

CRAFT INSTALLATION INSTRUCTIONS

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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

CRAFT Cardboard Box

(FSC Certified cardboard, from recycled material)

Flatten cardboard boxes and spread them out to protect the floor after installation. Be careful not to tape the cardboard directly to the floor!

Edge Protectors

(Recycled kraft paper/hard paper board)

Can be used to protect any easily damaged edges or corners on a jobsite throughout the construction process.

CRAFT Protective Paper Sheets

(Used to protect the floor's finish while inside the box – made from recycled paper)

Can be used on the jobsite, in a workshop or kitchen to clean up spills, etc.

Stretch Wrap and Inside Plastic Wrap

(Stretch Wrap: LLDPE – Linear low-density Polyethylene)

(Inside Plastic Wrap: LDPE – Low-density Polyethylene)

Get creative! The 30" x 96" sheets can be used to protect surfaces on a job-site during painting, etc.

Plastic Strapping

(Used on boxes and pallets: PP – Polypropylene)

By using poly strapping tensioners and strapping seals, the pallet strapping can be easily be reused.

Wood Pallet

(Made from 100% certified sustainable wood)

The pallet itself can be reused; at a minimum, the plywood can be removed and used elsewhere on a job-site.

Recycle



Cardboard Box

Cut away any cardboard covered with paint or other materials



Cardboard Box



Paper



LLDPE & LDPE – Plastic Wrap

DEPOT DROP-OFF

Take this to a store or depot that accepts plastic bags and wraps. Widely recycled



PP – Polypropylene

DEPOT DROP-OFF

Check local depots, varied acceptance



Clean Wood Waste

TRANSFER STATION

The pallet should be recycled together with other clean wood waste

CRAFT'S COMMITMENT to Homeowners and Project Managers

Creative At Home Inc., the exclusive manufacturer of CRAFT Artisan Wood Floors, is committed to providing homeowners and project managers with the best in wood flooring products. CRAFT takes great pride in every aspect of its business to ensure that the quality of every CRAFT floor exceeds expectations.

Wood floors are a product of nature and therefore exhibit natural variation and natural wood character. CRAFT's wood floors and accessories are manufactured in compliance with accepted industry standards, which permit a defect tolerance and grading tolerance not exceeding 5%.

CRAFT's wood floors are covered by a Limited Lifetime Structural Warranty that may be voided due to improper installation or failure to follow the instructions and recommendations provided herein, or through the use of inappropriate tools or materials.

RESPONSIBILITY of Homeowners, Project Managers and Installers



Refer to NFWA's comprehensive *Wood Flooring Installation Guidelines* document craftfloor.com/nwfa.pdf



On-site quality check and approval of the floor's wood grade, manufacturing quality, finish quality and stain colour **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 A CRAFT WOOD FLOOR.

Creative At Home Inc., the exclusive manufacturer of CRAFT Artisan Wood Floors, wants every customer to be completely satisfied with their new CRAFT floor. It is very important that the homeowner, project manager and/or installer inspect every board carefully before installation, because once a floor has been installed, it will be considered as having been accepted by the homeowner/project manager.

Prior to installation, the installer and homeowner/project manager must make sure that every subfloor inspection and pre-installation requirement listed in this guide is satisfactorily met or exceeds minimal specifications. Before installing a CRAFT 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 NFWA Wood Flooring Installation Guidelines document found at craftfloor.com/nwfa.pdf. **CRAFT strongly recommends that the homeowner/project manager be present during the installation of the first few boxes so that they can confirm their approval prior to full installation.**

On-site quality check and approval of the floor's wood grade, manufacturing quality, finish quality and stain colour **BEFORE INSTALLATION**, remains the joint responsibility of the homeowner/project manager and the installer, even if the homeowner/project manager is absent at the time of installation. The installer must exercise sound judgment before and during the installation. It is the responsibility of the installer to inspect each piece and to report any possible quality issues or discrepancies in appearance to their dealer, or directly to CRAFT, before installation. If a board does contain a minor defect or imperfection, simply cut off the flawed piece and discard it, or use it in a closet or another hidden place. **Once installed, every board is considered as having been accepted by the homeowner/project manager.**



REFERENCE to NWFA Wood Flooring Installation Guidelines



CRAFT recommends the *NWFA Installation Guidelines* as a complete and current compendium for all aspects of wood flooring installation
craftfloor.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.

CRAFT 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 CRAFT 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 a CRAFT floor.

CRAFT is a member of the NWFA, and the NWFA has granted CRAFT permission to make reference to its Wood Flooring Installation Guidelines. CRAFT 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.



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THINGS TO KNOW about a CRAFT floor

- ❶ All of CRAFT's floors are suitable for residential and light commercial applications, including installations on floors, walls and ceilings.
 - Please note that the standard box length is 8'.
 - All 8' boxes contain a mixture of plank lengths ranging from 1' to 8'. Planks DO NOT come in true random lengths, but rather our selection of fixed standard lengths
 - LongCRAFT boxes contain only one length: ALL boards are 10' in length.
 - LongCRAFT boards should be placed strategically. Use LongCRAFT boards in areas where the beauty of the 10' length will add to the overall appearance of the floor.
 - NOTE:** When lengths are stated within this document, they are stated as nominal lengths. The actual lengths occur in 300mm increments. Thus, a 2' board is actually 600mm in length; a 3' board is actually 900mm in length, etc.
- ❷ All 1' boards have a removable sticker applied to encourage the installer to use them as starter boards, under cabinets, or in small spaces, **and NOT in the center of the floor.**
 - Utilize a minimum of 4 cartons at a time and rack out the floor before fastening or gluing-down to randomly distribute length, grain and colour variances. Avoid clusters of light or dark colours. Also avoid the creation of discernible patterns such as "H" joints or "steps". Following these recommendations will ensure a beautiful blend of lengths and colour distribution.**
- ❸ In order to achieve a true random length appearance, it is highly recommended to "randomize" the length of the starter piece of each new run. This will help avoid a fixed-length pattern of end joints in the floor.
- ❹ CRAFT's flooring and accessories are manufactured in compliance with accepted industry standards (NWFA), which permit a defect tolerance and grading tolerance not exceeding 5%.
 - Once installed, every board is considered as having been accepted by the homeowner/project manager.
 - After installation, it is important to use a protective covering so that the surface of the floor can remain protected until the final cleaning prior to the new occupants take possession. Tape the sheets of flooring protection together and position in place, but **do NOT tape directly to the finished flooring.** Any type of tape can damage the surface of a urethane finished floor, and therefore must always be prevented from coming into contact with the floor's surface.



IMPORTANT INFORMATION for Homeowners, Project Managers and Installers



Refer to NWFA's
comprehensive *Wood
Flooring Installation
Guidelines* document
craftfloor.com/nwfa.pdf

① Radiant Floor Heating Systems

Every CRAFT floor can be installed over radiant floor heating systems. To validate the warranty, the *Homeowner/Project Manager Responsibility Form* (page 21) must be completed and forwarded to hello@craftfloor.com prior to installation, and both NWFA's *Wood Flooring Installation Guidelines* and CRAFT's guidelines outlined herein (page 8 Sec. 3, page 17, and page 19 Sec. 3) must be followed when installing the floor.

For general, comprehensive NWFA information on radiant floor heating systems, learn more at craftfloor.com/nwfa-radiant.pdf

② Storage and Handling

IMPORTANT: Always store boxed flooring in a controlled environment that is as close to normal living conditions as possible. DO NOT store CRAFT's flooring in a garage or basement where the wood may be subjected to extreme temperatures and/or humidity changes. Damage to flooring caused by improper storage is not covered by CRAFT's warranty.

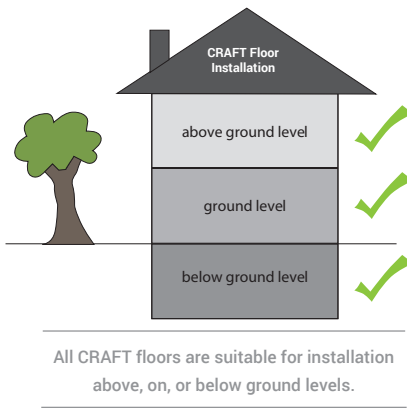
③ Care Throughout Installation

CRAFT's wood flooring can be installed on, above or below grade. Please refer to the *Application Techniques* chart (page 6) to determine suitable applications for CRAFT.

Prefinished wideplank wood floor installation requires more time and precaution than unfinished flooring. Handle each piece with care to avoid damaging the finish.



APPLICATION TECHNIQUES



APPLICATION:	Floating Installation			Fastener with Partial Glue-down Installation			Full Glue-down Installation					
	SUBSTRATE: Plywood, OSB or Concrete			Plywood or OSB			Concrete					
LOCATION:	Above Grade	Below Grade	On Grade	Above Grade	Below Grade	On Grade	Above Grade	Below Grade	On Grade	Above Grade	Below Grade	On Grade
All CRAFT floors are 5/8" thick DACS III Construction	7"	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
	8"	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

BEFORE Installation



Refer to NWFA's comprehensive **Jobsite Conditions and Preparation information** craftfloor.com/nwfa-jobsite.pdf

1 Site Preparation

To ensure a successful installation, attention must be paid to the jobsite conditions, with important requirements (see below) met.

Please refer to NWFA's comprehensive Jobsite Conditions and Preparation information as captured in the link in the left column for a thorough explanation of the jobsite requirements.

Wood floor installation should be the very last step of any construction or renovation project.

2 Evaluation of Jobsite Conditions

Before installation, inspect the jobsite thoroughly to determine if the jobsite conditions are acceptable.

Check the following:

- Flooring will not be exposed to excessive periods of extreme high or low levels of humidity.
- Crawl spaces are well cross-ventilated and the ground is 100% covered with 6 mil black poly and a minimum of 18" to the underside of the joists.
- Vents are located throughout the foundation (a minimum of two) and open year-round, with total openings equal to 1.5% of the square foot area of the crawl space. (Eg: a 1000 sq. ft. crawl space should have a total of 15 sq. ft of vent space.)
- The building is closed in, with outside windows and doors installed.
- All work involving water or moisture (plumbing, plaster/drywall, ceiling and wall finishes, painting, etc.) has been finished with enough time to allow complete drying prior to installation of the flooring.
- Exterior grading is complete and is sloping away from the building. Gutters and downspouts are in place and directing water away from the foundation.
- Prior to installation, the heating system has been operational for one week, continually maintaining a minimum temperature of 22°C (72°F).
- Relative humidity (RH) must be 30–50%.
- Evaluate and record the jobsite conditions. Multiple measurements of the following conditions (taken from various locations) must be taken and recorded for future reference: subfloor moisture content (MC), wood flooring MC, relative humidity (RH) and room temperature.



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SUBFLOOR PREPARATION



For comprehensive
Wood Subfloor
information, visit
craftfloor.com/nwfa-wood.pdf

1 Installation Over Wood Subfloors

- Any wood subfloor must be within a 2% difference of the CRAFT floor's moisture content (MC). The wood subfloor MC must not exceed 12% before delivery of the flooring. Subfloor MC above recommended levels could cause moisture-related problems after installation. If the MC reading is too high, postpone delivery and installation of material. Locate the source of the moisture and correct if needed. Raise heat and increase ventilation until proper conditions are met.
- Installation of a CRAFT floor requires a minimum of $\frac{5}{8}$ " (16 mm) plywood, or $\frac{3}{4}$ " (19 mm) approved OSB chipboard subfloor, if installed over 16" (406 mm) centre-to-centre joist sub-structure.
- Particleboard is not an approved subfloor.
- The entire wood subfloor must be securely fastened down to joists to prevent any movement or squeaks prior to flooring installation. Thoroughly inspect and replace existing sections of subfloor that show any evidence of water damage or structural weakness.
- The entire subfloor surface should be as level as possible and should not vary more than $\frac{3}{16}$ " (5 mm) within a 10' (3 m) radius. If necessary, flatten down any irregularities and fill any uneven spots with leveling compound.
- A CRAFT floor should be installed perpendicular to the direction of the joists. If it is necessary to install parallel to the joists, an additional layer of $\frac{1}{2}$ " plywood must be used.
- Prior to installation, remove all baseboards, base mouldings, shoe mouldings, doorway thresholds, etc.
- If required, undercut all doorjamb.
- Just before installation, remove any debris or obstacles such as cleat nail heads, dried glue and/or any other material, and then vacuum.

2 Installation Over Concrete Subfloors

- Concrete should be a minimum of 45 days old prior to any testing being conducted.
- Measure the moisture content of the concrete. The moisture must not exceed 4%. For calcium chloride testing, the results must not exceed 3 lbs/1,000 square feet/24 hour period. For relative humidity testing using in-situ probes, the results must be below 75% RH. If any for the readings are above these levels, it will be necessary to wait for further drying of the slab prior to installation..
- Concrete must be flat to within $\frac{3}{16}$ " (5 mm) over 10' (3 m). If height variances exceed this amount, grind down the high spots or fill the low spots with an appropriate floor leveling or patching compound.
- Prior to installation, any debris must be removed and the concrete subfloor thoroughly vacuumed.
- CRAFT strongly recommends using a proper, compatible adhesive as per the **CRAFT Recommended Adhesives Guide** (page 20) for concrete subfloors where the manufacturer offers a moisture barrier. Each adhesive manufacturer has their own specific requirements for subfloor preparation, and we recommend that the installer follow the adhesive manufacturer's instructions carefully for subfloor preparation, moisture testing, and installation so that all parties are covered by their warranties. Note that the product warranty as offered by Creative At Home does not cover the bond performance of any adhesive. Any failure in bond adhesion to the subfloor must be addressed by the adhesive manufacturer, and is not to be considered as a flooring manufacturing defect.



For comprehensive
Concrete Subfloors
information visit
craftfloor.com/nwfa-concrete.pdf



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SUBFLOOR PREPARATION

...continued

③ Additional Considerations For Radiant Floor Heating System Subfloor Preparation

- Prior to installation over concrete, sufficient time must be allowed for the slab to dry and cure (normally 45-60 days). Starting a radiant floor heating system embedded inside a concrete subfloor prior to it being cured could have a negative impact on the floor's structural integrity.
- For concrete subfloor systems, it is necessary to run the system prior to installation. The radiant heating system should be fully operational, turned on, and maintained at the normal and expected operating temperature, regardless of season, for a minimum of 5 days prior to delivery of any wood flooring. Keeping the system on helps force out moisture from the concrete or compound mix.
- Once the slab or subfloor is fully dried, turn the system off for 1-2 days prior to installation. The temperature of the subfloor cannot exceed 20°C (68°F) at installation time in order to prevent premature drying and skinning-over of the adhesive.

④ Once Site Conditions Have Been Met

- Have the flooring delivered to the jobsite.
- Distribute the flooring into the rooms where the installation will occur a minimum of 48 hours before the installation is set to begin.
- Allow the wood to acclimatize to the existing indoor conditions. At a minimum, open the ends of each box to allow direct exposure of the wood to the air. It is even better if each box can be fully opened in order to allow maximum airflow around the flooring during the acclimatization period.



INSTALLATION INSTRUCTIONS: Considerations for Herringbone and Chevron Flooring



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

① Specific Considerations and Instructions

- Installation guidelines for CRAFT herringbone and chevron flooring vary from the NWFA Guidelines in that the only method recommended for CRAFT is the **Full Glue-Down Installation Method (pages 12-13)**. **Only herringbone and chevron flooring installed by the Full Glue-Down Installation Method will be covered by the CRAFT 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 (pages 12-13)** for a summary of important considerations for installing CRAFT herringbone and chevron flooring.



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INSTALLATION INSTRUCTIONS: Fastener with Partial Glue-Down Installation Method (For products 7" and wider)



IMPORTANT INFORMATION



Apply the adhesive in
a pattern of 3 parallel
lines as illustrated:



Refer to NWFA's
comprehensive
guidelines on the
*Fastener with Partial
Glue-Down Installation
Method*: [craftfloor.com/
nwfa-fpgd.pdf](http://craftfloor.com/nwfa-fpgd.pdf)

1 Before beginning installation, ensure the site conditions described in preceding section have been met:

- Consult the *Application Techniques* chart (page 6) to confirm the correct installation method.
- Ensure the subfloor is suitable and properly prepared (page 7-8). Verify that the moisture content of both the subfloor and flooring is within allowable limits before commencing installation.
- Refer to the *CRAFT Recommended Adhesives Guide* (page 20) to select an adhesive product suitable for the installation.
- Have the flooring delivered into the rooms where the installation will occur a minimum of 48 hours before installation is to begin and open up each flooring box. This will allow the wood to acclimatize to the existing indoor conditions.

2 Basic Materials

- For CRAFT's 5/8" floors, use 1-1/2" 18 gauge cleats.
- Use one of the recommended adhesives as outlined in the *Fastener with Partial Glue Down Installation* section of the *CRAFT Recommended Adhesives Guide* (page 20). Carefully follow the adhesive manufacturer's recommendations.

3 Specific Considerations and Instructions

- When using a trigger-activated flooring nailer, the installer must either stand on the boards, or apply a downward pressure to the surface of each board (by weighting each board down) as they are being nailed. This will ensure the flooring does not lift away from the subfloor, causing unnecessary vertical movement or hollow noises.
- Apply the adhesive in a pattern of 3 parallel lines, running the entire length of each board, as per the drawing in the left column. The outside lines should be 1" - 1 1/2" (25mm - 38mm) from the edges of each board. Failure to use the correct gluing pattern could cause serious issues and will void the warranty.
- Use of Sika Construction Adhesive or any PL Brand adhesives is NOT PERMITTED and will void the warranty.
- The fastener spacing is 6" intervals along the length of each board, and 2"-3" from the end-joint of every board. There should be a minimum of 2 fasteners per board, including on 1' boards.
- Because of the variety of plank lengths, and the natural colour variation in wood flooring from piece to piece, open up and select from a minimum of 4 boxes at a time during installation to ensure a beautiful blend of shading and board pattern.
- Pre-select flooring boards that are a good match with any accessories to be installed, and lay aside until needed. This will ensure that the accessories will blend well with any adjoining boards.
- Please refer to the *Things To Know About A CRAFT Floor* section (page 4) for additional important information relevant to the successful installation of a CRAFT floor.
- Please refer to NWFA's comprehensive guidelines on the *Fastener with Partial Glue-Down Installation Method* as captured in the link in the left column for a thorough explanation of this method of installation.



**INSTALLATION
INSTRUCTIONS: Fastener
with Partial Glue-Down
Installation Method**
...continued

4 Additional Important Considerations

- Handle each piece of flooring with care to avoid damaging the finish.
- All jobsites must be kept clean throughout the installation process.
- Cut boards outside the room where the floor is being installed to avoid excessive dust and debris from getting on the new floor.
- When installing boards together, it is important to avoid having any of the glue applied to the backs of the boards getting into any of the grooves. This could result in the adhesive being forced through the seams and onto the surface, where problems can result if not immediately cleaned up.
- In the event that adhesive does get onto the floor's surface or in the bevel areas, clean up and fully remove IMMEDIATELY, prior to the adhesive drying (curing).
- Failure to clean up excess adhesive immediately, according to adhesive manufacturer's instructions, may cause irreparable damage to the floor's surface. Avoid excessive rubbing of the finish when removing any adhesive, as this action may burnish the finish, resulting in shiny spots on the floor which will only be repairable by replacing the affected boards.
- Cover installed portion of the floor with a breathable protective wrapping such as cardboard, Ram Board or equivalent floor protector. DO NOT cover the floor with non-porous material such as plastic or vinyl, as the adhesive needs proper ventilation to cure for a minimum time span of 24 hours.
- DO NOT fasten or tape floor protection directly to the floor surface.
- Never lay tools, toolboxes or nails on a new hardwood floor.
- Restrict traffic from other trades on the hardwood floor during and after installation.



INSTALLATION INSTRUCTIONS: Full Glue-Down Installation Method

1 Before beginning installation, ensure the site conditions described in preceding section have been met:

- Consult the *Application Techniques* chart (page 6) to confirm the correct installation method.
- Ensure the subfloor is suitable and properly prepared (page 7-8). Verify that the moisture content of both the subfloor and flooring is within allowable limits before commencing installation.
- Refer to the *CRAFT Recommended Adhesives Guide* (page 20) to select an adhesive product suitable for the installation.
- Have the flooring delivered into the rooms where the installation will occur a minimum of 48 hours before installation is to begin and open up each flooring box. This will allow the wood to acclimatize to the existing indoor conditions.

2 Basic Materials

- Use one of the recommended adhesives as outlined in the Full Glue-Down Installation section of the *CRAFT Recommended Adhesives Guide* (page 20). Carefully follow the adhesive manufacturer's recommendations.
- It is important to use the correct trowel as recommended by the adhesive manufacturer. Failure to use the correct trowel can result in serious issues and will void the warranty.

3 Specific Considerations and Instructions

- To keep the joints tight while the adhesive sets up (cures), strap the entire floor with ratcheting floor straps.
- When installing boards together, it is important to avoid having any of the glue applied to the backs of the boards getting into any of the grooves. This could result in the adhesive being forced through the seams and onto the surface, where problems can result if not immediately cleaned up.
- Because of the variety of plank lengths, and the natural colour variation in wood flooring from piece to piece, open up and select from a minimum of 4 boxes at a time during installation to ensure a beautiful blend of shading and board pattern.
- Pre-select flooring boards that are a good match with any accessories to be installed, and lay aside until needed. This will ensure that the accessories will blend well with any adjoining boards.
- Please refer to the *Things To Know About A CRAFT Floor* section (page 4) for additional important information relevant to the successful installation of a CRAFT floor.
- Please refer to NWFA's comprehensive guidelines on the *Full Glue-Down Installation Method* as captured in the link in the left column for a thorough explanation of this method of installation.



IMPORTANT INFORMATION



Refer to NWFA's comprehensive guidelines on the *Full Glue-Down Installation Method*:
craftfloor.com/nwfa-fgd.pdf



**INSTALLATION
INSTRUCTIONS:
Full Glue-Down
Installation Method**
...continued

4 Additional Important Considerations

- Handle each piece of flooring with care to avoid damaging the finish.
- All jobsites must be kept clean throughout the installation process.
- Cut boards outside the room where the floor is being installed to avoid excessive dust and debris from getting on the new floor.
- In the event that adhesive gets onto the floor's surface or in the bevel areas, clean up and fully remove IMMEDIATELY, prior to the adhesive drying (curing).
- Failure to clean up excess adhesive immediately, according to adhesive manufacturer's instructions, may cause irreparable damage to the floor's surface. Avoid excessive rubbing of the finish when removing any adhesive, as this action may burnish the finish, resulting in shiny spots on the floor which will only be repairable by replacing the affected boards.
- Cover installed portion of the floor with a breathable protective wrapping such as cardboard, Ram Board or equivalent floor protector. DO NOT cover the floor with non-porous material such as plastic or vinyl, as the adhesive needs proper ventilation to cure for a minimum time span of 24 hours.
- DO NOT fasten or tape floor protection directly to the floor surface.
- Never lay tools, toolboxes or nails on a new hardwood floor.
- Restrict traffic from other trades on the hardwood floor during and after installation.



INSTALLATION INSTRUCTIONS: Floating Installation Method



CRAFT products are not warranted against squeaking, popping or crackling when using floating installation methods. Some squeaking, popping or crackling is normal and possible when using floating installation methods. The occurrence of such noises may be aggravated in arid areas or during dry conditions.

1 Before beginning installation, ensure the site conditions described in preceding section have been met:

- Consult the *Application Techniques* chart (page 6) to confirm the correct installation method.
- Ensure the subfloor is suitable and properly prepared (page 7-8). Verify that the moisture content of both the subfloor and flooring is within allowable limits before commencing installation.
- Refer to the *CRAFT Recommended Adhesives Guide* (page 20) to select an adhesive product suitable for the installation.
- Have the flooring delivered into the rooms where the installation will occur a minimum of 48 hours before installation is to begin and open up each flooring box. This will allow the wood to acclimatize to the existing indoor conditions.

2 Basic Materials

- Use one of the recommended adhesives as outlined in the *Floating Installation* section of the *CRAFT Recommended Adhesives Guide* (page 20). Carefully follow the adhesive manufacturer's recommendations.

3 Specific Considerations and Instructions

- Apply adhesive in a 1/8" bead only to upper edge of groove portion of joint. Install and close joints using a hammer and tapping block.
- Always glue end joints together using the same adhesive.
- Never use a hammer directly on the tongue and groove as damage to the joint will result. ALWAYS USE A SUITABLE TAPPING BLOCK.
- To keep the joints tight while the adhesive sets up (cures), strap the entire floor with ratcheting floor straps.
- When installing boards together, it is important to avoid having any of the glue in the groove from getting forced through the seams and onto the surface, where problems can result if not immediately cleaned up.
- Because of the variety of plank lengths, and the natural colour variation in wood flooring from piece to piece, open up and select from a minimum of 4 boxes at a time during installation to ensure a beautiful blend of shading and board pattern.
- Pre-select flooring boards that are a good match with any accessories to be installed, and lay aside until needed. This will ensure that the accessories will blend well with any adjoining boards.
- Please refer to the *Things To Know About A CRAFT Floor* section (page 4) for additional important information relevant to the successful installation of a CRAFT floor.
- Please refer to NWFAs comprehensive guidelines on the *Floating Installation Method* as captured in the link in the left column for a thorough explanation of this method of installation.



IMPORTANT INFORMATION



Refer to NWFAs comprehensive guidelines on the *Floating Installation Method*: craftfloor.com/nwfa-f.pdf



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**INSTALLATION
INSTRUCTIONS:
Floating Installation Method**
...continued

4 Additional Important Considerations

- Handle each piece of flooring with care to avoid damaging the finish.
- All jobsites must be kept clean throughout the installation process.
- Cut boards outside the room where the floor is being installed to avoid excessive dust and debris from getting on the new floor.
- In the event that adhesive gets onto the floor's surface or in the bevel areas, clean up and fully remove IMMEDIATELY, prior to the adhesive drying (curing).
- Failure to clean up excess adhesive immediately, according to adhesive manufacturer's instructions, may cause irreparable damage to the floor's surface. Avoid excessive rubbing of the finish when removing any adhesive, as this action may burnish the finish, resulting in shiny spots on the floor which will only be repairable by replacing the affected boards.
- Cover installed portion of the floor with a breathable protective wrapping such as cardboard, Ram Board or equivalent floor protector. DO NOT cover the floor with non-porous material such as plastic or vinyl, as the adhesive needs proper ventilation to cure for a minimum time span of 24 hours.
- DO NOT fasten or tape floor protection directly to the floor surface.
- Never lay tools, toolboxes or nails on a new hardwood floor.
- Restrict traffic from other trades on the hardwood floor during and after installation.



COMPLETING THE INSTALLATION (Applicable to all 3 Installation Methods)



For comprehensive information on post-installation floor protection, please refer to NWFA guidelines craftfloor.com/nwfa-post.pdf

① Completing the Installation

- Restrict traffic on the floor as much as possible for the first 24 hours after installation. Avoid all furniture placement and moving any heavy objects onto the floor.
- Install moldings and transition pieces as required. Ensure baseboard moldings are applied to the wall, not the floor.
- Inspect the finished floor for nicks or minor gaps, and fill with matching colour wood putty. Touching up minor blemishes with stain markers or putty, as well using Color-Rite filler, is an acceptable form of repair within NWFA and CRAFT guidelines for small corner and side gaps.
- Unused material should be packaged up and left with the owner, and stored in a dry place in case future repairs are needed.

② 24 Hours After Installation

- Sweep or vacuum the floor, then clean with proper hardwood floor cleaner.
- For short term floor protection, use Ram Board or equivalent product. It is also recommended to re-use the cardboard boxes that the original product came in for the purpose of protecting the floor's surface.
- If a floor is to be covered beyond the very short term, caution should be taken to cover the floor completely, given that some wood species are light-sensitive, and thus uncovered areas may undergo some slight change of color. Care should be taken to use a covering material with a vapor permeance (perm rating) of 1 perm or more (tested in accordance with ASTM E-96) to avoid trapping moisture/vapor on or within the floor.
- DO NOT fasten floor protection directly to the wood floor surface.** When using sheets of material to protect the floor's surface, it is important to avoid having the tape used to join them together from coming into direct contact with the floor's finish. **When taping sheets together, tape them to each other, not to the floor.**
- Use plywood or hardboard when moving heavy appliances or furniture across the floor.
- Regular traffic on the floor and heavy furniture placement is now permissible.

POST INSTALLATION: Considerations for Radiant Floor and Electric Mat Heating Systems



For NWFA's comprehensive information on radiant floor heating system operation guidelines, refer to craftfloor.com/nwfa-radiant.pdf.

1 Considerations and Instructions for Radiant Floor Heating Systems

Every CRAFT floor is warranted for installation over radiant floor heating systems. To validate the warranty for an installation over a radiant floor heating system, the **Homeowner/Project Manager Responsibility Form** (page 20) must be completed and forwarded to hello@craftfloor.com prior to installation, and both NWFA's **Wood Flooring Installation Guidelines** and **CRAFT's guidelines** outlined herein (page 8 Sec. 3, and page 19 Sec. 3) must be followed when installing the floor.

For comprehensive NWFA information on radiant floor heating systems, learn more at craftfloor.com/nwfa-radiant.pdf

- Before starting a radiant floor heating system for the first time after a wood flooring installation, it is recommended to double-check that the **Radiant Floor Heating System Subfloor Preparation** process (page 8 Sec. 3) was properly performed. **Starting a radiant floor heating system where the concrete subfloor has not been properly cured will likely lead to irreparable damage to the wood flooring.**
- Before starting a radiant floor heating system for the first time (or for a system that has been turned off for a lengthy period), be sure to introduce gradual heating over the course of several days so that the wood floor can properly acclimate.**
- When turning a radiant floor heating system on or off, it is imperative to avoid increasing or reducing the temperature of the subfloor by more than 3°C (5°F) per day.
- 24-48 hours after the installation has been fully completed, gradually increase the temperature of the system by no more than 3°C (5°F) each day.
- It is essential to maintain a relative humidity of 30-50% throughout the year, and this is especially important when using radiant floor heating systems due to the dry heat that these systems create. If necessary, permanent and/or portable humidifiers must be employed to achieve and maintain the required ambient conditions.
- The heat produced by a radiant floor heating system must **NEVER** at any time exceed 29°C (85°F). Allowing the heat produced by a radiant floor heating system to exceed this temperature can severely damage any engineered wood floor.

2 Special Considerations for Electric Mat Heating Systems

Every CRAFT floor is warranted for installation over electric mat heating systems such as NuHeat, but this type of application does require some special attention. In order to validate the warranty for an installation over an electric mat heating system, the following requirements must be adhered to.

- A CRAFT floor must only be installed using the **Full Glue-Down Installation Method** (page 12-13).
- The electric mat system must be operational prior to hardwood being installed.
- The surface temperature must not exceed 80°F (26°C).
- Under floor wood temperature sensors must be installed.



CARE AND MAINTENANCE of a CRAFT floor

Homeowner Responsibility ~ Please Read Carefully

Every CRAFT floor is a premium quality, prefinished wood product that is built to exhibit superior stability and longevity - but it is not indestructible. Wood is a natural and organic material and can undergo irreparable damage if not treated properly and given periodic care and maintenance.

Once a CRAFT floor has been installed and started to be lived on by its new occupants, there are three very important considerations that must be observed: proper **cleaning, protection and humidity control**. Please carefully read and follow the guidelines below for proper care and maintenance, and to get the most enjoyment out of a CRAFT floor.

1 Cleaning a CRAFT floor

- It is extremely important to keep any wood floor clean and dry at all times.
- Since water is incompatible with any real wood floor, it is important to clean up any spills immediately! Wipe up with a soft dry cloth or very carefully remove with a wet/dry vacuum. Make sure to dry thoroughly without blasting heat directly on the surface.
- A CRAFT floor should be cleaned often, as part of the regular cleaning schedule. It is recommended to clean kitchen areas twice as often as other areas.
- If cleaning is done with a vacuum, use only a soft brush attachment. Use the vacuum to capture dirt and sand, and to clean out grooves and distressing marks. Be mindful to use a plastic attachment when vacuuming in corners and hard to reach areas, and to avoid scratches from any hard metal ends. **DO NOT** use a vacuum with a beater bar attachment as this can damage a CRAFT floor.
- If cleaning is done with a broom, sweep wood floors often with a soft, fine bristle broom, removing grit before it can scratch or mar the floor.
- For more thorough cleaning, use an all-purpose floor cleaning kit such as Bona Hardwood Floor Cleaner with Bona Hardwood Floor Mop, or equivalent that is NWFA approved. Clean as needed. **NEVER** use wax, oil-based detergent or any general-purpose household cleaner.
- DO NOT Wet Mop floors, or use Steam Cleaners on wood floors.** Water from wet mops or steam cleaners can seep down into the grooves and spaces between individual planks and can cause irreparable damage.
- Place entry mats outside exterior doors and absorbent floor mats inside at all entrance ways. This will keep dirt and moisture from being tracked inside and onto the floor. Shake out, wash and vacuum these mats regularly.
- Areas in front of sinks should have absorbent mats to catch any spills. If these mats become wet, shake out and hang up until completely dry before placing back on floor.

2 Protecting a CRAFT floor

- It is suggested that, wherever possible, shoes should be removed when entering a space with a CRAFT floor in order to minimize tracking in dirt on soles. This will also make for a more sanitary space overall. It is recommended to avoid wearing high heels, cleats, cowboy boots or work boots on any wood floor, as the concentrated heel pressure can leave indentations in the floor's surface.
- It is recommended to keep pet nails trimmed and to minimize active playing on wood floors in order to prevent scratching and dulling of the wood's finish.
- Felt pads or soft furniture protectors should be placed under all furniture. For office chairs, narrow gliders and hard casters can easily damage hardwood floors. It is recommended to switch to wide casters with soft, hardwood-friendly materials if possible.



Refer to NWFA's comprehensive information on wood floor cleaning, care and maintenance craftfloor.com/nwfa-care.pdf



CARE AND MAINTENANCE of a CRAFT floor ...continued

② Protecting a CRAFT floor ...continued

- When moving furniture, appliances or any heavy object across a hardwood floor, it is always recommended to pick up and move, rather than slide across the surface. Large appliances must always be moved only when there is sufficient protection covering the flooring – such as plywood – to protect the finish from scratching and wood from getting grooved or dented.
- It is recommended to elevate potted plants from the surface of the floor in order to avoid contact with moisture which can seep from ceramic pots and leave permanent marks, even on prefinished wood floors.
- Area rugs go very well with wood floors but must be regularly and thoroughly cleaned, both the top surface and underneath. Natural fabric rugs are considered to be the best. DO NOT use any rubber or plastic backed mats since moisture is easily trapped underneath, possibly resulting in irreparable damage to the woods surface. In sun-lit areas that receive constant exposure to bright sunlight, it is recommended to rotate area rugs occasionally in order to balance out any discoloration or fading caused by constant UV exposure.

③ Proper Humidity Control for a CRAFT floor

Wood flooring, even well engineered wood flooring, is prone to expansion and contraction when exposed to significant changes in ambient humidity. **In order to minimize the chance of any shrinkage or expansion of a CRAFT floor, it is highly recommended to use a suitable humidifier in arid climates, especially during the dry, winter months, and a suitable dehumidifier during the steamy summer months in extremely hot and humid climates.**

- In order to guarantee the continual stability of a CRAFT floor, it is necessary to maintain the recommended levels of temperature and humidity at all times, especially when the space in which a CRAFT floor is installed is not occupied for long periods of time.
- It is recommended to keep the spaces in which a CRAFT floor is installed at a constant temperature of 15–26° C (60–80°F).
- It is extremely important to keep the spaces in which a CRAFT floor is installed at a relative humidity within the range of 30–50%. Extended periods of relative humidity outside these ranges could result in irreparable damage to a CRAFT floor.
- It is highly recommended to purchase a good quality humidistat to monitor the relative humidity within any space that a CRAFT floor is installed, and if necessary, to purchase a humidifier or dehumidifier to help maintain the proper humidity levels throughout the changing of the seasons.
- It is important to be aware that, due to the fact that wood is a natural product that readily reacts to changes in relative humidity, it is expected that a small amount of gapping may occur as the environment in which a CRAFT floor is installed cycles through the seasons.



RECOMMENDED ADHESIVES GUIDE FOR CRAFT & URBANWOOD

ADHESIVE PRODUCT	CRAFT & URBANWOOD -APPROVED FOR:	CRAFT & URBANWOOD -APPROVED FOR:	CRAFT & URBANWOOD -APPROVED FOR:	Green Building Rating System	Greenguard® Gold	CRAFT & URBANWOOD -APPROVED FOR:
	Full Glue Down Installation Method	Fastener with Partial Glue Down Installation Method (In Cartridge/ Tube format)	Floating Installation Method	CREDIT ELIGIBLE (LEED® ETC.)	GGG® CERTIFIED TO HAVE LOW VOC's / EMISSIONS	Warmboard® Radiant Floor Heat
BONA	R850T	✓	✓		✓	✓
	R851	✓			✓	✓
BOSTIK	BEST	✓	✓		✓	✓
	BST	✓			✓	✓
	PROCURE	✓				✓
	EFA+	✓	✓		✓	✓
	VAPOUR LOCK	✓			✓	✓
	ULTRASET SINGLE STEP	✓	✓		✓	
	GREEN FORCE	✓	✓		✓	✓
	PRO-MSP	✓	✓		✓	✓
DECOBOND	18		✓			
MAPEI ULTRABOND ECO	Eco 907		✓			
	975	✓				✓
	980	✓			✓	✓
	985	✓			✓	
	995MB	✓			✓	
ROBERTS	1406		✓			
TITEBOND	2104		✓			
SIKABOND	T21	✓			✓	
	52 WF	✓	✓		✓	
	T55	✓			✓	✓
STAUF	SMP920	✓			✓	✓
	SMP925		✓		✓	✓
	SMP960	✓			✓	✓
	CBR970	✓			✓	✓
	PIC850	✓			✓	✓
	PUK455	✓			✓	✓
	PUM950	✓			✓	✓
	PUM955		✓		✓	✓
TGL810			✓	✓	✓	
TITEBOND	801	✓			✓	
	811	✓			✓	
	821	✓			✓	
	771	✓			✓	
	991	✓			✓	
	231	✓			✓	

OWNER RESPONSIBILITY ACKNOWLEDGEMENT

FOR OPERATING RADIANT FLOOR HEATING SYSTEMS WITH A CRAFT FLOOR



The homeowner or project manager must review, understand, sign, and submit the following important installation guidelines in order for the warranty to be validated.

In an effort to guarantee the highest level of customer satisfaction with a new CRAFT floor, Creative At Home feels it is imperative to ensure that homeowners and project managers who intend to install a CRAFT floor over a radiant floor heating system have as much knowledge as possible before installation is complete and they begin living on their new floor. **AS SUCH, CREATIVE AT HOME REQUIRES THAT THE HOMEOWNER OR PROJECT MANAGER REVIEW, UNDERSTAND, SIGN, AND SUBMIT THE FOLLOWING IMPORTANT INSTALLATION GUIDELINES IN ORDER FOR THE WARRANTY TO BE VALIDATED.**

Creative At Home feels it is imperative that the homeowner understands the installation process and operating protocols of their radiant floor heating system, as well as the specifics of maintaining proper ambient conditions at all times, in order to ensure optimal performance of their CRAFT floor. To download the complete CRAFT Installation Instructions, which also includes important care and maintenance information, visit craftfloor.com/resources.

The operation of a radiant floor heating system, especially when the floor covering is a real wood floor, requires more knowledge and a commitment to act responsibly than conventional heating systems. Below are some of the most important points.

- 1 It is imperative that relative humidity must be maintained between 30-50% throughout the year. If necessary, humidification and/or dehumidification equipment should be employed to achieve the required conditions.
- 2 The heat provided by the radiant floor heating system must never exceed 29°C (85°F) at the floors surface.
- 3 Before starting a radiant floor heating system for the first time (or for a system that has been turned off for a lengthy period), be sure to introduce gradual heating over the course of several days so that the wood can properly acclimate. When turning a radiant floor heating system on or off, it is imperative to avoid increasing or reducing the temperature of the subfloor by more than 3°C (5°F) per day.
- 4 Homeowners and project managers should understand and be willing to accept the fact that wood is a natural product and it is therefore possible that it may expand or contract with changes in temperature, relative humidity and changes in seasons. This may result in small amounts of gapping in width and/or length of some of the flooring boards. This is not to be thought of as a product defect.



For NWFA's comprehensive information on radiant floor heating system operation guidelines, refer to craftfloor.com/nwfa-radiant.pdf.

The CRAFT Product Warranty will be applicable as long as NWFA's *Wood Flooring Installation Guidelines* are followed, and the specific recommendations and instructions outlined in the *CRAFT Installation Instructions* – especially the guidelines relating to radiant floor heating systems – are properly followed before, during and after installation.

Please fill in the appropriate data, and then sign this form below, thus indicating you have read this ***Owner Responsibility Acknowledgement***, and that you agree to operate your radiant floor heating system as outlined above. Once signed, submit this form to hello@craftfloor.com (*Failure to do so may void the CRAFT Product Warranty for installations over radiant floor heating systems.*)

Name: _____ Product: _____

Site Address: _____

Builder / GC Name: _____ Square Footage: _____

Dealer Name: _____ Installer name: _____

Date of Purchase: _____ Date(s) of Install: _____

Homeowner Signature: _____

(PLEASE PRINT NAME AND DATE ABOVE)



CRAFT

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