



Vintage Installation and Maintenance Information

This Installation and Warranty Card is for all Vintage Product lines.

General Installation Instructions for all products



3/4" (19 mm) Solid

- For all Smooth, Wire Brushed and Etched Pioneered floors
- Product Specifications: 3/4" (19 mm) Solid
- Grades Available: Estate, Select-V & Heritage
- Widths Available: 2 1/4" (57 mm), 3" (76 mm), 3 1/4" (83 mm), 4 1/4" (108 mm)
- Lengths: Random lengths 10" - 84" (254-2134 mm), Averages: 32" - 38" (813-965 mm) depending on grade
- Installation: Nail - At or above ground
- Radiant Heat: No, can use Crafted, Solid Sawn, Northern Solid Sawn or U-LOC



9/16" (13.7 mm) Engineered

- For all Smooth, Wire Brushed and Etched Crafted floors
- Product Specifications: 9/16" (13.7 mm) Engineered
- Grades Available: Estate, Select-V
- Widths Available: 3 1/2" (89 mm), 5" (127 mm)
- Lengths: Random lengths 14" - 72" (356-1829 mm), Average: 32" (813 mm)
- Installation: Nail, glue or float - At, above or below ground level
- Radiant Heat: Yes * Check species list



3/4" (19 mm) Solid Sawn

- For all Smooth, Hand Scraped, Wire Brushed and Etched Solid Sawn floors
- Product Specifications: 3/4" (19 mm)
- Grades Available: Estate, Select-V, Character
- Width Available: 3 1/4" (83 mm), 4" (100 mm), 5" (127 mm), 7" (180 mm), 10" (250 mm)
- Lengths: Random lengths 16" - 84" (406-2134 mm), Averages: 38" - 48" (965-1219 mm) depending on species and grade
- Installation: Nail, glue or float - At, above or below ground level
- Radiant Heat: Yes * Check species list



3/4" (19 mm)
Northern Solid Sawn

- For all Smooth, Wire Brushed and Etched Northern Solid Sawn floors
- Product Specification: 3/4" (19 mm)
- Grades Available: Estate, Select-V, Character
- Widths Available: 3 1/4" (84 mm), 4 3/8" (112 mm), 5" (127 mm)
- Lengths: Random lengths 15" - 84" (381 - 2134 mm), Averages 32" - 42" (813 - 1066 mm) depending on species and grade.
- Installation: Nail, glue or float - At, above or below ground level
- Radiant Heat: Yes * Check species list



7/16" (11 mm) U-LOC

- For all Smooth U-LOC floors
- Product Specifications: 7/16" (11 mm) Click
- Grades Available: Estate, Select-V
- Widths Available: 4 1/4" (109 mm)
- Lengths: Fixed lengths 46.14" (1172 mm), 32.36" (822 mm), 28.8" (732 mm), 23.07" (586 mm), 17.32" (440 mm), 13.77" (350 mm)
- Installation: Float - At, above or below ground level
- Radiant Heat: Yes * Check species list

For more details or technical specifications, please contact a Vintage Dealer or our Website.

Vintage Wear Warranties		
Residential Wear Warranty	Pearl & Semi Gloss 25-Year	UV Urethane Oil 10-Year
Commercial Wear Warranty	3-Year	1-Year

Congratulations on purchasing one of the highest quality prefinished hardwood floors. Your premium Vintage Hardwood Floor will provide you with a lifetime of memorable moments. Products may be manufactured in one of Vintage's worldwide manufacturing facilities, but all are prefinished in Canada. Contact a Vintage Dealer for more information.

Warranty Program takes effect: February 2014 replacing all previous versions.

Warranties

Lifetime Structural Warranty for Residential Installations

Vintage Hardwood Flooring has strict processing controls and every piece is put through a rigorous quality control system. Vintage warranties all the product collections to the original owner of a non-commercial floor in its original manufactured condition to be free from: delamination, milling defects and grading for the lifetime of the floor. This warranty excludes the standard defect allowance of 5% for widths below 4" and 8% for 4 1/4" and over. The relative humidity in the residence must be targeted at 45% and the maximum ranges in the specific product warranty never exceeded. Radiant heat warranty is limited as specified in the radiant heat section. The warranty does not cover the normal movement and reactions of wood to humidity and damages as listed in the exclusion list. To fulfill this warranty, the owner must ensure the pre-installation, installation, maintenance and care guidelines are complied with. Vintage Hardwood Flooring's liability for this warranty is limited solely to the defect amount in excess of the standards above and is for the flooring material only.

Residential Wear Warranty: 25-Year for Pearl & Semi gloss finished floors

This warranty guarantees to the original purchaser that the standard Vintage Semi-gloss and Pearl finishes will not wear through or peel for 25 years from the date of purchase. Oil and Custom gloss finishes are not covered by this warranty. The product must be in its original purchased condition. The wear warranty is applicable to non-structural defects only. Checks, lines or peeling that appear on the surface of knots, checks, cracks, holes, color variation and other related natural character allowed for in the grades are not covered under this warranty. The floor must be installed and maintained in accordance to Vintage's installation and maintenance guidelines. See warranty exclusions for other limitations.

3 Year Finish Wear through Warranty for Commercial Installations (Special Ordered as "Commercial Finish")

This warranty guarantees to the original commercial purchaser that the standard Vintage Semi-gloss and Pearl finish will not wear through or peel for 3 years from the date of purchase in a commercial environment. Heavy traffic environments, including exterior main access ways are excluded. Oil and Custom gloss finishes are not covered by this warranty. The product must be in its original purchased condition. The wear warranty is applicable to non-structural defects only. Checks, lines or peeling that appear on the surface of knots, checks, cracks, holes, color variation and other related natural character allowed for in the grades are not covered under this warranty. The floor must be installed in accordance to Vintage's installation guidelines.

The floor must be regularly maintained in accordance with Vintage Hardwood Floorings guideline to validate this Warranty. The sole remedy pursuant to this warranty shall be limited to the repair, refinishing or replacement of the floor at the discretion of Vintage Hardwood Flooring to correct the issue. Any attempt to modify, repair or replace products prior to authorization of Vintage Hardwood Flooring will void this warranty. See warranty exclusions for other limitations.

10 Year Limited Residential Wear Warranty - UV Urethane Oil finish (Not an Oxidative Oil) (1-Year Commercial)

Vintage warranties to the original purchaser that it's UV Urethane Oil will not wear through the finish in normal residential use within 10 years from the purchase date. The thin finish of UV Oil must be carefully maintained, including regular care and maintenance that cleans and protects the floor. Failure to care and maintain the floor for any period, as described in the Vintage care instructions, can lead to failure of the floor and will void the warranty. Wear warranty excludes items listed under exclusions. Vintage recommends refreshing the floor as soon as wear or dulling is observed to provide a protective coat to avoid or correct minor damages. Refreshing may cause variances in the finish if any residue is missed by cleaning or due to varying amounts of refresher applied. Vintage does not warranty gloss variation or contamination resulting from the refresher application. Vintage's thin UV Urethane Oil coat will wear through in heavy traffic areas or where sources of grit or damage are higher. Therefore place mats/rugs in such areas to protect the finish (i.e. Entrance ways, fridges, sink area, etc.). In the event the raw wood is exposed due to damage or excessive wear, it is essential to carefully clean and refresh the area to avoid the "wash-out" and discoloration of the underlying stain. Repairs to damage and excessive traffic/wear are not covered by the warranty. Consult a professional when recoating or extensive repairs are required.

Humidity Control (Gapping, Cupping and Splits)

Relative Humidity is the ratio of the actual amount of water vapor contained in the air at a given temperature to the maximum amount of water vapor that the air at a given temperature can hold, expressed as a percent. In other words, relative humidity is the absolute humidity divided by the absolute humidity at saturation of air at the same temperature.

Wood is a hygroscopic material. Always containing water, it constantly exchanges water vapor with the air, picking it up when atmospheric relative humidity is high, and giving it off when relative humidity is low. Since wood swells as it adsorbs water, and shrinks as it releases water, both its moisture content and its dimensions are controlled by the relative humidity of the surrounding air. Wood moisture content is equal to the weight of water contained in the wood divided by the oven dry weight of the wood, expressed as a percent.

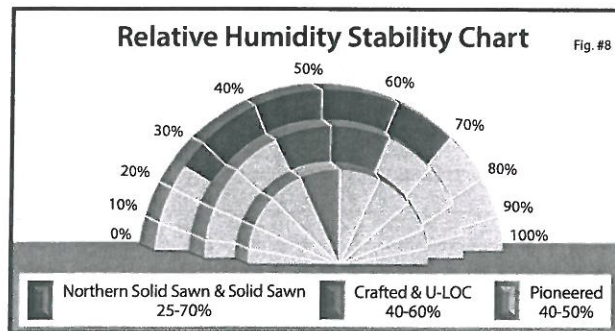
Inside homes however, where the relative humidity (RH) of outdoor air drawn inside is drastically altered by heating it and cooling it without humidification or dehumidification. Wide seasonal swings in relative humidity in wood moisture content and dimension changes occur. Since warm air can hold more water vapor than cold air, the relative humidity of air with a certain absolute humidity can be changed by simply changing its temperature. If in winter, for example, outside air at 20°F (-6°C) and 65% RH is drawn inside and warmed to 70°F (20°C) without humidification, its relative humidity drops to about 10%. In summer, outside air at 70°F (20°C) and 60% RH that flows into a basement at 60°F (15°C) will end up at 82% RH. In order to minimize this movement, the relative humidity must be maintained according to product specifications for Pioneer solid anything higher and the flooring will start to cup, anything lower and the floor will start to gap and may check and split in winter months.

Special Note for Crafted, Solid Sawn, Northern Solid Sawn and U-LOC

Although these products are more stable, they can still react to changes in relative humidity according to the season. Minor cupping, crowing, face distortions, etc., is considered normal when near the limits of the stability warranty and is not covered under this warranty. Raising or lowering your humidity level towards the middle of the warranty range will resolve this issue.

Vintage's Crafted, Solid Sawn, Northern Solid Sawn, & U-LOC Hardwood Flooring will perform extremely well with high humidity. However, if the humidity drops below warranted levels the face lamella will start to contract. The construction of these products is such that the core material will minimize the face lamella's contraction. If the humidity drops below warranted levels the core will continue to do its job and minimize the contraction again. However, there comes a point where the face lamella is under so much stress, and the core is not allowing the face to move (minimize cupping) that the face lamella has no other choice but to relieve its pressure by stress cracking. Stress cracking is NOT covered under this warranty.

Vintage manufactures and stores solid wood flooring in a controlled environment. It is important to check and document both the ambient humidity and the moisture of the subfloors in the rooms before installation. Humidity outside the allowed range or subfloors more than 2% difference in moisture on 3 1/4" and wider floors (4% difference on 3" and narrower) will cause the floors to expand/shrink and cup. Wet subfloors and high humidity environments can cause gapping and create splits as the wood dries and returns to a normal humidity levels. Un-insulated heat ducts or radiant heat also cause extreme drying leading to gapping and splitting. Gapping, Cupping and splits resulting from moisture & humidity excesses are not covered under Vintage's Warranty. Generally, wood flooring should not be installed over crawl spaces. If necessary, ensure the crawl space has a 6 mil CGSB polyethylene over all exposed earth and that sufficient cross ventilation exists in order that no moisture accumulation occurs. Follow local building codes.



Radiant Heat Instructions & Warranty

New Concrete that is less than 60 days Old – Radiant heat must be turned on and left on for a period of 45 days prior to installation of the Vintage flooring material. Turning the radiant heat on will allow the moisture that is in the concrete to evaporate from the concrete. If the concrete is not dried and the floor is installed, the moisture that is in the concrete will migrate into the wood floor. Perform a calcium chloride or polyfilm test to determine moisture content of the concrete. The Radiant heat must be turned off for at least 48 hours prior to installing any flooring for a conditioning period. Older Concrete – Heating and/or cooling concrete must be done slowly. Vintage flooring requires that the radiant heat be turned on for a minimum of 72 hours prior to installing Vintage flooring material. Vintage flooring also requires that the radiant heat system be turned off for at least 48 hours prior to installing any flooring. Turning the heating system off allows for the concrete to properly condition.

Note: Not conditioning the concrete will void all Vintage Warranties.

Maximum Tube Temperature out of boiler: 129°F (54°C)

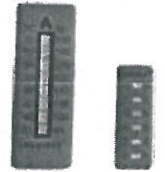
Maximum Concrete Temperature: 81°F (27°C) (Below hardwood flooring)

****IMPORTANT**** when using any radiant heat system other than the in slab system referred to above, you must confirm with your heating contractor that the Maximum Temperature of the surface of the subfloor (below the hardwood flooring) CANNOT EXCEED 81°F (27°C).

The humidity level in the home MUST be maintained ABOVE the listed levels in order to validate the warranty*.

- Pioneer Hardwood Flooring 40%
- *Engineered Crafted Hardwood Flooring 40%
- *Solid Sawn Hardwood Flooring 25%
- *Northern Solid Sawn Flooring 25%
- *U-LOC Hardwood Flooring 40%

A common problem that happens is that the floor will cup and/or crack when the radiant heat is "cranked up" by individuals that are cold. Cranking the heat above the maximum temperature recommended by Vintage will void the warranty. In order to confirm that the floor maximum temperature is not exceeded Vintage will require "thermal sensor stickers" to be applied in strategic areas of the floor and heating system. Thermal sensor stickers are strips of tape with crystals that change to black at a specific temperature. If the heat on the substrate below the hardwood flooring exceeds 81°F (27°C), or the tube temperature out of the boiler exceeds 129°F (54°C) these crystals will turn black. Once they turn black you cannot reverse the color change. Vintage flooring will require 1 thermal tape to be placed on the main tube coming out from the heating unit in the home. Vintage flooring will also require a thermal sensor tape on the subfloor placed within 6" of the wall and the sensor must be placed over the heat tube. Thermal sensors will be mandatory in order for Vintage to warranty radiant installations. If using radiant heat systems other than concrete slab, 3 sensors must be placed in various locations on the floor.



If a problem occurs and Vintage is required to inspect a potential claim, Vintage will require that these thermal sensors are removed for verification of temperature. If these sensors are not available to Vintage in accordance with our installation guidelines, the claim will be denied. It is extremely important that the sensors be placed in an area where it can be extracted by Vintage for temperature verification. Vintage requires that the installer draw a diagram on the placement of the sensors in the main heat floor area. This diagram must be submitted to the homeowner and Vintage Flooring for record keeping.

The Radiant Heat Compliance form must be completed and signed to validate radiant heat warranty. A copy must be submitted to Vintage Flooring with the purchase order when ordering a floor. It is the responsibility of the dealer to provide this completed form when ordering material. In signing this compliance form it is agreed that the homeowner will not exceed the maximum temperature as per the above mentioned Vintage guidelines. It is also agreed that the thermal sensor strips will be installed in accordance with these guidelines. The homeowner will also keep a record of the placement of these sensor strips so that they know where the location is, and will make them available for extraction in the unlikely event of a claim.

Installation on radiant heat system

Species		Vintage products	
Hickory	No	Pioneer	No
Rift & Quarter Sawn Brazilian Cherry	No	Crafted	Yes**
Maple	Yes*	Solid Sawn	Yes**
Tigerwood	Yes*	Northern Solid Sawn	Yes**
Red Oak	Yes	U-LOC	Yes**
White Oak	Yes*	**check Species list	

Effective February, 2014

* Indicates species that are more susceptible to movement and special attention must be taken to adhere to maximum temperatures.

For more detailed information about the Radiant heat warranty, please contact a Vintage dealer.

Warranty Exclusions

The following are excluded from all Vintage warranties

Any damage or failures, but not limited, to the following are not covered by Vintage's warranty.

The finish wear surface must be easily noticeable and cover at least 15% of the total floor area for a claim to be considered.

Damage or structure failure relating to installation and interior conditions that do not comply with Vintage's installation requirements.

Damage due to improper care or failure to comply with Vintage's maintenance and care instructions.

Structural Defects natural in the wood where the finish cracks, contains voids, or color variation that appear on the surface of a knot, check, split, hole or similar naturally occurring wood character in the grade.

Natural expansion, contraction and tensions caused by woods reaction to humidity variations.

Wood displacement due to nailing, stapling or installation (i.e. Dimpling & Nail pops)

Gloss changes due to wear or use, including variation in replacement boards.

Damage due to water, spills, steaming, excessive cleaner, wet mopping, moisture, sink /dishwasher / pet bowl / planter spills that will cause distortion of the wood and blistering and peeling of the finish.

Dents, scratches, high heel marks, pet damage, chemical & adhesive damage. Use of tape except 3M blue tape.

Natural discoloration of the finish, aging, fading or darkening of the wood and excessive exposure to sunlight, including uneven discoloration under rugs & furniture.

Natural color and character marks in the wood as allowed in the grade (Samples do not show all possible character marks allowed in the entire floor).

Environmental extremes of heat, dryness or humidity that exceed the product specified humidity range.

Construction damage, in particular on textured surfaces, can contaminate the naturally occurring or intended undulations in the surfaces (i.e. Drywall dust).

In all cases, any warranty, remedy, or repair must first be approved by Vintage Hardwood Flooring.

Action taken prior to Vintage's approval will void the warranty claim.

The corrective action to remedy any warranty issue is the exclusive right of Vintage Hardwood Flooring.

This Warranty only applies to defects in excess of the 5% on boards under 4" and 8% on boards 4 1/4" or over.

Vintage's liability under this warranty is limited to the replacement or repair, of any portion of the floor, solely at Vintage's discretion, and only up to the total purchase price of the floor (excluding installation). Vintage will not be liable for other costs, including labor, installation, moving, or accommodation costs.

The warranty is only to the original purchaser and cannot be transferred.

Any defect or warranty claim must be submitted in writing to Vintage Hardwood Flooring within 6 months of the occurrence of the issue giving rise to the claim.

Filing a Claim

To file a claim, contact your authorized Vintage Hardwood Flooring Dealer or Builder where you made your purchase. They will assess and complete a claim form if warranted, that will require the details of original purchase, payment confirmation, installation, environment conditions and details of the issue.

Vintage at its discretion reserves the right to: be provided detailed pictures of the floor, access for inspection, and/or removal of samples for analysis.

Warranty Registration Card

(This card must be completed and returned within 30 days of purchase date)

Please Print

Name _____

Address _____

City _____ Postal/Zip _____

Prov/State _____ Date of Purchase _____

Country _____

Name and Address where purchased: _____

Product purchased:

☐ Estate ☐ Select-V ☐ Character ☐ Heritage

Size _____ Color _____

Reason for purchasing Vintage _____

What room did you install Vintage in:

☐ Bedroom ☐ Den ☐ Family Room ☐ Hallway

☐ Kitchen ☐ Living Room ☐ Bathroom ☐ Basement

Number of residents in your home:

Adults _____ Children _____

Dog _____ Cat _____

Type of Residence:

☐ Single ☐ Condominium ☐ Townhouse ☐ Cottage ☐ Rental

Age of Residence:

☐ 5 years or less ☐ 5-10 years ☐ 10-15 years ☐ 15-20 years ☐ 20 plus

We thank for purchasing Vintage Hardwood Flooring. Take the time and fill in any comments that you may have. The only way to improve is to hear from you, our valued purchaser.

Thank you

Comments _____

Registration can be completed online at www.vintageflooring.com

Internal use only
Vintage Hardwood Flooring
409 Evans Avenue, Toronto, Ontario, Canada, M8Z 1K8
416-252-4182 or 1-877-256-0231

Date received _____ Control # _____