Purelux Flooring
Engineered Hardwood Installation & Warranty Guide

1. Introduction

Thank you for choosing Purelux Flooring engineered hardwood. Our products combine the timeless beauty of real wood with advanced engineering for durability, stability, and ease of installation.

This guide provides detailed instructions for storage, jobsite preparation, subfloor conditions, installation methods, post-installation care, and warranty coverage.

Following these instructions carefully will ensure a long-lasting and beautiful floor, while also maintaining your product warranty.

2. Storage & Acclimation

- Flooring must be stored in a climate-controlled environment, between 65–75°F (18–24°C) and 35–55% RH.
- Cartons must remain unopened and placed in the installation area for a minimum of 72 hours before installation.
- Do not store flooring in garages, basements, or areas subject to moisture or temperature fluctuations.
- Cartons should be stacked flat on pallets or spacers, never directly on concrete or near exterior walls.
- Excessive heat, direct sunlight, or damp conditions must be avoided.

3. Jobsite Conditions

- The building must be fully enclosed, with all windows, doors, and roof installed.
- All wet trades (plaster, paint, concrete, drywall, etc.) must be fully dry and cured.
- Heating, ventilation, and air conditioning (HVAC) systems must be fully operational at least 5 days prior to and after installation.
- Moisture intrusion (from plumbing leaks, foundation issues, or exterior drainage problems) must be resolved before installation.
- Crawl spaces must be dry, ventilated, and covered with a 6 mil polyethylene vapor barrier. Ventilation must be at least 1.5% of the crawl space area.
- Basements must be dry and ventilated; use dehumidifiers if necessary.

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4. Subfloor Requirements

- Subfloor must be structurally sound, level, clean, and dry.
- Flatness tolerance: no more than 3/16" (5 mm) over 10 ft (3 m).
- Subfloor moisture levels must not exceed:
  - Plywood/OSB: ≤ 12% and within 4% of flooring.
  - Concrete: ≤ 4% (or ASTM F1869 ≤ 3 lbs/1000 ft^2/24h; ASTM F2170 ≤ 75% RH).
- Approved subfloors: plywood (min 5/8"), OSB (min 23/32"), cured concrete (≥ 60 days).
- Unacceptable subfloors: particle board, Luan, carpet, resilient vinyl, or any unstable surface.
- Level subfloor by sanding high spots and filling low spots with approved leveling compounds.

5. Radiant Heat

- Engineered hardwood floors will react differently to the drying effects of radiant heat depending on the type of radiant heat being used.

- As the radiant heating market is still relatively new. Different types and models are being released every year; as such, compatibility with engineered flooring cannot be accurately substantiated or safely guaranteed.

- Purelux Flooring does not offer any warranties for engineered flooring installed with radiant heat.

6. Installation Methods

Floating Installation
- Install vapor barrier and underlayment.
- Leave 5/16"–1/2" (8–12 mm) expansion gaps around all fixed objects.
- Apply glue in tongue-and-groove joints if required.
- Use transition strips for rooms larger than 30 ft (9 m).

Glue-Down Installation
- Use low-VOC adhesive recommended for engineered hardwood.
- Apply with proper trowel angle and ensure at least 95% adhesive coverage.
- Work in small sections to avoid premature curing.
- Avoid foot traffic for 24 hours.

Nail/Staple-Down Installation
- Use 16–18 gauge cleats or staples, spaced every 4–6" (10–15 cm), within 1–2" (2.5–5 cm) of board ends.
- For planks wider than 5" (127 mm), use glue-assist in addition to mechanical fastening.

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7. Layout & Expansion

- Install flooring parallel to the main light source or the longest wall in the room.
- Mix planks from multiple cartons to blend color variations.
- Stagger end joints at least 6–12" (15–30 cm).
- Always leave expansion gaps around walls, columns, and other fixed objects.

8. After Installation

- Avoid foot traffic for 12–24 hours and heavy furniture placement for 48 hours.
- Clean only with hardwood floor cleaner. Do not use wet mopping or steam cleaning.
- Use felt pads under all furniture legs.
- Do not apply adhesive tape directly to the floor surface.

9. Warranty Coverage

Residential Use Only:

- 25-Year Limited Structural Warranty: Purelux warrants that its engineered hardwood products will remain free from structural defects for 25 years from the date of purchase.
- 25-Year Residential Finish Warranty: Purelux warrants that the finish will not wear through or separate under normal residential use for 25 years from the date of purchase.
- Warranty covers manufacturing defects and finish wear-through under normal residential use only.

10. Warranty Exclusions

A. Site & Environmental Conditions

- Environmental conditions outside 65–75°F (18–24°C) and 35–55% RH.
- Failure to maintain proper humidity with the use of a humidifier will void this warranty.
- Moisture-related damage (flooding, leaks, standing water, hydrostatic pressure, excessive vapor emission, or improper vapor barriers).
- Any radiant heating-related damage.
- Discoloration or fading due to prolonged sunlight/UV exposure.

B. Installation & Subfloor

- Improper installation not in accordance with Purelux or NWFA guidelines.
- Subfloor out of tolerance, unstable, or not corrected before installation.
- Failure to test and document moisture conditions (ASTM F1869/F2170) or exceeding limits.
- Use of improper adhesives or failure to follow adhesive manufacturer instructions.
- Installation under fixed islands, heavy cabinets, or built-ins restricting expansion.
- Installation of planks with visible defects (installation constitutes acceptance).

C. Use & Maintenance

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- Improper cleaning (wet mopping, steam cleaning, power scrubbers, oil soaps, waxes, abrasives, household chemicals).
- Vacuum cleaners with beater bars or unsuitable rotary brushes.
- Furniture, appliances, or rolling loads without floor protection (felt pads, chair mats, plywood panels for moving heavy items).
- Scratches, dents, gouges, pet or insect damage, or damage from high heels/athletic cleats.
- Abrasive damage from grit, sand, pebbles, or debris.

D. Appearance & Natural Characteristics
- Natural variations in color, grain, knots, mineral streaks, or texture inherent to real wood.
- Gloss/sheen changes in high-traffic areas (normal wear, not finish failure).
- Minor imperfections visible only under certain lighting or angles.
- Seasonal expansion and contraction of wood flooring is normal and not covered.

E. Administrative & Scope Limitations
- Normal wear and tear not caused by manufacturing defects.
- Incidental, consequential, or special damages (loss of use, moving, housing, inspection, shipping, or labor).
- Products sold as clearance, seconds, or used; purchases from unauthorized dealers or online sources.
- Warranty is non-transferable: applies only to the original purchaser and original installation site.
- Installations outside intended scope (outdoors, saunas, wet rooms, commercial applications).
- Floor noises (squeaks, pops, crackling) resulting from subfloor movement or environmental changes.

11. Homeowner Responsibilities

- Maintain indoor climate of 65–75°F (18–24°C) and 35–55% RH year-round, using humidifiers or dehumidifiers as required.
- Use felt pads under all furniture and protective mats in high-use areas.
- Clean and maintain flooring properly with approved hardwood cleaning products.
- Retain proof of purchase and a few spare planks for repairs if needed.

12. Claim Procedure

- Claims must be submitted in writing with proof of purchase, photos, and a detailed description of the issue.
- Purelux reserves the right to inspect the flooring on-site before approval.
- Only upon written approval will repair or replacement be authorized.
- Incidental costs (moving, housing, travel, time lost, etc.) are not covered by this warranty.

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