



HOME'S PRO
BUILDING MATERIALS

Please visit our website at [homespros.ca](https://www.homespros.ca) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Warranty and care and maintenance guides can also be found on our website at [homespros.ca](https://www.homespros.ca), or you may contact your retailer.

MADRID

Installation Guide and Limited Warranties

The MADRID Series Waterproof Laminate Warranty:

This warranty applies to the original purchaser ONLY and is not transferable.

IMPORTANT: HOMES PRO'S installation and maintenance guidelines

MUST be followed as a condition for this warranty. Any floor installed outside of printed installation and maintenance parameters is subject to denial of the claim. Detailed installation instructions are included in cartons of HOMES PRO Laminate flooring or online, along with maintenance guidelines at www.homespros.ca.

INSTALLER/OWNER RESPONSIBILITY - IMPORTANT

Inspect all flooring material carefully for the correct product and any visible defects **BEFORE INSTALLATION**. These floors are manufactured in accordance with accepted industry standards, which permit a defect tolerance of 5%. Our warranty will not cover visible defects once they are installed.

As all product is unique, review and compare the new flooring with the "sample board" from which the floor was selected to ensure it meets the homeowner's expectations prior to the installation.

It is the responsibility of the installer/owner to ensure subfloor and job site conditions are environmentally and structurally acceptable for wood floor installation. Problems or failures related to deficiencies in subfloor or job site damage after installation are not covered by our warranty.

- Receive the floor and make sure it meets the owner's expectations.
- Grade out and separate any pieces with visible defects/irregularities.

- Test the subfloor and job site itself, including ambient temperature(16°C - 26°C)/relative humidity(35% - 65%) and all other variables that may adversely affect a wood floor.
- Record the flooring moisture content upon delivery and at the time of installation - **RETAIN THESE RECORDS**
- Acclimate flooring to appropriate site conditions. Follow HOMES PRO Installation Guidelines for Acclimation on Jobsite.
- Record and retain a permanent job record.

CORRECT ANY OVERLY DRY OR WET CONDITIONS BEFORE INSTALLATION

RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

The Manufacturer warrants to the original purchaser that, under normal residential conditions, the wear layer or overlay of the Waterproof Laminate Series product in the original manufactured/ the purchased condition will not wear through, crack, flake or peel or delaminate from the structure 30 years for residential applications and 10 years for light commercial applications such as retail stores and offices from the date of purchase by the original purchaser. Warranty applies only to the original purchaser on products installed and used in accordance with the Installation Instructions. Installer or purchaser must inspect each board for any manufacturing defects; any board or piece installed in the flooring shall be considered as accepted. Regular maintenance as specified below must be followed to validate this warranty. This warranty does not cover labor costs, or any other incidental expenses incurred as a result of a covered defect. The responsibility of "The Manufacturer" is limited, at their discretion, to replacing defective products or refunding the portion of the floor in question as covered under the warranty.

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Any attempt to repair, refinish or replace the defective product before inspection or by written authorization from the Manufacturer will invalidate the warranty. This warranty is not transferable. When making a claim original proof of purchase or a receipt is required. "The Manufacturer" reserves the right to substitute an alternative product of equal value in case the flooring type selected is no longer available.

The MADRID warranty is only extended to flooring maintained in normal environmental conditions, meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 20°C to 29°C year-round.

WARRANTY PERIOD

MADRID

30 Years Residential Limited Warranty
10 Years Light Commercial Warranty

The MADRID series is warranted to be free from manufacturing defects for 30 years from the date of purchase in a residential application, and for 10 years in a light commercial application.

WARRANTY EXCLUSIONS & MAINTENANCE

EXCLUSIONS

- Damages resulting from improper installation storage, neglect, environmental extremes, or construction.
- Gloss or sheen reduction or discoloration resulting from heat or sunlight.
- Damage caused by water or excessive moisture, in the subfloor or underneath the flooring.
- Damages resulting from the use of steam cleaning, jet mop, spray mop, or other types of

wet cleaning devices.

- Damage resulting from accidents, abuse, or abnormal wear (such as spiked heels), grit, unprotected furniture scratches, and dents
- Insect infestation, scratches, or stains caused by pets
- Damages resulting from abuse, for example moving heavy objects like furniture or appliances across the flooring without adequate protection.
- Water damage caused by flooding, prolonged stay of standing water, subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure), leaking pipes, household mechanical failures, appliance leaks, pet urine, or any other conditions resulting in moisture through the flooring are not covered.
- Separation between boards or damage as a result of natural expansion and contraction caused by low or excessive humidity including, but not limited to, splits, cracks, checking, edge fracturing, splintering, or chipping during or after installation.
- Intermittent noises including but not limited to, squeaks, popping, etc.
- Defects should be visible and have the ability to be evaluated from a standing position under normal lighting (2" square). Product defect that is not measurable or that is only visible under certain light or from a certain angle are not covered.
- Flooring that is installed in a residence that is not both owned as well as occupied by the original purchaser.
- Flooring that is a replacement as a result of a previous claim.
- Flooring which had been installed then removed as a result of reasons such as, but not limited to, substandard subfloor, and reinstalled.

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MAINTENANCE

- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, joint-line separation, or other damage that may void the warranty.
- Do not use any type of buffing or polishing machine.
- Frequent dust-mopping or vacuuming may be necessary for residences near sand or debris.
- Entry mats will help detain dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that may otherwise track onto your flooring.
- Use floor protectors and wide load-bearing leg bases/ rollers to minimize the chance of indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector should be.
- Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
 - a) Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Woodstove and electric heat tend to create very dry conditions.
 - b) Non-heating season (Wet): An air conditioner, dehumidifier, or periodically turning on heating will help to maintain humidity levels during the summer months.

DISCLAIMER - TERMS OF USE

HOMES PRO DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LABOR, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED

WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of HOMES PRO.

If you feel you have a warranty claim, first contact your original flooring dealer, and explain your concerns. Often, a flooring dealer can provide a simple solution to correct the situation.

CLAIMS

This guarantee applies only to the original purchaser and proof of purchase is required for all claims. Claims for wear must show a minimum dime-sized area. This guarantee is prorated based on the amount of time the floor has been installed. If you wish to file a claim under warranty, contact the authorized dealer where the flooring was purchased.

MADRID SERIES INSTALLATION GUIDE

SUITABLE SURFACES

- Exterior grade plywood subflooring
- OSB board
- Concrete (that is at minimum of 60 days)
- Existing wood that has not adhered to concrete
- Vinyl that is not glued down to another subfloor

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UNSUITABLE SURFACES

- Residential Carpet and Carpet Underlayment
- Any Cushioned Flooring
- Perimeter glued resilient-vinyl
- Rubber tiles

If you have one of these types of flooring, you must remove it before installing your laminate. The appropriate types of laminate flooring must be used with the high-density underlay

PREPARATION

Acclimation is a recommended procedure prior to installation of Evolution Waterproof Laminate flooring either on job site or in like job site condition, as this will make installation easier. Store the UNOPENED BOX in the room where the floor is to be installed for at least 48 hours prior to installation. Heating/air conditioning must be on and set between 68°F - 80°F (18°C - 24°C).

- Carefully check planks for any defects before installation.
- Any plank that has been installed will be deemed acceptable by the installer.
- Remove any traces of glue or residue from the previous flooring.
- New concrete floors need to dry out at least 60 days prior to installation.
- All nail heads must be driven down below the surface.
- Securely nail all loose boards. Scrape, plane, or fill uneven boards, holes, or cracks using a floor leveling compound if the subfloor is uneven - over 1/8" (3.2mm) within a span of 4' (1.2m).
- Make sure the floor is smooth, clean, and free of wax, grease, oil, or dust, and seal as necessary before laying planks.
- The maximum run length is 60' (18.29m). For areas beyond 60' (18.29m), the floor will require transition strips.

NOTE:

Concrete Sub-Floors: new concrete slabs require a minimum of 60 days drying time before covering them with any laminate floor, Lightweight concrete has a dry density of 100 pounds or less per cubic foot and is only suitable for engineered wood floors when using the floating installation method. Many products have been developed as self-leveling toppings or floor underlayment. These include cellular concrete, resin-reinforced cementations, underlayments, and gypsum-based materials. Although some of these products may have the necessary qualifications of underlayment for wood flooring Installation, others do not. To test for lightweight concrete, scrape a coin or key across the surface of the sub-floor. If the surface powders easily or has a dry density of 100 pounds or less per cubic foot, use only the floating installation method. All Concrete sub-floors must be dry, smooth (level 'with 3/16" in a 10-foot Radius — 1/8" in 6"), and free of structural defects. Hand scrape or sand with a 20 grit #3-1/2 open face paper to remove loose, flaky concrete. Grind high spots in concrete and fill low spots with a Portland-based leveling compound (min 3,000 psi). Concrete must be free of paint, oil, existing adhesives, wax grease, dirt, and curing compounds. These may be removed chemically or mechanically, but do not use solvent-based strippers under any circumstance. The use of residual solvents can prohibit satisfactory bond of flooring adhesives. It is important to ensure a proper bond between the adhesives and concrete and wood panels, these laminate hardwood floors may be installed on grade, above grade, and below grade where moisture conditions do not exist, to ensure a long-lasting bond, make sure that the perimeter of the foundation has adequate drainage and vapor barriers:
Less than 3 lbs. 1000 sq. ft. /24 hrs. on calcium chloride test.
Less than a reading of 5.0 on a Tramex -

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Concrete Moisture Encounter (Moisturemeter)

Wood sub-floors need to be well nailed or secured with screws. Nails should be shanks and screws need to be countersunk. The wood sub-floor needs to be structurally sound and dry. It should not exceed 3% of the moisture content of wood flooring is to be installed before installation. If the sub-floor is a single layer, less than 3/4" thick, add a single cross layer for strength and stability (minimum 5/16" thick for a total 1" thickness), This is to reduce the possibility of squeaking, Wood sub-floors must be free of paint, oil, existing adhesives, wax, grease, dirt, urethane, varnish, etc. Underlayment grade OSB (not the wax side) is also a suitable sub-floor, Particleboard can be used as a sub-floor in glue-less floating floor Installations. When installing over existing wood flooring, install at right angles to the existing floor.

Sub-floor moisture on and below-grade applications are susceptible to moisture and should be tested for moisture before Installation In several locations within the installation area. Acceptable conditions for above, on and below-grade applications are: Less than 3 lbs. /1000 sq. ft. /24 hrs. on calcium chloride test Less than a reading of 5.0 on a Tramex Concrete Moisture Encounter (Moisture meter) to correct any sub-floor problems concerning moisture, either wait until the sub-floor dries to meet specifications or use an appropriate moisture barrier.

Sub-floors Other Than Wood or Concrete

Perimeter glued resilient vinyl and rubber tiles are unacceptable underlayments for a floating installation and must be removed. Terrazzo, tile, and any other hard surfaces that are dry, structurally sound, and level, as described above, are suitable as a sub-floor for locking floating engineered wood floors. As above, the surface must be sound, tight,

and free of paint, oil, existing adhesives, wax, grease, and dirt. terrazzo and ceramic tile must be abraded. Warning! Do not sand existing resilient tile, sheet flooring, backing, or felt linings. These products may contain asbestos fibers that are not readily identifiable. Inhalation of asbestos dust can cause serious bodily harm. Check with local, state, province, and federal laws before handling hazardous materials, and before attempting the removal of these floors.

Radiant Heated Sub-floors:

Before installing over a radiant-heated floor, turn off the heat and wait until the floor has reached room temperature. After installing the floor, return the heat to the previous setting by slowly raising the temperature 2° at a time.

Caution: The slab surface must never exceed 28°C. in temperature.

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Preparation: Remove all moldings and wall-bases and undercut all door casings with a hand or power jam saw using a scrap piece of flooring as a guide. "Racking the Floor" Start by using random-length strips from the carton or by cutting four to five strips in random lengths, differing by at least 9". As you continue working across the floor, be sure to maintain the 9" minimum staggered between end joints on all adjacent rows. Never waste material; use the left-over pieces from the cuts to start the next row or to complete a row.

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TOOLS AND SUPPLIES

Saw, tapping block, rubber mallet, spacers, pencil, tape measure, ruler, utility knife, and safety goggles.

INTERLOCKING FLOATING INSTALLATION

All flooring installations must use an approved underlayment. In a floating installation, a 1/2" expansion gap must be maintained around the perimeter of the room. (See corresponding photos beginning on the next page for a step-by-step illustration of the following floating installation instructions.) After allowing the floor to acclimate and ensuring that proper subfloor requirements are met, you can begin the installation by laying the underlayment.

Fig.1) Start at the left-hand corner of the room with the locking system of the board facing you, an expansion gap of 1/2" around the perimeters of the floor is required.

Fig.2) Place the next board evenly with the first board.

Fig.3) Let the board drop in a single action movement, making sure the long side of the board is straight. Complete the next row in the same fashion.

Fig.4) At the end of the row measure the board to be cut while considering the expansion gap of 1/2"

Fig.5) Cut the board with a jigsaw, placing the board face down. Or if using a hand saw the board should be face up.

Fig.6) To begin the second row, use the cut piece of the last board of the previous row. The first board should be not much less than half the size of an original board.

Fig. 7) Minimum distance of the end joints of parallel boards should not be less than 1/2" the size of a normal size board for visual purposes and better stability. Fig.8) Second board of the second row, place the board tight to the end joint of the first board and just drop the board in a single action movement.

Fig.8) Second board of the second row, place the board tight to the end joint of the first board and just drop the board in a single action movement.

Fig.9) Remember to adjust the 1/2" expansion gap using spacers.

Fig.10) For the last row, cut the last board lengthwise keeping in mind expansion requirements. Glue the end joints using acrylic waterless glue.

Fig 11) For the last row, after gluing the end joints, add weight to the joints until the glue has dried.

Special Installations

Fig.12,13) For hard-to-reach places, cut off the locking system element using a chisel, put acrylic glue on the adjacent beard, and push the planks horizontally together. If necessary, place spacers between the last board and the wall until the glue has completely dried.

Water or Radiator pipes

Fig.14, 15) Mark the center of where the holes of the pipes will be cut out, consider the expansion gap requirements, drill the hole, and cut as shown. Install the cut piece and glue in place using acrylic glue.

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Special Installations

For rooms having large dimensions, (exceeding 20 feet X 30 feet) you must plan to have an expansion joint using a T molding for finishing.

Commercial Installation

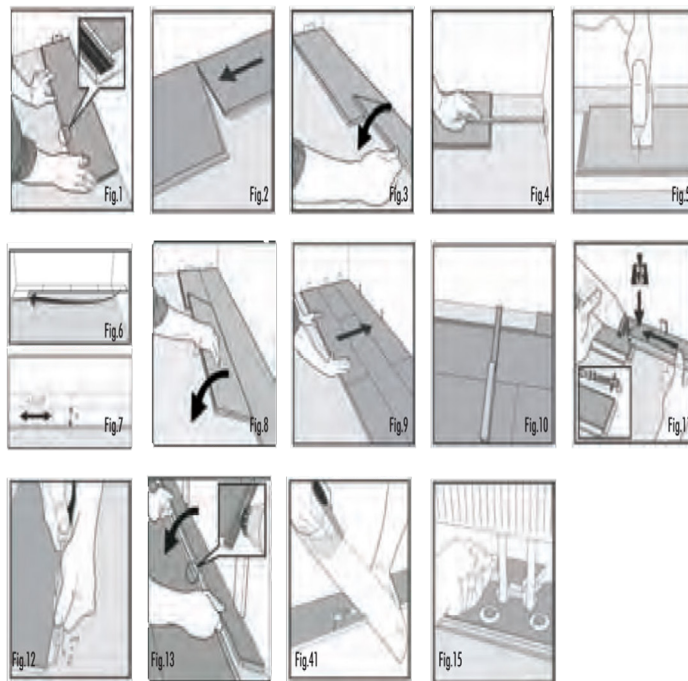
For commercial installation, the joints must be glued, using acrylic glues recommended for floating floors by glue manufacturers, to have the warranty honored by the flooring manufacturer.

Installation TIP

After completion of each row, use a strip that you will have cut on its length to half, that you will be using as a tapping block, keeping the side intact. For every row, lightly tap every strip to make sure that all boards are properly and tightly locked in place. You should not see any space between the strips.

Additional information

Your floor can easily be disassembled (angle up at the end joints opposite the installation way, as shown in fig.8) which enables simple replacement during and after installation. You can use the floor right after installation is completed. Room Environment: the recommended humidity level (RH) for the room must be kept between 40% - 60%, the temperature between 18°C - 23°C. if necessary, install humidifiers/ dehumidifiers to ensure a better climate for yourself, for other wood structures in the house, furniture, and the floor.



FINISHING THE INSTALLATION

- Remove spacers from the perimeter of the room.
- Install transition moldings. If needed does not fasten moldings through the laminate flooring.
- Install quarter round or baseboard molding. Molding must be a sufficient size to cover the 5/16" (8.2mm) space. Do not fasten moldings through the laminate flooring. Fasten into the wall.
- Use plywood when moving furniture or appliances into position.
- Use proper floor protectors under the legs of furniture.
- HOMES PRO Laminate Flooring can be maintained by lightly damp mopping with a neutral floor cleaner.

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CUTTING HOLES FOR PIPES

1. Measure the distance from the wall to the center of the pipe. Mark the plank where the hole for the pipe will be drilled. Remember to allow for the 5/16" (8.2mm) spacer.
2. Measure the diameter of the pipe. Drill the hole in the plank 5/16" (8.2mm) larger than the diameter of the pipe.
3. If the hole for the pipe is in the center of the plank, make a cut perpendicular to the long side of the plank. The cut should be made going directly through the hole.
4. If the hole for the pipe is located near the edge of the plank, make two 45° angle cuts to the hole from the side of the plank closest to the hole.
5. You can now position the two pieces around the pipe. Apply a bead of PVA laminate glue to the cut edge of the filler piece and press it into place. Immediately wipe off any excess glue from the surface with a damp cloth. Use a 5/16" (8.2mm) spacer to wedge and hold in place until the glue dries.
6. The 5/16" (8.2mm) expansion space around the perimeter of the pipe shall be completely filled with silicone caulking

INSTALLATION ON STAIRS

1. HOMES PRO Laminate Flooring may be installed on stairs by fully adhering to the planks. Do not use foam underlayment when installing on stairs.
2. Stairs must be structurally sound. The existing stair nosing must have a square edge flush with the riser. If the nosing is rounded or exceeds the riser, cut it flush with the riser.
3. If carpeting was installed on the steps, make sure all staples are removed. Sweep and/or vacuum to remove all dirt and debris.
4. Starting at the bottom riser, measure and cut a plank to fit the riser. The plank for each riser shall be cut flush with the top of the existing stair tread. Using a good quality construction adhesive, apply a serpentine bead to the back of the plank. Press plank firmly into place.

5. Measure and cut a plank and stair nosing to fit the stair tread. Dry fit each piece to make sure they fit properly.
6. Apply construction adhesive to the stair tread and spread evenly over the entire tread with a 1/16" x 1/16" x 1/16" notched trowel. Position plank and stair nosing and press firmly into place.
7. If installing over a wood substrate, predrill holes through the stair nosing and fasten with finishing nails. Set nails so they are just below the surface of the stair nosing.
8. Repeat procedure for remaining steps. Allow adhesive to cure for 24 hours before using steps.