

ATTENTION

PLEASE READ THIS NOTICE BEFORE INSTALLING YOUR NEW FLOORING!!

Before installation, it is important that the owner and installer inspect the flooring for defects, color, shading issues, and verify that the boxes are of the same color and run/production date, and that it is the correct product. Any planks that are not suitable should be not installed. **Please note that it is the responsibility of the person installing the floor to inspect the flooring for defects or other issues that may not be suitable.** Once the flooring is installed, it is considered acceptable, and becomes the responsibility of the person installing the floor. Please remember that damaged planks should have the damaged portion cut off, and the undamaged portion(s) used to begin or end a row.

Before any flooring leaves the factory, each plank goes through numerous inspection stations; however if a color or shading variance between planks is noticed, please stop installation and call U.S. customer support (English) at 866.582.0848 (U.S. only); or 503.582.0848, or email tech@wellmadefloors.com.

Blending cartons is important to achieving a uniform appearance across the entire floor. We suggest retaining and storing several cartons of flooring containing manufacturer run numbers for future reference or if a repair is ever required.

We manufacture in accordance with accepted industry standards, which permit a defect and waste tolerance of 5 percent. Therefore, the installer should figure the job with an additional 5 percent, and additional 10 percent if installed on a diagonal.

If additional building or improvements to your home continue after the flooring is installed, it is the installer's responsibility to protect the flooring from damage that could be caused to the floor from heavy traffic or debris. The manufacturer will not accept claims that are derived from damage caused by jobsite activity.

For ordering and availability of flooring transitions or moldings, please visit <https://goldenarowanaflooring.com/>

INSTALLER: PLEASE LEAVE THIS NOTICE WITH THE CUSTOMER.

Golden Arowana® Laminate Flooring Installation Guideline

Thank you for choosing Golden Arowana Laminate Flooring, featuring the glue-less Uniclic® floating installation system. You have selected one of the highest quality Laminate floors available. Our Laminate flooring is a combination of the best materials and state-of-the-art manufacturing technology. It features an extremely durable Medium Density Fiberboard (MDF) core topped with a premium Laminate surface with aluminum oxide wear layer and attached pad. Please carefully read the following in order to ensure that you know what to expect, and so that you can enjoy your Laminate floor for many years to come. When installing, you should work out of several cartons at a time; if you find variations of the boards in the carton that are not consistent with the other flooring, put them aside, these should be used in areas like closets or other areas that are not readily visible. It is the responsibility of the person installing the floor to inspect the flooring for defects and finish issues prior to installation. Should an individual piece be doubtful as to quality, do not install, installation of the boards constitute acceptance. Even though Laminate flooring is more dimensionally stable than solid wood flooring, all floating floors will expand and contract, so install accordingly. For technical information or questions, you can email: customerservice@wellmadefloors.com or call 866.582.0848 (US only); outside the US, call 503.582.084.

General Information

1. Read all instructions/warranty first: Get all your questions answered before you start installing the floor.
2. Amount of flooring needed: Buy enough flooring to equal at least 105% of the square footage of your room, for waste allowance.

3. Your Laminate flooring will need to be acclimated for a minimum of 48 hours (3 - 4 days is optimum) prior to installation. Store the material in the area that it will be installed, under normal living conditions. Normal living conditions can be defined as having and maintaining a temperature between 60° - 80° and relative humidity (air) between 30% - 55%. It is recommended that humidifier/de-humidifier be used to maintain relative humidity. Always avoid installing the floor under very dry or very humid conditions, it is best to install when conditions are about the same as it will be most of the year. Also, when installing over radiant heat flooring, be sure to contact the system manufacturer to determine that it is compatible with Laminate flooring.
4. Be aware of moisture problems: Moisture can ruin any floor. Always look out for potential moisture problems, especially in basements and crawl spaces.
5. Checking for moisture: Use a Delmhorst J-4 (or equivalent) moisture meter for wood, or a Tramex Concrete Moisture Encounter meter (or equivalent) for concrete. You can also use a calcium chloride test for concrete. If the Tramex moisture meter is more than 4.5, or the calcium chloride test is more than 3 pounds per 1000 square feet, you will need to consult with a professional to correct the problem. Always check for moisture in at least several areas of the subfloor. The wood substrate should not be more than 12% moisture content.
6. Dealing with moisture before installation: If you have or suspect moisture problems, don't install your flooring. Contact a professional flooring installer to improve subfloor to an acceptable level of moisture.
7. To ensure a clean cut without chipping, tape the area to be cut and/or use a fine-toothed circular saw with a carbide blade.
8. Room/entryway preparation: Undercut all door casings prior to installing flooring.
9. Leave expansion gaps: Leave a minimum 3/8 inch space at each wall, beneath door jambs, and at transitions for expansion of flooring. Base molding and transitions will cover this gap.
10. A T-molding must be used in all doorways and openings between rooms (halls, archways, etc.) to allow separate rooms (areas) to move without interference. Maximum size of a single room without a T-molding is 35 feet wide (across the width of the boards) and 35 feet long (length of boards).
11. Tapping block: You can use a designed tapping block, or a 6 – 8 inch scrap of flooring for this purpose. NEVER HIT FLOORING DIRECTLY AND BE CAREFUL NOT TO FRACTURE FLOOR EDGES.
12. Protect your floor from scratches; use felt pads under chairs & tables. Also, if your chairs or other furniture have rolling castors, you may need to replace with softer rubber castors. Never push/drag furniture or appliances across the floor as they can damage the finish.

NOT A PROBLEM:

Bending or bowing of the planks in length direction. These boards might be a little harder to install, but will NOT be a problem after they are installed, or in the future. They will lay flat like the others after installed.

Pre-Installation- PLEASE READ BEFORE INSTALLING

Responsibilities of the Owner/Installer:

If you take care to install this flooring correctly, taking all precautions suggested in this guideline, the flooring will give you many years of satisfaction. Please note that it is always best to have your floor installed by a professional, even though it is possible to install yourself. This is only a guideline and cannot supply all the details you may encounter regarding the installation of this flooring. We cannot be responsible for the installation under any circumstances.

Pre-Installation Procedures/Acclimation:

Please handle, transport, and unload the flooring with care. Flooring should be stored in a dry place. Flooring should not be delivered until the building has been closed in with windows and doors in place, and until cement work, plastering, painting, and all other materials are thoroughly dry. Acclimate the flooring in the area in which it will be installed for a minimum of 48 hours (3 - 4 days is optimum). In addition, the heating or cooling system should be operating and controlled at 60° – 80° for at least 72 hours before, during and maintained after installing. Do not install in areas that are subject to extreme seasonal temperature/humidity changes where you cannot control the temperature/humidity levels. Precautions should be taken if you are installing in very dry or very humid conditions. In some cases it will be necessary to use humidifiers or dehumidifiers to maintain the best environment for your laminate flooring.

Moisture Test: Before installing over concrete or a wooden subfloor, check your sub floor for moisture in several areas using a wood or concrete moisture meter. You may also test concrete floors using the calcium chloride test. Before installation, lay out the flooring where it is to be installed (that is, lay the boards down roughly as they will appear after installation) . Installer should inspect

each plank at this time for finish and quality. Once installed, it becomes the responsibility of the installer/homeowner. Normally you will want to start your installation along the longest outside wall. If possible, you will want to orientate the boards with the major source of light (windows) so that light is shining down the length of the boards, rather than across the boards. Our quality control procedures at the factory ensure that very few, if any defective boards are delivered to the consumer. Remove baseboards and undercut door jambs to insure a quality installation.

Recommended Areas:

Laminate flooring can be installed on, above, or below grade using the Uniclic floating system. On grade is at soil level, above grade is above the soil level, and below grade is lower than soil level (This includes all basements, including daylight basements.) Laminate flooring should not be installed in wet areas such as bathrooms (with tub/shower) or mud rooms.

Crawl Space Ventilation:

Proper air circulation is important to prevent moisture build up, especially in homes with a crawl space. Vents should be open year round. Check to make sure that there is no standing water or moisture at the soil level. If moisture is present, soil should be covered with a minimal 6 mil polyethylene to prevent moisture from migrating into the laminate flooring.

Acceptable Sub-Floors:

The sub-floors may be on, above, or below grade, but must be structurally sound. Laminate flooring can be installed over the following sub-floors:

- Existing wood floors
- Plywood (¾" thick) or greater
- Oriented Strand Board (OSB - at least ¾" thick underlayment grade) or particle board
- Vinyl tile
- Concrete floors (moisture barrier is required)
- For any other sub floor questions please call us at 866-582-0848
- Existing vinyl or tile floors that are solid and flat

Sub-Floor Preparation:

The subfloor must be structurally sound and checked for moisture content. Movement and squeaks should be well fastened with ring nails or screws to the floor joists. The subfloor must be clean and free of paint, wax, oil, and other debris. In addition it must be flat and level within 3/16 inch inside a 10 foot radius or 1/8 inch in 6 foot radius. High spots must be sanded flat and low spots must be filled with a concrete based leveling compound recommended by your dealer. On old or uneven wood floors, install 1/4 inch- 5/8 inch plywood and ring nail or screw every 6 inches to avoid squeaking (it is also a good idea to glue the panels with a construction adhesive).

Radiant Heat Flooring

Laminate flooring with Uniclic® floating installation system may be installed over radiant heat. The radiant heat system should be operational for at least 7 days before beginning installation. Turn off heat to allow subfloor to cool down to room temperature 3-4 hours before beginning the installation. After the installation is completed, turn on the radiant heat immediately, and gradually return to normal levels. The finished floor surface must not exceed 85° F (29° C) for the life of the floor. Because radiant heat creates a dry heat that can lower interior humidity levels, it may be necessary to add a humidifier to maintain the humidity level between 30-55% to prevent damage to the laminate floor. Please be sure to consult with the radiant heat system manufacturer to ensure that the system is compatible with Laminate flooring.

For Creating A Random Effect:

To avoid creating a joint pattern in the floor, it is necessary to begin installation using starter boards for the first three rows. Use a full plank for the first row, 1/3 plank for the second row and 2/3 plank for row three, being sure to keep the end joints at least 6 - 8 inches apart in continuing rows. Cuts made at the opposite wall can then be used for starter boards, so as to avoid a pattern. Be sure to allow at least 3/8 inch expansion gap around perimeter. Please keep in mind that tools left on the finished floor during installation can scratch the floor. It is also important that debris be removed from the finished areas immediately, and that all persons who might walk on the floor before it is finished should clean the bottom of their shoes. The more traffic you have on the floor before the installation is completed, the more likely it can be damaged.

Moisture Barrier and Underlayment Padding:

While it is not necessarily difficult to install a Uniclic floating floor, you may want to consider having it done by a professional installer. Bare concrete floors require a moisture barrier of at least a 6-mil polyethylene film with the sheets overlapping 6" and taped to prevent moisture migrating to the laminate flooring. Crawl spaces should have a 6-mil poly over the exposed dirt surface. This laminate flooring has an attached pad, do not install a secondary pad, this will void the warranty.

General Tips

- Do not secure individual planks to the subfloor as it is designed to be a floating floor.
- Do not install cabinets on top of laminate flooring.
- It is required to separate all rooms using T molding, for separations in larger rooms call for recommendations.

Installation

Installing Floating Uniclic® Floors

Uniclic® is a revolutionary system for installing the flooring without using glue. Because of the unique shape of the tongue and groove, you can install the planks in several different ways:

Method A (preferred): Position the plank at a 20-30° angle to the plank already installed. Move the plank gently up and down while pushing forward. The plank will then automatically fold into place. You can either insert the tongue into the groove or the groove into the tongue. The tongue in groove method is most common, and is also the easiest. Never force the plank to lay flat, always help it to fold into position. See Diagrams A-1, and A-2.

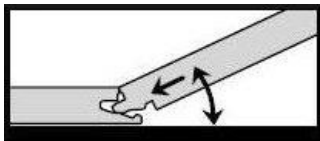


Diagram A-1

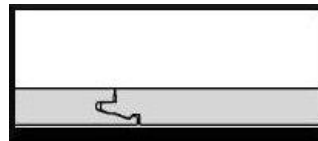


Diagram A-2

Method B: You can also tap the planks into place with a tapping block and hammer without lifting the planks. For this method you will need a tapping block designed for the correct thickness of flooring. The planks should not be tapped together with a single tap. To avoid damaging the plank, you must tap them together gradually. See Diagrams B-1 and B-2.

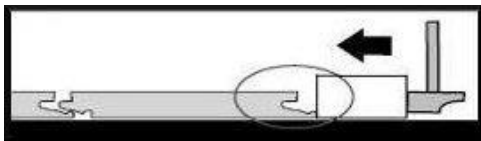


Diagram B-1

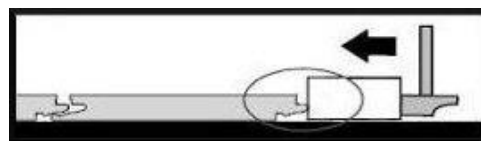


Diagram B-2

Remove all wall base or molding and undercut door frames if necessary. **When installing over concrete or a crawl space, you will need to use a moisture barrier 6mil or more in thickness.** Overlap the seams by 4 – 6 inches (101.6 – 152 mm), and then tape the seams to provide a seamless moisture barrier. Put down the plastic film as necessary until you complete that section, this will help to keep the moisture barrier from getting damaged. When using a moisture barrier, overlap the plastic film, and then use clear plastic tape for a seamless moisture barrier (Figure 1). Allow the film to run up the wall a short distance; then trim so it will be covered by wall molding (Figure 2). When starting the installation, it is important to take time to plan the installation; accurate measurements will allow you to avoid having to cut small strips when you reach the other side of the room. If necessary, you may need to trim the starting row width so that you can avoid very thin strips of flooring when you reach the other side of the room.

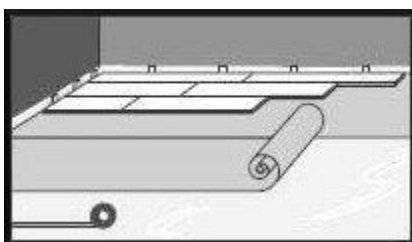


Figure 1

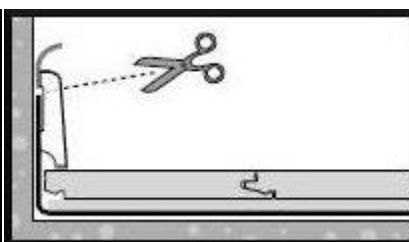


Figure 2

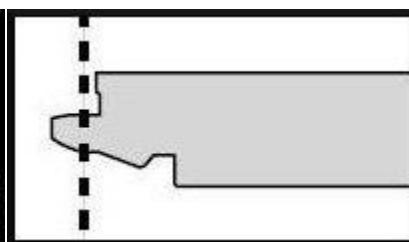
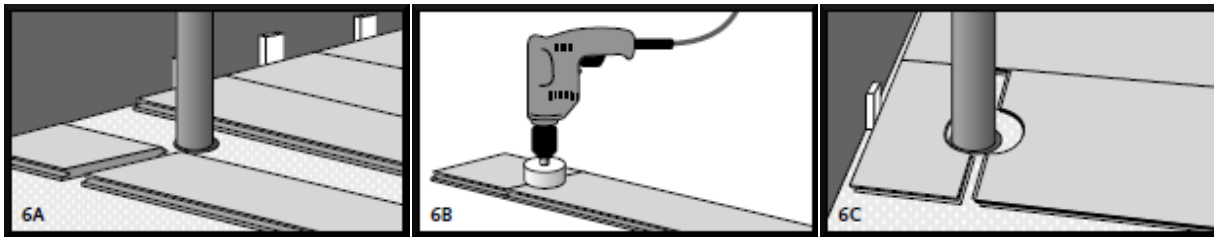


Figure 3

Before starting, the sides of the planks that will go next to the wall will need to have the tongue portion removed (Figure 3) to allow more room for expansion. Then, take two full planks and cut 1/3 and 2/3 off the planks (be sure that the cut sides will be next to the wall); this will give you two cut planks to start the second and third rows. Place the full plank close to the wall, then take the third smaller cut plank (aligned to the left, cut edge next to wall) and use for second row; then add the larger of the two cut planks and do the same for the third row. Be sure that all cut planks are at least 8 inches (203mm) long, and that the end joints are never closer than 8 inches (203mm) from the next end joint in another row. Be sure to use spacers or scrap pieces of flooring along the wall to maintain the expansion gap. At this point, you can avoid a stair step joint pattern by using the pieces of boards cut off when finishing a row (or cut new ones). Be sure these pieces are at least 8 inches (203 mm) long. Always keep the end joints at least 8 inches (203 mm) apart. You can then finish the room using this method.

Please Note: Be sure there is sufficient room for expansion along all walls, under door frames, and around any pipes or fixtures attached to or come through the subfloor. Rooms longer than 35 feet will require an expansion gap which can be finished with the T-Molding (you can decide where you think it will look best). When installing in other rooms, leave an expansion gap directly beneath the door; this will then be covered with the T-Molding. Never attach the flooring directly to the subfloor as it will prevent the floor from expanding/contracting.

Pipes: In rows where there is a pipe or other vertical object through the subfloor, make sure the object lines up exactly where two boards will meet on the short ends. Take care to measure carefully before cutting, so the two boards end at the middle of the object. Use a drill or hole bit that is the diameter of the pipe or object, plus 1/2 inch (12.7mm) for expansion/contraction. Click the two short sides of the boards together, then drill the hole centered on the joint between the boards as shown. Now you can separate the two boards and install as normal. See Diagrams 6A – 6C.



Under door frames:

When cutting boards that will go under the door frame, you need to be sure to leave the height of the flooring plus height of pad under the door frame. When undercutting the door frame, be sure you cut far enough under so that the frame covers the board and still has enough room for expansion/contraction. Lay the final piece flat with the tongue in the groove, slide in as far as possible with your hands, and then use a tapping block to gently tap into the final position. Remember that this board needs to end so that the transition piece used in the doorway ends directly under the middle of the door, plus the expansion gap. If you are installing in the adjacent room, the T-Molding should be centered under the door.

An alternative method would be to start the row at the door frame and gently tap into place with a hammer and tapping block, you can then continue installing across the area to the opposite wall. Be sure that this piece is positioned properly to allow for expansion under the door frame, as well as the T-molding that will be used under the door.

Transitions, moldings, and wall base

All transition pieces should be attached to the subfloor using the track supplied with the molding, or glue down using a high grade contractor adhesive, dependent on the transition purchased. If adhered directly, be sure the transition sits firmly in the adhesive and take care not to get any adhesive on the flooring. Remove any adhesive from the surface immediately with mineral spirits and buff off any residue with a dry soft cloth. It may be necessary to place heavy weights on the transition until the adhesive dries to ensure it will lay flat. Never let the adhesive from the transition ooze out onto the flooring, this will attach the transition directly to the flooring, which should be avoided at all cost.

Finishing The Job:

Inspect your work, as it will cost you more if you have to come back to do a repair later. Replace original baseboards, or install matching baseboard. Install matching transitions as needed or recommended by your dealer or installer. It is not recommended or necessary to seal this floor after installation. Protect your floor from scratches by using felt pads on chair legs or furniture feet. Plastic rollers/castors can damage your flooring; if necessary try to replace with softer rubber wheels/castors. When moving heavy items like refrigerators, use at least two sheets of 1/4" Masonite or plywood while moving (sliding the appliance from one sheet to the next) to protect the flooring against scratching and gouging.

Congratulations!

You have just installed a beautiful, and elegant laminate Floor!

Care and Maintenance

Proper maintenance procedures play an important role in the upkeep of all floors. A well-maintained floor contributes to the lasting beauty of your floor. With a few moments of care and a little common sense, you can keep your laminate floor looking like new, year after year. Please keep in mind that all laminate floors will scratch, and possibly chip if something is dropped, and should be a consideration when choosing a new floor.

- Do not use a wet mop. We recommend using a microfiber dust mop and a spray laminate floor cleaner.
- Use only laminate flooring cleaner as recommended by your dealer.
- We do not recommend the use of steam cleaners on our laminate flooring.
- It is helpful to move area rugs and furniture around to keep the flooring from discoloring; some backing on rugs and mats can discolor your floor.
- Wipe up food and other spills immediately, before they get sticky or dry. Then wipe the floor dry with a dampened cloth. Do not use scrub pads as some may damage the finish.
- Your flooring should be swept with a soft bristle broom daily (or vacuumed) or as often as necessary (do not use a vacuum with beater bar), and/or mop as necessary. Walking on gritty, dirty floors is the fastest way to wear and scratch the finish.
- Exterior entrance mats should be used to capture most of the harmful dirt. Throw rugs or small sections of carpet just inside the entrances are also helpful. Your best protection against scratches is to keep grit outside.
- Keep shoe heels in good repair; any unprotected shoe bottoms or stiletto high heels could damage the floor.
- Certain types of casters on furniture may damage any flooring. It is recommended that you remove any existing metal or plastic domes (small-bearing surface) from the bottom of furniture legs and replace them with barrel-type caster wheels or wide flat glides. Sometimes it may be necessary to replace castors or rollers with a softer rubber version. Continuous wheelchair use should be avoided.
- Make sure felt protector pads are placed underneath all furniture and chair legs. Do not slide furniture or chairs across the floor without protection. Replace pads as needed.

Repairs

Small scratches can be made to blend in by using a common wood or laminate scratch treatment that is available from most home improvement stores or flooring dealers. Larger scratches and gouges should be repaired by a professional.

a. Scratch repair

Our finish contains aluminum oxide which helps to prevent deep scratches which will often require a professional to repair. Light scratches on the surface are common and have a white appearance due to the aluminum oxide. These type scratches can be made less visible by using scratch treatments that are available in many home improvement or retail stores.

b. Deep scratches, and chips.

This type of damage will generally require a professional to repair. When repaired, gouges will often be visible because the repair filler used for the repair is only one color when your flooring has many shades of color, a mixture of color fillers will blend the repair better. More serious damage can be repaired by removing the damaged plank and replacing it with a new plank. This should always be done by a professional.

Laminate Flooring Warranty

Limited Lifetime Residential Warranty:

7 - Year Light Commercial Warranty:

Wellmade provides a limited lifetime warranty of your flooring from the original date of purchase. Lifetime is defined as 50 years from the original purchase date.

Your Laminate Flooring will not:

- Stain due to normal household spills
- Fade from normal Sunlight or artificial light
- Show finish wear through
- Unlock at seams under correct installation practices

Terms of Warranty

Under the terms of this agreement, Wellmade warrants that the above Laminate flooring:

- Will be free from manufacturing defects
- Will not wear through the decorative wear-layer (scratches, cuts, dents, or reduction in gloss level are not considered wear)
- Will not stain from normal household consumable items such as food or drink

Residential No Wear-Through Warranty. We warrant the finish will not wear through for the specified years after date of purchase. We will repair or replace worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential floor, subject to the provisions in this document.

Light Commercial No Wear-Through Warranty: Wellmade warrants that in the event the flooring supplied to the original purchaser wears-out from normal foot traffic in an approved commercial setting within 7 years of the date of purchase, the defective **material** will be replaced free of charge subject to warranty terms (“Wear-out” means the pattern and color of the floor is removed, caused by the removal of the protective wear layer, removed by normal foot traffic.)

Wellmade will repair or replace defective or worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential/light commercial floor, subject to the terms and provisions in this document. Exterior installation voids the scope of this Warranty. To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period.

Approved warranty claims for product will be prorated from time of purchase: The prorating will be based on the number of years remaining on the warranty (up to 50 years). After 50 years, Wellmade will provide 5% discount on the material costs of replacement.

To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period.

Scope of labor liability: Under the following guidelines, we will reimburse reasonable labor charges to replace defective planks; if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required).

Within One Year: 100 percent of reasonable labor.

Within Three Years: 50 percent of reasonable labor.

After Three Years: No labor reimbursement

Provisions

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase is required. In all cases, we reserve the right to inspect the flooring and to remove a sample for analysis if necessary. We also reserve the right to accept or deny any labor charges if flooring is not installed by a professional flooring installer.

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS, RESULTING FROM, OR IN ANY WAY ATTRIBUTABLE TO:

1. The installation or suitability for installation. All warranties regarding installation or suitability for installation are the responsibility of the installer and/or your dealer.
2. Minor shading variances, color or texture differences not represented in dealer showroom samples.
3. Obvious defects or shading issues after installation. It is the responsibility of the installer to inspect the flooring prior to installation.
4. Improper storage, handling, or acclimation of the flooring.
5. Scratching, denting, fading, or loss of gloss over time. All flooring will scratch, dent, or lose gloss over time.
6. Mold or moisture problems underfloor caused from: sub-floor moisture, plumbing leaks, liquid spills, flooding, and etc.
7. Damage from fire, burns, or intentional abuse.
8. Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is attached.
9. Differences in the product due to multiple run numbers/production dates installed, it is the responsibility of the installer to inspect the boxes prior to installation.
10. Variations in color, grain, and markings that exist in the flooring when new, or that develop over time due to sunlight or other UV exposure or aging.
11. Staining from non-consumable food and drink items.
12. Damage caused by improper maintenance.
13. Damage caused by vacuum cleaner beater bar.
14. Damage caused by the use of steam cleaners.
15. Indentations or damage caused by improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors.
16. Contraction or expansion issues due to extreme conditions (extreme is beyond the normal 30% to 55% Relative Humidity in the home).

NOTES: Like all flooring, this flooring can be scratched, lose gloss over time, or fade due to excessive exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs; small area rugs are helpful for removing grit from shoes (both inside and outside the home), and protecting areas in front of sinks, stoves, and other areas that are subject to higher traffic or pivotal loads. Never push or pull heavy furniture or appliances across the floor.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other expressed, implied, and/or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, or replacement for defective products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply.

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