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. Make sure that all cartons being installed are the same batch or dye-lot (different dye lots could not only result in shade variations, but also size and pattern) Ensure adequate lighting for proper inspection. If there are any doubts about the quality, dimensions or appearance of the engineered 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.

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 35% - 55% range. This range should be maintained after installation as well.
- ✓ Ensure subfloor is flat and structurally sound, the quality of your installation will depend on this. Take your time to repair, patch, and level any damaged or uneven areas. Also for best results, make sure your subfloors are clean, smooth, and dry.
- ✓ All subfloors must be dry, clean (swept and vacuumed of any debris), structurally sound and flat within 3/16" (4.7mm) per 10-foot radius. Use floor leveling compound if necessary to achieve the desired flatness.
- ✓ Make sure that you cover installed portion or existing flooring with protective foil.

Check Your Flooring

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Planning Your Layout

- ✓ Always work from several open boxes of flooring and "dry lay" the tile flooring before permanently installing the tile flooring. This will allow you to select varying colors to arrange them in a harmonious pattern. It is the installers' responsibility to determine the expectations of what the finished floor will look like with the end user expectations.
- ✓ Ensure that you have enough material to complete the job, preferably from the same dye lot before installing. 10% additional material is recommended.

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.

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