The installer assumes all responsibility for final inspection of product quality PRIOR TO INSTALLATION. It is imperative that you inspect the products size, profile, quantity, style, color, and any other natural variation to ensure that the product is satisfactory and meets your specifications. Also be sure to check each board during installation for any visible defects such as mis-milled planks and blotches. This flooring is manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be manufacturing or natural. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause.

Do not install the product if there is any concern about its quality or specifications. If material is not acceptable, do not install the product and contact the seller immediately. Requests for replacement, refund or compensation made AFTER installation will NOT be honored.

This is a rustic product! Hardwood flooring is a product of nature and its inherent beauty stems from the fact that each piece is unique with no two pieces the same. This product may have very high color / character variation. This wood grade allows for some open wood character which may need some touch up after the installation is complete. Inspect each board for loose or rough wood character and cull out pieces appropriately.

- When flooring is ordered, 5% must be added for plank installation and 10% or more for pattern installations to the actual square footage needed for cutting and grading allowance. See the “Pattern Material Ordering Details” document for formulas to order for many popular patterns.
- Prior to installation of any hardwood-flooring product, the installer must determine that the job-site environment and the subfloors involved meet or exceed all applicable standards and recommendations of the construction and materials industries. These recommendations include that the construction and subfloor be dry, stiff and flat.
- The manufacturer declines any responsibility for job failure resulting from or associated with sub-surface or job-site environmental deficiencies.

STOP! READ BEFORE INSTALLING THIS PRODUCT

Please read the following information and instructions in their entirety before proceeding with installation.
- To ensure the full benefit of warranties, these instructions and maintenance procedures must be followed.
- Subfloors must be dry, level and clean.
- Both room and flooring must be properly acclimated to temperature and humidity conditions.

IMPORTANT

Due to the fact that this flooring is a product of nature, the installer and/or owner, have the following responsibilities:
Understanding how the floor will look once installed – the installer and consumer must meet prior to installation to review expectations:
- How was the floor chosen? Review the control samples, (the samples from which the floor was chosen), and compare to the actual flooring batch (if there are multiple batches open a carton for each unique batch number and compare and blend during installation) onsite prior to installation making sure it meets the owner’s expectations as to:
- Grade – Is it the correct grade? Also grade from batch to batch may vary slightly so make sure the owner is happy with this batch of flooring you are about to install.
- Color/Graining – Do certain dark/light pieces or wild grained need to be graded out to meet the owners expectations?
- Color Variation, Batch to Batch – Inspect the production run of flooring you received and make sure it meets your expectations. Wood from different locales can have varying colors and grains and differ from the samples from which the floor was chosen. Tint colors may also vary slightly batch to batch. Make sure the owner will be happy with the batch they received.
- Color Change – Do they understand how the wood will change color over time? The owner may have chosen their floor from samples that have aged so they need to understand in advance of installation the color change to be expected in this wood.
- Finish issues:
  1. Is the gloss correct?
  2. Does the look of the finish meet the owners expectations?
  3. Does the owner understand that the finish will scratch and wear and that care must be taken during installation, move-in and in-use?

First Aid Measures in case of Irritation: In case of irritation, flush eyes or skin with water for at least 15 minutes.
Material Safety Data Sheets are available upon request.

INSTALLER/OWNER RESPONSIBILITY

Grade – Is it the correct grade? Also grade from batch to batch may vary slightly so make sure the owner is happy with this batch of flooring you are about to install.

Color/Graining – Do certain dark/light pieces or wild grained need to be graded out to meet the owners expectations?

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First Aid Measures in case of Irritation: In case of irritation, flush eyes or skin with water for at least 15 minutes.
Material Safety Data Sheets are available upon request.

TOOLS NEEDED FOR INSTALLATION

- Handsaw, circular saw or jigsaw
- Chalk line
- Hammer
- Tape measure
- Pull bar
- Tapping block
- Wooden or plastic spacer wedges
- Moisture meter (wood, concrete or both)

For glue-down installations, use DriTac® 6200, DriTac 9200, Parabond® Millennium 2002, Bostik Best®, Taylor 2071 or equivalent flooring adhesive. Follow manufacturer’s guidelines and tool recommendations when using adhesive. Do not use water based adhesives over sheet vapor barriers or sound insulation.

For staple-down installations, use the proper stapler. Staples must be at least 1½” long with a ½” crown.

For floating installations use white wood glue (PVAC). CAUTION: By not using proper tools, “puckering” may result on the face of the plank. The manufacturer is not responsible for problems caused by use of improper tools. See your distributor for tool recommendations and use.

Note: Never hit the planks directly with a hammer. Always use a wooden block to protect the edges of the boards.

INSTALLERS - ADVISE YOUR CUSTOMER OF THE FOLLOWING

SEASONS: HEATING AND NON-HEATING
Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity within your building, care should be taken to control humidity levels within the 35–60% and 60°–75° Fahrenheit temperature range. To protect your investment and to assure that your floors provide lasting satisfaction, we recommend the following:

- Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat, in particular, tend to create very dry conditions.
- Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

RADIANT HEATING
See the “Installing Over Radiant Heat” and “Exclusions To Warranty: Radiant Heat” sections for specific details to inform your customers about radiant heating.

FLOOR REPAIR
Minor damage can be repaired with a touch-up kit or filler. Major damage will require board replacement, which can be done by a professional floor installer.
ACCLIMATING THE HARDWOOD FLOORING
HVAC systems should be fully operational at least 14 days prior to flooring instal-
lation, maintaining a consistent room temperature between 60° – 75° Fahrenheit and relative humidity between 35– 60%. This not only stabilizes the building’s interior environ-
ment, but also is essential when acclimating hardwood flooring to the job site.

Hardwood flooring should be unloaded and handled with care and stored within the envi-
ronmentally controlled site. Flooring stored upon “on-grade” concrete floors should be
raised at least four inches to allow air circulation under subfloor. Cork should be
spaced out, not stacked or stored on pallets. Leave hardwood flooring in closed cartons
during acclimation period. Typical applica-
tions require at least a 48-hour acclimation period.

ROOM PREPARATION
Remove existing baseboards, quarter rounds, thresholds and undercut door jams, using a piece of flooring material as a guide. Door frames and other wooden elements should be sawed off at the bot-
tom in order to be able to push the panels under them.

PRE-INSTALLATION INSPECTION
It is the responsibility of the installer to inspect each board for visible defects before installation. Any board with visible defects will be replaced at no cost. If the defective board has been installed, no cost of labor will be paid for repair or replace-
ment of defect.

SUBFLOOR TYPE
This flooring can be installed over the fol-
lowing subfloors if properly prepared. For other types of subfloors please contact your distribu-
tor.

• Concrete: On, above or below grade distributor.

• Terrazzo and Ceramic Tile: Should be
lightly sanded and cleaned with mineral
spirtis. Allow the mineral spirit to dry
prior to spreading the adhesive. If grout
lines are too deep, the need to be filled
and allowed to dry before installation.

• Wood Type Subfloors: First, make sure
subfloor is smooth and dry. See “Wood
Subfloor Moisture Testing” for details

All wood subfloors must be structur-
ally sound, at least 5/8” in thickness if
plywood, or 23/32” thick OSB, solidly
fastened to appropriately spaced floor
joists, and in compliance with all local
building codes. Squeaks and popping
areas should be screwed prior to spread-
ing adhesive.

For detailed information regarding each
different kind of subfloor, refer to the lat-
et National Wood Flooring Association
(NWFA) Installation Guidelines.

• Vinyl: Includes sheet and vinyl tile. Vinyl
must be securely fastened to the subfloor
with full spread adhesive. Loose laid
or perimeter glued sheet vinyl must be
removed. Lightweight vinyl, clean with
mineral spirits and allow to dry prior to
spreading adhesive.

SUBFLOOR PREPARATION
Subfloor must be:

• clean and free of wax, paint, oil, and
debris. Scrape smooth and sweep.

• subfloor should be flat to 3/16” over 10’.
If subfloor prep work is required, “hills”
should be sanded down and “valleys
filled with an underlayment patch, devel-
opled by a reputable manufacturer for use
with hardwood flooring. Do not sand sub-
surfaces such as vinyl or synthetic tiles
that may contain asbestos. For depres-
sions less that 1/4”, it is possible to use
dry sand as a leveler.

• structurally sound prior to installation.

• Screw loose areas to reduce squeaking
and replace water damaged or delami-
nated sub-flooring or underlayments.

WOOD SUBFLOOR MOISTURE TESTING
Check moisture content of subfloor espe-
cially adjacent to exterior walls and plumbing
fixtures. Moisture content of subfloor must
not exceed 12% or have more than a 4%
difference than moisture level of product
being installed. Even with more than a 4%
difference, determine the source of moisture and
remedy prior to installation.

CONCRETE SUBFLOOR MOISTURE TESTING
Several tests are outlined below. These tests
do not guarantee a dry concrete slab year
round. With that in mind, a moisture barrier
using a minimum of 6 ml poly film should
have been installed between the ground and
core. See “Concrete Moisture Barrier
System” below.

• 3% Phosphine in Anhydrous
Alcohol Solution Do not apply solution
directly to concrete surface. First, chip
1/4” deep into concrete test area and
apply several drops of the solution. If any
change in color is observed, further test-
ing is required.

• Calcium Chloride
Moisture transfer should not exceed 3
lbs/1,000 square feet with this test. One
test must be performed every 250 square
feet.

• Tramex Concrete Moisture Encounter
Meter Moisture readings using a metering device
should not exceed 4.5 on the upper scale.

CONCRETE MOISTURE BARRIER SYSTEM
If the above tests reveal unacceptable mois-
ture levels, install sheet vinyl (PVC) directly
to concrete slab. Follow instructions from
sheet vinyl manufacturer, using a premium
grade alkaline resistant adhesive and full
spread application system to bond vinyl to
subfloor. Do not use water based adhesives
over sheet vapor barriers or sound insula-
tion.

SET UP
• In order to have sufficient material on
hand, calculate area and add 5% of
material to allow for cutting waste and
minor natural or manufacturer’s defects.

• Work out of several cartons at the same
time to ensure color and shade mix.

LAYOUT
• Layout should be designed to save labor
and materials as well as to enhance the
appearance of the floor. The floor will be
stronger and more stable if you lay it so
that the joints in the rows are staggered
at least 10 inches. Staggered or irregular
joints mean less material waste and a
better overall appearance. Star stepping
and “H” joints are not as visually pleasing
as randomly staggered end joints and will
waste labor and material.

• Plan the layout so that the last row of
flooring (which usually needs to be cut
lengthwise) is not too narrow. The last
board cannot be less than 2” wide. In
some cases, it may be necessary to
cut the first row as the last row.

• Measure across the entire room to calcu-
late the width of the last board. If neces-
sary, rip your first row (remove tongue
edge) so last board can be at least 2”
wide.

• Allow 3/8” expansion space along all
walls. Flooring should be laid at right
angle to the floor joist and, if possible, in
the directions of the longest dimension of
the room.

• The greater the surface area, the greater
the room for expansion required. For
rooms larger than 1,000 sq. ft. or exceed-
ing 25” in any direction the perimeter
expansion space must be increased 1/16”
for every additional 3’. Also, additional
expansion joints must be added in the
middle of the room or in appropriate
doorways and archways. The expansion space
should be covered with transition mold-
rings (T-moldings). Do not fill the expansion
gaps.

INSTALLATION OVER RADIANT HEAT

INSTALLERS—ADVISE YOUR
CUSTOMER OF THE FOLLOWING
• Maximum allowable wood surface tem-
perature is 80° Fahrenheit. Note that rugs
can increase surface temperatures 5°
Fahrenheit or more.

• Maintain 35-60% humidity at all times. If
necessary, use humidifiers.

• Room temperature should not vary more
than 15° Fahrenheit season to season.

HEATING SYSTEM REQUIREMENTS
• Only low temperature radiant heating sys-
tems with accurate control systems that
assure that the floor’s surface tempera-
tures never exceed 80° Fahrenheit.

• The entire floor area must be evenly heat-
ed. Even with perimeter heating systems
the floor’s surface temperature must never
exceed 80°F.

SETTING THE HEATING SYSTEM FOR INSTALLATION
• System must be fully operating at normal
temperature for a minimum of 21 days
prior to floor installation.

• The heating system must be turned off 24
hours prior to installation and must remain
off for 24 hours after installation.

• Start 24 hours after completion of
installation, turn on the heating system
and gradually increase the temperature
over a 7-day period to normal operating
level. Never allow the floor surface tem-
perature to exceed 80° Fahrenheit.

SUBLFLOOR
• The floor construction should have a heat
dissipating layer that provides an even
temperature across the entire floor area
and avoids high temperatures in any area.
Under plywood subfloors heat transfer
plates or insulation must be in place.

• The subfloor should be completely dry.
Moisture on a dry weight basis must not
exceed 1.5% for concrete, 0.3% or less
for gypsum and 6–12% for wood sub-

floors.

• A vapor barrier should be installed on
all concrete, stone, mineral or wood
subfloors. It must be directly under and as
close to the flooring as possible.

• Heating pipes must be covered with 1”
of concrete or be a minimum of 1/8”
bottom of plywood subfloor.

• The wood floor must lie tight against the
sub-surface without an air gap that can
cause considerable drying out of the wood.

LAYOUT
Separate adjoining radiant heated and non-
radiant heated areas with expansion joints.
Continue with Floating Installation.
INSTALL UNDERLAYMENTS
Install 6 mil Polyethylene vapor barrier over entire flooring surface. Overlap sheets of Polyethylene 16" and tape together creating an airtight seal. Using 1/8" foam padding, roll out one roll at a time over vapor barrier being careful not to poke holes or otherwise damage material during installation. Run padding up walls 1" to 1.5" and secure in place with tape. Join padding sections with tape strip. Tape down any additional loose edges. A 2"-in-1" foam padding/moisture barrier may be substituted for Polyethylene.

INSTALLING THE FLOOR
Boards are installed left to right with the groove side facing the wall. A stair-step pattern will be repeated throughout installation. Stagger the ends of the boards a minimum of 8 inches. Leave a minimum 3/8" expansion around all vertical objects such as walls, poles, and stairs. If starting wall is uneven, trace the contour of wall, using a scriber, onto first row of planks and cut to size.

APPLICATION OF ADHESIVE
To secure a durable wood floor the boards must be bonded with adhesive in the tongue and groove. We recommend waterproof PVA glue. The glue must be applied in a continuous 1/8" bead on the inside top of the groove on both the long and short edges.

GLUING AND TAPING
Dry fit first row using stair-step pattern. Number each plank in the order of installation. When you reach the last plank in first row, turn plank 180° so tongue is flush against tongue of previous plank. Mark the plank and cut to length. Dry fit final plank of row.

Begin dry fitting second row, starting with (if possible) left over piece from previous row. Be sure to stagger end of boards at least 10" to achieve effective stair step pattern. Floating installation is completed by gluing and taping flooring profiles together. Separate first two rows noting installation order. Holding the first board with the tongue resting in the palm of your hand, apply a thin bead of glue in the groove on the side and end of the board. Repeat process with subsequent planks. Press each board firmly together, tapping profiles lightly with a block and hammer if necessary. Clean excess glue from between boards with a damp cloth. Tape each board together at side and end seams. Often the last row will not end with a full plank. When this happens, place a full row of planks on top of the last row installed. Insert a 3/8" spacer against wall, and using a full width plank, trace distance from wall onto final row. Cut planks for final row to designated width. Apply glue and fit into place. Tape may be removed within one hour. Allow 12 hours before placing furniture on floors and 24 hours before introducing heavy objects or full traffic. Note: Do not install cabinets or walls on top of floating floors.

GLUING THE PLANKS
• To determine a straight first starting row, use a snap line the width of a few boards plus 3/8" expansion space from the wall. To keep first rows straight and in place, nail a straight 1" x 2" or 1" x 4" holding board on the first snap line.
• Make another snap line at about 24" from the holding board.
• Spread adhesive in first working area. Do not spread more adhesive than can be covered within 20 minutes.
• When the first section is complete, strike another parallel snap line from the last row installed, spread the adhesive and complete the section.
• Repeat section by section until the job is finished. Remove the starting board, spread adhesive and complete the area from the starting board to the wall.
• To fit the last piece, lay it upside-down with the tongue edge parallel to the tongue edge of the piece next to it, the short end butting up against the wall. Mark the cutting line on the back of the board and cut it to the correct width (save the cut off piece for the second row). Turn it over, fit it and glue in place.

SUBFLOOR PREPARATION
Remove all dirt and rough areas by thoroughly cleaning, sanding and leveling. Note: particle board is not a suitable subfloor for staple-down installations. See "Wood Type particle board is not a suitable subfloor for these engineered wood floors. Incorrect installation of wide planks. Failure to supplement con- struction may result in board movement or noises to emanate from moving boards which will not be considered a manufacturing defect. These adhesives may be troweled on using tools and method recommended by the manufacturer or laid down in a bead if using sausage or cartridge adhesive. If troweling and stapling the floor you should spread rows of adhesive that are perpendicular to the board direction and no more than 12 inches apart. If beads of adhesive are used they should be applied to the subfloor in a serpentinel fashion along the entire length of the boards. A flexible wood flooring adhesive such as Bostik Best, Liquid Nai, Bona RB51, RBS0T (tube), or urethane construction adhesive should be used. (See your distributor for adhesive recommendations.) Follow manufacturer’s guidelines and tool recommendations when using adhesive. Do not use water based adhesives over sheet vapor barriers or sound insulation. Care must be taken to remove excess adhesive from the floor surface immediately or permanent damage may result.

BEGINNING INSTALLATION
Place the planks with the tongue facing away from the wall and along your temporary starting block. Blind nail at a 45° angle through the tongues. Pre-drill the holes in the tongues to avoid splitting the tongue. Place 6d nails 2" from the ends and every 8" along the sides. It will be necessary to blind nail the next 2 rows. A Brad nailer with 1"-3/8" brads can also be used to blind nail and no pre-drilling is needed. Pre-test to see that tongue does not split. Counter sink the nails and fill with a filler that blends with the flooring installed. Place the nails in a dark grain spot in the board. The base or shoe moulting will cover the nails when installed after completion of the installation. Continue the installation using an engineered wood flooring stapler, using recommended staples.

CONTINUE WITH STAPLING
Continue installation with several rows at a time, tightening boards as necessary to reduce gaps before fastening. Use 18 Gauge staple, at least 1-3/4" long with 1/2" crown. Place 2" from the ends and every 6" along the edge tongues. LAST ROWS
The last 1–2 rows will need to be face nailed where clearance does not allow blind nailing with stapler or Brad nailer. Brad nail or face nail on tongue side. Rip the final row to fit and face nail. If the final row is less than 1" width, it should be edge-glued to the previous row, before installation. The two joined rows can be face nailed as one board. Go back to the starting wall, remove the temporary starting block and complete final rows using 8d nails, counter sunk and filled.

GLUE-DOWN INSTALLATION

STAPLE-DOWN INSTALLATION

FLOATING INSTALLATION

APPLICATION OF ADHESIVE

SUBFLOOR PREPARATION

GENERAL INFORMATION FOR PNEUMATIC FASTENING MACHINES

SUPPLEMENTAL ADHESIVE REQUIRED
It is required that supplemental construction adhesive be used with staple down installation of wide planks. Failure to supplement staple use with adhesive may result in board movement or noises to emanate from moving boards which will not be considered a manufacturing defect. These adhesives may be troweled on using tools and method recommended by the manufacturer or laid down in a bead if using sausage or cartridge adhesive. If troweling and stapling the floor you should spread rows of adhesive that are perpendicular to the board direction and no more than 12 inches apart. If beads of adhesive are used they should be applied to the subfloor in a serpentinel fashion along the entire length of the boards. A flexible wood flooring adhesive such as Bostik Best, Liquid Nai, Bona RB51, RBS0T (tube), or urethane construction adhesive should be used. (See your distributor for adhesive recommendations.) Follow manufacturer’s guidelines and tool recommendations when using adhesive. Do not use water based adhesives over sheet vapor barriers or sound insulation. Care must be taken to remove excess adhesive from the floor surface immediately or permanent damage may result.

BEGINNING INSTALLATION
Place the planks with the tongue facing away from the wall and along your temporary starting block. Blind nail at a 45° angle through the tongues. Pre-drill the holes in the tongues to avoid splitting the tongue. Place 6d nails 2" from the ends and every 8" along the sides. It will be necessary to blind nail the next 2 rows. A Brad nailer with 1"-3/8" brads can also be used to blind nail and no pre-drilling is needed. Pre-test to see that tongue does not split. Counter sink the nails and fill with a filler that blends with the flooring installed. Place the nails in a dark grain spot in the board. The base or shoe moulting will cover the nails when installed after completion of the installation. Continue the installation using an engineered wood flooring stapler, using recommended staples.

CONTINUE WITH STAPLING
Continue installation with several rows at a time, tightening boards as necessary to reduce gaps before fastening. Use 18 Gauge staple, at least 1-3/4" long with 1/2" crown. Place 2" from the ends and every 6" along the edge tongues.
ALL INSTALLATIONS: COMPLETING THE JOB

• Remove spacer wedges.
• Cover all expansion gaps along walls and vertical protrusions with baseboard, quarter round or pocket moldings. Nail moldings to wall, never to the flooring.
• Clean, sweep and vacuum installed flooring before use.
• Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.
• If the floor is to be covered, use a breathable material such as cardboard. Do not cover with plastic or any other material acting as a vapor barrier.

FLOOR CARE GUIDE

• To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment.
• Use soft rubber casters for rolling furniture.
• Remove high heels or shoes that need repair. Some types of high heel shoes can severely damage the surface of any floor covering.
• Maintain a healthy humidity at 35–60%. Certain regions within North America have extreme changes in humidity levels that can affect all wood floors. To maintain the humidity at the healthy range of 35–60%, it may require either a humidifier or a dehumidifier.

RESIDENTIAL WARRANTIES

EXCLUSIVE LIFETIME WARRANTY
This flooring is produced according to strict manufacturing and environmental standards. Our confidence in the product is reflected by extension of this full residential warranty to the original purchaser.

PRE-INSTALLATION WARRANTY
We warrant that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed and can be returned to the original place of purchase to be replaced at no cost to you.

LIFETIME STRUCTURAL WARRANTY
We guarantee that this product is free from defects in lamination and milling and will remain free of these defects for as long as you own your residence. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, we will replace or repair the defective flooring pieces at no cost to you.

FINISH WARRANTY
We warrant that there will be no wear-through of the finish for 25 years in residential (3-year limited commercial) installations provided the recommended maintenance procedures are followed.

NO-BUCKLE MOISTURE WARRANTY
We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with the installation instructions and the adhesive manufacturer’s application instructions.

ENVIRONMENTAL WARRANTY
Manufactured to CARB II specifications, the woods strictly formaldehyde emission standard. All woods are from professionally managed “sustained yield” forests with complete chain of custody, Pan European Forest Certification (PEFC) Certified. The urethane acrylic finish does not release any harmful solvents, or heavy metals.

EXCLUSIONS TO WARRANTY
These warranties are exclusive to the original purchaser and may not be assigned or transferred. This is a residential warranty only.

THE FOLLOWING ARE EXCLUDED FROM THIS WARRANTY:
• Improper Storage, Handling or Installation. Installation instructions must be followed. Subflooring must be dry and properly installed.
• Improper Adhesives. Damage caused by use of water based adhesives over sheet vapor barriers or sound insulation.
• Supplemental construction adhesive must be used with nail down installation. Failure to do so may result in board movement or noises to emanate from moving boards which will not be considered a manufacturing defect.
• Deficiencies related to subfloor/floor joint assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
• Installation defects, including installations made: in violation of applicable state or local housing or building codes, or contrary to written instructions furnished with the product.
• Natural variations. Wood is a natural product, containing natural variations in color, tone and grain. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect.
• Noises including, but not limited to, squeaks, popping, etc.
• Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
• Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required.
• Abuse or Misuse. This warranty does not cover reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point loads, slillo shoe, heavy furniture or equipment, unapplied furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.
• Damage caused by caster wheels or vacuum cleaner beater bars.
• Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hardwood, rest flat on the floor and are replaced regularly.
• Splits, cracks, grain raising, surface checking, edge fracturing, splitting, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these limited warranties.
• The humidity level in the home must be in the 30%–50% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
• Gapping of Planks. This warranty does not cover gapping caused by natural expansion and contraction, improper sealing of planks during installation or by mastic memory.
• Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks, similar water damage catastrophes, and failure arising as a result of hydrostatic pressure.
• Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
• Radiant Heat. Only low temperature radiant heating systems which are regulated to never exceed 80°F the wood surface may be used. If surface area is allowed to exceed 80°F all warranties are void.
• Wood flooring installed in full bathrooms with a shower or tub.
• Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
• A product defect that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
• Products designated as “thrift,” “antique,” “tavern,” “bargain,” “cabin grade,” “seconds,” “economy grade,” “close-out,” “off-goods” or “non-standard.” Such products are sold as “AS IS.”
• Floors that are installed in other than owner-occupied or tenant-occupied residences.
• Commercial installations of residential products.
• Construction or installation-related damage.
• Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
• Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods. Installation of flooring with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers or adhesives; squeaking, popping or cracking by any cause other than the mis-manufacture of the tongue or groove.

In the event that there is a claim against this warranty, the manufacturer will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor. The manufacturer excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinishing or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer’s inspection and authorized repair actions will void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B grade which is sold “as is.” There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed if an excellent purpose while the manufacturer is willing to repair or replace defective goods. Some states do not allow the exclusion of Incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

Warranty Service
To obtain service under this warranty, contact your dealer.

REGULAR MAINTENANCE
• Do not let sand, dirt and grit build up on your floors.
• Dust, sweep and vacuum floors regularly.
• For normal cleaning use a sponge mop with clear water, squeezed very dry. DO NOT wet mop your hardwood floor.
• For heavier cleaning, use hardwood floor cleaner specified for polyurethane coated hardwood floors with a sponge or sponge mop. Hardwood floor cleaner is available at most local hardware stores. Never use wax!

See your dealer for recommended maintenance and floor care products for polyurethane finished hardwood flooring.