

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 until after the product arrives at your home to finalize your installation date.

## General Guidelines

- ✓ Flooring should be one of the last items installed in any new construction or remodel project
- ✓ Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. **The warranty does not cover materials with visible defects once they are installed.** If there are any doubts to the quality, dimensions or appearance of the bamboo flooring DO NOT INSTALL. Please contact BuildDirect as INSTALLATION IS ACCEPTANCE
- ✓ It is the responsibility of the installer/owner to determine if the jobsite conditions are environmentally and structurally acceptable for the product you have selected
- ✓ **Please refer to the installation guidelines for complete installation instructions**

## Important Points to Note About Bamboo Flooring

- ✓ **Caution must be taken in states with low humidity. We do not recommend the installation of bamboo flooring in homes located in states with dry climates, especially homes that do not have an HVAC home humidity system. If unsure if this product is right for your application or if you are looking for other product recommendations, please reach out to one of our sales consultants at 1-877-631-2845 or email [customerservice@bulldirect.com](mailto:customerservice@bulldirect.com)**
- ✓ Avoid direct sunlight exposure to minimize thermal degradation, excessive expansion and contraction, color fading and potential adverse effects on bamboo flooring.
- ✓ Do not use underlay products unless recommended by the product manufacturer. Please contact BuildDirect for questions about underlay and bamboo flooring installation.

## 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 bamboo flooring.
- ✓ Make sure that you cover installed portion or existing wood flooring with protective foil.

## Check Your Flooring

- ✓ To make sure you're completely satisfied with your new bamboo floor, open 2-3 boxes as soon as your order arrives. Confirm the product specifications 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 and Temperature

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

- ✓ All bamboo 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 the flooring and subfloor shouldn't exceed a 2% difference. Don't install the product unless it's within this range; allow more time for acclimation to help ensure a high-quality installation
- ✓ Please take photos of all moisture level readings for documentation purposes
- ✓ All installed areas must have a working heater and air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: **normal living temperature** of 65-80°F and **relative humidity** of 40-55%. This product is not suitable for installation in areas above or below "normal living temperatures" or "relative humidity" levels listed. This product is not suitable for any non-climate controlled area such as covered decks, porches, or outdoors.

## 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.

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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](mailto:customerservice@builddirect.com).

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1900-401 W. Georgia St, Vancouver, BC V6B 5A1 Canada  
[www.builddirect.com](http://www.builddirect.com)

**Toll Free in North America:** Tel 1-877-631-2845 Fax 1-877-664-2845  
**International:** Tel 1-604-662-8100 Fax 1-877-664-2845