



August 5, 2019

To: All Hallmark Flooring Distributors

From: Technical Services

Subject: True Installation

It has been determined that best practices for installation of the True Collection are as follows;

- Full spread glue-down
- Glue assist nail-down

The installation instructions have been changed, and all information or website has been amended to indicate the change.

Excluded from approved installation methods are:

- *All floating applications*
- *All regular nail-down applications*

We apologize for the change in installation specifications, and for any inconvenience the change may have caused.

The change in installation specifications has been made due to the unique construction of the True Collection. The two-ply construction with the parquet solid pine back, with the side rail construction renders the product much more rigid than traditional veneer core construction. The extra rigidity of the plank makes inconsistency in the subfloors more apparent, and we felt it prudent to alter the installation criteria for that reason.

All boxes of material currently shipping from Hallmark Floors inventory will have stickers on the boxes denoting the change.

With our black backers, the retrofit recommendations for the backers is to use a wide-tip black sharpie to remove floating and nail-down recommendations from the backer.