

## Technical & Installation

All work covered by this guide must follow the applicable current National Wood Flooring Association (NWFA) guidelines, including site evaluation, moisture testing, acclimation, subfloor preparation, installation, radiant heat, finishing and care. Also follow building codes and the instructions for the actual flooring platform, adhesive and coating supplied. Resolve conflicts before starting; this guide does not replace those requirements. Register within 60 days after installation as described in the warranty.

### Product specification for your order

| Collection | Species / finish program                    | Platform and dimensions                        |
|------------|---------------------------------------------|------------------------------------------------|
| MODA       | Black Walnut; plant-extract oil or urethane | As stated in the approved order specification. |
| Neve       | European oak; plant-extract oil or urethane | As stated in the approved order specification. |
| Forma      | European oak; factory UV lacquer            | As stated in the approved order specification. |
| Terra      | European oak; factory UV lacquer            | As stated in the approved order specification. |

Collection names describe the product and finish program; they do not establish one fixed platform. Width, overall thickness, wear-layer thickness, length range, construction and joint profile may vary by order. The approved order specification identifies the actual product supplied. Joint profiles may differ between color samples and delivered flooring; the supplied profile follows the order specification. Random lengths mean a mix of lengths within that specification, not identical boards or a guaranteed distribution unless expressly stated.

MODA and Neve offer plant-extract oil or urethane protection as selected on the order. Forma and Terra are supplied with factory-applied UV lacquer. Care and warranty coverage follow the collection and actual coating supplied.

### Confirm the complete assembly

Before installation, verify the supplied flooring against the approved order specification, including species, grade, width, thickness, wear layer, length range and construction. Use the installation method, substrate requirements, adhesive or fasteners, moisture limits, expansion allowances and radiant-heat requirements applicable to that exact platform, in accordance with current NWFA guidelines and the supplied product instructions. Do not assume instructions for another VDL order apply. Contact Valley Design Lab before proceeding if specifications or instructions are missing or inconsistent.

### Scope and document coordination

This guide addresses indoor engineered plank flooring. Solid wood, patterns, stairs, walls and bespoke platforms need separate instructions. Coordinate the flooring, adhesive, moisture-control and heating-system requirements before delivery. Where documents conflict, stop and get written clarification rather than selecting a convenient limit.

### Inspect and approve before installing

Check quantities, transit damage, labels and product identity. Open representative cartons and inspect color, texture, joints and dimensions. Dry-lay boards from several cartons for the client's appearance review. Keep rejected boards separate and report concerns to VDL before cutting, gluing or fastening.

## Jobsite & Acclimation

### **Enclose and stabilize the building**

Complete moisture-producing work and allow it to dry. Install windows and doors, correct leaks and operate climate control at intended occupancy conditions. Store flooring flat, dry and supported indoors, away from concrete moisture and direct heat. Do not deliver into an uncontrolled or damp building.

### **Indoor climate**

Establish and maintain the indoor temperature and relative humidity required by the actual flooring platform and applicable current NWFA guidelines during storage, acclimation, installation and occupancy. Operate climate control at intended living conditions. Use humidification or dehumidification as needed and document conditions.

### **Acclimation is measured, not just timed**

Acclimate the flooring according to the product-specific platform instructions and finish cure requirements. Elapsed time alone does not establish readiness. Record ambient conditions and moisture readings across representative boards and subfloor locations. Begin installation only when the flooring and substrate meet the specified moisture and environmental criteria.

### **Moisture testing and mitigation**

The installer must document the substrate test method, instrument, locations, date and results. Concrete must be evaluated using the tests required by the chosen flooring/adhesive/moisture-control assembly. Wood subfloors and flooring require appropriate calibrated readings and the approved differential. No universal moisture threshold is set here. Obtain written limits for the actual assembly and resolve excess moisture before installing.

### **Concrete is not made safe by appearance**

A dry-looking slab is not evidence of acceptable moisture. Use a compatible approved vapor/moisture-control system where required; do not equate a generic sealer with a tested mitigation system. Follow the system's substrate preparation, testing, cure and coverage requirements.

### **Pre-start records**

Retain the site climate log, moisture map, substrate and floor readings, approved specification, sample record, product labels and installation schedule. Do not proceed when any required product limit is missing.

## Subfloor & Installation

### **Sound, clean and flat**

Subfloors must be structurally sound, securely supported, clean, dry and suitable for the chosen assembly. Correct deflection, loose panels, contaminants, high spots, low spots and cracks using appropriate methods. Meet the applicable current NWFA and product-specific flatness and substrate requirements. Flatness is different from levelness.

### **Method must match the product**

Full-spread glue-down, mechanically fastened and floating installations are not interchangeable. Use only the method approved for the exact SKU, joint and width. Wide-plank glue-assist or full-spread installations require a coordinated system. Do not apply a generic 12-inch fastening rule to every platform. Confirm fastener type, length, spacing, edge clearance, nailer settings and subfloor requirements.

### **Glue-down controls**

Choose adhesive expressly compatible with the floor, substrate and moisture-control system. Follow its current trowel, spread rate, working-time and cure instructions. Periodically lift a board to verify required transfer. Maintain straight starter rows and approved joint engagement. Use weights only where permitted by the system. Keep wet adhesive off the face and use only a finish-compatible, approved cleanup method; no blanket acetone instruction applies.

### **Layout, joints and expansion**

Blend boards across cartons and distribute natural variation through the room. Avoid clustered short pieces and repetitive end joints. Obtain the minimum end-joint offset, perimeter clearance and maximum uninterrupted run from the product schedule. Preserve expansion space at walls, columns, doorways and fixed objects. Do not restrain a floating floor with fixed cabinetry or fasteners.

### **Protect the surface**

Use clean soft knee pads and protect tools. Do not strike the finished face or force visibly damaged joints into place. Never apply tape directly to the floor. If temporary covering is allowed, use a clean breathable system after the approved cure period, attach tape to the covering itself, and check for trapped moisture. Install late in the construction sequence when possible.

### **Stop-work conditions**

Stop for incorrect material, unresolved appearance concerns, unstable climate, failed moisture results, unapproved substrate, incompatible products or inadequate bond transfer. Resolve the cause and document approval before continuing.

# Finish Care & Handoff

## Radiant heat installations

Follow current applicable NWFA radiant-heat guidelines and the flooring, adhesive, underlayment and heating-system instructions. Verify assembly compatibility, commission and test the system, document moisture, use appropriate controls and sensors, observe surface-temperature limits, adjust heat gradually and maintain required humidity.

## Cure, occupancy and handoff

Follow adhesive and coating limits for foot traffic, furniture, rugs, cleaning and covering. Do not infer that shipment means every coating has reached final cure. Give the owner the order specification, finish-specific care instructions, issued warranty, character acknowledgment and recorded environmental requirements. Save labeled spare boards from the actual lot in dry controlled storage.

## Daily care for all systems

Remove grit with a soft brush, microfiber dust mop or hardwood-compatible vacuum without a rotating beater bar. Blot spills promptly and dry the surface. Avoid steam, saturation, abrasive cleaners and dragging furniture. Use clean felt protectors and non-staining breathable mats. Keep wet backing and trapped moisture away from the wood.

| Collection / protective finish       | Care and renewal                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MODA and Neve / plant-extract oil    | Clean with warm, lightly soapy water using a well-wrung damp cloth or mop. Do not soak the floor or leave standing water. Dry promptly with a clean, dry cloth or towel. We recommend a fresh maintenance topcoat within 10 years of the original finish application, or sooner depending on traffic and wear, to maintain adequate coverage before bare wood is exposed. |
| MODA and Neve / urethane             | Use a cleaner compatible with the urethane supplied. Follow that coating manufacturer instructions for cleaning, preparation, recoating, mixing and cure. Do not apply oil, wax or polish unless expressly permitted by those instructions.                                                                                                                               |
| Forma and Terra / factory UV lacquer | Use a compatible pH-neutral cleaner for factory-finished hardwood. Avoid oil soap, wax, abrasive products and steam. Recoating requires a professional compatibility and adhesion assessment.                                                                                                                                                                             |

## One included maintenance coat

Each MODA or Neve order includes material for one future maintenance coat over the originally purchased area; the client pays preparation and application labor. Contact VDL for the compatible finish and preparation instructions before recoating.

## Repairs and color

Onsite repair or sanding may not reproduce the original oxidation color or texture. Keep spare boards for replacement. Sunlight and age can change color. No coating makes wood waterproof.

## Inspection and acceptance

Inspect the flooring before installation and report concerns to Valley Design Lab before cutting, gluing or fastening. Installation constitutes acceptance of the flooring appearance and any readily observable conditions. This does not waive coverage for concealed defects or rights that cannot be waived by law. The purchaser acknowledgment is included in the Character Representations document; no installer signature is required here.