



INSTALLATION INSTRUCTIONS

Before You Begin:

Smith & Fong PlybooStrand bamboo flooring is all quality inspected before packing and shipping. Nevertheless, a final jobsite inspection of your flooring should be performed for grade, color and finish. If you find an irregularity, please contact Smith & Fong immediately and refrain from any attempt to install the affected flooring. We will not accept responsibility for flooring installed with visible or known defects.

Getting Started:

Unless otherwise stated in this installation instruction or other communication from Smith & Fong, all installation procedures should follow the National Wood Flooring Association's (NWFA) installation guidelines as appropriate to the specific installation and site. Smith & Fong has been a member of the National Wood Flooring Association since 1993 and strongly encourages installers to stay up to date on the latest installation procedures and available products. We also strongly recommend the ownership and use of a hand-held moisture meter.

Jobsite Requirements:

Prior to installation of any flooring, the installer must ensure that the jobsite and subfloor meet the requirements of these instructions and are compatible with industry standards. Smith & Fong is not responsible for any floor failure or defect resulting from unsatisfactory jobsite and/or subfloor conditions. Room temperature and humidity of installation area should be consistent with normal, year-round living conditions for at least a week before installation. Room temperature of 50-75 degrees F and humidity range of 35-65% is recommended. Extreme temperature and humidity swings can cause problems for your floor. Store your PlybooStrand flooring at the installation site for at least 72 hours before installation to allow the flooring to adjust to ambient conditions, including room temperature and humidity. Do not store directly on concrete or near outside walls. Open the boxes, remove any plastic wrapping and spread the flooring to and let it breathe. Note that this floor may not be acceptable for bathroom installations due to excessive moisture associated with such environments.

Radiant heated subfloors

To prevent radiant floor heating systems from altering product performance, please consider the following recommendations. Follow the instructions of the heating system manufacturer carefully, and make sure that the subfloor surface temperature is even and does not exceed 75 °F. Hot or cold spots within the system alter floor performance.

The heating system should be operational and running for a minimum of 14 days prior to installation of the flooring. Three to four days prior to installation, the system should be reduced or shut off. At the time of installation, the subfloor should be between 62 - 68 °F, or as recommended by the heating system manufacturer.

The radiant heat setting should be adjusted gradually, at increments of 5 °F and not exceeding an overall temperature of 75 °F. Heat settings should not vary more than 15 °F seasonally.

Acceptable Subfloor types:

- Plywood or OSB 3/4"
- Concrete slab
- Existing wood floor 3/4" or greater

Subfloor must be:

- Structurally sound
- Prep: Thoroughly swept and clean all debris and loose material from the subfloor surface
- Level: Flat to 3/16" per 10-foot radius
- Dry: Subfloor must be dry year-round. Moisture content of wood subfloor must not exceed 12%; concrete moisture content must not exceed 3lbs. as tested using the calcium chloride method.

Moisture Control:

If the moisture content in a concrete slab exceeds 3lbs., or dry conditions cannot be confirmed year around, a moisture vapor protection system must be utilized. Any failure to observe this requirement will be grounds for denial of coverage under the Smith & Fong Limited Warranty applicable to this product.

New concrete must be fully cured, at least 60 days. If not level, grind down high spots and fill low spots with leveling compound. Must be flat to 3/16" per 10 foot radius. **Do not install on concrete unless you are sure it stays dry year-round.** All concrete must be tested for moisture using a calcium chloride test kit including (e.g. ASTM F1869-98, or other suitable and comparable industry standard) and following the test kit manufacturer's recommended procedures. Follow all NWFA installation requirements as they relate to moisture and moisture abatement. Wood subfloors must be dry and well secured. Nail or screw every 6" along joists to avoid squeaking. If not level, sand down high spots and fill low spots with an underlayment patch.

Further Notes:

PlybooStrand flooring should be the last product installed on any new construction or remodel project. In the event that your floor is not the last product installed at a job site, you must protect the floor during continued construction.

Never apply tape directly to the floor surface. This includes 3M Scotch-Blue Painter's tape, #2080 and #2090. We recommend highly that when using protective paper that seams should be overlapped and taped to each other, not to the flooring surface itself. If the paper needs to be secured so that it does not move, tape the paper to the base trim work at the perimeter of the room.

Methods of Installation:

Nail Down Installation – 9/16" flooring:

Strand bamboo is a very dense and hard material. More pressure will be needed to drive a cleat or staple. Test and adjust your gun and pressure before proceeding with your installation. Follow all NWFA installation procedures and guidelines for a nail down installation.

Glue-Down Installation – 3/8" and 9/16" Flooring:

Strand bamboo works well in a glue-down installation application. Follow all NWFA installation procedures and guidelines for a glue-down flooring. Also read and follow all adhesive manufacturer's recommendation for proper use of their product. Bostik's Best Urethane Adhesive, Bostik's TKO, Mapei's EcoBond 980 or 990, DriTac's 7500 Premium EcoUrethane, and W.F. Taylor's MS-Plus are good products. Read adhesive instructions carefully for proper trowel size and adhesive set time. Never use the "wet lay" or "loose lay" method of installing. (This is when you install the flooring immediately after spreading adhesive.) This method can trap moisture under the floor and can cause the floor to warp or cup after installation.

Finishing the job

For Unfinished Floors:

Strand bamboo is harder than most other hardwoods as well as other bamboo products and this should be noted when sanding. Seal, stain and finish as other hardwood flooring. All quality finishes work well with PlybooStrand, but always remember to test a small area to confirm expected results.

Cleaning and Maintenance:

The maintenance program for PlybooStrand flooring is designed to be user friendly. The latest advances in urethane technology are used in our manufacturing process to help improve product performance and ease of maintenance. The following simple steps should at least be used to ensure the best performance and appearance. The use of other products like wax, water or oil soaps should be avoided and use of any such products is at your own risk.

After your floor has been installed, floor protectors should be placed under the legs of chairs and tables. Doors leading to the outside should have floor mats placed both inside and out. Your floor should be cleaned weekly with the use of a suction vacuum (but avoid any abrasive rotary brush vacuum) to remove grit and debris from the surface of the flooring. Higher traffic floors may require more frequent cleaning to keep floor free of grit and abrasive debris that can damage your floor and finish. We encourage cleaning products manufactured by Basic Coatings or other similar products made by quality providers. These hardwood floor cleaning products will remove minor scuffs and foot traffic film with an odorless VOC compliant product. The use of this product should not create future maintenance issues if and when re-coating the floor becomes necessary.

Refinishing:

When refinishing is necessary, and the floor has been maintained properly, a floor with a site-applied finish or a factory finish can be recoated by a process of cleaning, light abrasion, and reapplication of an appropriate finish product. Always follow instructions included with the finish system you have selected. When top coating an existing finish, always do a test area to confirm suitability and performance for your particular application, and specifically to assure proper adhesion between the finish and topcoat layers. If a full removal of the finish is required, the floor can be sanded to wood and a new finish system can be applied.

LIMITED WARRANTY FOR SMITH & FONG FLOORING PRODUCTS

Smith & Fong Company ("Smith & Fong," "We," and "Our") extends this Warranty to the original purchaser ("You" and its related forms) of Smith & Fong flooring products. **ANY FAILURE TO FOLLOW OUR INSTALLATION AND MAINTENANCE GUIDE, INDUSTRY INSTALLATION STANDARDS OR PROCEDURES, OR THE WARRANTY TERMS SPECIFIED BELOW, WILL VOID ANY COVERAGE WHICH MIGHT OTHERWISE BE AVAILABLE UNDER THIS WARRANTY.** This Warranty gives You specific legal rights, and You may have other rights which vary from state to state.

(1) Warranty Coverage: Our flooring products are free from defects in manufacturing, lamination, and milling, and will remain free from such defects during the applicable Warranty Periods. Our flooring products are structurally sound for ordinary usage during normal moisture changes and are protected by a quality finish which will not wear through to, or separate from, the underlying flooring during the applicable Warranty Periods.

(2) Disclaimer of Implied Warranties: The terms of this Warranty provide the exclusive and sole remedy available to You. This Warranty supersedes any other representations and, to the full extent permissible by applicable state and federal laws, We specifically **DISCLAIM ALL OTHER WARRANTIES, INCLUDING ANY WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR ANY WARRANTIES ALLEGED TO ARISE FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.** In no event shall any implied warranty imposed by operation of law exceed the shortest applicable Warranty Period under this Warranty or imposed by operation of law. Some states do not allow the exclusion or limitation of implied warranties, so the above limitation or exclusion may not apply to You.

(3) Warranty Periods: Warranty Periods are calculated from the date of purchase. Separate Warranty Periods are provided for fit and finish as follows:

Twenty-five years for manufacturing, lamination, and milling.

Fifteen years on finish for all engineered floating floors that are installed in residential locations and are exposed to ordinary household usage.

Fifteen years on finish for all other flooring products that are installed in residential locations and are exposed to normal household usage.

Ten years on finish for any flooring product installed in commercial locations, including any flooring product exposed to any usage other than ordinary residential or household usage.

(4) Warranty Terms: Smith & Fong flooring products must be installed in strict adherence to Our Installation and Maintenance Guide, including installation over a subfloor conforming to Our specifications. Installed floors must not be exposed to extreme variations in heat, humidity, moisture or dryness (including water saturation caused by wet mopping), or any other sources of extreme moisture, or changes in ambient moisture, humidity, or temperature including installation over improperly used or functioning radiant floor heating systems. Any alteration or repair that is not previously authorized by Smith & Fong will void this Warranty. No Warranty Coverage is provided for ordinary wear and tear, including surface scratches, reduction in the shine of the finish, impact damage, wear and tear from heavy furniture or equipment installed or used without providing adequate protection to the installed floor, any surface damage caused by failure to follow ordinary maintenance procedures, or any other damages caused by spiked heel shoes, pet claws, or abrasives, including sand or pebbles. No Warranty Coverage is provided for variations in color, grain, or markings which are ordinary to natural products or which develop over time because of natural processes such as variant exposure to sunlight. Any damage caused during shipping is the responsibility of the shipping company and is not covered under this Warranty. Any damage to the installed flooring due to earth movement or settlement of the structure where the floor is installed, as well as any damage caused by natural events or acts of God, are not covered under this Warranty.

(5) Warranty Claims: If Our flooring products do not conform to the terms of this Warranty, You must notify Smith & Fong in writing at the following address: 475 6th Street, San Francisco, CA, 94103. **YOU MUST PROVIDE WRITTEN NOTICE OF YOUR CLAIM WITHIN THIRTY DAYS OF WHEN YOU DISCOVERED THE DEFECT, OR WHEN YOU SHOULD HAVE DISCOVERED THE DEFECT IN THE ORDINARY EXERCISE OF DUE CARE.** You must provide Smith & Fong with a reasonable opportunity to inspect the installed flooring, or to examine the defective or nonconforming flooring, before You undertake any repair, removal, or replacement of the flooring. Your failure to comply with the requirements of this paragraph will void your Warranty Coverage.

(6) Warranty Remedies: Following notice of any defect in the flooring and submission of a Warranty Claim by You, Smith & Fong, at its sole option and discretion, shall repair any nonconforming or defective flooring, or planks of flooring, provide conforming flooring or planks of flooring to replace any nonconforming or defective flooring or planks of flooring, refund the purchase price of the flooring or planks of flooring, or refund the percentage of the purchase price for the nonconforming flooring or planks of flooring equal to the percentage of the Warranty Period remaining when You notified Smith & Fong of the defect. In no event shall Smith & Fong be liable for any cost or damages associated with the removal or reinstallation of the flooring, or the cost of moving any fixtures or items of furniture.

(7) Exclusion of Incidental and Consequential Damages: IN NO EVENT SHALL SMITH & FONG BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ALLEGED TO ARISE UNDER THIS WARRANTY, OR ALLEGED TO BE OWING DUE TO THE FAILURE TO DELIVER GOODS, OR FROM ANY USE, MISUSE, OR INABILITY TO USE THE PRODUCT DUE TO DEFECTS IN THE PRODUCT. IN NO EVENT SHALL SMITH & FONG'S LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCTS. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to You. 20101001