



Problems and Solutions for Solid Hardwood Flooring

The purpose of this section is to inform you of the primary causes of various situations you might encounter following the installation of your hardwood flooring, as well as to advise you of the recommended solutions and party responsibility.

Many of the suggested solutions should only be performed by professionals; a specialist should be consulted for all problems encountered to determine the best solution.

Please note that no repairs should be made based on these proposed solutions prior to informing your local distributor of the problem. Failure to notify your local supplier and/or Strategis of the problem may result in the voiding of your warranty.

For additional information not listed herein, we invite you to read the Installation Guide, Warranty Information, and Care and Maintenance sections.

1. Cupping:

Cause(s): Moisture imbalance, or seasonal change in humidity. This is a naturally occurring phenomenon, usually occurring at the same time of year.

- Too much humidity in basement and/or sub-floor.
- Limited or no expansion joint
- Water damage
- Inadequate fastening or nailing to sub-floor.
- Air or sub-floor was too dry during installation Possible Solutions: Locate source and eliminate
- Check for water leakage and repair any damage.
- Properly ventilate your home
- Install a dehumidifier in your basement.
- Keep relative humidity consistent.
- Construct an expansion joint around the edge of the flooring along the wall.
- Sand and refinish the floor, once moisture has stabilized.

Note: The floor must be completely dry before sanding and refinishing.

Responsibility: Natural occurrence, as wood is a natural product and is subject to lose and gain humidity with the change in season.



2. Crowning:

Cause(s): Moisture imbalance, or seasonal change in humidity.

- Water leakage
- Boards are too tight, need an expansion joint to accommodate seasonal expansion due to changes in humidity.
- Too much water used during maintenance
- A cupped floor was sanded prematurely, before the moisture content stabilized or before the floor boards were sufficiently dried.
- This is a naturally occurring phenomenon, usually occurring at the same time of year. Possible

Solutions:

- Sand and refinish the floor once moisture has stabilized.

Note: The floor must be completely dry before sanding and refinishing.

Responsibility: Natural occurrence, as wood is a natural product and is subject to lose and gain humidity with the change in season.

3. Gapping and Shrinking:

Cause(s): Dryness of air

- Heating system; the dry air causes the wood to shrink.
- Nature; during winter months the wood releases its moisture and shrinks, causing gaps to appear.

Possible Solutions:

- Use of humidifier(s) during drier months.
- Accept them, this is a naturally occurring phenomenon, the boards eventually revert to, or close to, their original shape during more humid months.
- Properly acclimatize boards prior to installation.

Responsibility: Natural occurrence which can be improved/eliminated if Owner follows the suggested solutions.

4. Mellowing / Discoloration:

Cause(s): UV rays

- Sunlight entering through windows and glass doors darkens the colour of the floor over time. This is a naturally occurring phenomenon.



Possible Solutions:

- Rotate low-lying furniture and rugs occasionally to prevent the appearance of spotting (areas of visibly greater UV exposure).
- Minimize the amount of light entering the home using blinds and curtains.

Responsibility: Natural occurrence which can be improved/eliminated if Owner follows the suggested solutions.

5. Surface Damage: (dents, scratches, gouges)

Cause(s): Neglect

- Traffic
- Wearing heels
- Not protecting the floor from heavy furniture
- Not clipping pets' claws
- Infrequent sweeping or vacuuming, allowing buildup of abrasive materials.

Possible Solutions:

- Following proper care and maintenance practices (see "Care and Maintenance")
- Replace or repair any damaged boards.

Responsibility: Surface damage is the responsibility of the Owner

6. Excessive / Premature Wear:

Cause(s): Neglect

- Not following proper care and maintenance practices (see "Care and Maintenance")
- Too much traffic in select areas

Possible Solutions:

- Follow proper care and maintenance and floor protection practices

Responsibility: Excessive or premature wear is the responsibility of the Owner.



7. Squeaky Floor Boards:

Cause(s):

- Weak subfloor
- Improper nailing down of floor boards
- Exposure to excessive moisture or dryness

Possible Solutions:

- Strengthen subfloor from beneath

Responsibility: Both the Owner and Installer are responsible in preventing squeaky floor boards.

8. Wrong Colour / Wide Colour Variation:

Cause(s):

- High expectations
- Wrong wood type for your décor
- Non-representative sampling
- Miscommunication between salesperson and purchaser
- Insufficient research of product by purchaser

Possible Solutions:

- Do not install, contact dealer about error
- Use grading chart
- Proper sampling
- Knowledgeable sales representatives, proper training

Responsibility: Installer and Dealer are responsible for selecting an appropriate colour.

9. Buckling / Ballooning:

Cause(s):

- Extreme moisture
- High humidity
- Limited or no expansion joints
- Very humid / damp basement
- Water leakage
- Improper installation
- Weak subfloor



Possible Solutions:

- Eliminate humidity with dehumidifier or heating system.
- Check for water leakage and repair any damage.
- Construct an expansion joint around the edge of the flooring along the wall.
- Repair any water damage

Responsibility: Buckling / ballooning are the responsibility of the Owner and/or Installer.

10. Wrong Grade Quality:

Cause(s):

- Incorrect sampling
- Incorrect ordering
- Error on part of purchaser or installer, if installed
- Incorrect grading

Possible Solutions:

- Inspect flooring prior to installation
- Have flooring inspected to determine grade quality before installation.

Responsibility: Owner / Installer are responsible for inspecting the grade quality of the floor prior to installation.

11. Unevenness in Individual Boards:

Cause(s):

- Improper installation
- High humidity

Possible Solutions:

- Do not install and inform dealer

Responsibility: If there is an error in milling, the Manufacturer is responsible; otherwise, the Owner/Installer are responsible.



12. Alignment Problem:

Cause(s):

- Improper installation

Possible Solutions:

- Follow instructions carefully
- Replace strips

Responsibility: The Installer is responsible to ensure accurate alignment.

13. Splitting on Ends or Sides of Wood Strip:

Cause(s): Wood is a natural product, occasionally a board may split due to latent stresses, triggered by a change (usually dryness) in humidity.

- Improper inspection by owner or installer
- Improper inspection by manufacturer
- Strip is damaged when nailed down
- Extreme humidity or dryness

Possible Solutions:

- Do not install and inform dealer
- Replace damaged strips
- Maintain humidity between 35% and 55%.

Responsibility:

- Owner, if installed*
- Installer, if installed*
- Dealer / manufacturer, if split at time of purchase*

14. Roughness of Finish:

Cause(s): Neglect

- Improper inspection by owner and/or installer prior to installation
- Improper inspection by manufacturer
- Care and maintenance practices not followed
- Humidity
- Mishandling



Possible Solutions:

- Do not install
- Follow proper care and maintenance practices
- Sand and refinish
- Repair damaged strips

Responsibility: Depending on when the finish became rough, the responsibility could belong to the Owner, Installer or Manufacturer.

15. Delamination of Finish:

Cause(s):

- High humidity
- Water leakage or damage
- Manufacturing imperfections
- Damage due to wear and tear and or abuse
- Moving furniture or other heavy objects

Possible Solutions:

- Sand and refinish
- Replace damaged strips

Responsibility: If the finish was imperfect prior to installation, the Manufacturer is responsible. Otherwise, the Owner is responsible.