

To help ensure your installation goes according to plan, here are a few important tips to remember:

Installation schedule

We strive to provide you with an efficient and worry free delivery experience but delays can happen during the transportation of your product. Since our delivery times are estimates subject to change, we recommend waiting till **after** the product arrives at your home to finalize your installation date.

Get your space ready for installation

As you get your space ready for installation, it's important to do the following:

- ⊕ Ensure all “wet trades” have finished their work. If you're painting, this task should be completed and the paint should be allowed to dry before the flooring arrives.
- ⊕ Run all heating and/or cooling systems for at least 2-3 days before the product's anticipated delivery date to ensure your home's relative humidity is in the **40%-55% range**. This range should be maintained after installation as well.
- ⊕ Make sure the room you're installing in is flat and the subfloor material is suitable for wood flooring.

Check your flooring

- ⊕ To make sure you're completely satisfied with your new floor, open 2-3 boxes as soon as it arrives. Confirm the product specs like color, board length, and grade are correct.
- ⊕ Assemble one box by hand to check the milling quality; look for gaps, height variance, and any other signs of damage.

Moisture Monitoring

It's important to measure and record the moisture content of your new hardwood and the sub floor that it will be installed on. Here's what you can do to achieve proper moisture levels:

- ⊕ All wood flooring, whether pre-finished or site-finished, needs to be delivered to the job site and allowed to acclimate before installation can begin.
- ⊕ At the time of installation, the recommended moisture content is 10% or less for wood floors and 12% or less for subfloors. This difference between flooring and subfloor shouldn't exceed 2%. Don't install the product unless it's in this range; allow more time for conditioning to help ensure a high-quality installation.
- ⊕ Please take photos of all moisture level readings for documentation purposes.

Planning your layout

Before you start installation, open up a **minimum of 5 boxes**. This will allow you to mix boards from different boxes so you won't have patches of darker or lighter areas. Plan the layout of your flooring planks to achieve the look you're after.

If you have any issues with the product, please stop your installation and report them **IMMEDIATELY** (ideally the same day the product arrives) to our customer service representatives. Please note that once your product is fully installed, it is deemed acceptable and no longer eligible for a refund.

Call our toll free number at 1-877-631-2845 or email customerservice@builddirect.com.