

 **DIVISION OF bAMBOO FLOORING HAWAII LLC.**

 Island Collection

**INSTALLATION INSTRUCTIONS**

NOTE TO INSTALLER: BEFORE INSTALLATION, PLEASE READ ALL INSTRUCTIONS THOROUGHLY. FAILING TO FOLLOW ANY OF THE FOLLOWING CONDITIONS MAY VOID WARRANTY

Prior to installation, the floor MUST be inspected for:

-QUALITY — Check quality and verify the material is as requested.

-QUANTITY — Verify that the quantity is correct prior to doing any installation.

-COLOR/FINISH — Verify that the material is the color, finish and sheen level requested.

Make sure to maintain your house's temperature at 65-85 °F(18-29.5 °C) all year round. Your warranty may be void failing this instruction.

PRIOR TO INSTALLATION, THE OWNER/INSTALLER IS RESPONSIBLE FOR FINAL INSPECTION. PRODUCT THOUGHT TO HAVE ANY POSSIBLE DEFECT BY THE PERSONS DOING THE INSTALLATION SHOULD BE RETURNED FOR INSPECTION AND POSSIBLE REPLACEMENT. ALL QUESTIONS OF PRODUCT QUALITY, GRADING OR COLOR/SHEEN LEVEL MUST BE ADDRESSED PRIOR TO INSTALLATION.

PRIOR TO INSTALLATION OF OUR WPC/LVT FLOORING, THE OWNER/INSTALLER MUST DETERMINE THAT THE JOB-SITE ENVIRONMENT AND THE SUB-SURFACES INVOLVED MEET OR EXCEED ALL APPLICABLE STANDARDS AND ALL REQUIREMENTS WHICH ARE STIPULATED IN THE INSTALLATION INSTRUCTIONS SECTION OF THE PAMPHLET INSIDE THE CARTON. RECOMMENDATIONS OF THE CONSTRUCTION AND MATERIALS INDUSTRIES, AS WELL AS LOCAL CODES MUST BE FOLLOWED. THESE INSTRUCTIONS RECOMMEND THAT THE CONSTRUCTION AND SUBFLOOR BE CLEAN, DRY, STIFF, STRUCTURALLY SOUND AND FLAT. VARIATIONS IN SUBFLOOR OR CONCRETE ARE NOT TO EXCEED 3/16" IN 10' (5MM IN 3 M) RUN IN ANY DIRECTION. FLOOR "MUST" BE LEVEL PRIOR TO INSTALLATION. ANY RESIDUE OR DEBRIS HAS TO BE REMOVED BEFORE THE INSTALLATION.

THE FINAL RESPONSIBILITY FOR DETERMINING IF THE SUBFLOOR IS DRY ENOUGH FOR INSTALLATION OF THE WPC/LVT FLOORING LIES WITH THE FLOOR COVERING INSTALLER. ALTHOUGH OUR WPC/LVT PRODUCT IS NOT SUSCEPTIBLE TO DAMAGE FROM MOISTURE, EXCESSIVE SUBFLOOR MOISTURE IS AN IDEAL BREEDING GROUND FOR MOLD, MILDEW AND FUNGUS. THE LIMITED WARRANTIES DO NOT COVER DISCOLORATION FROM MOLD OR FROM FLOODING, LEAKING PLUMBING OR APPLIANCES, WATER ENTERING THROUGH SLIDING GLASS DOORS OR SIMILAR CONDITIONS.

MAKE SURE THE PANELS ARE MIXED SUFFICIENTLY WHEN YOU INSTALLING THEM, SO THAT YOU DO NOT END UP WITH TOO MANY IDENTICAL, LIGHT OR DARK PANELS NEXT TO EACH OTHER. RAFTER INSTALLATION, IT IS THE INSTALLER'S RESPONSIBILITY TO ADVISE THE HOME OWNER OF THE FOLLOWING:

THE CARE AND MAINTENANCE INSTRUCTIONS LISTED IN THE PAMPHLET INSIDE THE CARTON MUST BE FOLLOWED IN ORDER TO MAXIMIZE THE LIFE OF THE FLOOR.

General Acclimation: This is a necessary step to make sure the WPC/LVT product will function as it is designed and make the installation easier. Store UNOPENED BOXES and lay them flat in the rooms it will be installed for at least 48 hours. Make sure the temperature in the rooms is between 65-85 F (18.3-29.5C).

Subfloors: The WPC/LVT product can be installed over concrete, some wooden subfloors, as well as some existing floor coverings. Proper preparation of the subfloor is a major part of a successful installation. Roughness or unevenness of the subfloor may telegraph through the new floor covering, resulting in an unsightly surface and excessive wear on high spots. This unevenness may also compromise the integrity of the locking system which may void the warranty. No matter what kind of subfloor the WPC/LVT is installed over, the subfloor MUST be dry, clean, smooth, flat and leveled, free from all existing adhesive residue, and must be structurally sound with no spring or abnormal deflection.

Wooden Substrate: All wood floors must be suspended at least 18" above the ground. Adequate cross-ventilation must be provided, and the ground surface of a crawl space must be covered with a suitable vapor barrier. Wood sub floor must be at least 5/8"(15.5mm), exterior grade T&G plywood, or 23/32" (18mm) OSB, with no spring or abnormal deflection. Particleboard, chipboard, construction grade plywood, any hardboard and flake board are not recommended as underlayment for fully adhered installations. All have inadequate uniformity, poor dimensional stability, and variable surface porosity. BFH will not accept responsibility for adhered installation over these subfloors.

Concrete Surfaces: The WPC/LVT product can be successfully installed over concrete substrate on grade, above grade or below grade. a. Concrete subfloors must be dry, smooth and free from dust, solvent, paint, wax, grease, oil, asphalt sealing compounds and other extraneous materials. The concrete should be constructed in accordance to local construction standards, and shall have a minimum compressive strength of 3500 psi. Installation of a moisture vapor barrier is recommended prior to pouring of on or below grade slabs. Moisture vapor transmission shall not exceed 31b/1000 sq. ft. per 24 hours, per ASTM F-1869. b. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. Moisture should be tested according to ASTM F2170, when tested according to this method; the internal relative humidity shall not exceed 75%. c. Holes, grooves, expansion joints and other depressions must be filled with latex leveling underlayment, and troweled smooth and feathered even with the surrounding surface. d. Concrete floors with a radiant heating system are satisfactory, provided the temperature of the floor does not exceed 89°F at any point. Before installing the flooring, the heating system must be turned on to eliminate residual moisture.

Existing Floor Covering: Our Interlocking WPC/LVT can also be installed over some of smooth, hard—surface existing floor coverings. Check flooring for any curled area around the perimeter or at seams and repair if necessary. Ceramic tile should be made smooth by applying a cement overlay such as patching or leveling compound.

Do not install our interlocking WPC/LVT over:

Single layer wood floors.-Existing plank floors that are on or below grade concrete .-Existing cushioned-backed vinyl flooring ,asphalt planks or tile .-Carpet or Self-adhering plank or tile .-Laminate or other floating flooring .-Adhesive residue. When installing over an existing resilient flooring material an embossing leveler may be required to prevent the existing material pattern from telegraphing through the new material.

BFH is not responsible for damages or performance issues as a result of the substrate.

Radiant Heated Systems: WPC LVT can be installed over in-floor radiant heating systems provided the subfloor surface does not exceed 85F or (29C) at any point. The initial floor temperature should not exceed 70F for 24 hours prior to and 48 hours after installation. Thereafter the temperature should be gradually increased by no more than 5F per day to the desired setting up to 85F or (29C). Radiant heating systems that are installed on top of the subfloor surface are not recommended under any circumstances. Caution! Recommended Work Practices for Removal of Resilient Floor Coverings.

WARNING: Do not sand, dry scrape, bead blast or mechanically chip or pulverize existing resilient flooring, backing, lining felt, asphaltic "cutback" adhesive or other adhesive. These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product is a non-asbestos-containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. RFCI's Recommended Work Practices for Removal of Resilient Floor Coverings are a defined set of instructions addressed to the task of removing all resilient floor covering structures.

Preparation

1. Subfloor must be level with 3/16" within10 ft. (5mm in 3m). Fill and level all plywood seams and concrete cracks, construction joint, control joints, depressions, grooves or other irregularities using appropriate materials. Sweep and Vacuum subfloor to remove all dust and debris.
2. Room temperature should be between 65-85 F (18.3-29.5C) for more than 48 hours before the installation and should be maintained within this range during and after installation.
3. Remove all existing moldings and undercut the door jamb to the thickness of the flooring. (Figure 1)
4. Determine in which direction the flooring will be installed. For better appearance, It is preferable to install the WPC/LVT parallel to the longest room dimensions.

Tools & Accessories Needed: -broom, pencil.-Moisture meter (wood, concrete or both), .-Tape Measure and Carpenter square .-transition and wall moldings as needed .-Utility knife .-Straight Edge.-Vinyl tile cutter (optional) (if necessary).- NIOSH-designated dust mask.-Safety glasses

Depending on the required floor preparation, other materials required may include Cement based floor patching compound and or embossing leveler, flat trowel, scraper, sander or grinder. BFH recommends Ardex Floor leveling system, Mapei's Planipatch and or Planipatch Plus or equivalent for this purpose.

Installation Procedures for BFH interlocking WPC/LVT:

1. Remove thresholds and baseboards before you measure the room to see how much flooring to purchase. Your surface to cover will be the length times the width of the room plus the area of any nooks and closets. To this total surface, you will need to add 10 percent for trimming.
2. Strip the existing flooring if necessary. SUBSTRATE SHOULD BE CLEAN AND FREE OF DUST, OIL, DIRT, GREASE, PAINT, CURING AGENTS, CONCRETE SEALERS, LOOSELY BONDED TOPPINGS, LOOSE PARTICLES, ADHESIVE RESIDUE, AND ANY OTHER SUBSTANCE.
3. Use a cement based patching compound to fill in any cracks and holes in your subfloor. Work the compound into the hole with a putty knife and level it off. Once you have a smooth, even surface, Clean thoroughly. The subfloor MUST BE LEVEL WITHIN 3/16” PER 10’ RADIUS.,
4. Planks are to be installed parallel to the wall that is the main line of sight in the room (usually this is the wall opposite to the room's main entrance). Measure to determine the center of the room and adjust the center point so that planks are evenly distributed on each side. Mark this straight center line on the floor using a chalk line or fine felt pen. Planks of first and last rows may need to be cut to ensure even layout throughout the room.
5. Starting on your center line, be very careful to line up the first plank perfectly straight since all the remaining planks will key off the first.
6. Cut a vinyl plank in half to begin your second row. Use a vinyl plank cutter (recommended) or a utility knife and square to cut the plank at a 90-degree angle to its length. Staggering the vinyl planks creates a more authentic appearance; commence subsequent rows using the cut-of fs from previous rows, alternating them randomly. Pieces should be minimum 20 cm (8") in length, as should the stagger from one row to the next.

Finishing the installation

1. Install transition moldings
2. Pre-drill and install quarter round or baseboard molding
3. Use plywood to cover the top of the flooring when moving heavy objects into position. Use proper floor protectors under the legs of furniture.
4. After installation, the temperature in the areas or rooms that our WPC/LVT is installed must be maintained between 65-85 F (18.3-29.5). Relative humidity must be maintained between 40% and 75%. Like with all floor coverings, protect the finished flooring from exposure to direct sunlight.
5. Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight can cause most home furnishings fading, discoloration or thermal expansion. The same applies to your floor.

REPAIRS

Our WPC/LVT is tough and durable; however, if a plank or tile becomes damaged, it can be replaced.

The following procedure should be used:

-Using a straight edge and a sharp utility knife, cut out and remove the center of the damaged

 item, leaving approximately a 1" strip attached to the surrounding items on all sides.

-Carefully cut back from the corners of the plank or tile to the inside edge.

-Remove the edges by pulling out the board need to be replaced.

-Position the replacement flooring in the opened space and to assist in aligning the edges into

 position.

Daily / Regular Maintenance

1. Sweep, dust mop or vacuum the floor daily to remove dust, dirt, grit and debris that can damage the WPC/LVT and become ground into the surface.
2. Spot mop as needed. Any spills should be cleaned up immediately.
3. Damp mopping of the WPC/LVT should be performed on a regular basis depending upon traffic and soil levels in the area. Use a properly diluted neutral detergent cleaning solution.
4. Steam Cleaners: BFH does not recommend the use of any type of steam cleaner on our floors. These types of cleaners generate too much moisture and heat during their use. Peaked and swelled plank or tile edges can occur. Therefore all complaints that are determined to be from a consumer using a steamer will be denied by BFH.

Bamboo Flooring Hawaii

521 Ala Moana Blvd #213

Honolulu, HI 96813

808-550-8080

bamboofloorinfhi@aol.com

bambooflooringhawaii.com



**DIVISION OF bAMBOO FLOORING HAWAII LLC.**

Island Collection

**WPC LVT RIGID CORE**

**Exclusive Limited Warranty**

Hawaiian Style Luxury Vinyl Tile WPC LVT Island Collection, division of BFH, warrants that its products are free from any visual or manufacturing defects. If the Products are found to be defective, BFH will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during an improper installation would not constitute a valid claim as defined by this limited warranty. BFH reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring and are not transferrable. It does not cover damage from improper installation or maintenance (including side or end gapping), tears, indentations, stains or reduction in gloss level due to normal use and/or exterior applications. Gapping, shrinkage, squeaks, fading or structural subfloor related issues are not covered under this warranty. Temperature variations - excessive heat (100°F or 37.8°C and above) or below freezing (32°F or 0°C and below) – may cause expansion or contraction of the product.

**Pre-Installation Visual Limited Warranty**

BFH warrants that this product is free from visual defects. All Products purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. BFH will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed. If a problem occurs during the installation of the flooring, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer or contact BFH immediately. Any costs caused by continued installation after the problem is reported will not be covered by BFH.

**Wear Limited Warranty**

Hawaiian Style Luxury Vinyl Tile division of BFH, WPC LVT flooring is protected with a wear layer. BFH warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. “Wear-through” means complete loss of the wear layer so that the printed color layer is changed or affected. The term for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty only applies provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner’s manual.

|  |  |  |
| --- | --- | --- |
| **Specific wear warranties are:** |  |  |
| Wear Layer | Residential | Commercial |
| 20 mil | Lifetime | 10 Years |
| **Waterproof Limited Warranty** |  |  |

Hawaiian Style Luxury Vinyl Tile WPC LVT flooring is warranted to be 100% waterproof. The structural performance of this flooring will not be adversely impacted by water exposure for the life of the product. Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure. Structural damages to the WPC LVT flooring found caused by water will be subject to a pro-rated credit as described below in the “Terms of Lifetime Limited Warranty” section.

**Waterproof Limited Warranty does not cover:**

1. Any damage to structures that are not part of the installed WPC LVT flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

**Lifetime Residential Limited Warranty**

Our Lifetime Residential Limited Warranty for WPC LVT plank flooring means that from the date of purchase, your floor will be free from manufacturing defects and will not wear through or permanently stain from common household stains when installed and maintained according to instructions supplied with each carton.

**10 Year Light Commercial Limited Warranty**

Our 10-year Light Commercial Limited Warranty for WPC LVT plank flooring means that for 10 years, from the date of purchase, your floor will be free from manufacturing defects and will not wear through or permanently stain from common household stains when installed and maintained according to instructions supplied with each carton.

**Terms of Limited Lifetime Warranties**

Claims reported on material defects of any WPC LVT flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

* Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
* Claims reported after 5 years of use will not pay labor charges.

**Steam Cleaners**

BFH does not recommend the use of any type of steam cleaner on our floors. These types of cleaners generate too much moisture and heat during their use. The resulting moisture and heat can be enough to break down any adhesives used in the manufacturing of this product. Also, in instances where no glue is used, both peaked and swelled plank or tile edges can occur. Therefore all complaints that are determined to be from a consumer using a steamer will be denied by Hawaiian Style Luxury Vinyl Tile division of BFH.

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Division of Bamboo Flooring Hawaii, LLC

**CUSTOMER INFORMATION**

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**City:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ State: \_\_\_\_\_\_\_\_\_ Zip: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Property Type: \_\_\_\_\_\_\_\_\_\_\_\_\_\_Residential \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Commercial**

 **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Remodel \_\_\_\_\_\_\_\_\_\_\_ New Construction**

**INSTALLER INFORMATION**

**Installer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contractors License #\_\_\_\_\_\_\_\_\_\_\_**

**Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**To validate warranty, please record the installation information below.**

**Type of Floors: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Installation: Glue Down\_\_\_\_\_ Floating\_\_\_\_\_**

**INSTALLATION**

**Date to site: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Installed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**INTERIOR EVALUATION**

**Area Temperature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Capable of Mimicking Expected Living Conditions: \_\_\_\_\_\_Yes \_\_\_\_\_\_No**

**Note concerns: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



Division of Bamboo Flooring Hawaii, LLC

**SUBSTRATE EVALUATION**

**Type: Concrete \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Wood\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Grade: \_\_\_\_\_\_\_\_Above \_\_\_\_\_\_\_\_\_\_Below**

**Moisture Meter Used: \_\_\_\_\_ RH \_\_\_\_\_ Meter \_\_\_\_\_ CaCI \_\_\_\_\_Other\_\_\_\_\_**

**Results: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Please attach photo of results.**

**Note concerns: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**INSTALLATION**

**Method of install: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Adhesive used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**

**Underlayment used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**

**Moisture Barrier used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Yes \_\_\_\_\_ No \_\_\_\_\_\_**

 **# of coats used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Expansion space used: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Moldings used:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**NOTES \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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