



## Bella Citta® Antiqued Hardwood Flooring Installation Guide

**Please read the entire installation instructions and warranty information before proceeding with actual installation. Failure to follow the instructions will void the product warranty.**

### INSTALLER / OWNER RESPONSIBILITY

- It is the Installer/Owner's responsibility to carefully inspect ALL materials carefully BEFORE installation as to the accuracy of the order and the conditions/quality of product such as milling, laminations, dimension, grade, color and finish.
- If the flooring is not acceptable for any reason or appears to be doubtful, do not install and contact your supplier. Once the flooring is installed, it is deemed to have been "accepted" by the owner even if the owner was absent at time of installation. Warranties & Claims DO NOT cover materials with visible defects once they are installed.
- He/she must use good judgment and reasonable selectivity and hold out or cut off pieces with visible defects or imperfections.
- Performance of the floor is highly depending upon proper installation. It is the responsibility of the installer to determine if the job site subfloor and job site conditions are environmentally and structurally acceptable for wood flooring installation.
- Bella Citta® declines any responsibility for the flooring failure resulted from or associated with the subfloor, subsurface, job site environment or installation deficiencies after the flooring has been installed.

Hardwood flooring is a product of nature which is characterized by natural variations in color and grain. No two boards are identical in grain and/or color. Bella Citta® Floors are manufactured in accordance with accepted industry standards which permit defects for up to 5%. Order 5% more than the actual square footage needed to allow waste factor.

### PRE-INSTALLATION

In new construction, wood flooring should be installed after all other trades have completed their work. Make sure all painting & plumbing work is complete and no pipe or faucet leaks are visible. Heating and air conditioning units must be operating at least 7 days prior to the delivery of the flooring and maintain a consistent room temperature between 65-75° F and a relative humidity of 45-55%. This environment should be kept at the time of installation and after the installation all year around.

### AFTER INSTALLATION OF YOUR NEW BELLA CITTA® FLOOR

UV Oiled floors: No maintenance oil required immediately after installation.

Bella Citta does not recommend the use of tape during installation. The use of tape (in any format) can remove the flooring finish from the surface which will void the consumer warranty coverage.

### \*Approved Bella Citta Cleaner :

#### 7 Series 7UVO

Bella Citta Euro Cleaner  
Bona Pro Series Natural Oil Floor Cleaner WM701151001  
Rubio Monocoat Surface Care Spray for Oiled Floors

#### 7 Series 7UVP, 9 Series Plus

Pallmann Hardwood Floor Cleaner & Floor Cleaning Kit.  
Bona Hardwood Floor Cleaner

### ACCLIMATION

Flooring should be at the job site at least 72 hours prior to installation to allow the wood to adapt to the temperature and moisture contents of the new environment. Cartons should be placed in the center of the installation site area. Keep away from the air vents, outside walls or windows. Do not store directly on the concrete. Flooring should be kept flat with the proper support at both ends and stack cartons to provide at least 4" space under and around the each carton to allow air to circulate evenly. Do not open cartons until ready to install.

### SUBFLOORS AND JOBSITE CONDITION

Bella Citta® Floors can be installed on, above or below grade (Floating only for below grade installations).

Must be clean and free from debris, paint, wax, old adhesive residue and any other substances.

Must be structurally sound. Nail or screw any areas that are loose or squeak.

Must be flat and level at 3/16" in a 10' radius or 1/8" in a 6' radius.

Concrete subfloor must be completely cured and at least 90-180 days old.

A moisture vapor barrier such as minimum of 6 mil polyethylene film should be installed between concrete and ground. Make sure the basements and crawl spaces are well ventilated. (Size of the ventilation should equal to 1.5% of the total crawl space.)

Concrete subfloor must be high compressive strength (minimum 3000 psi). Light weight concrete is not approved (unless it is a floating installation) as a subfloor.

### WOOD SUBFLOORS

Test the moisture using a calibrated moisture meter approved for testing wood moisture according to the meter manufacturer. The moisture content should not exceed 12% and the difference between the wood subfloor and flooring must not exceed 4%.

Preferred : 3/4" (23/32", 18.3 mm) CDX grade Plywood subfloor/ underlayment (Exposure 1), 4'x8' sheets or 3/4" (23/32", 18.3mm) OSB subfloor/ underlayment grade with joist spacing of 19.2" (475 mm) on center or less.

Minimum : 5/8" (19/32, 15.1mm) CDX Plywood subfloor/ underlayment (Exposure 1), 4'x8' sheets, maximum 16" on center joist construction. Follow panel manufacturer's recommendations for spacing and fastening. Typical panel spacing and fastening for joist systems, 1/8" (3.2mm) around perimeter and fastened every 6" (150mm) on bearing edges and every 12"(300mm) along intermediate supports.

Installation of flooring should not be made over joists spacing greater than 19.2" on center or parallel to the joists unless the subfloor has been properly strengthened, applying a second layer of underlayment may be necessary to bring the overall subfloor thickness to 1-1/8".

## CONCRETE SUBFLOORS

The moisture content of the concrete must be registered dry. Below are the methods of testing the moisture content. Document and keep the testing result. Testing kits are generally available through your distributor or call the NFWA at 800-422-4556 (800-848-8824 Canada).

## CONCRETE MOISTURE TESTING

### *Test with Moisture Meter*

Use moisture meters designed specifically for concrete moisture testing as a preliminary measurement for moisture. (Refer to your meter manual for instructions of determining the moisture readings. For example, on *Tramex*, reading should NOT exceed 4.5 on upper scale.) Check floor in several locations. (This testing method is not recognized by any standard and should not be used to determine to accept or reject the subfloor. The testing result should only be used for broadly evaluation of the moisture conditions of the concrete in the selected area.)

### *Polyfilm Test*

Tape down 3' x 3' (1m x 1m) polyethylene film squares, in several places on the floor (one every 200 sf.). Make sure all edges are sealed with water resistant tape. Wait for 24-48 hours and remove the films. Check for the condensation under the film or a darkening of the concrete slab. These are the indications of the presence of excess moisture, requiring a mandatory Calcium Chloride Test or RH test.

### *Phenolphthalein Test*

Chip the concrete dime size, 1/4" (6 mm) deep and apply several drops of 3% Phenolphthalein solution to the chipped area. The pH level of concrete subfloors should register between 6 and 9 on a 14 point pH scale. The phenolphthalein turns pink or dark red within five minutes and the pH is 9.0 or higher indicates the presence of excessive moisture and requiring a mandatory Calcium Chloride Test or RH test.

### *Calcium Chloride Test (ASTM F-1869)*

Vapor pressure must not exceed 3lbs./1000 square feet in 24 Hours. (2 lbs. or less for Radiant heated floor installations).

### *Relative Humidity Test (ASTM F-2170)*

Relative humidity inside of a concrete slab should not exceed 75%.

### *Calcium Carbide (CM) Test (ASTM D-4944-04, MilSpec CRD-C154-77)*

Reading must be less than 2.5%.

Refer to NFWA for more detailed information about moisture testing. A "DRY" SLAB, AS DEFINED BY THESE TESTS CAN BE WET AT OTHER TIME OF THE YEAR. THESE TESTS DO NOT GUARANTEE A DRY SLAB. ALL CONCRETE SLABS SHOULD HAVE A MINIMUM OF 6-MIL POLY FILM MOISTURE BARRIERS BETWEEN THE GROUND AND THE CONCRETE. If above testing result indicates the presence of excessive moisture, it is required the concrete slab is sealed with the moisture sealer.

## JOB PREPARATION AND FLOORING LAYOUT

Undercut all door casing, jambs, etc. Remove any existing base, shoe molding or doorway thresholds which can be replaced after installation. Flooring should be installed perpendicular to the floor joist and parallel to the longest outside wall for best visual effect. Measure the widths of the room and make sure the last row (board) will not end up in less than 2" wide.

Racking the floor is essential to obtain a random appearance and usage of different board lengths. Preselect and set aside the planks that will blend and best match with all transition moldings to assure a uniform final appearance. Install these planks adjoining the moldings. When installing, always work out from several different cartons to obtain the best distribution of color, grain and shade. Be attentive to ensure proper end joint stagger to achieve a random appearance and avoid patterned appearance.

Don't waste your materials. The end cuts from previous rows should be used to start the next row.

## GLUE DOWN INSTALLATION

Recommended Glue : Bostik's Best, Bostik's Procure.

Moisture sealer - Bostik MVP (Moisture Vapor Protection), Bostik's Ultraset Single Step.

## Wet Lay Method

Select a starter wall. An outside wall is best: it's most likely to be straight and square with the room. Measure out from this wall a width of the plank including the tongue plus additional 1/2" space for expansion and mark each end of the room and snap a chalk line. This line will serve as a straight reference line for the first row of flooring.

If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor. When the first row is complete, you must have a straight, even base established.

Spread sufficient amounts of the recommended adhesive with the properly notched trowel in an area (it is important to follow adhesive manufacturer's instruction to get the proper spread of adhesive and bonding. Improper bonding can cause loose or hollow spots.)

Place your longest boards as your first row directly on the chalk line with the edge of groove aligned on the chalk line and secure into position. Be certain the starter row is aligned straight. Use straight edge (2x4's) along the chalk line to secure the alignment. Insert shims at both ends to allow 1/2" expansion gap around the perimeter of the room and all vertical obstructions.

Never work on top of the flooring when installing with the wet lay method.

Once the starting row is completely secure, spread enough adhesive to install 3-4 planks. Follow adhesive manufacturer's instructions on spread rate, curing time. Do not spread more adhesive than the installer can use during the manufacturer's "working time".

After cutting a board to complete a row at the wall line, use the remaining plank as your starter board for the next row. Insert shims at both ends to allow 1/2" expansion gap.

Check for a tight fit between all edges and ends of each plank. End joints of adjacent rows should be staggered correctly (at least 12" on long board) to achieve more favorable overall appearance.

A tapping block/hammer, can be used to tap the boards until the seam is closed. Insert shims at both ends to allow 1/2" expansion gap around the perimeter of the room and lock the row in place using spacers against the wall in the expansion space. Be careful not to move the installed floor on the wet adhesive.

Wipe off glue residue right away. Urethane adhesive is very difficult to remove once it is cured. It is essential to clean adhesive from the surface of the floor frequently using the Bostik's Ultimate Adhesive Remover.

Roll floor with 100-150 lb roller to insure transfer of adhesive. Flooring that is not flat must be weighted (e.g. with unopened cartons) to ensure good contact. Installed floor will begin to hold tight in 8 hours, depending on humidity and temperature.

Remove shims and install any transition pieces that maybe needed and reinstall your base and/or quarter round moldings. Be sure to nail molding into the wall, not the floor.

## Dry Lay Method

Select a starter wall and measure out from the wall the widths of 4-5 planks plus additional 1/2" space for expansion and mark each end of the room and snap a chalk line. This will be your working space and the line will serve as a straight reference line for the first row of flooring.

Spread enough adhesive to install 3-4 planks from the chalk line. Allow adhesive to flash as per the adhesive manufacturer's instructions on spread rate, curing time. Do not spread more adhesive than the installer can use during the manufacturer's "working time".

Secure your starter rows with a straight edge (2x4's) and continue installing away from the starter area towards the main room. Use a kneeling board if you must work on top of the newly laid flooring.

Once the main area is completed, go back to the beginning, remove the straight edges and finish the beginning area.

If the starting wall is out of square, it will be necessary to scribe the first row to match the wall.

## NAIL/STAPLE DOWN INSTALLATION

Recommended Model Nails and Staples.

- Power Nailer Model 200 (pneumatic) E-Cleat Nail/1 1/2" long
- Power Nailer Model 250 (manual) E-Cleat Nail/1 1/2" long
- Stanley MIIIFS (pneumatic), adapter plate 1/2" Crown x 1 1/2"-2" staple
- Power Nailer #445 (pneumatic) use adapter plate 2" Cleat Nail.
- Power Nailer #45 (manual) use adapter plate 2" Cleat Nail.

Set the compressor PSI at 70-80 PSI. to keep the staples from going through or breaking the tongues. Adjustments may be necessary to provide the proper penetration of the nail or staple into the nail bed. Use a scrap piece of flooring material to set tools properly before installation. Improper stapling techniques can cause squeaks in the floor.

Minor occasional noises within the flooring are inherent to all staple/nail-down installations and can change as environmental changes occur. Squeaking, popping, and crackling can be minimized by being sure that the subfloor is structurally sound, does not have any loose decking or joists, and is swept clean prior to installation as well as adjusting your stapler/nailer correctly.

- Once subfloor has been prepared, install a 15-lb. asphalt saturated felt paper over the subfloor. (15 lbs. asphalt felt is not considered a moisture barrier. Use of a moisture barrier (6 mil polyethylene film minimum) if necessary.
- Measure a board width plus additional 1/2" from the starting wall in two places and snap a chalk line on subfloor. This line will serve as a straight guide for the first row of flooring.
- If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor. When the first row is complete, you must have a straight, even base established.
- Start with groove sides of board facing starting walls. Insert shims at both ends to allow 1/2" expansion gap. The first row should be faced nailed and stapled at 1"-2" from each end and 6"-8" intervals as close to wall as possible. The nail holes will be covered by molding and trim pieces or should be filled with matching putty stick.
- Continue installing with cut off end of last board (at least 12" long) from previous row. Insert shims at both ends to allow 1/2" expansion gap.
- Work out from several different cartons at the same time to ensure proper end joint stagger and usage of different board lengths and to obtain the best distribution of color, grain and shade.
- Check for a tight fit between all edges and ends of each plank. End joints of adjacent rows should be staggered correctly (at least 12" on long board) to achieve more favorable overall appearance.
- Last row will generally not fit perfectly, scribe row to allow minimum 1/2" expansion space. It may be necessary to top-nail in other areas of room where side-nailer cannot be used.
- Finished areas should be covered with a protective paper immediately after installation to prevent damage from installation process.
- Remove shims and install any transition pieces that maybe needed and reinstall your base and/or quarter round moldings. Be sure to nail molding into the wall, not the floor.

## FLOATING INSTALLATION

Recommended T&G Glue : Titebond® Tongue & Groove Flooring Glue by Franklin International or equal.

Recommended Underlayment : DeciBLOK™ Acoustic Underlayment by Sponge Cushion, Inc., 3 in 1 Sound Blok Underlayment by Forest Accents, 6mm cork by AcoustiCork.

- Floating floors can be installed over any structurally sound surface that meets or exceeds local building codes.
- Allow a 1/2" expansion gap around the perimeter of the room and all vertical obstructions. For floors larger than 16' in any one direction, leave an additional expansion gap of 1/8" for each 48" of installed flooring. Maximum room dimensions for a floating floor are 40ft. across the boards or 120 ft. lengthwise. Floors exceeding either of these dimensions require use of T-Mold.
- Install a floating floor underlayment in the same direction the flooring is to be installed. Follow manufactures installation instruction. When using a basic foam underlayment over a concrete subfloor, you must also use a 6 or 8 mil. Polyethylene film under the foam pad, which acts as a vapor barrier. Extend the underlayment a few inches up the wall. (Trim the excess prior to installing trim or moldings.)
- Start in corner and lay first row with groove sides facing walls using the longest boards available.
- If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor. When the first row is complete, you must have a straight, even base established.
- Align the first row with the wall using shims to maintain a 1/2" expansion space in place and to stabilize the product.
- Apply a continuous 1/8" (3 mm) glue bead to the upper inside of the groove on the end of the board. Connect that board to the first row and tap the boards together with a hammer and a tapping block. Use only a gentle tapping motion to tap the boards together. Excessive force will damage the board making it difficult to install additional boards.
- Continue installing with cut off end of last board (at least 12" long) from previous row. Insert shims at both ends to allow 1/2" expansion gap. End joints of adjacent rows should be staggered correctly (at least 12" on long board) to achieve more favorable overall appearance. Examine the floor carefully and remove any excessive with a damp cloth.
- Check all seams for tight fit before moving on to the next row. Use the pull bar to place the board into position if necessary. Leave all shims in the floor for a minimum of 8 hours so that the adhesive will properly set.
- Finished areas should be covered with a protective paper immediately after installation to prevent damage from installation process.
- Remove shims and install any transition pieces that maybe needed and Reinstall your base and/or quarter round moldings. Be sure to nail molding into the wall, not the floor.

*Bella Citta will not be responsible for any issues caused by the site conditions and/or installation deficiency. All records and measurements must be taken and kept in order to have the warranty to be effective. Failure to follow above instructions will void the warranty and will cause problems such as splitting, checking, cracks, cupping, and shrinkage of the boards or other damages to the floor.*

*Installation over the radiant heat floor requires a specific construction of the plywood subfloor and the installer who is familiar with the NWFA recommendations. Above Installation instruction is to offer a general guidance and is not intended to be a replacement for a professional certified installers. Contact NWFA (National Wood Flooring Association) at 800-422-4556 U.S or 800-848-8824 Canada for more information. We recommend using an installer who is a member of The Radiant Panel Association.*

*For more information visit [www.radiantpanelassociation.org](http://www.radiantpanelassociation.org).*



# Bella Citta® Flooring Maintenance Guide



## NATURAL WOOD

### Things you need to know about your hardwood flooring.

Hardwood floor is a product of nature. Wood is a hygroscopic material. This means that wood is breathing and always tries to reach the same moisture content of the air in the environment.

Through the seasonal changes, as the relative humidity of the air increases, the fibers of the wood absorb moisture causing the wood planks to expand. Conversely, as the humidity of the air decreases, the fibers of the wood expel moisture causing wood planks to contract. This explains why wood flooring may have cracks between the boards during the cold & dry winter months. Therefore some degree of gapping between the floor joint during the dry season or environment is normal. The joints close up by themselves when the relative humidity goes up again. However if the changes are severe the shrinkage and the gapping could become permanent. It is essential to keep the environment stable with the room temperature between 65-75° F and a relative humidity of 45-55% all year around to minimize the seasonal changes.

#### **Preventive Maintenance**

- Place high-quality floor mats and area rugs near outside entrances and high traffic areas to prevent any abrasive substances being tracked onto the flooring. If you have wood flooring in your kitchen, a throw rug with a soft or felt backing should be placed in front of the sink area to catch spills and splashes.
- Attach felt floor protectors on furniture legs, including chairs, tables, sofas, etc. that sit directly on the floor. Never place plants directly onto a floor. Always use a pot stand or dish.
- Do not use a vacuum with a beater bar.
- Wipe up any spills and spots immediately with a damp cloth.
- Keep outside shoes (especially high heels and sports shoes) off the floor.
- Keep pet nails trimmed.
- Shade windows to protect the floor from exposure to excessive sunlight.
- Try to move around the rugs or furniture periodically to have the floor age evenly.
- Do not use any harsh chemicals or products (e.g. ammonia or oil-based wax, polish, household dust treatment chemicals, abrasive cleaners, furniture cleaners) other than approved Bella Citta maintenance products on your floor.
- Do not use any type of steam vacuum cleaner or wet mop.

## **Regular Maintenance for Urethane finished Flooring.**

### **7 Series UV (7UVP) & 9 Series PLUS.**

#### **Daily cleaning of the floor:**

- Daily and weekly cleaning can be done by sweeping or vacuuming with a brush attachment or dust mopping. This will keep your floor clean and will prevent sand or abrasive substances buildup that can scratch your floor. **NEVER wet mop the floor.**

#### **Periodic cleaning of the floor:**

Dry-clean the floor before using the cleaner. Follow recommended procedures of the Bella Citta's approved cleaner for regular or frequent cleaning.

- Pallmann Hardwood Floor Cleaner & Floor Cleaning Kit.
- Bona Hardwood Floor Cleaner

**\*NEVER USE a wax or oil based cleaning product or all purpose cleaner on a urethane finish.**

## Regular Maintenance for Oiled or UV Oiled finished Flooring.

### 7 Series UV (7UVO)

#### Daily cleaning of the floor:

- Daily and weekly cleaning can be done by sweeping or vacuuming with a brush attachment or dust mopping. This will keep your floor clean and will prevent sand or abrasive substances buildup that can scratch your floor. **NEVER wet mop the floor.**
- Only dry-clean the newly oiled floor during the first 10 days to allow the Bella Citta's Euro Maintenance Oil to completely cure.

#### Periodic cleaning of the floor (note Fig.1):

- Dry-clean the floor before using the cleaner. Follow recommended procedures of the Bella Citta's approved cleaner for regular or frequent cleaning.
  - Bella Citta Euro Cleaner
  - Bona Pro Series Natural Oil Floor Cleaner WM701151001
  - Rubio Monocoat Surface Care Spray for Oiled Floors

#### Annual (or as needed) Maintenance of the floor (note Fig. 2):

Depending on the intensity of use, treatment with Bella Citta's Euro Maintenance Oil must be carried out regularly in order to keep the floor in optimum condition.

Bella Citta's Euro Maintenance Oil is available in either "White" or "Natural". Please refer to our Bella Citta specification guide to ensure that the correct color of Bella Citta Euro Maintenance Oil is used in conjunction with the flooring you purchased. Some Bella Citta colors require "White" while others require "Natural" to maintain the original color tone. Use of the incorrect color will permanently alter the color of your floor.

Usage: 1-2 times a year for normal use (low traffic residential), 3-4 times a year for intensive use (high traffic residential and commercial).

- First thoroughly clean the floor with Bella Citta approved Cleaner and allow it to dry completely. Floor surface must be completely dry and clean, free of dirt and dust.
- Apply Bella Citta's Euro Maintenance Oil to small areas in an even and thin layer with a cloth along the grain of the wood (Fig #2). For larger areas we recommend using a buffing machine (Fig #3). Dribble the Bella Citta's Euro Maintenance Oil in the shape of a snake and polish it in with a buffing machine with a thick white pad (diagram 3).
- 1 liter (33.82 fl.oz) of Bella Citta's Euro Maintenance Oil is sufficient for approximately 70 to 100 m<sup>2</sup> (750-1,075 SF).
- After maintenance oil application, allow newly coated floor to dry for at least 12 hours before exposing to light foot traffic. Wait 48 hours after maintenance oil application to allow for proper cure time before moving furniture and appliances onto the flooring surface.





**LIMITED LIFETIME STRUCTURAL WARRANTY**

Bella Citta® warrants that the covered products, in their original manufactured condition, will be free from manufacturing defects in milling, grading and lamination as long as you (the original purchaser) own the floor. Bella Citta® warrants that when installed and maintained according to Bella Citta®'s guidelines, the flooring will not delaminate, separate, buckle or cup as a result of manufacturing defect during this Warranty period.

**25 YEAR SURFACE FINISH RESIDENTIAL LIMITED WARRANTY (50 YEAR ON 9 SERIES PLUS)**

Bella Citta® warrants that the surface wear layer will not wear through or separate from the wood floor for 25 years from the date of retail purchase when used under normal household use and maintained in accordance with our maintenance guidelines.

**1 YEAR SURFACE FINISH LIGHT COMMERCIAL LIMITED WARRANTY**

Bella Citta® warrants that the surface wear layer will not wear through or separate from the wood floor for 1 year from the date of retail purchase when used under normal commercial use and maintained in accordance with our maintenance guidelines.

**PRE-INSTALLATION WARRANTY - INSTALLER / OWNER RESPONSIBILITY**

Hardwood flooring is a product of nature which is characterized by variations in color and grain. Therefore, no two boards are perfect or identical in grains or color and defects in the flooring can occur in the manufacturing process or naturally as a characteristic of the wood. Bella Citta® Floors are manufactured in accordance with accepted industry standards which permit defects for up to 5%.

- It is the Installer/Owner's responsibility to carefully inspect all materials before installation including: accuracy of the order, conditions/quality of product such as milling, laminations, dimension, grade, color and finish.
- Installer must use good judgment and reasonable selectivity and discard or cut off pieces with visible defects or imperfections.
- If the flooring is not acceptable for any reason or appears to be doubtful, do not install and contact your supplier.
- Once the flooring is installed, it is deemed to have been "accepted" by the owner even if the owner was absent at time of installation. We accept no responsibility for liabilities for claims or expenses, including labor costs, where flooring with visible defects or unacceptable material has been installed.
- It is the responsibility of the installer to determine if the job site subfloor and job site conditions are environmentally and structurally acceptable for wood flooring installation. We accept no responsibility for the flooring failure resulted from or associated with the subfloor, subsurface, job site environment or installation deficiencies after the flooring has been installed.

**EXCLUSIONS AND LIMITATIONS OUR WARRANTIES DO NOT COVER CONDITIONS AND DAMAGES CAUSED BY ;**

- Improper installation, improper maintenance, improper storage and handling.
- Failure to follow the guideline provided by Bella Citta® Floors.
- Negligence, accidents, abuse or misuse.
- Installation in inappropriate locations. Our products are made to perform in what is considered to be normal usage for its intended purpose.
- Installation done by a non-professional installer. (The installer must be NWFA Certified Flooring Installer.)
- Water damage including but not limited to; wet mopping, spills or standing water or flooding.
- Use of tape (in any format) which can remove the flooring finish from the surface.
- Use of any type of steam vacuum cleaner or wet mop.
- Use of any type of wax, hardwax or oil based maintenance products on the urethane finished products (9 Series Plus and 7 Series UV 7UVP).
- Damage caused by exposure to excessive heat or moisture regardless of its cause or source.
- Indentations, scratches, scuffs caused by accidents or negligence including but not limited to those caused by sand or other abrasive substances, pets nails, spiked-heeled shoes or dragging furniture and other objects.
- Damage caused by fire, flooding and other natural disasters.
- Reduction in gloss level of the finish, minor imperfections and irregularities are not considered as a defect.
- Change in color due to aging or exposure to sunlight or UV light is not considered as a defect.
- Color, shade or texture variations between samples, printed color photography and the actual material.
- Natural wood characteristics such as variations in color, grain, mineral streaks, knots (including hand filled knots).
- Insect infestation after shipment from the point of origin.
- Noises such as squeaks and popping caused by subfloor condition or improper nailing/stapling.
- Minor occasional noises within the flooring are inherent to all staple/nail-down installations and can change as environmental changes occur. This is not a manufacturing defect and is therefore not covered under our warranties. You can help reduce squeaking, popping, and crackling by being sure that the subfloor is structurally sound, does not have any loose decking or joists, and is swept clean prior to installation. You should also be sure that your stapler or nailer is setting the fastener properly, not damaging the planks, and that you are using the correct nailing schedule.
- Products that are sold "AS IS."
- Cupping, delaminating, crowning, cracks and checking due to excessive moisture, humidity or dryness of the environment or subfloor.
- Gaps between boards caused by normal expansion and contraction through seasonal changes.
- Gaps and separation between boards caused by low humidity or dryness due to improper maintenance of the environment.
- Imperfections or problem that is only visible under certain light or from a certain angle is not considered as a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.

In order to be covered under our warranties, you must keep all records including your sales receipt, pre-installation test results. Flooring must be professionally installed and maintained in accordance with our guideline. Failure to follow the guidelines will void this warranty.

Our warranty is not transferable and it extends only to the original purchaser of our product.

In the event any conditions covered by the warranties occur, you should contact your supplier in timely manner and file a claim in writing. Bella Citta® or our designated representative must be given a reasonable opportunity to inspect the condition and obtain samples for evaluation of claim before undertaking any repairs, removal or replacement. Bella Citta® will not be responsible for the cost of any repairs, removal or replacement undertaken before Bella Citta®'s accepts and approves the claim. You must present original sales receipt as a proof of the purchase. Compliance with the requirements of this warranty sheet is a condition to be covered under the Warranty. Bella Citta® will have no obligation to remedy any claims if these requirements are not complied.

We exclude and will not be liable or pay incidental, indirect, special or consequential damages under our warranties whether resulting from nondelivery or from the use, misuse or inability to use the product or from defects in the product or from Bella Citta®'s own negligence. By this mean any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. Bella Citta® Floors' obligation under this warranty shall be limited to, at its options, repair of the defective products, providing replacement of defective products, or refund the purchase price for the defective products that have not been installed in exchange of the defective products.

These warranties are limited to a one time repair or replacement of defective material and shall be the buyer's exclusive remedy. These warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture

To the extent permitted by law and for all non-consumer products, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the period of this written warranty, to the extent allowed by law.

Some states do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state