

—TORLYS— SUPER SOLID

HARDWOOD 5, 6 & 7 Collections

Warranty and Instructions for installation over radiant-heated sub-floors

TORLYS SuperSolid hardwood is covered by a warranty for use over radiant-heated subfloors.

This warranty is extended to the original purchaser and in residential use only.

This warranty states that the product will not fail as a result of radiant heat applications where the conditions and parameters of the following TORLYS Radiant Heat Installation Instructions are met.

INTRODUCTION: PLEASE READ CAREFULLY

Wood has been used as a building material for a very long time. Wood is not only beautiful, it is a natural material which reacts to changes in environmental conditions. We know when exposed to changes in heat or humidity, the moisture content of the wood will also change, causing it to expand or contract. Because of this property, excessive levels of heat or humidity, or extreme fluctuations of them, can cause a hardwood floor to cup, gap, check, split, or more. Hardwood floors installed over radiant heat systems are especially susceptible to heat related issues, so care must be taken to not only use hardwood products specifically designed for this application, but also to pair it with a compatible radiant system approved for use with hardwood flooring. Following the parameters of both manufacturers is not only important, it is necessary.

Customer’s Responsibilities

It is the customer’s responsibility to ensure that the radiant heating system is compatible for use with hardwood flooring. This is especially important when:

- Installing hardwood over an older radiant heat system

- In a room where the previous floor covering was a product other than hardwood flooring
- Where several areas are heated by a single radiant heat source, circuit or loop

Before, during and after installation, the radiant heating system must be operated as instructed by these guidelines.

After initial installation, surface temperature of the subfloor shall not exceed 80° F (27° C). Correctly installed SuperSolid hardwood flooring can be subject to damage if the radiant heat system is operated at improper levels.

Ensure that approved heat sensors are installed under the floor in accordance with the instructions below (sensors available through your TORLYS dealer).

The relative humidity of the interior environment must be maintained between 30%-60% at all times. Room temperature must be maintained between 60 – 77 °F (15 – 25 °C). This may require the use of humidifiers or dehumidifiers in addition to heat exchangers and/or air conditioning units.

After installation, the hardwood flooring must be properly protected and maintained as outlined in TORLYS SuperSolid installation instructions and maintenance information (available at www.torlys.com)

NOTE: When installing hardwood flooring over a radiant heat system, it is recommended a radiant heat technician be consulted to ensure the system is compatible, or can be made compatible, with the new floor covering.

Failure to conform to these stated requirements will void the product warranty.

As a condition of the product warranty, TORLYS requires that installation of SuperSolid hardwood flooring over radiant heat systems be performed according to the following instructions:

BEFORE INSTALLATION:

- Ensure the radiant heat system is equipped with proper temperature controls in the zone where the hardwood flooring is to be installed. A system employing a collaborating exterior thermostat is strongly recommended.
- Ensure the floor heating system is in proper working order and has been fully tested. New floor heating systems which are imbedded in concrete or gypsum underlayment should be operated at 2/3 to 80% of maximum output for a minimum of 2 weeks before the floor covering installation. This allows the substrate to release excess moisture prior to being covered by the flooring. Substrate moisture content is to be verified as acceptable using testing method ASTM F2170 prior to commencing installation. Four days before flooring installation, the floor heating system must be reduced to a suitable temperature of 64°F (18°C).
- The radiant heat system should be turned off 24 hours prior to, during and for 72 hours after installation of the hardwood flooring.
- The hardwood flooring must be acclimated on site for a minimum of 2 days prior to installation.

DURING INSTALLATION:

In addition to the procedures outlined in the TORLYS SuperSolid instructions, approved heat sensors must be installed under the hardwood flooring (sensors available through your TORLYS dealer). In the event of damage, the sensors will be used to determine if the hardwood flooring was exposed to excessive heat. A minimum of 5 sensors per 1000 ft² (93m²) is required. Distribute them evenly throughout the installation, placed as instructed below.

Sensor Placement Floating Floor Installation:

Note: Sensors are to be placed on the subfloor after completing any surface preparation and prior to installing vapour barrier or underlay.

1. Wrap sensor in plain paper. Note the orientation of the sensor; the sensor must be installed face down.
2. Using a piece of duct tape approximately 8" (20cm) long, enclose the wrapped sensor by folding in half lengthwise. Make sure the tape completely encloses the sensor. Place the sensor face down, perpendicular to the wall, approximately 45" (115cm) in from the perimeter and then duct tape in place. To assist in recovery and mapping, it may be helpful to place sensors across from electrical outlets.
3. Using the above method, place at least one sensor in the field (centre) of the room.
4. Sketch a diagram showing the locations of the sensors. Keep it in a safe place with your product receipt and warranty. In the event of a claim, a copy of this diagram will be required if sensors need to be retrieved.
5. Proceed with the installation as per TORLYS SuperSolid instructions for floating installation.

Sensor Placement Glue-Down:

Note: Sensors are to be placed on the subfloor after completing any surface preparation and prior to applying underlay or adhesive.

1. Wrap sensor in plain paper. Note the orientation of the sensor; the sensor must be installed face down.
2. Place the sensor face down, perpendicular to the wall, approximately 45" (115cm) in from the perimeter. To assist in recovery and mapping, it may be helpful to place sensors across from electrical outlets.

3. Place a dime next to the sensor on the substrate (used to magnetically locate the sensor if required).
4. Secure the sensor and coin in place using duct tape. Make sure the tape completely covers the sensor and coin.
5. Using the above method, place at least one sensor in the field (centre) of the room.
6. Sketch a diagram showing the locations of the sensors. Keep it in a safe place with your product receipt and warranty. In the event of a claim, a copy of this diagram will be required if sensors need to be retrieved.
7. Proceed with the installation as per TORLYS SuperSolid instructions for direct glue-down or double glue-down installation.

Note: If installing sensors in a hall or small area, place sensors in the centre.

AFTER INSTALLATION:

- Restrict traffic for at least 24 hrs. After 24 hrs., remove any tape and sweep/vacuum the floor. Do not use any cleaner on the floor for at least 3-5 days.
- If employing temporary protection on the hardwood, use a membrane with a Perm Class 3 (or higher) vapour permeance rating to avoid trapping moisture and/or causing condensation. Be sure to cover the entire floor to avoid exposing a partial area to light, causing an uneven colour change. Overlap the seams of the membrane and tape them to each other. Never tape the membrane directly to the face of the floor. Tape the perimeter of the membrane to the baseboard or quarter round moulding using low adhesion tape.
- Allow a minimum of 24 hours before turning the radiant heating system back on. Start at the ambient temperature and if necessary, gradually increase the temperature in 5°F (3°C) increments until the desired operating temperature is reached. Do not expose the hardwood and adhesive to rapid changes in temperature or excessive heat. This warranty excludes damage caused by thermal shock or excessive heat.

- Operate the radiant heat system at the lowest setting possible to achieve a comfortable interior environment. Maintain interior humidity between 30-60%.
- Complete the Radiant Heat Installation Record and keep in a safe place with the sensor diagram, product receipt and warranty (found at the end of this document).
- After 3-5 days, follow the instructions in TORLYS Maintenance Guide for ongoing maintenance (available at www.torlys.com).

IN THE EVENT OF A CLAIM:

DO NOT ATTEMPT TO RETRIEVE THE SENSORS.

Only TORLYS or their appointed representatives are authorized to recover sensors. Removal by others may void the product warranty.

Notify the dealer who sold you the material promptly, in writing. You must supply proof of purchase and sensor diagram. Include the product name, quantity involved and installation costs (if applicable).

Once the dealer verifies the claim, the retailer will notify a TORLYS representative and if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact TORLYS at 1-800-461-2573 and ask for a technical representative.

RADIANT HEAT INSTALLATION RECORD:

Please complete this form in full and keep in a safe place, along with the sketch showing the sensor locations. In the event of a claim, this information must be sent to the manufacturer along with a copy of the original purchase receipt.

(CONTINUED ON NEXT PAGE)

RADIANT HEAT INSTALLATION RECORD:

Customer Name: _____

Telephone: _____

Address: _____

Product SKU#: _____

Production Date/Lot#: _____

Date Installed: _____

Date of Concern: _____

Dealer: _____

Telephone: _____

Dealer Address: _____

Disclaimer

- Under no circumstances can TORLYS Inc. be held responsible for any loss of time, inconvenience, expenses, costs, or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.
- TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace the defective goods.

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