



panel products from patriot timber

SurePly[®]
Premium Underlayment

Frequently Asked Questions

(Applicable for all panels in the **SurePly**[®] line of underlayments)

- 1) **Question:** How long is the **SurePly**[®] **Warranty** and what applications does it cover?

Answer: **SurePly**[®] comes with a lifetime warranty for residential applications as underlayment for resilient flooring, vinyl tile, carpet, engineered flooring and wood floors.

Please see our complete warranty: [**SurePly**[®] **Warranty**](#)

- 2) **Question:** What is the Flex and Look Test?

Answer: The Flex and Look Test is an important procedure to apply to the **SurePly**[®] prior to installation. It will help to reveal any delamination or core irregularities so the panel can be replaced prior to use. [**The Flex and Look Test**](#)

- 3) **Question:** Which side of the panel goes down on the floor?

Answer: The label side goes down to the structural sub-floor and the face with the nailing pattern is designed to go up. If you prefer not to use the pre-printed nailing pattern, you may flip the sheet over and use the unmarked side, just be sure to remove the **SurePly**[®] label.

- 4) **Question:** Do I put a nail or staple in every X mark on the panel?

Answer: Yes. The specific instructions on the fastening of **SurePly**[®] panels are available in the [**Installation Guide**](#).

- 5) **Question:** Can screws be used when fastening **SurePly**[®] Premium Underlayment to the sub-floor?

Answer: Yes, you can use galvanized flathead wood screws. Do not use drywall screws. Make sure screw selected has a minimum 3/16" head. The screw you choose should not penetrate through the bottom of the sub-floor.

- 6) **Question:** How long should the **SurePly**[®] acclimate at the installation site before being used?

Answer: **SurePly**[®] should acclimate 24 to 48 hours in a heated home environment of approximately 70 degrees Fahrenheit.



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7) **Question:** Do I have to use seam filler?

Answer: No. You may install the **SurePly**[®] in one of two ways. You may lightly butt the edges together and use no seam filler or you may leave an expansion joint between the edges and fill the seams with a Portland Cement based seam filler.

(Please note you may leave an expansion joint without seam filler when **SurePly**[®] is installed under carpet, engineered floors, or wood floors).

We strongly recommend you read our full explanation on using seam filler and how to prevent telegraphing seams in our **SurePly**[®] Installation Guide.

8) **Question:** Can I use **SurePly**[®] under ceramic tile?

Answer: No. **SurePly**[®] is not warranted as a ceramic floor underlayment at this time.

9) **Question:** Does **SurePly**[®] need to be glued to the subfloor?

Answer: No. Do not use adhesive under the **SurePly**[®] underlayment. **SurePly**[®] should be fastened 2" on center at the edges and 4" on center in the field per our **SurePly**[®] Installation Guide. The use of adhesives can cause problems such as a tack and release floor that crackles when you walk across it.

10) **Question:** Can I use **SurePly**[®] over an existing vinyl floor?

Answer: Yes. However, you should make certain the existing vinyl floor is sound before putting another floor on top of it.

11) **Question:** Will the warranty still be valid on **SurePly**[®] if existing vinyl is replaced with new vinyl as long as the underlayment stays intact during the new application?

Answer: No. The lifetime warranty applies specifically to the original installation of the **SurePly**[®] and vinyl. The installer should replace the **SurePly**[®] and vinyl in the same project.

12) **Question:** Is **SurePly**[®] warranted for Marine Grade applications?

Answer: No. **SurePly**[®] is made with exterior glue but the panel is not made to Marine Grade plywood specifications.

13) **Question:** Is **SurePly**[®] environmentally friendly?

Answer: Yes. All the hardwoods in **SurePly**[®] come from plantations and sustainable sources. **SurePly**[®] contains no tropical hardwoods or species from endangered forests. **Go green with SurePly**[®].



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