

## Warranty Coverage

Subject to the limitations and exclusions provided below, Tolko Industries Ltd. ("Tolko") warrants to the building owner ("Owner") that Tolko T-Ply Pro Underlayment is: (i) manufactured to perform as a non-structural floor underlayment for residential use; and (ii) for a period of 25 years, when properly stored, handled, installed, and maintained<sup>[2]</sup> within 180 days from the date of purchase (as evidenced by the purchase invoice):

- (i) will stay flat and true creating a smooth surface under floor coverings when applied and installed in accordance with all directions and instructions of the floor covering and adhesive manufacturer;
- (ii) will not delaminate;<sup>[3]</sup> and
- (iii) will not bleed<sup>[4]</sup> through to, or discolour,<sup>[5]</sup> interior vinyl floor covering.

Tolko T-Ply Pro Underlayment is not suitable for direct exposure to the weather or for use in wet applications. This 25-year limited warranty: (i) applies only to Tolko T-Ply Pro Underlayment manufactured after January 1, 2013; and (ii) applies only to Tolko T-Ply Pro Underlayment purchased and installed in Canada.

## Limited and Exclusive Remedy

If a Tolko T-Ply Pro Underlayment panel does not perform as specified herein, Tolko will, at its sole discretion, offer either of the following exclusive remedies: (i) repair or replace the defective Tolko T-Ply Pro Underlayment; or (ii) refund or credit the purchase price paid by the original purchaser, as evidenced by the purchase invoice.

Notwithstanding which remedy Tolko elects to offer, Tolko may also, at its sole discretion, pay the reasonable costs to repair or replace interior vinyl floor covering damaged as a direct result of the defective Tolko T-Ply Pro Underlayment. Tolko's total liability shall not exceed the original cost of the Tolko T-Ply Pro Underlayment and the interior vinyl floor covering.

## Reporting Claims

A warranty claim will only be considered by Tolko if: (i) Tolko is provided written notification of the claim within 30 days after the defect is first discovered; (ii) a Tolko representative, or a professional designated by Tolko, is given reasonable opportunity to inspect the warranted Tolko T-Ply Pro Underlayment and interior vinyl floor covering prior to any repair, replacement, or alteration; and (iii) all documentation has been submitted to Tolko within 60 days after the claim is first reported. Upon request, Tolko must be provided reasonable proof of product identification in the form of a panel sample, a photograph, or a dated receipt. Written notification must be given by courier, email, or fax to Tolko, at the address provided below.

## Exclusions from the Warranty

This warranty applies only to underlayment that has been installed using exclusively Tolko T-Ply Pro Underlayment and on properly installed and maintained structural subflooring. This warranty does not apply to: (i) seam telegraphing;<sup>[6]</sup> (ii) core void breakthrough;<sup>[7]</sup> (iii) exterior applications of Tolko T-Ply Pro Underlayment; or (iv) damage or defects in the Tolko T-Ply Pro Underlayment including delamination, bleed through or discoloration of interior vinyl floor covering, warping, cracking, or splitting due to or arising from:

- (i) use of the Tolko T-Ply Pro Underlayment other than as intended;
- (ii) non-compliance with building codes, poor workmanship, foundation distortion or failure, faulty construction, faulty plumbing, or improper installation of interior vinyl floor covering;
- (iii) misuse or improper handling, storage, transport, installation, or maintenance;
- (iv) alterations to the structure after installation of the Tolko T-Ply Pro Underlayment or removal of the original floor coverings;
- (v) excessive surface weight causing floor covering or panel indentation;
- (vi) moisture absorption caused by floods, standing water, repeated wettings, or other exposure to high moisture environments;
- (vii) acts of God or severe weather including rain, flood, tornado, hurricane, earthquake, hail, or similar natural disaster;
- (viii) corrosive elements, mold, mildew, termites, or other wood-destroying organisms; or
- (ix) damage caused by persons other than Tolko.

## Exclusions of Other Warranties, Express or Implied

Other than this warranty, Tolko T-Ply Pro Underlayment is sold "as-is" and "with all faults." The warranties and remedies provided above are the sole and exclusive remedies, and are made in lieu of and to the exclusion of all other warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. Tolko will not be liable for any special, indirect, incidental, consequential, or punitive damages, including without limitation lost profits, loss of use, or any other type of damages regardless of the theory under which such damages are sought.

## Other Rights

This warranty confers specific legal rights. The Tolko T-Ply Pro Underlayment Owner may have other rights, which vary from province to province or state to state.

## Governing Law and Attornment

This warranty is governed by and will be construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein. Tolko and the Owner shall each attorn to the jurisdiction of the courts of the Province of British Columbia with respect to any dispute arising under this warranty.

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- [1] Limitations and exclusions apply. See details of warranty and exclusions set out herein.
  - [2] If properly installed in accordance with the most restrictive of the following at the date of installation: (i) the requirements specified by Tolko; (ii) the requirements of the interior vinyl floor covering and adhesive manufacturers; or (iii) the engineer or architect of record.
  - [3] "Delaminate" means a visible separation between plies. Normal wood characteristics, such as checking, leafing, splitting, and broken grain, are not considered to be delamination.
  - [4] "Bleed" means the transfer of an unwanted colour from any natural chemical in the wood veneer, resins used to bond them, or any coating applied to the surface by Tolko.
  - [5] "Discolour" means an unwanted change in the surface colour of the interior vinyl floor covering caused from any natural chemical in the wood veneer, resins used to bond them, or any coating applied to the surface by Tolko. This does not include bleaching or yellowing or other discolouration caused by ultraviolet exposure.
  - [6] "Seam telegraphing" means the appearance of a line, bump, or indentation on the interior vinyl floor covering directly above the point of intersection of two plywood panels caused by improper installation.
  - [7] "Core void breakthrough" means a puncturing of the interior vinyl floor covering and the surface veneer layer due to a void in the second layer in the veneer from the surface of the plywood during normal use.

For more information, please contact:

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For more product information,  
please visit our website at  
[www.tolko.com](http://www.tolko.com)

**Tolko T-Ply Pro Underlayment** makes it easy for the professional installer or do-it-yourselfer to do the job right the first time. Whether you're laying resilient flooring or ceramic tile, your project will be off to a smooth start.

Tolko T-Ply Pro Underlayment is stiff and stable underfoot. Its fully-sanded uniform surface has an ink-jetted fastener guide (Figure 1) for speed and precision during installation. The product has been thoroughly tested and quality-assured by a third-party agency. Tolko T-Ply Pro Underlayment is backed by Tolko's transferable, 25-year limited warranty against delamination, bleed-through and discolouration of flooring. Ensure a high quality finished floor; follow Tolko's panel storage, handling and installation instructions.

## Storage and handling

Keep panels clean and dry prior to and during installation. Panels should be installed immediately prior to floor covering installation if possible. Roughly or excessively handled panels and/or heavy traffic on installed Tolko T-Ply Pro Underlayment panels will damage the finished floor.

## Installation instructions – RESILIENT FLOORING

- 1) Panels must be allowed to acclimate to the temperature and humidity of the room in which they will be installed for at least 48 hours prior to Tolko T-Ply Pro Underlayment installation. The panels should be stacked, separated by pieces of lathe, allowing for sufficient air-flow between each panel.
- 2) Ensure the subfloor<sup>[1]</sup> surface is completely dry, structurally sound, secure and level. This includes the scraping and vacuuming of all foreign matter, construction dust and debris. Tolko T-Ply Pro Underlayment panels are not suitable for use on concrete floors, board subfloors, or on applications below grade.
- 3) A moisture test of the main subfloor panels and the Tolko T-Ply Pro Underlayment is recommended. Moisture differentials greater than 5% may create problems with the finished floor.
- 4) For renovation installations: The existing resilient flooring floor should be punctured every 150mm to 200mm (6" to 8") to allow moisture to escape. For best results, insert a nail into a drill and puncture. Tolko T-Ply Pro Underlayment can only be applied over one layer of existing resilient flooring.
- 5) Crawl spaces must have cross-flow ventilation and must be equipped with a vapour barrier having a minimum clearance of 460mm (18") from crawl space floor.
- 6) Install all Tolko T-Ply Pro Underlayment panels with the grain running in the same direction as the subfloor (perpendicular to the floor joists). Install Tolko T-Ply Pro Underlayment panels at right angles to the floor joists, making sure the underlayment<sup>[2]</sup> seams offset any subfloor panel seams by at least 200mm (8") (Figure 2).
- 7) Stagger the Tolko T-Ply Pro Underlayment panels, offsetting the underlayment joints by at least 300mm (12"). Ensure that four corners do not meet. Panels must be lightly abuted to each other, leaving no gaps. Do not force the panels together.
- 8) Leave a minimum 6mm (1/4") gap between the wall and panel edges around the perimeter of the room to allow for expansion. All factory edges should meet in the centre of the room, with custom cut edges at the perimeter. To ensure smooth custom cuts, whenever possible, panels should be cut from the back side using multi-tooth carbide-tipped circular finishing saw blade with a depth of cut slightly greater than the panel thickness.
- 9) When stapling, ensure Tolko T-Ply Pro Underlayment panels are in firm contact with the subfloor. Use the ink-jetted fastener guide on the face of the panel. Staple each Tolko T-Ply Pro Underlayment panel by fanning fasteners out from the leading edge using the ink-jetted fastener guide. Secondly, fasten every 100mm (4") throughout the field and complete by fastening every 50mm (2") along the panel edge 6mm (1/4") in from the edge of the floor's perimeter.
- 10) Staple the panels one at a time, individually, completely fastening each panel before installing the next one. **Do not lay and tack the whole floor.**
- 11) All Tolko T-Ply Pro Underlayment panel edge joints must be sanded smooth and level to the touch. For best results, use a belt sander (with 80 grit paper) running at a 45 degree angle to the joint. Do not oversand.
- 12) Joints can be treated with a liquid white acrylic latex patching compound additive applied with a cloth to seal the edges against the effects of moisture.

*Suggested fasteners: Narrow crown, diversion point clear resin-coated staples. For installation over 15.5mm (5/8") subfloor, use a 6mm x 22mm (1/4" x 7/8") staple, i.e., Shur-Fast/Duo-Fast 1828SP. For installation over 18.5mm (3/4") subfloor, use a 6mm x 25mm (1/4" x 1") staple, i.e., Shur-Fast/Duo-Fast 1832SP. For all installations, ensure staples are long enough to extend at least 85% of the way into the subfloor, but do not extend through the bottom of the subfloor or into the supporting floor joists. To prevent splintering, ensure staples are installed parallel to the face grain.*

*Alternative fasteners: Ring-grooved underlay flooring nails 30mm (1-1/4") in length may be used if staples are not available. NOTE: These nails are not available in lengths*

*shorter than 30mm (1-1/4"), and therefore, unavoidably, will pass through most subfloors. Do not use screws.*

- 13) Panels are to be prepared as per floor covering manufacturer's instructions.
- 14) Apply adhesive and floor covering in accordance with directions and instructions of the manufacturer. The manufacturer may have more requirements than the minimum building code.

## Installation instructions – CERAMIC TILE

Follow resilient flooring installation instructions, except as follows:

- 1) Please follow the prescriptions of your local building code, as the recommendations of the tile manufacturer, as to the subfloor and underlayment thickness requirements.
- 2) Leave a minimum 6mm (1/4") gap between the wall and panel edges as well as 6mm (1/4") between each Tolko T-Ply Pro Underlayment panel.
- 3) Narrow crown, clear resin-coated chisel point staples or ring-grooved underlay flooring nails are the preferred fasteners. Flathead countersunk wood screws may be used as an alternative.
- 4) Ceramic tile must be adhered in accordance with directions and instructions of the manufacturer using setting materials that are compatible with wood products.



Figure 1

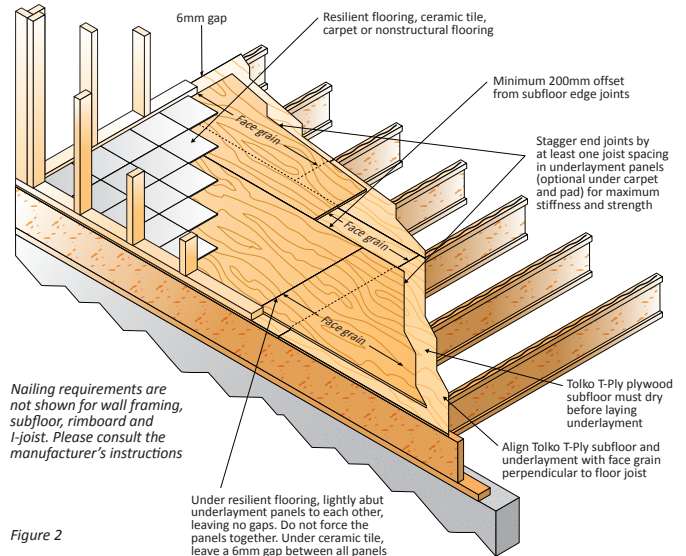


Figure 2

## Tough. Tested. Tolko.

An industry leader since 1956, Tolko is a supplier of proven plywood and veneer products for the residential and light commercial construction market, and a trusted partner for the professional floor layer or the do-it-yourselfer. Backed by more than 50 years of experience, Tolko will help you lay the groundwork for your flooring project.

[1] SUBFLOOR: The term 'subfloor' specifically refers to the first layer of structural panels directly attached to the floor joists.  
 [2] UNDERLAYMENT: The term 'underlayment' refers to the layer of panels to which the floor covering will be directly affixed.