



# Tyann® XWOOD™ Laminate Floor

## Warranty and Installation Guidelines

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### I. LIMITED WARRANTY

Tyann XWOOD Laminate flooring products come with a limited 30-year residential (structure and finish) and 5-year light commercial (finish) manufacturer warranty. This warranty is extended to the original purchaser ONLY, with proof of purchase from Tyann’s authorized dealer and is not transferable. Installation of the product confirms your acceptance of the product and the warranty terms. Failure to follow Pre-Installation and Installation guidelines in this document will void this warranty.

**The warranty does NOT cover damages by wheelchair, rolling desk chair, from improper use, care, maintenance, or installation, including scratching, water-leak, flood damage, denting, telegraphing, fading, staining, moisture and humidity issues, wet mopping, and steam mopping. Please review our warranty coverage information for specific terms and conditions. PLEASE READ CAREFULLY BEFORE INSTALLING AND ALWAYS REFER TO [www.tyannflooring.com](http://www.tyannflooring.com) FOR THE MOST RECENT INSTALLATION GUIDELINES.**

**THE FLOOR MUST BE INSTALLED BY PROFESSIONAL INSTALLERS**, otherwise your warranty will be void. All floor panels must be checked carefully for grade, color, finish and material defects before and during installation. Ensure adequate lighting for a proper inspection. **Products with visible defects must not be installed under any circumstances.** Please contact the seller immediately and arrange for replacement. Industry standard allows up to 5% of material may be culled for blemishes or defects without being considered defective. Please note our products contain a standard pattern variation and installers should be working from multiple open boxes to ensure boards are blended throughout. Any product that is installed despite an apparent defect is deemed to be accepted. The distributor or retailer must be informed in writing within 15 days of defect identification. The color and brightness resulting from adding flooring to an existing installation and/or repair later are excluded from warranty coverage.



When purchasing flooring, we recommend adding 5%-15% to actual square footage needed for cutting allowance and to compensate for culled material. It is acceptable that up to 5% of material be outside the range of acceptance and not be considered defective.

It shall be the responsibility of the Installer to document installation date, product SKU and Lot information, subfloor moisture content, site relative humidity and site temperature. This information must be documented by the installer and a copy provided to the property owner to ensure product warranty coverage.

This product warranty only applies to defects inherent in the product supplied. This includes delamination or reduced resistance of the protective coating layer, but **does not include the cut planks, modified planks and moldings**. The manufacturer will replace the defective product at its option. If the complaint is substantiated, the replacement of the flooring is supplied by the distributor or retailer, with only new panels of the current product range at the time of the complaint. There will be no other form of compensation (**No labor**). The liability under this warranty only applies to defects that were not visible before or during installation of the floor covering. Tyann can never be held responsible for any property damage and / or secondary degradation.

**Tyann XWOOD** Laminate Flooring is surface waterproof but is not a moisture barrier. Surface water can't get into the product for up to 100 hours. However, water leaking over or around the outer edges of the flooring can damage a wood subfloor and breed mold/mildew growth on subfloor and walls. This is not considered a defect in the flooring.

Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.

**Failure to follow any and all of Tyann XWOOD Collection recommended pre-installation and installation guidelines will void warranty coverage.**

## II. Jobsite & Pre-Installation Guidelines

**Tyann XWOOD Collection** should be one of the last items installed for any new construction or remodel project. **All Tyann XWOOD Collection** products must be installed per the manufacturer's guidelines. If you have any questions, please contact **Tyann** ([www.tyannflooring.com/Contactus](http://www.tyannflooring.com/Contactus)).

All construction or renovation (paint, drywall, concrete, masonry, plumbing) must be complete and dry prior to the delivery of the **Tyann XWOOD Collection Laminate Floor**.

HVAC (Heating, Ventilation, and Air Conditioning) should be on, operational and maintained **between 60 °F and 80 °F** with a **relative humidity in the range of 35% to 65%** for a minimum of



**48 hours** prior to delivery, during, and after installation of the flooring. We recommend using a hydrometer to monitor interior climate and the use of a humidifier/dehumidifier may be required to pre-condition the job site as set forth above.

#### **II-a. ALWAYS CHECK MOISTURE LEVELS BEFORE INSTALLING**

Test the concrete subfloors moisture content by calcium chloride testing or by using an appropriate moisture meter. The moisture content for concrete subfloors registered after a calcium chloride test should not be greater than 8 pounds per 1000 square feet of area. If it exceeds these limits, DO NOT install the flooring. Before moisture testing begins, the slab must be cured for a minimum of 90 days. The moisture vapor emission rate for concrete subfloors must not exceed 85% RH using ASTM 2170 or 8 pounds per 1000sqft per 24 hours using Calcium Chloride test ASTM 1869. ASTM F710 is Required as a standard practice for preparing concrete substrates to receive resilient flooring. If using a moisture meter, please refer to the recommended guidelines set forth by that moisture meters' manufacturer.

Basements and crawl spaces must be dry. Use of a 6-mil polyethylene is required to cover 100% of the crawl space earth. Crawl space clearance from ground to underside of joist to be no less than 18" and perimeter vent spacing should be equal to 1.5% of the total square footage of the crawl space area to provide cross ventilation in accordance with local regulations.

#### **II-b. Preparing before installation:**

- Acclimate the flooring to the environment of the installation area **48 HOURS BEFORE INSTALLING**. The temperature should be **between 60 °F and 80 °F** with a relative **humidity of 35% and 65%**.
- Do not install flooring over radiant floor panels, or your warranty will be void.
- The subfloor needs to be structurally sound without deflection.
- The sub-floor should be free of any surface defect. If it is not, fill gaps with a leveling cement.
- The sub-floor must be level and flat to 1/4" per 10' radius and must not vary more than 1/16" per 3-foot straight line.
- Any gaps in the sub-floor should not exceed 1/16".
- Use flooring screws into floor joists if necessary to minimize squeaks in subfloor.
- The surface must be **completely flat, dry, clean** and free of any contaminants such as wax, paint, grease, dust, oil, nails, staples, old adhesive, etc. and thoroughly swept and free of all debris.
- For concrete installation, ensure that the concrete is not low-density (below 3000 psi) or gypsum based.
- Before installing any **Tyann XWOOD Laminate Floor**, an underlayment is required. **Never** use an underlayment that is thicker than 3mm or less dense than 25 kg/m<sup>3</sup>. Use a tape to stick segments of underlayment together. Do not use masking tape.



- **It is required** to add a 6-mil plastic moisture barrier over a concrete subfloor to prevent future moisture issue from the slab. This is required even if the humidity test results are within the manufacturer's standards because tests performed reveal the reading at the time of testing and it is difficult to predict what the humidity level will be in the weeks or months that follow. In some instances, even if you're using a 6-mil moisture barrier, it is possible that the pressure caused by the humidity may push up the floor and make your floor buckle, which is excluded from the warranty.
- You may use separate underlayment and moisture barrier products or use an underlayment and moisture barrier 2-in-1 product.

### **II-c. Acceptable Installation Methods**

**Acceptable subfloors include** solid wood, linoleum (1 layer only), terrazzo, ceramic, and stone tile. Tiled floors with grout lines will require a cementitious leveling compound to fill any grout lines, voids, or cracks.

**Unacceptable subfloors include** carpet (any type), laminate, free-floating floors, and wooden floors over concrete. Do not place a non-water-resistant product between the concrete slab and the new **Tyann XWOOD Laminate Floor**.

### **II-d. Recommended Installation Area**

**Tyann XWOOD Laminate Floor** is not suitable for any outside use, sunrooms/solariums, bathroom, showers, saunas, seasonal porches, camping trailers, boats, RV's or rooms that have a potential of flooding. Do not install this product in rooms or homes that are not temperature controlled.

Exposure to direct sunlight long-term can cause damage to your floor. Failure to properly shade or UV tint windows can discolor, fade, or buckle planks. Laminate planks are not intended for use on stairs or vertical surfaces. Do not glue, nail, screw or fasten this product to substrate. Install cabinetry, island and peninsula counters and vanities first. Then install planks around them.

**Never install** cabinetry, island and peninsula counters and vanities **over Tyann XWOOD Laminate Floor**.

To allow the flooring to retract and expand, heavy furniture such as a pool table, piano, or gym equipment (weighing more than 400 pounds) should not be placed on the flooring.

### **II-e. Inspect the Flooring**



Flooring panels must be carefully inspected for grade, color, finish and material defects before and during installation. Ensure adequate lighting for a proper inspection. Products with visible defects must **NOT** be installed under any circumstances.

#### **II-f. Expansion Space**

An expansion space of 1/4" must be left around the perimeter of the room and all vertical obstructions such as pipe and columns. This allows the flooring to properly expand and contract.

#### **II-g. Undercut Door Casings**

Undercut all door casings 1/16" higher than the thickness of the flooring and underlayment being installed. To do this, use a scrap piece of flooring and underlayment as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height.

### **III. INSTALLATION GUIDELINES**

The following guidelines must be followed to maintain warranty coverage. Failure to follow ALL guidelines will void the warranty.

**Radiant Heat Installations: DO NOT INSTALL Tyann XWOOD Collection Laminate Flooring over heating zones.**

#### **III-a. GENERAL INSTALLATION TOOLS:**

- Moisture Meter
- Tape Measure
- Pencil
- Chalk Line
- Hand Saw or Power Saw
- Utility Knife
- Tapping block
- Crow Bar or Pry Bar
- Wood or Plastic Spacers (1/4")
- Rubber Mallet

#### **III-b. FLOATING INSTALLATION INSTRUCTIONS**

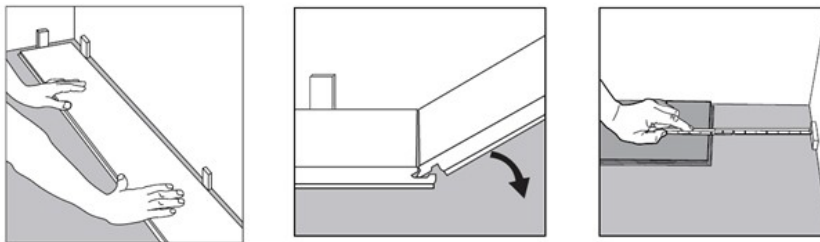


### Step One - Establish a Starting Point.

1. Remove any existing wall base, shoe molding, quarter round or doorway threshold.
2. The surface of the subfloor must be completely flat, dry, clean and solid before proceeding with the installation of your **Tyann XWOOD Laminate Floor**.
3. To start, ensure that your **Tyann XWOOD Laminate Floor** is not damaged during transportation.
4. If your **Tyann XWOOD Laminate Floor** is installed over a concrete slab, it is **required** to roll out a 6-mil plastic moisture barrier over the concrete slab after cleaning the floor surface. Use a tape to stick segments of the moisture barrier together. Do not use masking tape.
5. Before installing any **Tyann XWOOD Laminate Floor**, an underlayment is required. **Never** use an underlayment that is thicker than 3mm or less dense than 25 kg/m<sup>3</sup>. Use a tape to stick segments of the moisture barrier together. Do not use masking tape.
6. You may use an underlayment and moisture barrier 2-in-1 product in lieu of two separate underlayment and moisture barrier products.
7. Undercut all door casings 1/16" higher than the thickness of the flooring and underlayment being installed. To do this, use a scrap piece of flooring as a guide. Lay it on the substrate and cut the casing with a handsaw or use a power jamb saw set at the correct height.

### Step Two – Install the first row.

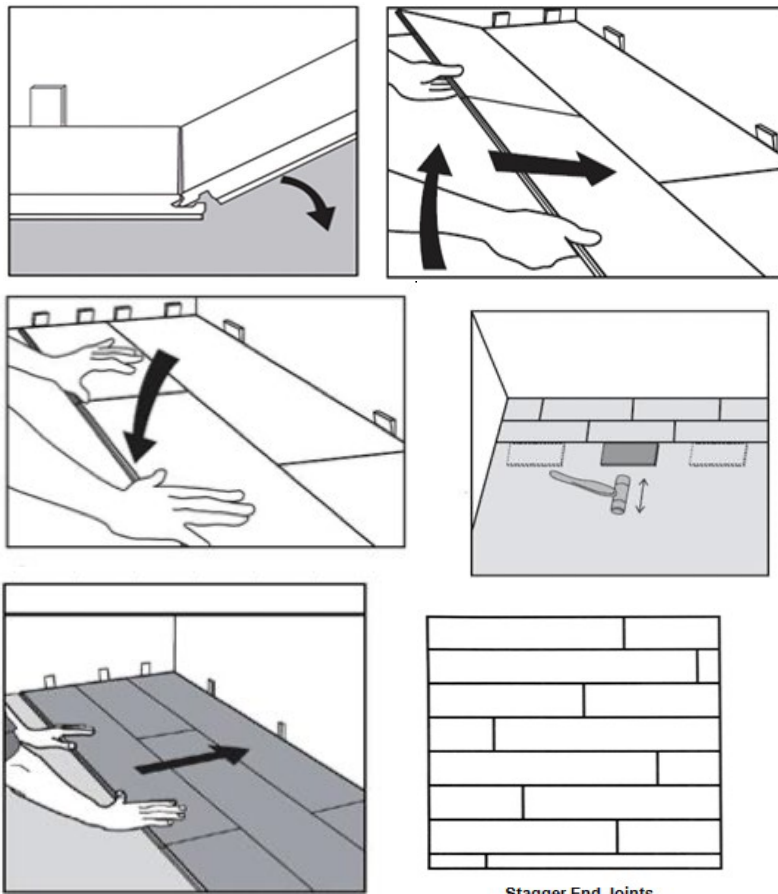
8. Determine the longest, straightest wall to begin installation. This is usually an exterior wall. For the best appearance, install the boards in the same direction as the main light. This will reduce the appearance of the joints. In a corridor or small room, it is better to install the boards parallel to the long side.
9. Lay the first plank's short end tongue (male) side against the wall, with the groove (female) side facing you. Make sure you leave a ¼" space to allow expansion. If the wall is uneven, the plank should be cut and adapted to the contour of the wall.
10. Insert the tongue (male) of the second plank (short side) into the groove (female) of the first plank (short side), press them together and push gently down towards the floor. Complete the first row in the same manner.
11. At the end of the row, measure the total width missing less ¼" for expansion. Cut the plank and complete the row.





### Step Three - Lay Out the Rest of Rows

12. Start the second row by using the leftover part of the plank you have cut. It should be at least 10" long. If not, use a new plank and cut it into two. Make sure to always stagger the joints at least 10" apart.
13. Insert the tongue (male) of the cut plank (long side) into the groove (female) of the first-row planks (long side), press them together and push gently down towards the floor.
14. Insert the tongue (male) of a new plank (short side) into the groove (female) of the first plank (short side) and fit them together in the long side of the first row by pressing down towards the floor.
15. Continue in this way with the whole floor. Make sure that the click system is engaged evenly as any gapping can compromise the integrity of the installation. To ensure a tight fit, use a tapping block and rubber mallet on the long seams and tap down on the top of the plank at the short seams. Continue installing planks across the room ending at the far wall.
16. Before laying the final row, measure and cut the plank accordingly to allow  $\frac{1}{4}$ " expansion. Drop the plank down and complete your row.



Stagger End Joints



#### Step Four - Complete the Job

17. Install transition pieces if needed (stair nose, reducer, end cap, t-molding and quarter round). Molding installation in the doorway is mandatory, to allow the flooring to retract and expand.
18. Clean the floor with any high-quality, p/h-neutral Laminate cleaner.
19. Complete Warranty Registration Form.
20. Any unused material should be stored in a dry place in case future repairs are needed. We recommend saving at least 2 boxes.

#### IV. Care and Maintenance

To keep your floors like brand new for the years to come, below are general guidelines for maintaining your **Tyann XWOOD Laminate Floor**.

- Wipe up spills immediately. Do not leave standing water on the floor for a long period of time.
- Sweep or vacuum at least once a week to remove sand or any abrasive material to prevent scratches.
- Clean your floors regularly with a P/H neutral laminate cleanser.
- For moderately soiled areas, mix one-part isopropyl (rubbing) alcohol and 2 parts distilled water and apply the mixture to the areas. Always spot test in an inconspicuous area.
- Avoid using any cleaning agents containing wax, oil or polish because left over residue will form a dull film on your floor.
- Do not use any wood care floor cleaning products on laminate floors. Self-polishing acrylic waxes can cause the surface to become slippery and appear dull quickly.
- Do not use vinegar as a cleaning solution because its acidic properties will harm the finish.
- Use area rugs both inside and outside doorways to help prevent grit, dirt and other debris from being tracked onto your floor. Use a breathable rug pad underneath all throw rugs to prevent scratching. Place an area rug in front of the kitchen sink.
- Do not wet-mop the floor. Standing water can dull the finish, damage the floor and leave a discoloring residue.
- Do not steam-mop the floor. Damages associated with the use of steam mop are not covered by warranty.
- Furniture legs, chairs, tables, sofas, etc. must always be covered with protective felt to prevent scuffs and scratches. Larger pads may be required on bigger objects. Scratching due to insufficient protection is not covered by the warranty.
- Avoid walking on your laminate floors with cleats, sports shoes, and sharp high heels.
- When moving heavy furniture, do not slide it on the flooring. It is best to pick up the furniture completely to protect the floor from damage.
- In areas where rolling office chairs are used, a protective, plastic floor mat should be used.





**V. Warranty Claim Procedure**

1. You must contact your authorized dealer and explain the problem to them.
2. A representative of the authorized dealer or the installer must inspect the floor and site conditions.
3. The dealer will fill up a claim form including photos and/or videos.
4. The dealer must return the claim form, photo(s) and/or video(s), customer invoice(s), Tyann invoice(s) and installer invoice(s), by email to [order@tyannmaterials.com](mailto:order@tyannmaterials.com).
5. Once we have received all the documents, we will respond to the dealer in 5 to 10 business days.

**Note: Tyann will not accept any claim that does not follow this procedure.**



**VI. Proof of Purchase Form**

To qualify for any repair or replacement, you must provide the original receipt of sale or other documentation to show proof of purchase. Please fill in the following information and keep this form in a safe place with your original documents.

Retailer name: \_\_\_\_\_

Retailer address: \_\_\_\_\_

Retailer Phone: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Delivery date: \_\_\_\_\_

Product name: \_\_\_\_\_

Installed by: \_\_\_\_\_

Installation date: \_\_\_\_\_

Subfloor Moisture content before installation: \_\_\_\_\_

Temperature and relative humidity before installation: \_\_\_\_\_

Subfloor type (plywood concret, tiles etc...): \_\_\_\_\_

Underlayment type: \_\_\_\_\_

Moisture barrier type: \_\_\_\_\_