



RIBADAO
WOOD BOUTIQUE



FRA-GRANCE

Collection

Fra-Grance Collection Warranty

Table Of Content

Moisture and Humidity	3
Jobsite Conditions	4
Subfloor Preparation	4
Acclimation Guidelines	5
Considerations	5
Glue-Down Installation Guidelines	6
Nail-Down Installation Guidelines (Plywood Subfloors Only)	7
Floating Installation Guidelines	7
Special Instructions for Radiant Heat Installations	8
Moisture and Humidity	8
Warranty	9
Manufacturing Defects	9
Color & Finish Variations	9
BEFORE INSTALLATION	9
ACCLIMATION	9
INSTALLATION	10
Maintenance	10
Limitations (Not Covered by Warranty)	10

Hardwood Installation Guide & Warranty

Installation Guidelines

The installation guidelines offered here are intended to provide general guidance as it relates to our floors and are not a substitute for a professional certified installer. For best results, we recommend hiring a licensed and certified installer, preferably from the National Wood Flooring Association (NWFA).

To maintain full warranty coverage, the use of a licensed and certified installer is required. You can find NWFA professionals at www.nwfa.org or Certified Flooring Installers at www.chinstallers.org, or check with your state or local licensing agency.

Unless otherwise specified, Ribadao Wood Boutique floors must be installed according to the most current NWFA installation guidelines available at the time of installation for the hardwood flooring warranty to be valid.

Installation constitutes acceptance of the flooring. This includes confirmation that the subfloor or substrate is appropriate, job site conditions (including temperature and humidity) are within required ranges, and all installation requirements have been met. It also acknowledges that the color, grade, and quality of the flooring are acceptable.

No claims for visual defects or site condition-related issues will be accepted after installation.

It is the responsibility of both the owner and installer to determine if the flooring and site conditions are appropriate before installation begins. No incidental or consequential damages are covered. See the full warranty for details.

If you have any questions regarding your hardwood flooring purchase, we're here to help. Please contact us toll-free at [1-888-505-2827](tel:1-888-505-2827).

Moisture and Humidity

The NWFA and the Hardwood Plywood and Veneer Association (HPVA.org) state that wood flooring performs best and will experience normal movement when the interior site environment is controlled to maintain a relative humidity range of 30%–50% and a temperature range between 60°F and 80°F.

Warranty coverage requires that these job site conditions **MUST** be maintained for at least 3 days before, during, and after installation — and for the lifetime of the floor. The use of humidification or dehumidification systems may be required depending on your local climate.

Failure to maintain these environmental conditions may result in structural damage, such as gapping, splitting, cupping, and checking. Such occurrences will void related warranties.

While engineered wood floors and wood-based composites offer enhanced stability and installation flexibility, they can still shrink or swell when conditions fall outside the recommended range. These changes are considered normal and not a manufacturing defect.

Jobsite Conditions

Wood flooring should be one of the last jobs completed in any construction project. The professional installer must evaluate the job site and confirm that it meets the required conditions before delivering and installing wood flooring.

Do not deliver or install flooring until the site environment is stabilized. The temperature and humidity must be controlled and maintained for at least three days before installation begins.

All flooring should be inspected prior to installation for quality, finish, grade, and color acceptance. If any product is deemed unsatisfactory, it should not be installed.

All wet work such as concrete, masonry, plastering, drywall (especially sanding), and painting should be completed and thoroughly dry. Crawl spaces and basements must be dry and have no standing water. A vapor barrier and sufficient ventilation are required per local code or NWFA guidelines. Proper exterior drainage is also essential.

Subfloor Preparation

- All subfloors must be dry, structurally sound, clean, and free of debris, paint, adhesives, nails, or other contaminants.
- Subfloors must be flat within 1/8" over 6' or 3/16" over 10'. Dips or crowns must be corrected.
- Ribadao Wood Boutique accepts no responsibility or warranty claims for issues caused by subfloor moisture content that is too high or too low.
- When installing over a wood subfloor, the moisture difference between the subfloor and flooring must be 4% or less.
- For concrete subfloors, moisture content should not exceed 3 lbs per ASTM F1869 or 75% RH per ASTM F2170, unless a suitable moisture mitigation system is used.
- Record the moisture content of the subfloor and flooring before installation using proper documentation methods.
- Plywood subfloors should have a moisture content within 4% of the engineered wood flooring. Use 3/4" x 48" x 48" plywood panels with 1/8" expansion gaps.
- Installing directly over existing flooring (e.g., stone, ceramic, cork, linoleum) is not recommended. If issues occur from this method, they will not be covered under warranty.

Acclimation Guidelines

Proper acclimation of the flooring prior to installation is crucial for a successful installation with minimal expansion or contraction. There is no fixed time for acclimation, as it depends on the region's relative humidity and jobsite conditions.

Acclimation may not be necessary in all cases and is best determined by a professional familiar with local conditions. The key is to ensure the flooring reaches equilibrium with the jobsite environment—usually within a relative humidity of 30–50%—and no further moisture content change is observed.

Do not open the flooring packages until installation is ready to begin. Store flooring in a controlled environment, never in garages, patios, or areas where temperature and humidity fluctuate. Elevate the boxes from the subfloor with adequate spacing for air circulation.

Considerations

- Hardwood is an authentic hardwood and expected to contain characteristics of naturally occurring variations in color, grain, mineral deposit, knots, splits/checks, splinters, worm holes, shake, unfilled grain and other visual and naturally occurring imperfections.
- It is highly recommended keep a minimum of 2 cartons per 1,000 sf for repairs.
- Repairs cannot be guaranteed to match original flooring and is not covered under the warranty.
- Trade standards allow for up to a 5% margin of error for natural and manufacturing imperfections /defects. Prior to installation, the installer and owner should conduct a final inspection of grade, color, and manufacturing and finish quality of boards to ensure that the floor conforms to purchase and owner expectations.
- Allow a minimum additional 3% for cutting waste, some layouts -patterns require more.
- Accessories do not "match" the multiple shades-colors of our unique processes; they coordinate and blend with the flooring. Planks should be set aside and carefully matched with accessories/transitions prior to installation.
- Always work from and dry lay-install from several cartons at a time to blend the coloration and aesthetic.
- Wire brushed products will exhibit some degree, up to 5% as previously stated of; torn-rough grain and splintering on board surfaces and edges. The use of a buffer or other means to remove loose fibers is normal and to be expected along with minor touch up of affected planks over time.

Post Installation buffing and final detailing and touch up will remove most but not all these normal characteristics resulting from a wire brushed surface and are not a defect covered by warranty.

- The use of color coordinated putty, filler stick, or similar products are an acceptable maintenance practice for the installation and life of a genuine hardwood floor and to be expected.
- It is highly recommended that to allow for initial acclimation and oxidation of finish and color changes, you refrain from placing area rugs on your flooring initially after installation and in areas with windows allowing UV exposure for up to six weeks.
- Always use walk-off mats at entries from exterior doorways.
- Pay careful attention to textile underlayment's to be certain they will not discolor the finish. Never use rubber backings.
- The use of a mallet or other tool to directly impact the face or edges of flooring will cause damage to the finish and edge of flooring. The proper use of straps, clamps or tapping blocks is required.

Glue-Down Installation Guidelines

Recommended for both concrete and plywood subfloors. For Parquet and Herringbone, refer to NWFA Ornamental Floors Design and Installation Publication No. B300.

- Inspect all flooring prior to installation. Do not install defective boards.
- Do not install flooring under cabinetry. Cut around and leave appropriate expansion space.
- Document subfloor moisture content prior to installation. Ribadao Wood Boutique does not cover any moisture-related issues unless in writing.
- Use urethane adhesives approved for hardwood flooring. Do not allow adhesives to dry on flooring surfaces.
- Spread adhesive evenly following the manufacturer's instructions.
- Begin installation along a reference line parallel to the starting wall.
- Offset end joints by at least 6 inches. Maintain a 1/2" expansion space around all edges.
- Protect installed flooring during construction. Use breathable floor protection materials. Never tape directly to the finished floor surface.

Nail-Down Installation Guidelines (Plywood Subfloors Only)

- Use a manual or pneumatic nail gun or stapler specifically designed for engineered flooring.
- Test a sample area to ensure the correct angle and pressure to avoid damaging the floor.
- Use 1½" to 2" fasteners, spaced every 3"-4" for staples and 4"-6" for cleats, and 1" from each end joint.
- Some squeaking or crackling is normal and not considered a defect. Environmental changes may increase this effect.
- To reduce movement and sound, ensure the subfloor is level and structurally sound and consider using glue-assist methods.
- Moisture readings must be documented before every installation. Ribadao Wood Boutique does not warrant issues caused by excess or insufficient moisture.
- Never install under cabinetry or built-ins. Leave proper expansion space.
- Create a reference line parallel to the starting wall and begin installation with the groove side toward the wall.
- Stagger joints by at least 6". Leave a minimum ½" expansion gap around the perimeter.
- Protect the floor post-installation, avoiding direct tape contact with the finished surface.

Floating Installation Guidelines

- Engineered hardwood may be floated over appropriate underlayment rated for wood flooring.
- The difference in moisture content between flooring and wood subfloor must be less than 4%. For concrete subfloors, moisture must not exceed 3 lbs (ASTM F1869) or 75% RH (ASTM F2170).
- Ensure the first rows are square and properly aligned, as floating floors can shift during initial installation.
- Never install under cabinets or built-ins. Cut around them, leaving space for expansion.
- Use a D3 adhesive (e.g., Cal-Flor EuroBond or TiteBond) on the top edge of the groove. Do not over-apply.
- Close joints using straps or a tapping block, never a mallet.

- Stagger end joints by at least 6". Leave a minimum ½" expansion gap around all vertical obstructions.
- For spans over 50', provide additional expansion using transitions or undercut drywall.
- Avoid foot traffic for at least 8 hours, or per adhesive instructions. Leave expansion blocks in place.
- Never tape directly to finished flooring. Use breathable coverings with appropriate Perm rating.

Special Instructions for Radiant Heat Installations

When installing over radiant heat, it's essential to understand how dry heat affects wood. Engineered Oak and Walnut are the only approved species for installations over radiant systems.

- The floor surface temperature must never exceed 82°F. Exceeding this will void the warranty.
- Only hydronic (water-based) radiant systems are approved.
- A humidification system may be necessary to maintain proper conditions.
- Maintain consistent relative humidity between 30%–50% at all times.
- Data loggers are recommended to demonstrate compliance with environmental requirements.

Moisture and Humidity- PLEASE READ BEFORE BEGINNING INSTALLATION

Ribadao Wood Boutique cannot be held responsible for site conditions. Refer to NWFA Appendix H for complete details. The National Wood Flooring Association <http://www.nwfa> and The Hardwood Plywood and Veneer Association <http://www.hpva.org> state that wood flooring performs best and will have normal movement when the interior site environment is controlled to stay within a relative humidity range of 30%-50% and a temperature range between 60°F-80°F. Warranty coverage requires that these jobsite conditions MUST be maintained for 3 days before, during, and after installation and for the life of the floor. The use of humidification or dehumidification in some areas may be required. Failure to comply with these requirements may result in structural damage and void related warranties, as well as cause gaps, splits, cupping, and checking to become visible. Flooring formats such as Wood-based composites and engineered construction, while offering advantages in stability and installation options, can shrink or swell outside of these conditions, and this is not considered a defect. It is recommended that a temperature and humidity data logger be placed under the floor in each room or at least in each thermostat-controlled area to demonstrate that the required site conditions have been maintained at all times. In the event that a NWFA-certified Inspector is called upon to make a determination about a warrantable condition, this is the only manner to determine that the appropriate site conditions have been maintained.

Warranty

This warranty applies only if:

1. You are the original purchaser of the floor.
2. The floor has been paid for in full.

Limited 30-Year Residential Finish Warranty / 5-Year Light Commercial Warranty:

We warrant that, under normal residential use and when maintenance guidelines are followed, the finish will not wear through or peel off for 30 years from the original purchase date.

Gloss reduction is not considered wear-through. Warranty coverage applies only when the affected area is greater than 10% of the total floor. Ribadao may replace or recoat affected boards at its discretion.

Manufacturing Defects

Minor imperfections may be used for cuts during installation. Boards with significant defects should not be installed. If more than 7% of the flooring has defects, contact your retailer. We only cover the cost of the defective product itself.

Color & Finish Variations

Wood is a natural material. Color variation, grain pattern, streaks, knots, and other natural traits are not defects. UV light exposure may change the color or gloss level over time, which is also not covered.

Before Installation

Responsibility for final inspection and approval falls to the customer and installer before permanent installation. It is the installer's responsibility to check color, finish, and availability before installation. If your installer is not satisfied with our flooring before installation, then DO NOT install the floor and contact the retailers where the floor was purchased. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.

Acclimation

Flooring should be acclimated in open cartons in the environment in which it will be installed to allow for proper installation and "marriage" with the sub-floor and home. Acclimate the flooring for at least 4-8 hours (preferably 3- 4 days) before installation. In addition, the heating or cooling system should be operating and controlled for at least 48 hours before, during, and after installation.

Installation

Flooring must be installed according to our installation guidelines. These guidelines can be found inside each carton of our product, on our website, or by contacting the retailer you purchased from. Failure to install or use this product in accordance with the installation instructions will void the total warranty.

A HVAC system must be fully operational at least 14 days prior to flooring installation, maintaining a consistent room temperature between 60-75 degrees Fahrenheit and relative humidity between 25-38%. This not only stabilizes the building's interior environment, but also is essential when acclimating flooring to the job site. If the relative humidity is not kept at a constant reading between 25-38%, it will void the warranty. This is key to maintaining a quality floor for years to come.

Note: The relative humidity must be kept at a higher level than this when used with an in-floor heating system. Please read the installation guide for the right percentage.

Maintenance

To maintain your floor and warranty:

- Follow all maintenance instructions.
- Use protective pads on furniture legs.
- Avoid wet or damp mopping.
- Do not allow standing water or use rubber-backed rugs.
- Avoid dents, scratches, and heavy impacts.

Limitations (Not Covered by Warranty)

- Damage from negligence, improper installation, or maintenance.
- Damage from water, plumbing failures, flooding, or excessive moisture.
- Insect infestation, pet damage, or moving heavy objects without protection.
- Damage from spiked heels, falling objects, or refinishing attempts.
- Normal wear in high-traffic areas or under furniture.

Cabinets and appliances must be installed ****before**** the floor. Prefinished floors should be installed after all wall and paint work is completed. Failing to follow these instructions voids the warranty.

This warranty gives you specific legal rights. You may have additional rights depending on your state.

material and 5 to 9% for installation wastage. If you order 10 to 14% more sq,ft you should have enough to complete your project.



RIBADAO
WOOD BOUTIQUE

FRA-GRANCE

Collection



Fra-Grance Collection Warranty

+1 888.505.2827
purchasing@ribadao.com
ribadaoamericas.com



IMPORTANT NOTICE

Ribadao reserves the right to send a third-party inspector to assess and verify the claim. Claims will not be finalized until the inspection process is complete. By submitting this claim, the claimant agrees to cooperate with the inspection process as required.

Claim Submission Requirements

To process a Ribadao product claim, the following conditions must be met:

- Consumer has read and understood the product warranty.
- Consumer has followed installation instructions and maintenance recommendations.
- Dealers must provide flooring samples and photos of defective materials.
- This claim form must be fully completed. For questions that do not apply, please write N/A.

WHAT THIS WARRANTY DOES NOT COVER

This warranty applies exclusively to Ribadao flooring products. Accessories such as moldings, trims, transitional pieces, etc. are not covered under this warranty. Any issues related to these items, including but not limited to manufacturing defects, damage, or wear, fall outside the scope of this coverage.

