



**DECKHOUSE**  
COLLECTION 



**NATIONAL**  
FLOORING PRODUCTS

# DECKHOUSE

## [850-860]

# COMPLETE TECHNICAL GUIDE

**TG09A**

**INSTALLATION | MAINTENANCE | WARRANTY**

For the most accurate and updated information please check our online version at [www.my-nfp.com](http://www.my-nfp.com).



# DECKHOUSE LAMINATE [850-860] INSTALLATION GUIDE

INSTALLATION | MAINTENANCE | WARRANTY



For the most up-to-date installation, maintenance, and warranty requirements, please visit [www.my-nfp.com](http://www.my-nfp.com). All warranties are based on installation and maintenance guides published on our website at the time of installation.

The intended end user and the installer should have a clear understanding of expectations of the color, installation, and layout of flooring. Carefully inspect the products before installation for any milling, dimensional, or visual defects. If the flooring supplied does not satisfy the customer, do not proceed with installation. The decision not to proceed must be made within the first 10% or 100 sq ft of the flooring boxes opened, whichever comes first. Open boxes exceeding this amount will not be eligible for return.

## [01] GENERAL JOBSITE/HOME CONDITION

### TO AVOID COSTLY INSTALLATION MISTAKES, ONLY INSTALL FLOORING IN ROOMS WITH ADEQUATE LIGHTING CONDITIONS.

Important: The requirements listed below are considered standard practices for the flooring industry and are required by most building codes. Following these simple guidelines will greatly extend the life of any fixture in the jobsite/home. Local building codes may vary and will prevail.

- It is the responsibility of the jobsite/homeowner's designated installer to inspect flooring prior to installation. Inspect every plank for inconsistency with the finish, texture, milling, color, graining, tongue and groove integrity and dimensions. Also, check the suitability of the flooring product to its environment. Flooring products installed with pre-existing defects or that were incorrectly acclimated CANNOT be claimed after installation.
- Verify there are enough materials to complete the job with a minimum of 2% extra for future plank replacements.
- Allow a minimum of 5% waste for culling, shipping damage, and on-the-job waste.
- If there is a crawl space, make sure there is at least 18" clearance from the dirt to the bottom of the beams. Remove all cardboard from the concrete walls, pillars, and footings, as it will trap and hold moisture. The entire crawl space must be covered with a minimum of 6 MIL plastic (puncture resistant) with all seams overlapped 18" and fully sealed with a moisture proof tape.
- To prevent excessive moisture buildup, all crawl spaces must have a minimum of 1.5 square feet of ventilation for every 100 square feet of crawl space at the exterior of the house for cross ventilation, or an air exchanger will be needed. It may be necessary to install temperature/humidity activated exhaust fans to create air movement in the crawl space.
- Drainage from roofs, rain gutters, and other sources of moisture around the jobsite/home must be directed away from the site.
- All exterior doors, windows, drywall, painting, and venting must be properly installed prior to the delivery of the flooring to the jobsite/home. Do not store material in exterior sheds, garages, or rooms that are not temperature controlled.
- All heating and cooling systems are required to be installed and functioning for at least 14 days before the installation of the flooring begins.
- Use a hygrometer that reads temperature and RH (relative humidity) to check jobsite/home heating and cooling systems. They must be able to maintain a minimum of
  - 30% to 60% RH and 60° to 85°F before, during, and after the flooring installation.
  - Small humidifiers are not capable of properly maintaining the humidity levels in large jobsites/homes. A full system humidification control is required to ensure successful acclimation prior to and post installation.

- Laminate flooring is not recommended to be installed in any area of the jobsite/home that has extreme temperature and moisture fluctuations. For example: saunas, hot tub/pool rooms, green houses, exterior porches, or garages.
- Since flooring is not compatible with wet conditions, the manufacturer does not warrant moisture related issues or related damage under their warranty.
- Exclusions from this warranty include any motorized wheeled objects or wheelchairs exceeding 300 pounds of rolling weight, which are not covered under the terms of this warranty.

## [02] IN-FLOOR RADIANT HEAT REQUIREMENTS (HYDRONIC SYSTEM ONLY)

Visit [www.my-nfp.com](http://www.my-nfp.com) for the current list of products that are approved for in-floor radiant heat. There are unique installation requirements for flooring installed over radiant heat. Prior to installation, it is the responsibility of the jobsite/homeowner's designated installer to check with the manufacturer for a current list of approved installation methods and underlayment requirements. All warranties are based on installation and maintenance guides published on our website at the time of installation.

### IN-FLOOR RADIANT HEAT SYSTEM REQUIREMENTS:

- Only flooring that is clearly marked as approved can be installed over in-floor radiant heat.
- Only hydronic in-floor radiant heat systems with failsafe capabilities, to ensure the boiler does not exceed 110°F and the surface temperature does not exceed 85°F, are approved.
- Operate the in-floor radiant heat system for at least 14 days prior to the flooring being installed. All moisture in the substrate MUST be evaporated off. This will also ensure all systems are in good running condition.
- To prevent expansion and contraction issues related to the in-floor heat system, a humidity control humidifier must be installed and properly functioning one week before, during, and after the installation for the life of the floor.
- Transition strips/breaks are required over in-floor radiant heat substrates exceeding 40 feet lengthwise and widthwise.
- Important: Leave a 1/2" expansion gap around all walls, tubs/ showers, plumbing fixtures, exterior doors, or large Sub-Zero style refrigerators or appliances.
- The in-floor radiant heat systems CANNOT be installed directly below the flooring. The heating element must be embedded a minimum of 1/2" into the concrete, gypcrete, or installed under the wood subfloor. This will ensure the radiant heat is evenly distributed across the substrate before the heat comes into contact with the flooring.

### IN-FLOOR RADIANT HEAT ACCLIMATION REQUIREMENTS:

- Do not deliver the flooring to the jobsite until all environmental conditions have been met.
- Acclimate for a minimum of 48 hours in the temperature-controlled room it will be installed in.
- During acclimation, do not remove the material from the box or lean boxes on walls. Only stack the boxes squarely on top of each other, no taller than 3'; and keep the stacks a minimum of 3" apart.
- It is required to reduce the subfloor surface temperature down to 64°F for a minimum of 72 hours before and during the installation.
- After the installation, raise the temperature slowly to desired conditions. It is not recommended to raise the temperature up or down more than 5°F in a 24-hour period.
- To prevent the floor from overheating or trapping moisture, never cover the flooring before, during, or after installation with any type of non-breathable or excessively thick rugs, mats, solid surface items, plastics, or mattresses that are laid directly onto the floor. The floor must be allowed to breathe.

### IN-FLOOR RADIANT HEAT APPROVED INSTALLATION METHODS:

- See approved substrate portion of this guide for all substrate requirements.

## [03] IN-FLOOR RADIANT HEAT MOISTURE BARRIERS AND RETARDERS

The type of moisture barrier needed is usually based on the installation method and substrate. Different types of moisture barriers produce the same result in different ways. Check with local building codes and the manufacturer of the radiant heat systems for recommendations.

### LAMINATE WITH ATTACHED CUSHION (IN-FLOOR RADIANT HEAT):

- Below, On, or Above Grade Concrete & Gypcrete Slabs: Cover the entire slab substrate with 6 mil plastic with all seams overlapping 12" and taped with moisture proof tape.
- Wood Subfloors: A moisture barrier is not required on wood subfloor over a finished basement or a crawl space that meets all the "General Jobsite/Home Condition" requirements.

## [04] GENERAL INSTALLATION SPECS

- Avoid installing flooring plank pieces less than 8" in total length against walls or on ends.
- It will generally be necessary to see some flooring panels during installation. To obtain a clean cut, the pattern side should face down if using a jigsaw, saber saw, or circular handsaw, and face up when you use a handsaw, table saw, or crosscut saw.
- Before installation begins, use a jamb saw to undercut all door casings (1/16" between door casing and top of flooring material) and vertical objects coming off the floor. To achieve the correct height, combine a piece of the vapor retardant and flooring together to use as a guide for the saw. Be sure to clean out all debris from under the jambs. This will allow the flooring to slide underneath the object for a clean, professional look.
- Contractors: When setting door casings post-installation of the flooring material, make sure there is adequate space for the flooring material to expand and contract without any hindrance.
- Never fasten nails, screws, or anything through the flooring into the substrate. The floor MUST be allowed to float freely.
- For a perfect finish around pipes, use rosettes or caulking in places where profiles or skirting cannot be placed. Fill expansion gaps with matching caulking. Silicone caulking has more elasticity than other caulking materials (e.g. acrylic or blends).
- Do not caulk the floor to any permanent or fixed object. The floor must be allowed to float freely.

## [05] GENERAL SUBSTRATE CONDITIONS

- All substrates must be flat and free of dust, loose particles, paint, drywall compound. They must be structurally sound.
- Sand and/or flatten the substrate to within 3/16" dip or rise in 10' or 1/8" dip or rise in a 6' radius.
- If leveling of the substrate is required, use only cement-based leveling compounds. Be sure to follow the leveling compounds manufacturer installation guidelines.
- Laminate flooring can be installed over wood subfloors that are ON or ABOVE GRADE and over concrete or gypcrete substrates that are BELOW, ON, or ABOVE GRADE.
- The substrate, when walked on, must not exceed 1/4" deflection in a 6' radius, or more than a 1/16" between the floor joists. If it does, this condition must be corrected before any product installation begins. If not corrected, the subfloor will not stiffen up after the flooring is installed.
- Always check and repair any loose, delaminating, or broken substrates.
- Hand-held angle grinders with special cupped diamond grinding wheels and vacuum attachments can be rented or purchased from a local rental or home building center. This system works well with any type of substrate. Use precautions when sanding any surface, check the substrate out for any health hazards, and always wear safety equipment and an approved dust mask.

## [06] APPROVED SUBSTRATES

### UNACCEPTABLE SUBSTRATES:

- Solid or engineered wood floors over concrete or with any texture.
- Floors that are floating, cushioned, perimeter glued, carpet, carpet pad, lumber subfloor, or subfloors that are sticky.
- ACQ treated plywood or exterior low density OSB sheathing used for general construction.

### PLYWOOD/OSB:

- Do not install over wood subfloors that test above 12% MC (moisture content).
- Note: If installing new wood subfloors from lumber yards, be sure to test the MC. Typically, they have higher levels of moisture and may need to acclimate longer. Issues caused by this condition are not covered by any manufacturer's warranty.
- Fix all squeaks coming from the wood subfloor prior to installation. Use wood screws, minimum of 2-1/2" lengths, fastened every 6" through the wood subfloor into the joist. Squeaks in the subfloor will not go away after the floor has been installed.
  - When joists are 16" o/c or less; minimum acceptable thickness is 5/8" CDX plywood or nominal 3/4"; OSB 40 LB Minimum density, T&G, with a TECO or APA certification stamp.
  - When joists are 16" o/c up to 19.2" o/c; minimum acceptable thickness is 3/4" plywood or nominal 3/4"; OSB 40 LB Minimum density, T&G, with a TECO or APA certification stamp.
  - When joists are 19.2" o/c up to 24" o/c; minimum acceptable thickness is 7/8" plywood or nominal 1"; OSB 40 LB Minimum density, T&G, with a TECO or APA certification stamp.

**ABOVE GRADE CURED CONCRETE/GYPCRETE: A 6 MIL PLASTIC VAPOR BARRIER IS RECOMMENDED TO AVOID MOISTURE RELATED ISSUES BELOW/ON GRADE CURED CONCRETE/GYPCRETE: A 6 MIL PLASTIC VAPOR BARRIER OVERLAPPED 12" AND TAPED WITH MOISTURE PROOF TAPE IS REQUIRED. FAILING TO ADHERE TO THIS REQUIREMENT WILL VOID ALL MANUFACTURER WARRANTIES.**

- Cured concrete must be over 3000 PSI. Cured gypcrete must be over 2500 PSI.
- All concrete or gypcrete substrates must be cured for a minimum of 60 days before any

flooring product is installed over them.

- Concrete moisture testing should be performed by ASTM F1869 Calcium Chloride Tests with levels NOT exceeding 5LBS per 1000 ft<sup>2</sup> for a 24-hour period, or an ASTM F2170 In-Situ relative humidity test with readings exceeding 80%.
- Gypcrete dries very fast, so Maxxon recommends just using the mat test or Delmhorst #B2100 moisture meter.
- Test the concrete subfloor for alkalinity (The pH of the floor should be between 5 and 9).

### PARTICLE BOARD (UNDERLAYMENT-GRADE):

- The only manufacturer recommended installation method that can be used directly over underlayment-grade particle board is the floating method, as long as there are no current or future moisture concerns from below or above. If moisture comes in contact with the particle board, it may swell. The product warranty does not cover subfloor upheavals.

### OTHER APPROVED SUBSTRATES (FLOATING ONLY-ALL MOISTURE CONTENT, FLATNESS AND DEFLECTION REQUIREMENTS WOULD APPLY.)

- Ceramic, porcelain, or natural tile with grout joints filled flat with Portland based patching material.
- Single layer of clean, well adhered, non-cushioned, full spread glued sheet vinyl, or VCT. All embossing must be feather filled with suitable filler patching compound.

## [07] ACCLIMATION (FOR RADIANT HEAT SEE "IN-FLOOR RADIANT HEAT ACCLIMATION REQUIREMENTS" SECTION)

- Installing flooring before it has properly acclimated will greatly increase the chances of expansion and contraction issues and may make it more difficult to install.
- Do not deliver the flooring to the jobsite until all environmental conditions have been met.
- Acclimate for a minimum of 48 hours in the temperature-controlled room it will be installed in.
- During acclimation, do not remove the material from the box or lean boxes on walls. Only stack the boxes squarely on top of each other, no taller than 3', and keep the stacks a minimum of 3" apart.
- During installation, floor temperature should be within 55 to 85°F.
- Never cover the flooring before, during, or after installation with any type of plastic or tar paper. The flooring must be allowed to breathe. Use only breathable floor protective construction paper (FortiBoard) to protect the flooring.
- Propane heaters are not an approved source of heat and can give off extreme amounts of moisture. They also do not provide a reliable and consistent source of heat. In fact, for every gallon of propane or kerosene that is burned, they both will put approximately 1.1 gallons of moisture into the ambient space. The manufacturer warranty will be void if the jobsite/ home heating and cooling system were not fully operational at the time of installation.

## [08] EXPANSION REQUIREMENTS

- Leave a minimum of 5/16" expansion gap for all installations under 20' lengthwise or widthwise. For installations exceeding 20' lengthwise or widthwise, add 1/16" per additional 5' of length or width, up to 5/8". For example: 25 linear feet would require a 3/8" expansion gap.
- T-molds are required for rooms exceeding 50 lineal feet in length and width and 40 lineal feet for installations over in-floor radiant heat.
- Never install cabinetry, islands, or other permanent fixtures on top of a floated floor.
- Never use nails to secure anything to the floor. The floor must be allowed to float.
- Leave the required expansion gap around all walls, tubs/ showers, plumbing fixtures, large Sub-Zero style refrigerators, exterior doors, etc.
- Once the floor installation is complete, remove all spacers that were used to maintain the expansion gap.
- Heavy furniture (500+ lbs.) may obstruct the free, natural movement of a floated floor. Restricting this movement in certain areas can lead to problems such as buckling or separation when the floor experiences natural expansion and/or contraction.

## [09 FL] APPROVED FLOATING METHOD (VALINGE 5G)

The Valinge 5G system is a patented locking profile for installing flooring planks without using glue.

### FLOATING METHOD TIPS:

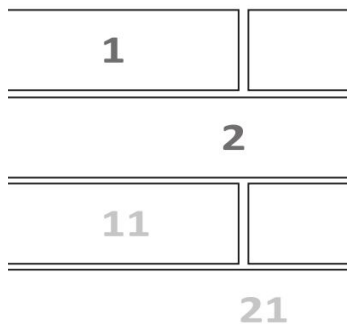
- Be sure to inspect all edges and remove debris from the click before installing.
- The panels are clicked together on the long side and dropped down on the short side.
- Position the long side of the panel to be installed at an angle of 20° to 30° to the panel already installed. Move the panel gently up and down while exerting forward pressure, and panels will automatically click into place.
- As you install the click flooring, ensure all seams are fully engaged before moving on to the

next row. Visually, a row can appear to be engaged but is not. To avoid this, use an approved tapping block to tap the long side of the planks together. This will securely engage the locking system.

## [10] HOW TO PROTECT THE FLOOR DURING & AFTER INSTALLATION

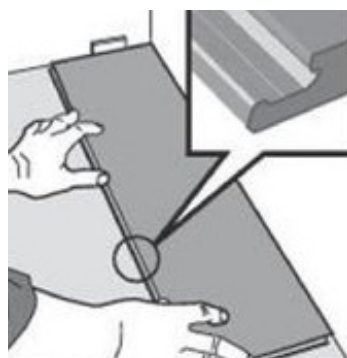
- After each section of flooring has been installed and thoroughly cleaned, cover the floor with breathable protective construction paper (FortiBoard). Do not apply the tape directly to the surface of the flooring, as it may damage the finish.
- During construction, vacuum the floor as often as possible to keep the floor free of dirt and construction debris. Never use a beater brush.
- If drywall repairs or any type of sanding is needed, thoroughly cover the floor. These types of dust and grit can damage the floor's finish and are very difficult to remove if it gets into the joints. Do not wet mop these types of dust. Always use a vacuum without a beater brush to remove any construction dust if needed.
- Before furniture goes onto the new floor, apply approved 3/16" thick heavy-duty felt pads under all furniture feet.
- Furniture with metal or hard plastic rollers or casters are NOT APPROVED for use on laminate flooring.
- All rolling chairs need to be on an approved floor protector mat.
- Never roll or drag anything heavy over the new floor. It will make indentations or scratches on the surface. Always use a soft-tire dolly, a carpet piece turned upside-down, or an air-sled when moving objects.

### VALINGE FLOATING INSTALLATION



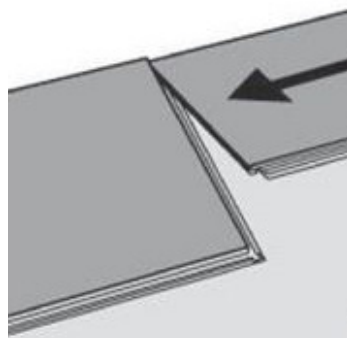
#### NOTE:

Products should be staggered in a brick laid pattern. Stagger equal to half of a plank for the first four rows, and randomly from row 5 on. Tools needed: Pull bar, spacers, soft-faced hammer, and tapping block.



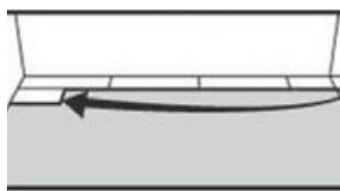
#### STEP 1

Start in the corner and lay the first board with tongue side toward walls (Fig.1). Proper expansion space can be achieved by pulling the floor away from the wall once the first three rows have been installed (reference Fig.6).



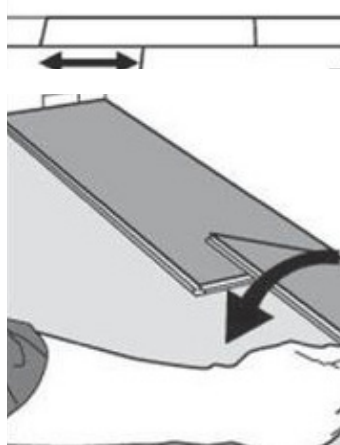
#### STEP 2

Valinge 5G employs a locking pin (Fig. 1, 2) to engage the short end of boards. Hold the second board against the first board at approximately a 20° to 30° angle. Lay the second board flat. Once it is in place, press firmly until an audible click is heard. This will ensure the boards are locked together.



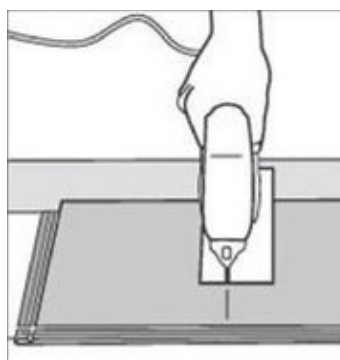
#### STEP 3

Once the complete row is installed as described above, the cut off piece at the end of the row can be used as a starter board for the next row, providing the joints in the adjacent row are staggered a minimum of 25% of the length of the board. Example: 8' board = 24", 6' board = 18", 4' board 12". Starter boards should be a minimum of 12". (See Fig 3) Butt seam must be placed in each row regardless of width (e.g. hallways).



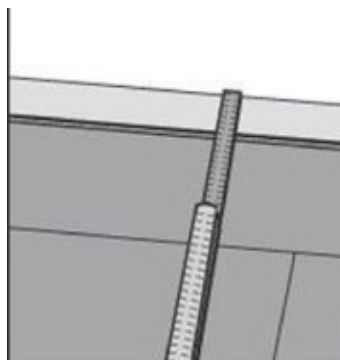
#### STEP 4

The boards must be inserted into the long joint first at approximately a 20° to 30° angle and then moved flush with the short joint of the previously installed board. Once the board is firmly placed against the short joint of the existing board, tap in the long joint with a knocking block to ensure that it is fully engaged, and press it into place. It is important to press down on the board until you hear the audible "click". (Figs 4, 5, 6, 7, 8, 9, 10, 11). Continue installing the boards in the same manner paying attention to the end joint staggers.



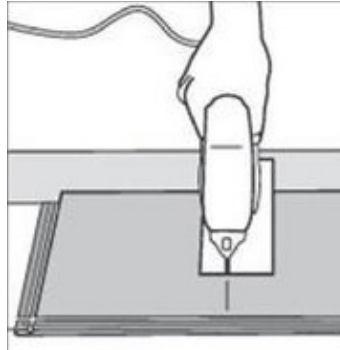
#### STEP 5

When three rows have been laid, pull the floor away from the starting wall until there is a proper amount of expansion space. Place expansion shims between floor and wall to maintain this space, then continue installation as described.



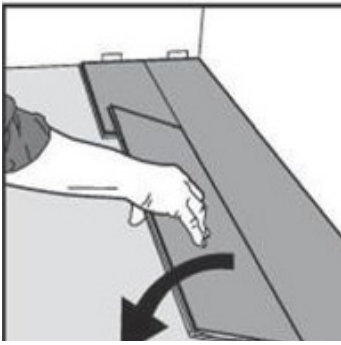
#### STEP 6

If the first (or last) row must be cut to match the crooked wall, first disengage the row of boards adjacent to the crooked wall by gripping the long side and pulling upward while simultaneously giving the long joint a light tap along the entire length (Fig. 12). Now trace the shape of the wall onto first/last row boards, making sure space is allowed for expansion. See Fig. 13 at right. Saw to shape.



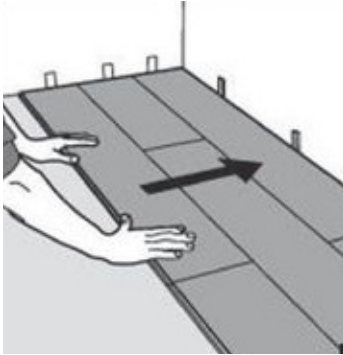
#### STEP 7

After sawing row to shape, engage and lock all end joint locking pins and lift entire row and reinstall to adjacent row. Slide rows back into position against the wall. Place expansion shims between floor and wall.



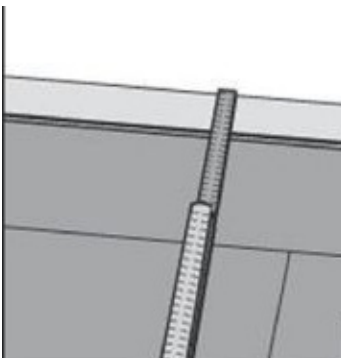
### STEP 8

If doorjamb (or similar) needs to be cut, use a piece of board and piece of Combo Underlayment to obtain correct height. If a new board needs to be tapped into place, be sure to protect edges with scrap of wood before tapping with a hand block. If boards cannot be easily angled under the door frame or similar, cut away the locking edge. Then apply the approved adhesive and install the board.



### STEP 9

After 2-3 rows, reposition the floor to adjust the distance to the front wall to ensure the required expansion gap.



### STEP 10

Remember to leave the expansion gap. Glue the endpoint with tongue and groove wood adhesive to secure the row in place.

## CARE AND MAINTENANCE GUIDE

Please thoroughly review all care and maintenance guides before the new flooring is cleaned. Using the wrong type of floor cleaner can severely damage the floor's finish. These guides can be found online at [www.my-nfp.com](http://www.my-nfp.com)

### GENERAL MAINTENANCE:

- The predominant cause of damage to a floor's finish is abrasion from dirt and grit. It is important to use walk off mats at entrances and doorways and non-staining floor protectors under heavy furniture, chairs, and tables.
- Visit [www.rugpadusa.com](http://www.rugpadusa.com) for rug cushions. Use rugs that are made specifically for laminate floors and shake them out regularly. Place rugs in any area where water is in use, such as sinks or a pet's water dish.
- To prevent the floor from overheating or trapping moisture, never cover the flooring before, during, or after installation with any type of non-breathable or excessively thick rugs, mats, solid surface items, plastics, or mattresses that are laid directly onto the floor. It must be allowed to breathe.
- Always apply heavy-duty felt furniture pads (at least 3/16") to all furniture feet.
- Metal and hard plastic casters are not approved for use on laminate floors and may void your warranty.
- Oil or petroleum-based products can stain floor surfaces. Do not track asphalt-driveway

sealer, motor oil, wood stains, or similar products onto the Laminate floor covering.

- Any flooring may become slippery when wet. Immediately wipe up wet areas from spills and be careful walking on any newly cleaned floor while it is wet.

### PET GUIDE:

Protecting the beauty of your floor can be easy, even with pets. Follow these simple guidelines to keep your flooring in good condition while having indoor pets.

- Clip your pet's nails regularly. If you can hear the nails clicking on the floor, they need to be trimmed.
- Wipe up any pet waste/vomit as quickly as possible. These accidents, if not properly cleaned up and/or left for long periods of time, are harsh and can damage the finish.
- It is recommended to use natural fiber rugs or a riser to keep water bowls off the floor.
- If your pets are hyper and like to run and slide across the floor, it is recommended to place rugs in these areas to protect the floor.

### APPROVED CLEANING METHODS:

- Vacuum (WITHOUT BEATER BRUSH), dry mop, or sweep your floor at least once a week or more if needed. Do not let sand, dirt, or grit build up. This builds up will act like sandpaper and abrade and dull the finish. Zep Neutral pH Floor Cleaner applied with microfiber pads with a terry cloth cover is the recommended way to clean your floor. The best method of removing dirt and grit is vacuuming with a soft brush attachment on your vacuum.
- After all dirt and grit particles have been removed (using a vacuum, dry mop, or broom) lightly spray a mist of the cleaner over a 4' x 6' area of your floor or directly on the cleaning cloth. Be sure to thoroughly clean the floor surface and dry if needed. Finish one area before moving onto the next. Repeat this process until the floor is clean. When the ZEP cleaning cloth becomes soiled, rinse with water, while thoroughly wringing out the cloth. Once the cleaning cloth becomes excessively soiled, launder and reuse. Excessively soiled cleaning cloths will cause streaking and can abrade the floor. Cleaning laminate flooring with any type of wood polishes, Murphy's Oil Soap, Mop & Glo, furniture polishes, or acidic cleaners (ammonia/bleach) will damage the finish and will void the manufacturer warranties. Always follow the installation and maintenance on our website.

**DO NOT USE A VACUUM WITH A BEATER BRUSH. DO NOT USE RUBBER BACKED OR NON-VENTILATED RUGS. THESE TYPES OF RUGS CAN TRAP MOISTURE OR STAIN THE FINISH AND CAN SEVERELY DAMAGE THE FLOOR.**

## LIMITED-LIFETIME WARRANTY INFORMATION

National Flooring Products Deckhouse laminate flooring has a manufacturer limited lifetime warranty. Some clearly marked products are approved for 10 year light commercial limited warranty.

### WHO IS COVERED?

- All warranties outlined in this Limited Warranty are given solely to the original retail purchaser (end-user) of the product. For the warranty to take effect, the flooring must be paid for in full, installed, maintained correctly, and only used for its intended purpose.
- Laminate products purchased online from internet retailers are not covered under this warranty, since there is no way to validate the handling, storage, shipping, installation, or sales practices of the source.
- Starting February 1st, 2020, all new National Flooring Products' installations must be registered online within 60 days to file a claim.

**REGISTER AT [WWW.MY-NFP.COM](http://WWW.MY-NFP.COM) UNDER THE "REGISTER MY FLOOR" TAB**

### WHAT IS COVERED?

- The limited warranties are subject to the Deckhouse laminate flooring applications, limitations, disclaimers, and exclusions described below and are effective for floors purchased after February 1st, 2020. All warranties begin from the date of retail purchase.
- Moldings (materials ONLY) are covered under this limited warranty for 1 year from the date of installation.

## TERMS OF MANUFACTURE WARRANTY

- Warranty durations and types will vary depending on the flooring products purchased. Please see the specific warranty found on every sample label or [www.my-nfp.com](http://www.my-nfp.com) for warranty duration. All warranty claims must be received in writing. The term of the warranty is based on the receipt date of the purchase. All credits or replacement material will be arranged by the manufacturer.

### RESIDENTIAL USE (LIMITED LIFETIME WARRANTY)

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed by a licensed installer, and all installation requirements were fully met.
- Year 2: Repair or replacement of faulty material with 50% labor up to maximum labor rate, if professionally installed by a licensed installer, and all installation requirements were fully met.
- Years 3-4: Repair or replacement of faulty material with 25% of labor up to maximum labor rate, if professionally installed by a licensed installer, and all installation requirements were fully met.
- Years 5+: Repair or replacement of faulty material only, if professionally installed, and all installation requirements were fully met. The percentage covered will be prorated after the 4th year. For example, for a professionally installed product that is covered by a Limited Lifetime warranty, the manufacturer will repair or replace 5/25th (or 80%) of the defective product only.

### LIGHT COMMERCIAL USE (LIMITED 10 YEAR WARRANTY)

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed by a licensed installer, and all installation requirements were fully met.
- Year 2: Repair or replacement of faulty material with 50% labor up to maximum labor rate, if professionally installed by a licensed installer, and all installation requirements were fully met.
- Years 3-4: Repair or replacement of faulty material only, if professionally installed, and all installation requirements were fully met.
- Years 5-10: Repair or replacement of faulty material only, if professionally installed, and all installation requirements were fully met. The percentage covered will be prorated after the 4th year. For example, for a professionally installed product, that is covered by a Limited 7-year warranty, the manufacturer will repair or replace 5/10th (or 50%) of the defective product only.

## FINISH

- We warrant to the original retail purchaser that the wear layer on the surface of the flooring planks will not wear through or separate from the core under approved residential or commercial use, when maintained in accordance with the recommended installation and maintenance guidelines for the length of the warranty (ex. 3-year, 25-year, lifetime). "Wear layer" is defined by the total thickness of the top AC4 protective layer. "Wear through" is defined as a complete loss of this finish wear layer, so that the printed décor film itself is affected and exceeds 2% of the installed area. Gloss reduction, indentation, scratches, and/or dull appearance are not considered a product defect or surface wear. The Deckhouse Laminate care and maintenance guidelines provided online at [www.my-nfp.com](http://www.my-nfp.com) are not intended to be an exclusive list. Please note: Floors with a high gloss finish will tend to show scratches and dents more easily. These types of wear are considered normal.

## STRUCTURAL

- We warrant to the original retail purchaser that the flooring in its original manufactured condition will be free from defects in lamination and assembly for the warranty period.

## QUALITY ASSURANCE

- The manufacturer warrants to the registered purchaser of our flooring products that the floor will meet the manufacturer's quality standards. The intended end user and the installer should have a clear understanding of expectations of the color, installation, and layout. Carefully inspect the products before installation for any milling, dimensional, or visual defects. Since Deckhouse Laminate is imitating a natural product, there will be natural variations in color, tone, texture, and graining that are not covered by this warranty. Flooring color variations or darkening are a natural occurrence and may be due to exposure to sunlight or natural aging. The samples may not always exactly match the actual flooring received. Inherent variations in grain or color are not considered as manufacturing defects. This pre-installation warranty expires upon installation.

## WHAT ARE THE CONSUMER'S RESPONSIBILITIES UNDER THIS LIMITED WARRANTY?

- You must register your new floor online via our website at [www.my-nfp.com](http://www.my-nfp.com) within the first 60 days after installation. The manufacturer may request proof of pre-installation moisture documentation from you when submitting a claim under this warranty. The manufacturer strongly advocates the use of licensed, experienced installers for best results. If using a professional wood flooring licensed installer, you may be asked for the name and license number when submitting a claim.
- The installer must thoroughly inspect every flooring plank in each carton before permanent installation. The manufacturer is not responsible for any labor or damages incurred by delivery delays, flooring product not matching the samples, wrong product installed, dye lot (mismatch), installation, or jobsite conditions. The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins.
- To ensure repairs can be made in the future, it is required that a minimum of 2% or one whole box (whichever is greater) of the floor be kept in unopened boxes in a temperature-controlled room. This 2% or the one box can be used by the manufacturer for plank replacement as needed.
- The flooring must have been installed in accordance with all manufacturer installation guidelines.
- A minimum of 5% extra material should have been added for waste factor to the actual footage needed as allowance for product culling, cutting, waste, and mismanagement.
- Maintenance must be properly performed as needed in accordance with the manufacturer's care and maintenance.

## WHAT IS THE MANUFACTURER'S RESPONSIBILITY UNDER THIS WARRANTY?

- PRE-INSTALLATION - Should the material be doubtful as to grade, manufacturing, texture, color, graining, dye lot, excessive shipping damage or factory finish, those defective materials shall not be more than 5% of total. If the manufacturing defects exceed 5%, the manufacturer will supply additional material for replacement and cover standard shipping fees to the retailer.
- If any of the covered events occur within the warranty period, the manufacturer will furnish another comparable flooring that it manufactures (of similar pricing, specifications, and quality) for either the repair or the replacement flooring material of the defective area, at the manufacturer's sole discretion. Laminate floors that were installed correctly will be eligible for removal and replacement labor cost reimbursement up to \$2.99 per square foot of the installed area. If the floors were installed incorrectly by a non-licensed installer, the manufacturer assumes no responsibility for any labor cost associated with such repairs, removal and replacement. If we are unable to correct the problem after a reasonable number of attempts, or if the replacement or repairs fail in the same manner a second time, we will refund the wholesale portion of the purchase price for the section of failed flooring.
- These warranties do not cover removal or replacement of cabinets, electrical fixtures, plumbing fixtures, handrails, transitions, moldings, furniture, or any other fixtures of the jobsite/home. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defects by inspection and have samples removed for technical analysis.

## WHAT IS NOT COVERED UNDER THIS WARRANTY?

- Damage caused by fire, flooding, and other natural disasters.
- Damage caused by negligence, accidents, misuse, abuse, or man-made disasters.
- Damage caused by vacuum cleaner beater brush or hard heads.
- Damage caused by appliances, furniture, and casters.
- Damage caused by cutting from sharp objects, tape, adhesive, or burns.
- Damage caused using NON-APPROVED cleaning products or methods such as: wax, wood polish, alkaline products, any abrasives, wet or steam mopping, etc.
- Construction or installation related damage. (Examples: chips, dents, scratches, etc.)
- Reduction in gloss, scratches, or indentation due to sand, pebbles, other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.
- Reduction in gloss or any finish distortion from removing any adhesives or chemicals.
- Mold or mildew growth from over cleaning, steam mops, leaking pipes or any other water sources.
- Color, shade, or texture variations between samples or replacement flooring and the actual material.
- Product warping, buckling, or cupping related to any water related occurrence (floods or extreme wet mopping).
- Fading or color change due to UV rays from direct sunlight.
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.

- Noises (squeaking, popping, crackling, etc.) associated with subfloor movement.
- Naturally occurring characteristics such as variations in the printed layer/film, graining, color, mineral streaks, and knots.
- Seasonal gaping caused by natural expansion and contraction resulting in separation between boards, or damage caused by low or excessive humidity.
- Floors installed in rooms with extreme direct sunlight or external heat sources where the surface temperature of the floor drops below 60°F or exceeds 85°F.
- Floors damaged from in-floor radiant heat, from the use of rugs, mats, or mattresses laid directly on the floor, or any solid surface item that causes the floor to overheat.
- Floors installed over substrates with excessive moisture (MC/RH), and/or installed without an approved moisture barrier/retarder.
- Floors installed with NON-APPROVED adhesives. All bond and moisture related warranties come solely from the manufacturer of the adhesive and moisture retarders. The manufacturer of the flooring is not liable for bonding or moisture related warranted failures.
- Floors installed with NON-APPROVED underlayment or padding. All padding, vapor barriers, and underlayment must be specifically approved for use under our Deckhouse Laminate floors.
- Floors installed over in-floor radiant heating systems that were not approved. The in-floor radiant heating system must meet all requirements specified in the Deckhouse Laminate manufacturer installation guidelines. Gapping between boards may occur on any plank flooring installed over an in-floor radiant heating system and is not considered a defect.
- Floors damage caused by in-floor heating element not embedded minimum of 1/2" into the substrate.
- Damage caused from excessive moisture coming from any source that exceeds the substrate/subfloor maximum moisture content levels set by the manufacturer in this guide.
- Motorized wheeled objects or wheelchairs exceeding a total of 300 pounds of rolling weight, which are not covered under the terms of this warranty.
- Heavy furniture (500+ lbs.) may obstruct the free, natural movement of a floated floor. Restricting this movement in certain areas can lead to problems such as buckling or separation when the floor experiences natural expansion and/or contraction.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, ground moisture, flooding, wet mopping, steam mopping, damage, or unapproved cleaning agents.
- The warranty does not apply to products designated as "BARGAIN," "CABIN GRADE," "SECONDS," "CLOSEOUT," "DISCONTINUED," OR "NON-STANDARD." SUCH PRODUCTS ARE SOLD "AS IS."

## COMMERCIAL INSTALLATIONS, UNLESS OTHERWISE NOTATED PRE-INSTALLATION. APPROVED COMMERCIAL INSTALLATION TYPES ARE AS FOLLOWS:

### SCHOOLS

- Training & Meeting Room, Common Area.

### MEDICAL FACILITY:

- Storage Room, Waiting Room, Patient Room,
- Examination Room

### RETAIL:

- Product Display Area, Boutique, Sales Floor, Showroom,
- Hair Salon (excluding damages to finish caused by chemicals)

### HOTELS:

- Conference/Meeting Rooms, Bathrooms

### OFFICES BUILDINGS:

- Office, Conference/Meeting Room, Showroom, Dining Room, Break Room, Hallways

## EXCLUSIONS FROM THIS WARRANTY INCLUDE:

- MOTORIZED WHEELED OBJECTS OR WHEELCHAIRS EXCEEDING A TOTAL OF 300 POUNDS OF ROLLING WEIGHT, WHICH ARE NOT COVERED UNDER THE TERMS OF THIS WARRANTY.
- YOUR EXCLUSIVE REMEDY AND MANUFACTURER'S SOLE LIABILITY OF ANY CLAIM, WHETHER IN TORT, CONTRACT, OR BREACH OF WARRANTY, SHALL BE LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND OF THE APPLICABLE PURCHASE PRICE OF THE DEFECTIVE GOODS AS SPECIFIED HEREIN. IN NO EVENT AND FOR NO CAUSE WHATSOEVER, INCLUDING ANY BREACH OR DEFAULT BY NEGLIGENCE, SHALL MANUFACTURER HAVE ANY OTHER LIABILITY (INCLUDING WITHOUT LIMITATION INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES) OR ANY MONETARY LIABILITY TO YOU IN EXCESS OF THE CONTRACT PRICE OR PRICES OF THE PERTINENT PRODUCTS IN QUESTION.
- FOR CERTAIN PRODUCTS, ANY OR ALL DISPUTES ARISING OUT OF MANUFACTURER'S TUFFCORE FLOORING PRODUCTS OR THIS WARRANTY SHALL BE SUBJECT TO MANDATORY AND BINDING ARBITRATION IN LOS ANGELES, CALIFORNIA, PURSUANT TO THE RULES OF AMERICAN ARBITRATION

ASSOCIATION. ANY TRIALS BY JURY ARE EXPRESSLY WAIVED.

- THIS WARRANTY DOES NOT APPLY TO DISCONTINUED ITEMS, CLOSE OUT ITEMS, OR ITEMS SOLD "AS IS." ALL SUCH PRODUCTS ARE SOLD "AS IS" AND SHALL NOT HAVE ANY WARRANTY OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, ANY EXPRESS WARRANTIES, IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY (EXPRESS OR IMPLIED), WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE (EXPRESS OR IMPLIED), OR ANY OTHER WARRANTIES REQUIRED BY LAW OR FACT.
- SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.
- THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY BY JURISDICTION.
- NO RETAILER, DISTRIBUTOR, MANUFACTURER, EMPLOYEE, OR SALES AGENT REPRESENTATIVE HAS THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMER, OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES. WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES UNDER OUR WARRANTIES. MEANING ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. OUR LIMITED WARRANTIES CONSTITUTE THE ONLY EXPRESSED WARRANTIES FOR THE PRODUCT PURCHASED.

## WHAT SHOULD THE CONSUMER DO IF THERE IS AN ISSUE WITH THEIR TUFFCORE FLOOR?

In the event of a claim, please contact the retailer where the flooring products were purchased. The retailer will fill out all claim forms and notify National Flooring Products. Claims may take up to 60 days to process. A National Flooring Products representative will contact the homeowner to schedule any inspections and repair work if the manufacturer deems the claim is warranted. This could include but may not be limited to hiring a Certified Inspector. Certified Inspectors are independent of any mills, distributors, dealers, or cleaning companies to give an unbiased evaluation of any floor conditions. If an inspector deems the floors claim warranted, they will typically give a remedy on how to fix the floor. The manufacturer will strongly consider the inspector's suggestion or remedy. Please keep all your product registration, pre-installation, and post-installation receipts including but not limited to your sales receipt, pre-installation moisture test, photos, installer's name, phone number, and license number. Information regarding the claimed defect, date, and proof of purchase must be provided.

## PRODUCT DISCLAIMER

Real wood flooring is a natural product with resulting variations in graining, hardness, color, tone, sheen levels, and texture. Deckhouse Laminate products are made to look like wood flooring and are manufactured to resemble natural products with the same variations in graining, color, tone, sheen levels, and texture. National Flooring Products has attempted to the best of its ability to provide reliable representation of all of its products and their features but cannot be held liable for these variations. National Flooring Products has provided pictures as a courtesy to our customers and due to the nature of photography and digital representations we cannot guarantee that the physical product will look exactly like the pictures, or the images contained within the website or on any printed media. It is recommended to obtain an actual sample of the product prior to ordering. It is the customer's responsibility to inspect all flooring prior to installation for any visible natural variations or pre-installation manufacturer defects. Installation of the flooring with any visible defects constitutes acceptance of these defects and cannot be claimed under any warranty after installation. All warranties are provided solely by the manufacturer of the product, not all products are manufactured by National Flooring Products. In the event of a claim, National Flooring Products' customer service team will assist the customer, but it is ultimately between the customer and the manufacturer to resolve. All transitions, vents, stair treads, and risers have a one-year finish manufacturer warranty from the date of purchase. Any transitions, vents, or special items that are installed or altered in any way are not eligible for return or credit. All sales of special-order items are final.

## GENERAL DISCLAIMER

National Flooring Products has attempted to the best of its ability to provide accurate information on all marketing media and informational documents. To our knowledge, the information contained within the website and all published documents are correct. By exploring and using this information, you agree not to hold National Flooring Products liable for using this information. National Flooring Products shall in no way be held liable for any damages resulting from, coming out of, or in relation to the use of the information. Pictures and related documents may contain technical inaccuracies or typographical errors. National Flooring Products reserves the right to make changes, additions, and removal of any documents, information, or graphics in this website at any time without notice. All information provided on this website is copyrighted and may not be reproduced without written consent. © 2024



## **INSTALLATION | MAINTENANCE | WARRANTY**

For the most accurate and updated information, please check our online version at [www.my-nfp.com](http://www.my-nfp.com).