

PG FLOORING

The Book is designed to help you easily find answers. If you cannot find what you are looking for, please do not hesitate to contact Customer Service. Our representatives will be pleased to provide assistance and then update The Book.

UNIQUE COLLECTIONS OF HARDWOOD FLOORING AND ENGINEERED WOOD

PG FLOORING

PG Flooring offers more than 5 000 distinctive products. As a flooring manufacturer, PG Flooring is renowned for the exceptional quality of its products and a solid reputation backed since 1979. Whether it is an unfinished floor to varnish on premises, a prefinished or pre-oiled floor, or an engineered floor, offer to your customers the best that the industry has to offer.

ASSURANCE OF RELIABILITY

We are proud of our membership in the most respectable organizations in our industry. All environmental and quality standards applied at PG Flooring are inspired by the regulations of our member associations. We are committed to offering the latest products available on the market in compliance with the most stringent environmental standards in effect.



Anne-Marie Faucher
Chief Executive Officer

GREEN SIDE

ENVIRONMENTAL CONSCIOUSNESS

FOREST STEWARDSHIP COUNCIL® (FSC)

PG Flooring has been FSC® certified for their chain of custody since 2005.

ADVANTAGES OF FSC®:

- The only standard recognized publicly by Greenpeace and the WWF.
- The toughest organization on the issue of good forest management.
- An organization that protects not only forests, but societies living in or near forests (principales and criteria).
- Much of our supply birch, maple and red oak originate from FSC® suppliers with certified chains of custody.

PG Flooring can supply FSC® certified wood in the following species:

Red oak | Maple | Birch | Silver maple (subject to availability)

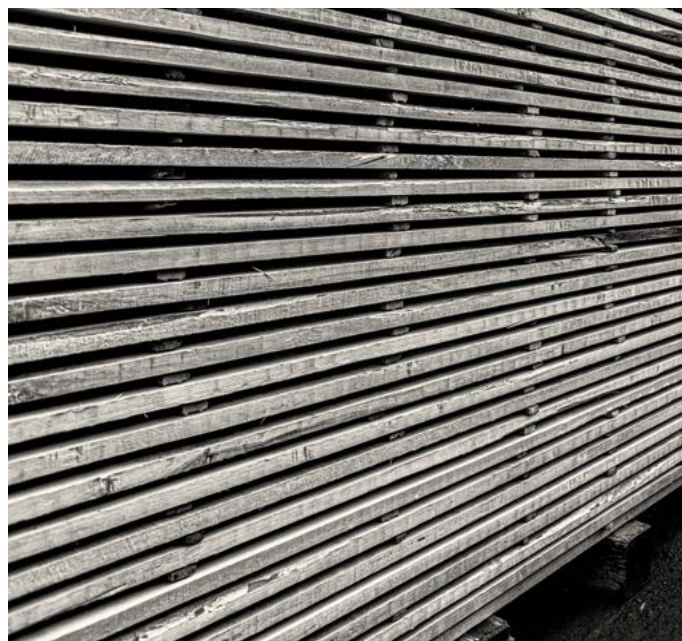
The Forest Stewardship Council® is an international non-governmental organization which promotes environmentally appropriate, socially beneficial and economically viable management of the world's forests. To learn more visit www.fsc.org.



ORIGIN OF RAW MATERIAL

PG Flooring is committed to avoiding use of non-certified wood from controversial sources. Therefore, we refrain from using the following wood:

- Wood harvested from forests affected by persistent social conflict;
- Wood from highly protected non-certified sources;
- Genetically modified wood;
- Wood harvested illegally;
- Wood from natural forests converted to plantations or non-forest use;
- We ask our suppliers to sign a document to ensure that they have a conform code of conduct concerning the origin of their raw material.



CONSIDERATION FOR RAW MATERIAL

The following are measures taken in-house to encourage responsible forest management and protect the environment:

- We produce five different board widths. Five widths offer the best combinations and the least waste.
- Because boards arrive in random widths, we are now including a new width of 5 1/4 inches (133.35 mm). This new width will replace the 2 1/2 inch width that, at PG Flooring alone, accounted for 6 500 trees saved annually. The addition of the 5 1/4 inch maintains our "going green" initiative, increasing product yield by 7% and saving trees.
- The average yield of manufacturing companies in North America is 65%. Through important prevention and conservation measures applied to raw material and the production process, we have been able to obtain an average yield exceeding 85%. This means that for 10 million board feet of wood used, we obtain 8.5 million board feet of finished products. This represents 1 million more board feet than the North American average. This extraordinary yield has a positive impact on the forest in the form of more than 16 500 trees.

RECYCLING

The company recycles 100% of recyclable material in its plants and offices.



GREEN SIDE

WELLBEING

PG Flooring uses harmless products for the environment and customers. The low solvent, formaldehyde, and VOC (volatile organic compound) content of the varnishing products used on our flooring eliminates any risk to human health.

GREENGUARD GOLD CERTIFICATION

All our prefinished solid wood products, as well as our pre-oiled product Sanibel have been GREENGUARD GOLD certified since 2017. GREENGUARD Certified products are certified to GREENGUARD standards for low chemical emissions into indoor air during product usage. For more information, visit ul.com/gg.



VOLATILE ORGANIC COMPOUNDS (VOCs) EMISSIONS

Quebec standards	480 to 780 grams/litre
GS-11 standard	100 grams/litre
Results for PG prefinished	Does not exceed 10 g/litre of product
Results for PG pre-oiled	Does not exceed 400 g/litre of product

LEED (LEADERSHIP IN ENERGY AND ENVIRONMENTAL DESIGN) PROGRAM

The FSC® is the only certification system recognized by the Leadership in Energy and Environmental Design (LEED) Program. Demand for FSC® certified wood generated by LEED projects is continuously increasing. Depending on their attributes, solid hardwood, prefinished and pre-oiled products can contribute to obtaining LEED points based on different criteria.

At PG Flooring, we are aware of the issues facing the forests of today and tomorrow. This is why we want to participate actively in the protection of our forests with the assurance that responsible forest management decisions taken today will guarantee a promising future.

A handwritten signature in blue ink, appearing to read 'AMF'.

Anne-Marie Faucher
Chief Executive Officer

SUSTAINABLE DEVELOPMENT

OUR JOURNEY

WHERE DID WE START?

Before the concept of sustainable development was even coined, we were already actively involved in the process, albeit informally, for several years. Concrete action in this respect is ongoing and the three aspects of sustainable development now are solidly anchored in our organizational outlook and values.

WHERE ARE WE NOW?

We were aware of the need for more rigour and the need to formalize what we were already doing right. We wanted to continue pursuing this goal and become an example to follow by producing what we need in response to demand while avoiding jeopardizing the capabilities of future generations. Several originators began working on greening their supply chain and we were aware that the trend would increase on the very short term. Legislation would also be increasingly present and compliance with it would become mandatory. Therefore, we decided to seize the opportunity immediately.



WHERE ARE WE GOING?

We are presently integrating sustainable development into the "genetic code" of our organization and seeking to contaminate 100% of our suppliers in order that they also reduce their ecological footprint. By tapping into the creative potential of all our partners, we can create value and profitability while generating savings to be reinvested in value-added projects and pursuing our mandate to consolidate our bases on the marketplace.

OUR COMMITMENT TOWARDS SUSTAINABLE DEVELOPMENT:

- We are committed to considering the three aspects of sustainable development in each of our future business decisions.
- We allocate the time needed for resources to transpose this strategy into concrete action aimed at achieving our ecological impact reduction goals.

ENVIRONMENT

- Following a \$3.5 million investment in 2010, new cutting edge equipment now allows us to achieve a material yield approaching 86%.
- More than 95% of our raw material supplies come from less than 300 km away.
- Our products are eligible for FSC® certification and we cooperate actively in the certification of our suppliers, thereby benefiting the entire industry.
- Eco-design criteria are integrated into our product development process.
- All waste wood is put to use, either to heat our buildings and kilns or through the sale of shavings to the melamine sheet wood industry, wood pellet manufacturers and farmers.
- We recycle all waste other than wood (paper, cardboard, metal, chemical and plastic products).
- Our products contribute to LEED credits.
- The low solvent, formaldehyde, and VOC (volatile organic compound) content of the varnishing products used on our flooring eliminates any risk to human health.
- In 2015, all our propane-fueled forklifts were replaced by battery electric vehicles.
- All our prefinished solid wood products, as well as our pre-oiled product Sanibel have been GREENGUARD GOLD certified since 2017. GREENGUARD Certified products are certified to GREENGUARD standards for low chemical emissions into indoor air during product usage. For more information, visit ul.com/gg.

SOCIAL

- Our flexible work program allows employees to reconcile work and family obligations.
- To date, we have invested time and money in the Fondation Philippe-Boucher, representing more than \$1,000,000.
- To date, we have invested time and money in sports activities for youths in the region, representing more than \$220,000.
- Not only has PG Flooring supported various social causes since 1979, but our employees have taken the initiative and become actively involved. Since 2001 alone, an amount of some \$400,000 has been injected into the community.
- At PG Flooring, compliance with occupational and safety standards are key concerns. We rank among the highest performing groups of the Mutuelle 025 for which we have received several awards.

ECONOMY

The presence of a project portfolio management structure encompassing a system to detect and select opportunities contributes to enhancing the performance of our different programs:

- Maintained and increased market shares
- Optimization material yield and enhanced action
- Employee contentment and safety

Since 2000, PG Flooring has invested more than \$35 million in equipment improvement.

SUSTAINABLE DEVELOPMENT

POKA

In 2016, PG Flooring has introduced Poka, a revolutionary training and knowledge transfer tool used in plants. Poka is an app available on iPad that allows experienced employees to document their expertise in the form of video guides. The guides can then be viewed by new employees to further their training and contribute to their self-sufficiency. Currently, 200 company employees use this tool and more than 80 iPads are available to workers (tablets are shared among day shift and night shift employees). Poka also allows the employees to communicate with each other through a news feed used, for example, to send requests for mechanical improvements directly to the maintenance team or to call upon colleagues to help solve productivity and product quality problems. PG Flooring deployed this technology to standardize and speed up training to foster greater operational versatility between company employees and work shifts.



SOLID HARDWOOD

TECHNICAL SPECIFICATIONS

SPECIFICATIONS

THICKNESS	0.781 in (19.8 mm)				
GRADES	Select & Better, Pacific, Instinct, Heritage, Unique				
WIDTHS	2 1/4 in (57.15 mm)	3 1/4 in (82.55 mm)	4 1/4 in (107.95 mm)	5 1/4 in (133.35 mm)	7 in (177.80 mm)
LENGTHS (MIN. & MAXIMUM)	10 in* to 81 in (254 mm to 2057 mm)	10 in* to 75 in (254 mm to 1905 mm)	10 in to 81 in (254 mm to 2057 mm)	10 in to 76 in (254 mm to 1930 mm)	10 in to 83 in (254 mm to 2108 mm)
WIDTH AND THICKNESS TOLERANCES (+/-)	All products with the width of 2 1/4, 3 1/4 and 4 1/4 in**: 0.010 in (0.254 mm)			All products with the width of 5 1/4 and 7 in: 0.050 in (1.270 mm)	
MOISTURE CONTENT	6 % to 8 %				
RELATIVE HUMIDITY REQUIRED	37 % to 45 %				

*Except for products in the *Select & Better* grade : **minimum length of 12 in (305 mm)**.

** With the exception of Dion, Garneau, Pelletier and Richard products (4 1/4 in width): for these products, **tolerance is 0.050 in (1.27 mm)**

WOOD SPECIES

	JANKA TEST* (LBS/IN)	STABILITY RATING	FSC® AVAILABILITY	WEIGHT (LBS/FT²)	WEIGHT (KG/M²)
BIRCH	1260	Good	Yes	2.60	12.71
RED OAK	1290	Very good	Yes	2.90	14.21
MAPLE	1450	Good	Yes	3.00	14.75
ASH	1320	Very good	No	2.75	13.46
SILVER MAPLE	950	Good	Yes	2.60	12.71

Ref. : A. Alden, H., Hardwoods of North America, USDA, General Technical Report, FPL-GTR-83

*The higher the number, the harder the wood. The Janka hardness test measures the force required to embed 0.444 steel ball into wood.

FINISHES | PREFINISHED

	GLOSS LEVEL	RESISTANCE TO TABER TEST S-42*
MATTE	3 % to 8 %	500 cycles
SATIN	22 % to 32 %	525 cycles
SEMI-GLOSS	42 % to 52 %	525 cycles
MODEL EXTREME	22 % to 32 %	1025 cycles

*Textured products (ex: chased, wire brushed, etc.) obtained a Taber S-42 result of 400 cycles.

VOLATILE ORGANIC COMPOUNDS (VOCs) EMISSIONS

Quebec standards : 480 to 780 g/litre

GS-11 standard : 100 g/litre

Results for PG Flooring prefinished products :

Does not exceed **10 g/litre** of product

FINISH | PRE-OILED

GLOSS LEVEL	3 % to 8 %
RESISTANCE TO TEST CS17	200 cycles : 0.04 g - Perforation 10 %
RESISTANCE TO TEST CS17	400 cycles : 0.02 g - Perforation 70 %

VOLATILE ORGANIC COMPOUNDS (VOCs) EMISSIONS

Results for PG Flooring pre-oiled products :

Does not exceed **400 g/litre** of product

AVAILABLE ACCESSORIES

- Nosing (round and square)
- Threshold
- T-Moulding
- Quarter Round
- Reducer



SOLID HARDWOOD

TECHNICAL SPECIFICATIONS

WARRANTIES

- PG finish comes with a 35 year warranty
- Model Extreme comes with a 40 year warranty for residential use and a 5 year warranty for light commercial use
- Lifetime structural warranty*
- Installation guaranteed for 25 years**

* See warranty for exceptions

**Must be installed by a PG Certified Installer

APPLICABLE STANDARDS

SURFACE BURNING (ASTM-E84-14):

- FSI (Flame-Spread index) 105 Class C (tested on red oak)
- SD (Smoke Development) 110 (tested on red oak)

FORMALDEHYDE EMISSION:

- ≤ 1.5 mg/100g (Class E1) (depending on species)

THERMAL CONDUCTIVITY:

- 0.15 W/mK

BIOLOGICAL DURABILITY:

- Class 1 - dry interior

INSTALLATION

Nailed or stapled

(flooring nails or staples must be of 1 1/2 in (38 mm) long)

May be installed over radiant heating system

(with the exception of boards greater than 5 in (127 mm) in width)



SANDING

Sanded up to 7 times



CHARACTERISTICS AND ADVANTAGES

Our prefinished and pre-oiled products are manufactured from the most popular hardwood species. Our reputation is based on unequalled production precision making our boards the most reliably consistent flooring on the market today.

Quality | Beauty | Balance | Choice: this is what the consumer obtains when purchasing one of our flooring.

CHOICE

PG Flooring offer the largest choice of wood, finishes, grades and widths in the industry, representing more than 5,000 possibilities. Add our Unique Collection colours to the Classic products and the possibilities become almost infinite.

AVAILABILITY

PG Flooring produces short runs as well as long runs. Simply order the quantity needed and we will ship accordingly. Moreover, we maintain a large inventory of products ready-to-process for fast service and shipping.

PRODUCT

PG Flooring produce boards with one of the smallest micro-V in the industry, resulting in smoother flooring surfaces and a highend product. All boards produced by PG are uniformly consistent in terms of thickness and grade. Our exceptional sanding process is comparable to a furniture-style finish that eliminates dust accumulation.

PACKAGING

	QUANTITY PER BUNDLE	BUNDLE SIDE (length x width x height)	QUANTITY PER SKID	SKID SIDE (length x width x height*)
2 1/4 in (57.15 mm)	20 ft ² (1.86 m ²)	85 1/2 x 9 3/4 x 3 1/4 in (215.9 x 24.9 x 8.1 cm)	1040 ft ² (96.62 m ²)	85 1/2 x 39 x 46 1/4 in (215.9 x 99.6 x 116.84 cm)
3 1/4 in (82.55 mm)	20 ft ² (1.86 m ²)	79 1/2 x 10 1/2 x 3 1/4 in (200.66 x 26.5 x 8.1 cm)	1040 ft ² (96.62 m ²)	79 1/2 x 42 x 46 1/4 in (200.66 x 106.68 x 116.84 cm)
4 1/4 in (107.95 mm)	19 ft ² (1.77 m ²)	85 1/2 x 9 3/4 x 3 1/4 in (215.9 x 24.9 x 8.1 cm)	988 ft ² (91.79 m ²)	85 1/2 x 39 x 46 1/4 in (215.9 x 99.6 x 116.84 cm)
5 1/4 in (133.35 mm)	22 ft ² (2.04 m ²)	79 1/2 x 11 1/4 x 3 1/4 in (200.66 x 28.4 x 8.1 cm)	1144 ft ² (106.28 m ²)	79 1/2 x 45 x 46 1/4 in (200.66 x 114.3 x 116.84 cm)
7 in (177.80 mm)	16 ft ² (1.49 m ²)	85 1/2 x 7 3/4 x 3 1/4 in (215.9 x 19.5 x 8.1 cm)	1040 ft ² (96.62 m ²)	85 1/2 x 38 3/4 x 46 1/4 in (215.9 x 96.52 x 116.84 cm)

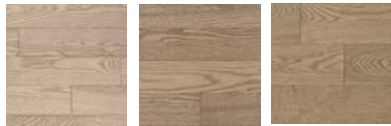
*Height with block

CLASSIC COLLECTION

STAINS

RED OAK

SOLID HARDWOOD | PACIFIC GRADE
ENGINEERED WOOD | SELECT AND HERITAGE GRADES



Savane Evasion† Beauceville†



Bromo Source† Sandbanks



Victorian† Walnut Edition Oasis



Yukon† Ancestral†

BIRCH

SOLID HARDWOOD | PACIFIC GRADE



Source† Evasion† Beauceville†



Yukon† Sandbanks Oasis



Victorian Walnut Edition† Bromo



Savane Lagom Haka

ASH

SOLID HARDWOOD | PACIFIC GRADE



Victorian† Walnut Edition Ancestral†



Marula† Haka Beauceville†

† Also available in Heritage grade with semi-gloss and matte finishes, 5 1/4 in.

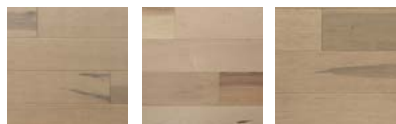
The colours you see should only be used as a guide and are not absolute
Actual product appearance may vary. Order samples at pgflooring.com.

CLASSIC COLLECTION

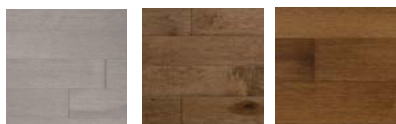
STAINS

MAPLE

SOLID HARDWOOD | PACIFIC GRADE
ENGINEERED WOOD | SELECT AND HERITAGE GRADES



Evasion† Haka Beauceville†



Bromo Oasis Walnut Edition†



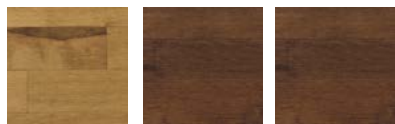
Victorian† Source† Sandbanks



Yukon Ancestral†

SILVER MAPLE

SOLID HARDWOOD | PACIFIC GRADE



Yukon† Oasis Walnut Edition†



Sandbanks Bromo† Evasion†



Marula† Haka

WHITE OAK

ENGINEERED WOOD | HERITAGE GRADE



1979* 2016*

& Matte finish only.

† Also available in Heritage grade with semi-gloss and matte finishes, 5 1/4 in.

STRUCTURES

SOLID HARDWOOD



May be installed over radiant heating system (with the exception of boards greater than 5 in (127 mm) in width)

ENGINEERED WOOD Cohesion



May be installed over radiant heating system (except for floating installation).

Please refer to our product chart for products available in engineered wood.

GRADES

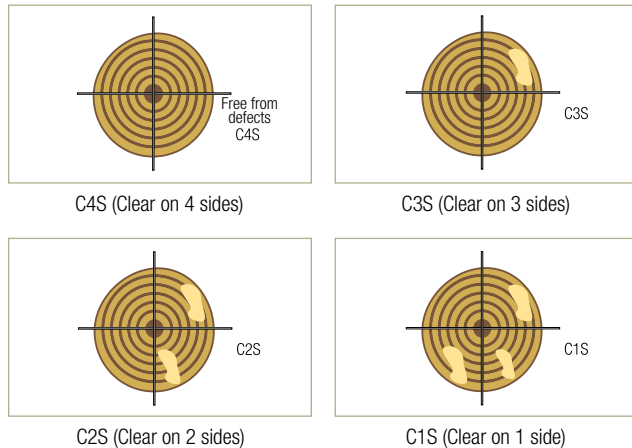
UNDERSTANDING GRADES AND THEIR ORIGIN

FROM FOREST TO SAWMILL

Before a flooring board actually becomes a board, it is important to understand the grading to which raw materials are subjected during processing.

The tree is first felled and sawed into logs. Logs are graded as: Veneer or butt logs.

Normally, wood used in the production of hardwood flooring is harvested from logs graded C2S and C1S. The better the quality of a log (free from defects), the higher its value.



FROM MANUFACTURER TO CONSUMER

PG FLOORING CLASSIC COLLECTION GRADES

Grades define the appearance of wood in terms of colour. Each company has its own classification and standards. Although PG Flooring follows industry classification standards, the company imposes higher in-house standards on its grades.

Grades were formerly assigned numbers 1, 2, 3 and even 4. Many believed that these numbers determined wood quality, with 1 being superior to 2, etc. However, such is not the case, since grades indicate colour only. Today, to avoid such confusion, grades now go by name.

The four grades offered by PG Flooring are *Instinct*, *Pacific*, *Select & Better* and *Heritage*. PG Flooring produces *Select & Better* grade wood and as an offshoot, *Instinct* grade wood. In this case, defects are cut away to meet standards. The *Pacific* grade applies only to species with a mixture of colours.

Maple, birch and red oak come in four grades: *Select & Better*, *Pacific*, *Instinct* and *Heritage*, graded from the lightest to the darkest shades. Silver maple and ash are available in the *Pacific* and the *Heritage* grades.



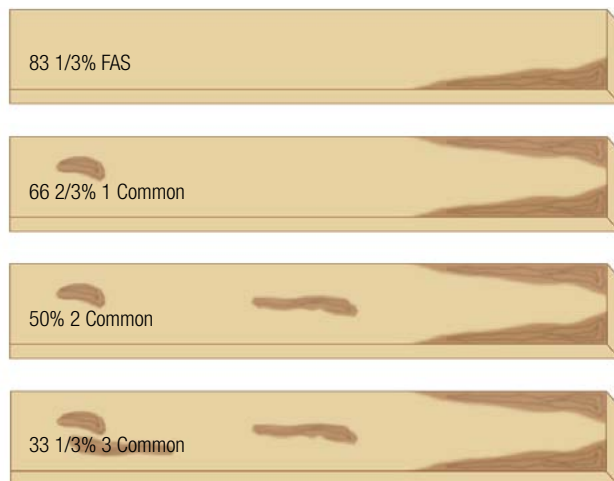
FROM SAWMILL TO MANUFACTURER

Boards produced at the sawmill are then graded according to their potential for use as defect-free wood. Boards are graded on the basis of their least perfect side. Accordingly, a grade indicates minimum board quality.

GRADES OBTAINED INCLUDE:

FAS • FAS 1 face • Select • 1 Common • 2 Common • 3 A • 3 B • Pallet stock

Boards used in the production of hardwood flooring are for the most part graded 2 common. The National Hardwood Lumber Association determines the general percentage of clear usable surface as follows:



FINISHES

PREFINISHED

MATTE | SATIN | SEMI-GLOSS | MODEL EXTREME

THE PERFECT BALANCE OF OUR FINISHES CREATES THE BEAUTY AND REPUTATION OF OUR FLOORS.

The finishes used at PG Flooring are the result of several years of research and development to achieve the perfect balance between adhesion, abrasion, appearance, and flexibility. These essential properties ensure that the flooring's surface remains resistant while retaining a remarkable shine.

SCRATCH RESISTANCE

The durability and resistance of hardwood floors are defined by the quality of the different finish layers applied. At PG Flooring, we use **high-performance varnishes** that incorporate specially selected acrylate resins. These resins are designed to **maximize resistance to scratches and surface friction**, ensuring long-lasting protection for your floors.

To enhance this resistance, our formulas also include hardened particles that prevent the loss of gloss, enabling the finish to **retain its original appearance for as long as possible**.

ABRASION AND DENT RESISTANCE

Abrasion resistance, measured by the Taber test, evaluates the performance of a floor finish against wear and dents. Products manufactured in our factories use an **anti-abrasion sealer** distinguished by its high aluminum oxide particle content and optimized particle size. This sealant strengthens the finish's resistance to denting, delays wear and **extends the coating's life**.

Resistance to Taber test S-42*

Matte finish : 500 cycles
Satin and semi-gloss finishes : 525 cycles
Model Extreme finish : 1025 cycles

*For textured products (chased or brushed) : 400 cycles

ANTIMICROBIAL

Our varnish formulas include an antimicrobial agent that provides **superior protection against microorganisms**.

HEALTH AND ENVIRONMENT

From an environmental point of view, PG Flooring's UV finishing products stand out as **one of the most environmentally-friendly** technologies available. Composed of almost 100% solids, they generate very little emissions or evaporation during application. Additionally, the rapid curing process requires less energy, further enhancing their environmental profile.

Free from formaldehyde, heavy metals, and solvents, our UV finishing formulas contain virtually no volatile organic compounds (VOCs), ensuring maximum safety for users and the environment.

Volatile organic compounds (VOCs) emissions



Quebec standards : 480 to 780 g/litre
GS-11 standard : 100 g/litre
Results for PG Flooring prefinished products :
less than 10 g/litre

All our prefinished solid wood products have been **GREENGUARD GOLD certified** since 2017. GREENGUARD Certified products are certified to GREENGUARD standards for low chemical emissions into indoor air during product usage. For more information, visit ul.com/gg.

MODEL EXTREME

The Model Extreme finish is the most resistant varnish in our product range. It offers twice the surface wear resistance of our other finishes.

Model Extreme finish is available on select products in the Classic Collection. For more information, please refer to our product chart.

Model
extreme

WARRANTY

Matte, satin, and semi-gloss finishes come with a 35-year residential warranty for residential use.

The Model Extreme finish comes with a 40-year warranty for residential use and a 5-year warranty for commercial use.

MAINTENANCE GUIDE

PREFINISHED FLOOR

Compared to less expensive flooring or products that are easier to install, wood is unequalled in terms of durability. Dollar for dollar, no floor covering is as aesthetically pleasing, as versatile or as easy to maintain as wood. PG maintenance products are especially designed to clean and preserve your wood flooring. PG products are easy to use and quickly clean all kinds of wood flooring. They contain no abrasives and leave no residue or film after use.

PG MAINTENANCE ACCESSORIES

THE PG MAINTENANCE KIT CONTAINS:

- one mop
- one telescopic handle
- one washable cotton cover
- one bottle of spray cleaner ready-to-use (800 ml/28 oz)

It is also possible to make unit purchases of the 800 ml/28 oz and 3.78 L/1 gal bottles of cleaner and microfiber mop cover.

These products may be purchased from authorized PG distributors and retailers.



MAINTENANCE

INSTRUCTIONS FOR MAINTAINING YOUR PREFINISHED FLOOR:

- Before using PG cleaner, vacuum or sweep floor to remove dust and sand.
- Lightly spray cleaner onto a section of floor or spray directly onto mop until damp.
- Mop back and forth lengthwise along flooring boards.
- Always complete one section before moving to another.

To remove tough stains, pour a little cleaner on a damp cloth and rub lightly. Always wipe surfaces dry. To avoid serious damage to flooring, never pour cleaner directly onto varnished surfaces.

REMINDER:

- Never use wax, oil-based soap or other household cleaners to clean flooring. These products can discolour flooring or leave greasy build-up.
- Machine wash the mop cover frequently, just as you would any cotton towel.
- Never wash prefinished flooring with vinegar and water, as vinegar has an oxidizing effect on the finish.

PREVENTIVE MEASURES

- Sweep or vacuum the floor often to eliminate abrasive dust that can scratch flooring.
- Place doormats at entrances to avoid tracking sand and dirt into the house.
- Protect flooring by installing felt runners under furniture or chair legs to avoid scratches when they are moved.
- When moving heavy furniture, lift it to prevent scratching the flooring.
- Place step-on mats in work areas in the kitchen where water or oily detergents may damage the flooring.
- Place waterproof plates under potted plants to prevent accidental spillage. Use flowerpots with a glazed surface rather than porous ceramic which can leak.
- Any spillage should be wiped up immediately before the wood fibres absorb it.
- Try to maintain house humidity levels as constant as possible (between 37% and 45%) by using a humidifier or dehumidifier, as needed.
- Ambient house temperatures should range between a comfortable 18°C and 22°C (65°F and 72°F).

Fading caused by exposure to the sunlight is a natural phenomenon. When possible, avoid exposing flooring to direct sunlight or bright lights.

EQUILIBRIUM MOISTURE CONTENT BASED ON AMBIENT TEMPERATURE AND RELATIVE HUMIDITY

TEMPERATURE		RELATIVE HUMIDITY (%)										
F	°C	15	20	25	30	35	40	45	50	55	60	65
32	0	3.8	4.7	5.6	6.4	7.2	7.9	8.7	9.5	10.3	11.2	12.2
41	5	3.8	4.7	5.6	6.3	7.1	7.8	8.6	9.4	10.2	11.1	12.1
50	10	3.8	4.6	5.6	6.3	7	7.8	8.5	9.3	10.1	11	12
59	15	3.7	4.6	5.5	6.2	6.9	7.7	8.4	9.2	10	10.9	11.9
68	20	3.6	4.5	5.4	6.1	6.8	7.6	8.3	9.1	9.9	10.8	11.8
77	25	3.5	4.4	5.2	6	6.7	7.5	8.2	9	9.8	10.6	11.6
86	30	3.5	4.3	5.1	5.9	6.6	7.3	8	8.8	9.6	10.5	11.4
95	35	3.4	4.2	5	5.7	6.4	7.1	7.9	8.6	9.4	10.3	11.2
104	40	3.2	4	4.8	5.5	6.2	6.9	7.7	8.4	9.2	10	11

 Target moisture values



Familia

WARRANTY

UNIQUE MANUFACTURING PROCESS, SUPERIOR QUALITY

Thank you for choosing PG prefinished or pre-oiled flooring. No other kind of flooring offers the characteristics and advantages of this natural material. The durability and long-lasting nature of wood makes it one of the most economical floor coverings on the long term. In addition to offering solid hardwood flooring, PG Flooring also manufacture engineered PG Cohesion product for installation on concrete or in locations where hardwood is not recommended. The manufacturing process followed by PG Flooring in the production of its product line is unique in North America. High performance sanders smooth wood panels with unequalled precision. A PG floor will give you years of satisfaction.

PRODUCT WARRANTY

This warranty is offered on all products manufactured after August 6, 2013. Under the terms of this warranty, PG Flooring agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions if it exceeds the 5% margin of error expected in the industry.

WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to the installation and maintenance guide available on our website at pgflooring.com. In order to benefit from the warranty, the purchaser must comply with maintenance instructions in the guide and follow the preventive measures indicated hereafter.

LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping, manufacturing defects and classification errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects when grade definition is respected.

Differences in the colour of samples and installed flooring are normal and not considered as defects.

A margin of imperfection not exceeding 5% is an accepted industry standard and does not constitute a structural defect under the terms of this warranty. Products sold as waste, seconds or "as is," as well as *Heritage*, *Mystique* and *Unique* grades are not covered by the lifetime structural warranty.

BOARD INSTALLATION

RESPONSIBILITY OF THE INSTALLER AND OWNER

The installer must examine each board before laying it down. Any board installed (nailed, stapled, glued or floating) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install the flooring and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. PG Flooring cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood (as described at pgflooring.com), its structural quality or finish, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring, nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor (does not apply to a glued or floating installation).

Before installing wood flooring, the installer must ensure that the work-site and subfloors meet or exceed all applicable standards in the installation guide. PG Flooring declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.

WARRANTY

SPECIFIC INFORMATION

PREFINISHED AND PRE-OILED FINISHES

PG Flooring guarantees the polyurethane finish against total wear, flaking, peeling as well as any application flaws of the stain and the finish for a period of 35 years starting on the purchase date. The warranty covering the exclusive finish is only offered on prefinished flooring sold and installed exclusively for residential use. Commercial or industrial use is excluded.

MAINTENANCE OF PREFINISHED AND PRE-OILED FLOORING

The use of cleaning products offered or recommended by PG Flooring is mandatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

Ingredients in the Model Extreme finish provide exceptional resistance to wear, but flooring with this finish may require more frequent maintenance, particularly if dark stained or opaque.

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, PG Flooring cannot guarantee its finish against the fading that results from normal wear.

MODEL EXTREME FINISH

WEAR

PG Flooring is so convinced of the quality of its products that they are guaranteed against total wear, flaking and peeling for a period of forty (40) years for residential use and five (5) years for light commercial use. Light commercial use refers to "flooring installed in an administrative office, showroom, medical office, etc." To take advantage of this warranty, any project exceeding 1000 ft² must be submitted to customer service (pgservice@pgflooring.com) for approval.

Wear on garments or objects in contact with the Model Extreme finish cannot give rise to a claim for flooring or other items having experienced wear.

GLOSS

If the flooring is maintained as per specifications described in this document and all warranty conditions are complied with, PG Flooring will replace the flooring if, within one year of purchase, it has lost all its gloss.

OILED FINISH

No warranty covers the oiled finish itself, since an oiled finish is an integral part of the wood. Therefore, it is normal that wear of the wood will result in wear of the oiled finish. This applies to both residential and commercial use.

GYMNASIUM FLOORING

The warranty does not cover damage caused in whole or in part by accident, ordinary wear and tear, abuse, use for which the materials are not designed, faulty construction of the building, settling of the building walls, failure of third-party contractors to comply with specifications, separation of the concrete slab or excessive dryness, excessive moisture caused by ambient humidity, spillage, migration through the slab or walls, or any other source.

PG Flooring hereby warrants its systems to be free from manufacturing defects. The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. This warranty is in lieu of all other warranties, expressed or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose, and of any other obligations on the part of PG Flooring. In the event of any breach of warranty, the liability of PG Flooring shall be limited to repairing or replacing PG material and system components supplied by PG Flooring and proven to be defective in manufacture, and shall not include any other damages, either direct or consequential. It is the policy of PG Flooring to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser.

ACCESSORIES

It is the responsibility of the installer to ensure that accessories (moldings) complement the flooring. Wood is a natural material with colour variations based on the cut, grain configuration, and mineral streaks, making each plank unique. For best results, the boards adjacent to the accessory should be chosen from those whose colour closely matches that of the accessory. An installed accessory is considered accepted.

PG Flooring protect the original buyer of accessories (moldings) and guarantee the finish against total wear, chipping, peeling, as well as any defects in stain and finish application for a period of five (5) years from the date of product purchase. The warranty is only applicable to accessories installed and strictly used for residential purposes, excluding any commercial and industrial use. To be covered by the warranty, wear must be total and cover at least 20% of the accessory's surface area.

WARRANTY

WARRANTY EXCLUSIONS

The warranty applies only to the original purchaser of the product and is non-transferable. The original purchaser must provide an invoice or proof of purchase in order to benefit from coverage.

Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

During use, light cracking sounds may be heard once the floor is installed. Cracking sounds may occur more often and become louder during dry periods. This situation is not considered to be a manufacturing defect by PG Flooring and is not covered by warranty.

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the PG Flooring warranty.

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of PG Flooring is limited to repairing, refinishing or replacing defective products, at the discretion of PG Flooring. If it is impossible to correct the situation, PG Flooring will refund the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. PG Flooring does not guarantee the colour, stain or texture of samples, or flooring boards installed at a later date in flooring covered by this warranty. No PG Flooring distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. This warranty specifically excludes and replaces any other warranty in relation to PG products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law.

Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against PG Flooring, irrespective of its nature, with the exception of what is specifically provided for in this warranty and under conditions stipulated.

WARRANTY REGISTRATION

To register your residential warranty, please visit our website at pgflooring.com within thirty days of the purchase date. The flooring must have been purchased from an authorized PG dealer and be paid in full.

PROCEDURE FOR A CLAIM FILED WHILE AN INSTALLATION IS IN PROGRESS

If, upon opening boxes, they are found to contain non-conforming products, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. As indicated in the PG Certified Installer Program, we strongly recommend that you have the consumer approve a sampling of boards prior to installation.

If you have installed less than 10% of the entire flooring surface and note that there is a problem with product quality, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume all costs associated with the removal of the portion already installed.

If you have already installed more than 10% of the entire flooring surface and note that there is a problem with product quality, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered.

If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.

CLAIM PROCEDURE

If you wish to file a claim under warranty, first contact the authorized PG dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at PG Flooring, 2424, Principale, Saint-Edouard-de-Lotbinière (QC) G0S 1Y0 (phone: 418-796-2328) or by email at pgservice@pgflooring.com. Claims must be made in writing and sent to PG Flooring within six (6) months of the appearance of the defect. PG Flooring reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

Important: claims regarding any article covered by this warranty must be accompanied by the production sticker.

PG Flooring to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser

"IF, UPON OPENING BOXES, THEY ARE FOUND TO CONTAIN NON-CONFORMING PRODUCTS, FIRST CONTACT THE AUTHORIZED PG DEALER FROM WHOM YOU PURCHASED THE FLOORING"



Locus