorrect fastener size, improper subfloor, subfloor deflection/movement or failure to supplement a nail down installation with proper adhesive.
- Cracks or checks due to exposure to low humidity environments or excessive flooring surface temperature (*higher than 80F/27C*).

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## HOMEOWNER / BUILDER OBLIGATIONS

It is the responsibility of the homeowner to maintain proper levels of humidity throughout all spaces where an UrbanWood floor is installed. **To prevent excessive expansion, shrinkage, crackling or buckling of wood flooring, it is important to maintain proper humidity levels of between 30% and 50% relative humidity.**

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## RADIANT HEAT SUB-FLOOR MONITORING & HUMIDITY

For installations of UrbanWood floors over radiant floor heating systems, it is essential for homeowners to acknowledge the importance of maintaining proper levels of relative humidity throughout the living space. Especially with installations involving radiant floor heating, it is mandatory that the homeowner maintain relative humidity levels of 30% - 50% at all times. The operation of a radiant floor heating system tends to drive moisture out of the wood, so it is of utmost importance to prevent the relative humidity from falling below 30% during the cold and dry seasonal conditions when radiant floor heating systems are most likely to be used.

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## FINAL PRODUCT INSPECTION

The installer and/or the owner assume final inspection and acceptance of the product quality prior the installation.

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## PROTECTION

**Water, dust, sand and salt are the worst enemies of wood. The combined effect of water and sand, salt or dust is devastating to flooring, so it is important to place floor mats at entrances.**

**Install felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved.**

**If using mats or area rugs, it is recommended to avoid using ones that are rubber-backed, since they tend to trap moisture and damage the surface of wood floors. Instead, only use mats and area rugs with honeycomb or other types of breathable, non-slip backing which will allow circulation between the surface of the floor and the air.**

### ① Liquids and Spills

Never use a damp mop or wet cloth to clean the surface of a wood floor. Water can seriously damage any kind of wood. All liquids and spills should be wiped up immediately to prevent any possible damage.

### ② Sunlight

Normal exposure to sunlight will cause gradual colour changes in any hardwood floor. The use of window coverings to shade the floor will minimize changes due to sunlight. Homeowners particularly concerned about the possibility of any gradual colour change in their wood floor should consider having an anti-UV window film (such as made by 3M) applied to their south facing windows.

### ③ Care Products

For best results when cleaning an UrbanWood floor, we recommend the use of specially formulated wood flooring cleaners and maintenance products such as those made by Bona.

#### NOTE:

Never use wax or household detergents on any engineered hardwood floor.

Do not use oil-based soap on a urethane finished floor.

These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards.