



## General:

- Health concerns
  - Unlike many conventional engineered floors which are made of thin pieces of cheap wood glued together at high temperatures, Easiklip is a solid wood flooring. It's no secret that engineered floors contain volatile organic compounds and harmful chemicals like formaldehyde. Because our floors contain no such substances, our floors are good for your health and good for the environment.
- Where is it produced
  - China
- How long does it last
  - Easiklip should last 50-70 years minimum
- How does pricing compare to other floors
  - Please see our [Pricing Comparison](#) page
- Where should I NOT install Easiklip
  - Wet rooms (bathroom, sauna...)
- What rooms can I install Easiklip in
  - Rooms in which the floor is flat, hard and dry. The temperature should be around 20°C and the humidity between 50 and 60%
- Is Easiklip an engineered flooring?
  - No, it's a solid hardwood
- How does it work?
  - Please refer to our [How To Install](#) page
- Can I use easiklip flooring outside?
  - No. Our flooring is for indoor applications only.
- Can I see the product before purchasing it?

- Yes, please contact us via our [Contact page](#) or open a chat with us. We'd be happy to schedule a time for you to come by our warehouse and view the product. Regrettably, we don't yet have a showroom in Canada or the United States.

## Installation:

- How do I install it
  - Installation is quick and easy. Please refer to our [How To Install page](#)
- What are the tools and supplies I need to install my Easiklip flooring
  - You will need a tape measure, N IOSH-designated dust mask, 15mm wedges, broom, hand saw, eye protection, transition and wall mouldings.
  - We recommend using a 2mm underlayment and damp-proof membrane to protect your Easiklip wood floor against moisture leaking up from your subfloor.
- Can I install over top of carpet or other existing flooring
  - For installation over existing flooring, the floor humidity must be 10% maximum
  - For installation over a concrete floor, the humidity of the concrete floor can't be above 2.5/3%
  - The support has to be flat, hard, dry and free of dust
  - Carpet and other flexible coatings have to be removed
- What type of underlay do I need
  - You need a damp proof membrane and a minimum 2mm underlay
- Can I install in a basement
  - Yes. You have to install a 2mm underlay and a vapour barrier (damp proof membrane)
- What if any of my boards are damaged when I unpack them?
  - Please refer to our [Easiklip Warranty](#) and [30-day Money Back Guarantee](#)
- Do I Need glue or nails
  - Nope. Our floors clip together with a tongue and groove system coupled with aluminum clips. There is no fussy stuff!
- Can I install Easiklip myself
  - Yes, that's why we call it "Easi"
- How long will installation take?
  - For most average people, we estimate 1-2 hours of labour for every 100 sq ft of installed flooring. You'll likely get faster as you go!
- Can I hire someone else to install my Easiklip floor for me?
  - Yes, of course. Please contact us if you'd like some recommendations for qualified installers in your area.
- Maintenance:

- What cleaning supplies should I use on my floor
  - For daily maintenance, the floor can be vacuumed or swept
  - Don't use aggressive cleaning agents
  - Never use ammonia or chlorine
  - Use a wet rag if necessary

## **Repair:**

- How can I repair my floor if one or multiple boards are damaged?
  - We always recommend you purchase 5-8% more flooring than you think you need in case you damage your floor at any point. To replace any damaged boards, remove all baseboards and begin to pull up your Easiklip flooring in the opposite direction you installed it, beginning with the last board you installed. As you lift each board, number it on the underside so you can remember the sequence of each board so you don't end up having to cut down and waste any of your existing undamaged floor. Trim your replacement boards to match the length of the boards you will be replacing. Once you reach the damaged area, replace the damaged boards with new boards of the same lengths and re-lay the remaining boards.

## **Uninstallation:**

- How should I remove my floor
  - Remove it in reverse to how you installed it. If you are planning to do a renovation and wish to remove your flooring so as to not damage it, you will want to remember the order the boards were installed in. For this, we recommend that you number your boards on the underside with a jiffy marker or similar as you remove them
- How can I package and store my floor during transportation
  - Package your flooring in long boxes that allow the flooring to remain flat. Transporting the flooring on any of its sides can easily cause damage to the tongue and groove board edges. We recommend that you wrap all boards with newspaper or a flexible foam to prevent boards from scratching each other.