

Installation Instruction

SureWood Chevron

Congratulations on the purchase of your new floor. We thank you for your excellent selection of a Twelve Oaks product that is designed to offer you years of use and enjoyment.

Twelve Oaks SureWood Chevron Floors uses the authenticated 5G-C Vertical snap system licensed by Välinge®. This innovative technology offers great stability and allows for an easy installation, saving you up to 30% on installation time.

IMPORTANT

- To ensure that your floor is installed properly, Twelve Oaks requires that you CAREFULLY READ AND FOLLOW the installation instructions BEFORE you or a hired authorized professional install Twelve Oaks products. FAILURE TO DO SO WILL VOID YOUR PRODUCT WARRANTY.
- It is the INSTALLER and OWNERS' RESPONSIBILITY to inspect all material carefully BEFORE installation, and ensure the product match what has been ordered/chosen. If you have any doubts or concerns in regards to the quality of Twelve Oaks flooring products, report to your retailer BEFORE installation. INSTALLATION IMPLIES ACCEPTANCE. NO CLAIM AGAINST MATERIAL OR LABOR WILL BE ACCEPTED BY TWELVE OAKS ONCE THE MATERIAL IS LAID OR INSTALLED.
- It is the INSTALLER and OWNERS' RESPONSIBILITY to ensure the job-site, ambience, and the sub-surfaces conditions MEET all of Twelve Oaks' requirements.
- An 10% material waste allowance should be included within your total square footage.
- Ensure the subfloors are level within **3/16" in 10' radius** (5mm in 3m).

TOOLS

Basic tools and accessories: broom or vacuum, chalk line, cement based embossing leveler, flooring surface cleaner, hand saw, jigsaw or cross cut saw, wood/concrete moisture meter, safety wear, straight edge, pencil, tape measure, square, utility knife, spacers.

SAFETY – EXISTING FLOOR

Do not mechanically chip or pulverize existing resilient flooring, backing, lining felt, asphaltic “cutback” adhesives, or other adhesives. These products may contain either asbestos fiber and/or crystalline silica. Inhaling such dust is a cancer and respiratory tract hazard. Always follow local health and safety regulations.

STORAGE AND HANDLING

Handle and unload flooring products with care, and store in a dry and well-ventilated place. Flooring shall not be delivered until the building has been enclosed with windows, doors are in place, and cement work, plastering, and all other “wet” work are completed and dry. HVAC system should be in place and in operation at least 14 days prior, during, and after installation of the flooring.

JOBSITE CONDITION & PRE-INSTALLATION REQUIREMENT

Exterior grading should be completed with surface drainage offering a minimum drop of 3" in 10' (7.6cm in 3m) to direct flow of water away from the building. All gutters and drainage spouts must be in place. The soil around the house must be treated or graded to provide sufficient drainage.

Acclimatize the SureWood Chevron flooring products on the jobsite. Material is acclimated once it has reached moisture equilibrium consistent with the ambient temperature and relative humidity of the job site conditions listed below.

Twelve Oaks SureWood Chevron products are not recommended to be installed in areas that might experience temperature extremes beneath 0°F /-15 °C or above 140 °F/60 °C. Occupied use temperature range is assumed to be between 65°F/18 °C and 80 °F/27 °C. These ambient conditions are specified as pre-installation requirements and should be maintained for the life of the SureWood Chevron floor.

SUBFLOOR CONDITIONS AND INSPECTION

Twelve Oaks SureWood Chevron flooring products can be laid over most solid and stable sub-floor materials, including plywood, chipboard, existing hardwood flooring, concrete slab, fill grout lines, and resilient.

IMPORTANT

- Installer/owner is responsible for determining if the jobsite, subfloor, and other conditions are environmentally and structurally acceptable for SureWood Chevron floor installation. Twelve Oaks is not responsible for product failure resulting from or connected with subfloors, subsurface, jobsite damage or deficiencies after floors have been installed.
- Wall-to-wall carpeting must be removed before installing your new SureWood Chevron floor.
- Your installation will only be as good as the subfloor underneath. Installer/owner must take care to inspect and ensure subfloors meet the flooring conditions.

1) STRUCTURALLY SOUND

Nail or screw down the subfloor (plywood or OSB) if there are any loose areas. It is recommended to install vinyl floor over plywood, CDX, and/or concrete. Replace any water-damaged, swollen, or delaminated subfloor/underlayment.

2) LEVEL & FLAT

Avoid subfloors with excessive vertical movement. Use a straight edge or level, check to ensure the subfloors is within **3/16" in 10' radius** (5mm in 3m) or 1/8" in 6' radius (3mm in 2m). Use a cement-leveling compound that has strength no lower than 3000 p.s.i. to patch/fill any low areas. Follow the cement leveling-compound manufacturer's instruction to avoid overfill in deep voids.

3) CLEAN

Inspect to ensure the subfloor is free of any imperfections (nails or screw). Sweep or vacuum thoroughly to make sure there is no wax, paint spills, oil, debris, or anything that could impede adhesion to the subfloor.

4) DRY

Conduct appropriate moisture tests from several different areas of the subfloors and record readings. Subfloor moisture content must not exceed 4% for concrete or 12% for plywood/OSB. It is the responsibility of the installer/owner to verify and ensure the moisture contents are within the requirements prior to installation.

Vapour Barrier

Twelve Oaks recommends the use of a 6 mil CGSB vapour barrier on or below grade. This vapour barrier is mandatory over crawl spaces and when installed directly on concrete slabs.

Subfloors

PLYWOOD:

3/4" (19mm) CDX plywood subfloor is preferred, but minimum thickness of 5/8" is required. Check the entire subfloor is fastened down with proper fastener.

O.S.B.:

3/4" OR 23/32" stamped exterior grade is approved.

CONCRETE:

Allow a minimum of 60 days for new concrete to cure before installation. If moisture reading exceeds 4% from the concrete moisture test, conduct a calcium chloride test. Never install a vinyl floor when the calcium chloride test exceeds 8 lbs/1000 sf./24 hr. The pH level of concrete must register between 8 and 9.

The following tests are required for commercial application. Both tests should be performed prior to installation.

- Calcium Chloride Test (ASTM F 1869): Moisture less than 8 lbs/1000 sf./24 hrs.
- RH Level in concrete using In-situ Probes (ASTM F 2170-02): Between 85% and 93%.

OTHER:

SureWood Chevron floor can be installed over ceramic, Terrazzo, and other hard surfaces. It is the installer/owner's responsibility to ensure the surfaces are dry, clean, structurally sound, and level, as described in subfloor requirements.

RADIANT HEAT

When installing over radiant heat, precautions must be taken to ensure a gradual temperature change so that the SureWood Chevron flooring doesn't dry out too quickly. Prior to attempting installation over radiant heat, ambient and subfloor requirements must all be met. The heating system must be inspected by a qualified heating installer.

Twelve Oaks SureWood Chevron floors can be installed over hydronic or electric radiant heating systems provided that the subfloor surface does not exceed 85°F (or 29°C) at any point in time. The temperature in the room(s) must be kept at 65-80 °F (18-27 °C), and relative humidity be kept at 35-55% for 48 hours, before, during, and 48 hours after the installation. Thereafter, the temperature should be gradually increased by no more than 5°F (or 2.8°C) per day to the desired setting.

NOTE: Warranty will be voided if an improper installation over radiant heat system is demonstrated.

PREPARATION

Remove existing carpet, baseboards, moldings (if applicable), wall-base, and thresholds. Undercut all door castings with a hand or power jam saw using a scrap piece of floor plank as a guide. Ensure doors can still open and close after installing the floor (leave a minimum of 3/8" or 1cm clearance).

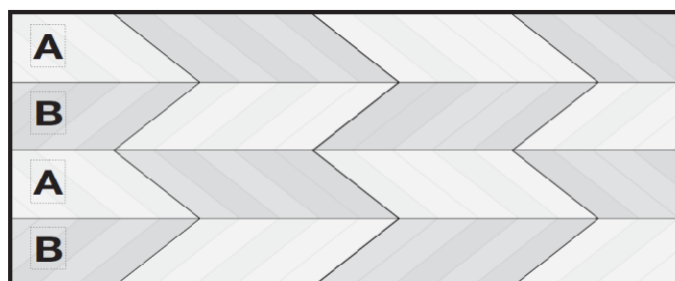
For a more realistic look, be sure to blend the planks from several cartons to ensure a good mixture of pattern throughout the install. Always stagger planks 8" between end joints of adjacent plank rows for aesthetic and structural stability purposes. Avoid "H" patterns and other discernible patterns in adjacent rows. Discard any pieces shorter than 8" at the end of any row.

INSTALLATION

IMPORTANT

- A minimum of 1/4" (6 mm) expansion/contraction gap must be provided wherever the floor meets a vertical rise. This includes pipes, fireplaces, and even screws. These gaps may be covered by a moulding that is not fixed to the floor but to the wall. Transitions must be installed when the floor will exceed 40' (12 meters) in any direction.
- Flushmount Stair Nose: The proper adhesive for gluing down a flushmount stair nose is a premium, PL-type, construction grade adhesive. Follow the manufacturer's recommended procedure for the adhesive. Care must be taken not to apply this adhesive onto the surface of the flooring, as it is very difficult to remove. The flooring material must be fully adhered to the subfloor an additional 1'ft beyond the flushmount stair nose. Please note, all other vertical obstructions in the room must have the recommended 1/4" (6.3mm) expansion gap.
- Kitchen Cabinets and Islands: Kitchen cabinets and islands can be installed on top of SureWood click floating floors providing all other areas of the installation have a minimum 1/4" (6mm) expansion gap. It is not recommended to have kitchen cabinets/island installed on top of the floor in conjunction with a flushmount stair nose in the same room.
- If installed in a high-moisture space (i.e. kitchen, bathroom), it is mandatory to use silicone to seal the expansion gaps.
- You can walk on your new SureWood Chevron floor immediately after installed. Clean and maintain per *Care and Maintenance* instructions.

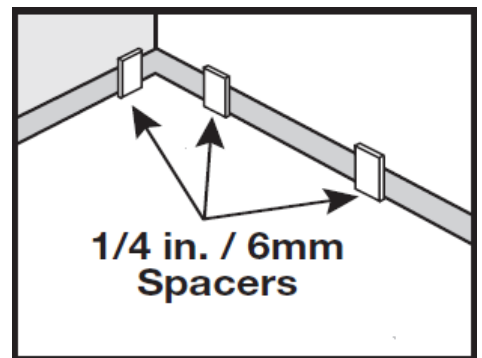
Pattern



SET SPACERS

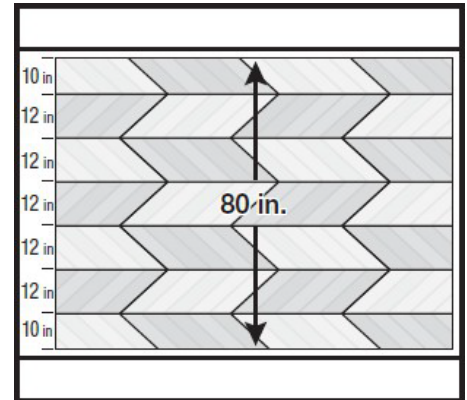
1. Set spacers around the perimeter of the subfloor allowing a 1/4" gap. (This gives room for movement or expansion of the flooring). Spacers should remain until installation is complete.

2. Installation should start in a left-hand corner with the tongue facing the wall



BALANCE THE LAYOUT OF THE ROOM

3. Determine the direction the chevron planks will be installed lengthwise. Divide the width of the room by the width of one plank (12"). The result is the number of rows of planks you will have. If one row is less than one full plank, you will split the difference and trim the first and last rows. This will center/balance the chevron pattern



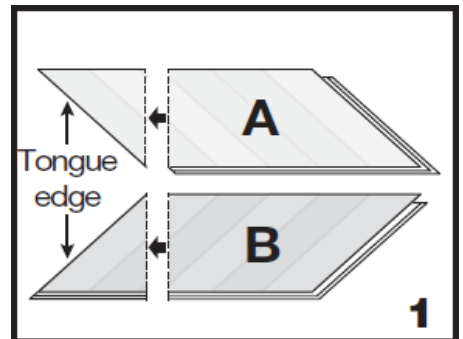
PREPARING AND INSTALLING YOUR FLOOR

4. Separate the two different types of planks, mixing planks from different boxes.

- "A" planks have inkjet printing code "A" in the groove.
- "B" planks have inkjet printing code "B" in the groove.

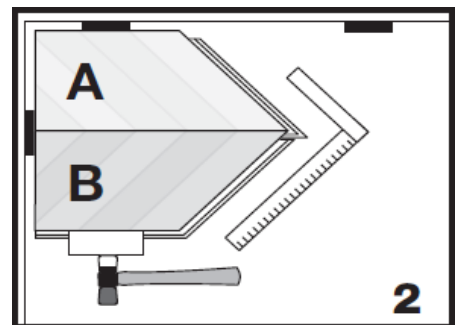
5. Take a full A and B plank and remove the 45° angle from the tongue edge of both planks.

- If the two starting walls are not perfectly square, you may need to remove more from the starting planks



6. Starting in the left corner of the room, place the A plank with long tongue edge against the spacers along the starting wall. Interlock planks A and B by interlocking the tongue of B with the groove of A.

- After joining the planks, ensure the planks are properly aligned. The points of the planks should create a 90° angle. You can use 90° square to check the angle/ alignment.

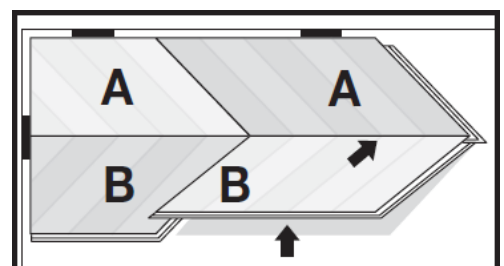


7. Once the planks are properly placed, tap the joint with a soft-faced hammer and, using a tapping block, tap along the straight edge to close any gaps.

8. Continue the installation repeating the steps of squaring and closing joints until all full-size planks are installed in the first two rows.

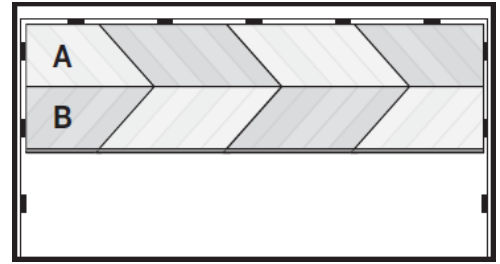
- All of the first row (along the wall) will be A planks, the second row will be B planks.

9. It is key that the points are precisely aligned (forming 90° angles) throughout the installation.



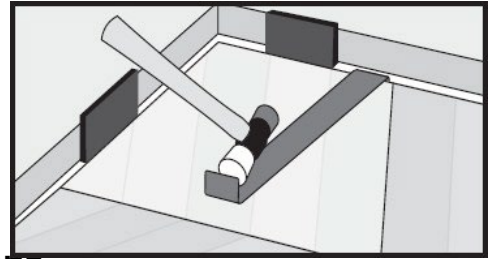
10. Once all full-length planks have been installed in the first two rows, cut the last two planks to fit, maintaining the expansion gap created by the spacers.

- If you have a small triangular shaped piece, less than 6", we recommend you apply a small amount of "instant glue" in the groove edge of the plank.



11. Repeat the above steps until you reach the last row.

12. To install the final row, trim the planks to the appropriate width, if needed. Start placing the planks along the wall and use a pull bar to lock the long edges together. (Continue to only use the soft-faced hammer on the short edges).



Flooring Flush Mount Stair Nose Installation Instructions

Introduction

This installation guide provides step-by-step instructions for the proper installation of flush mount stair nosing, ensuring a seamless and durable finish for your stairwell. Please follow the instructions carefully to achieve the best results.

Preparation

- 1. Surface Preparation:**
 - Begin by ensuring the area where the stair nose will be installed is completely free of dirt and debris. This is crucial for a clean installation.
 - Sand or scarifly the back of the stair nose as well as the area of installation to create a rough surface. This roughness is essential for ensuring a strong adhesive bond.
- 2. Adhesive Selection:**
 - For the installation of the stair nose, use a hard-set adhesive. We recommend using PL Premium for the stair nose because of its strong bonding capabilities and durability.
 - Apply a 2-foot band of flooring adhesive below the flooring adjacent to where the stair nose will be placed. This ensures stability and prevents movement.

Installation

- 1. Adhering the Stair Nose:**
 - Position the stair nose carefully at the intended location. Press firmly to ensure it is seated properly on the adhesive.
 - Some installers opt to pin nail the nosing to the floor to secure it in place while the adhesive cures. This is an optional step but can be beneficial for maintaining alignment.
- 2. Finishing Touches:**
 - After the stair nose is installed, inspect for any voids or gaps. Use a color-matching caulking to fill in these voids, ensuring a seamless appearance.
 - Allow the adhesive to cure fully according to the manufacturer's instructions before subjecting the stair nose to any weight or stress.

Conclusion

By following these detailed instructions, you will ensure a professional and durable installation of your flooring flush mount stair nose. Regular maintenance and immediate repair of any damage will prolong the life and beauty of your installation. If you have any doubts or require further assistance, consult with a flooring installation professional.

THREE SEASONS HOMES

SureWood Chevron plank or tile can be installed in spaces with uncontrolled climate, in the case of a 3-season home. The temperature in the room(s) must be kept at 65-80°F (18-27°C), and relative humidity be kept at 35-55% for 48 hours, before, during, and after installation. The room(s) must be enclosed with no exposure to the elements or direct sunlight for extended period. The products must not be exposed to extreme cold (beneath 0°F /-15 °C) or extreme heat (above 140 °F/60 °C) at any point. Any deviation from these temperatures or improper installation may damage the product(s) and would void any warranty.

CLEANING

Caring for your SureWood Chevron floor has never been easier. Twelve Oaks takes every effort to make our floor a "minimal maintenance" floor. Routine vacuuming, sweeping, and/or dust mopping is usually sufficient to keep the floor clean.

Though SureWood Chevron floors are not susceptible to moisture damage, excessive moisture in subfloor can encourage mould and mildew growth. Therefore, we recommend cleaning up spills immediately, and damp mop the floor periodically using appropriate cleaners. Ask your local Twelve Oaks flooring dealer for recommendations. Twelve Oaks declines any responsibility for product failure resulting from or connected to improper cleaning or maintenance of the floor.

If you are unsure of how to properly maintain your floor, please visit our website for more information at www.twelveoaks.ca.

PROTECTION

Even though our SureWood Chevron floors designed to withstand moderate to heavy residential traffic and light commercial traffic, it is still required to use mats at entrances to keep dirt and moisture from being tracked inside. Use weight-bearing, non-staining floor protectors, such as felt pads, under all furnishings. We recommend replace plastic casters with wide rubber or soft polyurethane caster. Frequently check and replace any damaged protector/caster so it does not scratch/mark the floor.

Pets' nails should be trimmed and cleaned on a regular basis, to prevent from marking the floor.

Keep your floor protected from direct or extreme. UV rays over time can cause your floor to fade at an accelerated rate. A combination of heat and prolonged exposure from direct sunlight or intense lighting can cause your floors to change color or even move undesirably. SureWood Chevron products are fade resistant, but gradual color changes should still be expected.