

LAMINATE

Q. What are the benefits of laminate flooring?

A. Laminate floors provide a wood look in an inexpensive, durable, scratch-resistant and low maintenance format. They are easy to install, easy to clean, and last for years to come.

Q. Is laminate flooring hypoallergenic?

A. If anyone in your household suffers from allergies or asthma, laminate flooring is a good choice. Because of its hard surface it doesn't trap dust and allergens and is easy to clean.

Q. How is laminate made?

A. Laminate flooring consists of several layers of different materials laminated together under high pressure to produce a plank that closely resembles natural wood.

Q. What is a floating floor?

A. Laminate is a floating floor system; it is not attached to the subfloor in any way. The planks mechanically interlock. The advantages of this are that the floor can adapt to seasonal change and subfloor imperfections. Plus, it doesn't require messy adhesives or waiting time.

Q. How does Inhaus compare with the competition?

A. Inhaus has a rich heritage as one of the pioneers in laminate flooring. We possess several proprietary technologies and with continuous investments in R&D and technology such as industrial digital printing, we're able to enhance our product offering with value and flexibility.

Q. What does AC rating mean?

A. Wear is measured in our industry by Abrasion Class (AC). While AC ratings can range from 1 to 6, AC3 (residential) is the minimum that we produce. However, most of our floors are AC4 as we feel this offers great value to all homes. At a minimum, Inhaus products are built to withstand the daily use of a busy household for years to come.

Q. Are Inhaus floors suitable for office chairs, wheelchairs and motorized chairs?

A. Yes. The density and wear properties make Inhaus laminates a great choice for flooring. However, due to the nature of office chairs, wheelchairs and motorized chairs, care should be taken to reduce repetitive wear in high use areas.

Q. Are Inhaus floors suitable for households with pets?

A. Yes, Inhaus laminates are suitable for homes with pets. Just ensure that all pet accidents are immediately wiped up with an absorbent pad and suitable floor cleaner to prevent moisture and acid damage.

Q. Are Inhaus floors suitable for underfloor heating?

A. Installations over radiant heated subfloors are acceptable but the temperature should never exceed 80° F (27° C). Changes in temperature should also not exceed 37°F (3°C) in a 24 hour period to avoid shocking the floor. Radiant heat systems must be operating for a minimum of 3 weeks prior to installation of Inhaus laminate floors.

Q. Where can I order Inhaus flooring samples?

A. Samples may be ordered directly from a retailer near you or at <http://www.inhausurfaces.com>

Q. I'd like to buy an Inhaus floor I saw on your website but the retailers in my area don't carry it. How can I buy it?

A. Local retailers may only carry products that they feel best suit their clientele. However, we support the entire Inhaus line and will gladly work with your retailer of choice to get you the flooring you want.

Q. Can I buy Inhaus flooring directly from you?

A. The best way to buy our flooring is to contact a retailer near you as they are our local representatives and can best serve your needs.

Q. How much flooring should I order?

A. For simple square installations, it is recommended that you order an extra 10% in square footage of the area to be covered since there will likely be waste due to cuts, plank damage and human error. For odd shaped rooms or rooms with multiple closets or nooks, 15% is better.

Q. Where are Inhaus floors made?

A. Inhaus laminate is precision crafted in Germany.

Q. Do Inhaus floors contain formaldehyde? Are they safe?

A. Inhaus floors either meet or exceed all mandatory air quality standards in North America and Europe. Our floors are also Green Guard Gold certified so you can rest assured that the only thing coming from your floor is great design.

INSTALLATION

Q. Can Inhaus laminate be installed in kitchens, bathrooms and entryways?

A. Inhaus laminate floors can be installed in half bathrooms, kitchens, and entryways by following the Wet Area Recommendations section of the installation guide.

Q. Can it be installed on stairs?

A. Yes, Inhaus laminate can be installed on stairs. We recommend that you glue down flooring on steps.

Q. What kind of subfloor prep is required?

A. Inhaus laminate floors can be installed over many types of subfloors as long as they are properly prepared by being wiped clean and levelled.

Q. Do I need to install underlay?

A. Yes. Inhaus' Dynamix premium underlay provides an excellent base cushion that supports the floor for optimal long term performance. Constructed with closed-cell polypropylene, its pre-attached vapor barrier provides increased moisture protection. Other brands of underlay can also be used with Inhaus floors.

Q. Can I install over carpet?

A. No, carpet is not a suitable subfloor.

Q. Can I install over concrete?

A. Yes. Concrete subfloors must be properly cured and allowed to dry for at least 60 days prior

to installation. A moisture barrier must be installed. Older concrete floors should have a moisture test completed.

Q. Can I install Inhaus laminate myself?

A. Inhaus laminate is easy to install and makes a great DIY project. Just be sure to follow our installation instructions. If you run into any difficulties please give our technicians a call toll-free at 1-888-255-3412 so they can help you through the process.

Q. What tools do I need to install my Inhaus laminate floor?

- A.
- Measuring tape
 - Carpenter's square
 - 2" (51mm) wide moisture resistant adhesive tape
 - Utility knife
 - Safety glasses
 - Dust mask (NIOSH-designated)
 - Pencil/marker
 - Pull bar
 - 3/8" (10mm) thick spacers
 - Power saw (any of the following):
 - Table saw
 - Miter saw
 - Circular saw
 - Jigsaw
 - Handsaw or doorjamb saw

Q. Why should I wait to install my floor? Why does it need to be acclimated?

A. Because the wood in the HDF core board is a natural, organic product, it expands and contracts with the humidity levels of its surroundings. If the planks aren't acclimated before installation, they can swell or shrink once installed, causing buckling or gapping of the floor, respectively. The recommended minimum 48 hour acclimation period allows the planks the time it needs to become conditioned and uniform to its environment, minimizing the movement of the floor once installed.

Q. Why is it necessary to leave an expansion gap?

A. Laminate floors expand and contract with changes in relative humidity. For this reason, it is necessary to leave a 3/8" (10mm) expansion space around the perimeter of the room and all other objects (e.g. toe kicks, plumbing, etc.) to allow the floor to acclimate during seasonal or local changes. The expansion space will be covered by the wall base or quarter round once the floor is installed, making it invisible.

Q. In what direction should I install the planks?

A. Typically, laminate flooring is installed parallel to the longest wall in the room, or parallel to the main window in the room. But installation direction is an opportunity to add your personal touch, so feel free to install in either orientation, or even diagonally!

Q. How should the planks be staggered?

A. The first and last plank in a row should be a minimum of 16" (40cm) long. Stagger the planks from row to row by a minimum of 16" (40cm).

Q. What is Megaloc?

A. Megaloc is our patented fast and easy angle-drop installation system that allows you to install

multiple rows at once. Its unique blue interlocking clip creates a strong and seamless connection between planks.

Q. Does Inhaus provide moldings for its floors?

A. Yes. Each of our moldings is color coordinated with our flooring. They are available as end caps, quarter rounds, reducers, stair nose and t-moldings. Check with your local retailer for availability.

CARE

Q. What kind of cleaners should I use on my floor?

A. For daily cleaning, use a dust mop or vacuum with a hard surface attachment to remove dust, loose dirt or debris. For a more thorough cleaning where a cleaning solution may be required, use a water-based laminate floor cleaner. Alternatively, you can make your own natural cleaner by combining 1 cup of vinegar to 1 gallon of warm water, or 1/3 cup of ammonia to 1 gallon of warm water. To remove stubborn or oil-based stains, dip a cotton cloth into acetone (nail polish remover) and gently rub the stained area.

Q. Can I use a steam mop on my floor?

A. Inhaus does not recommend the use of a steam mop to clean the floor.

Q. Can I refinish my laminate floor?

A. No; laminate is a lifetime product.

Q. How can I avoid scratches on my floor?

A. Place walk off mats and area rugs at main entrances and high-traffic areas. We also recommend using protective pads under furniture legs to prevent scratching.

Q. How can I repair scratches on my floor?

A. For minor scratches, third-party scratch kits are available. With dark floors, a DIY solution is to use a sharpie on the scratch and then wipe the excess off with acetone. For light floors try wiping with acetone. For major scratches, plank replacement is recommended.