

RESIDENTIAL WARRANTIES

LIMITED STRUCTURAL INTEGRITY WARRANTY

Products, in their original manufactured condition, to be free from defects in lamination, assembly, milling and dimension. Products will remain free from these structural defects for life provided they are installed in accordance with our installation guidelines and are maintained in a controlled environment as outlined in our installation guidelines. This warranty is extended to the original purchaser of the goods and is not transferable.

LIMITED FINISH WARRANTY

Warrants to the Buyer that the factory applied finish of the wood floor will not wear through or lose adhesion to the bare wood as a result of normal use for the duration of the warranty period, as stated for the product at the time of purchase (25 years). Diminished gloss, scratches, and dents is not considered wear through of the finish. In the event the finish wears through or releases from the wood floor, we will, at our option, repair or replace the affected planks or area. The warranty applies to defects in excess of 10% of the total square foot purchased.

FINISH WARRANTIES

Urethane Finished Products: 25 year residential, no commercial warranty.

RADIANT HEAT APPLICATIONS

This warranty does not cover radiant heat applications. For information about our warranty as it relates to radiant heat applications please contact dealer.

SEASONAL CHANGES

Wood is a hygroscopic material and will expand and contract with changing moisture conditions (seasons). Some minor separation between boards might occur during seasonal change. This is not considered a defect and is not covered by this warranty.

WARRANTY EXCLUSIONS

Warranties do not cover structural damage that results from products installed or maintained in environments with relative humidity outside the range of 35-55%. Extreme moisture conditions, specifically dry environments, can damage the structural integrity of the flooring. Carefully read our Installation Guidelines for a complete list of Acceptable Jobsite Conditions.

Warranties do not cover indentations, scratches, defects or damages caused by the failure to follow all of the manufacturer's installation procedures. Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product. We are not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is properly inspected for flatness and moisture conditions according to the NWFA guidelines.

Warranties do not cover normal wear and tear, indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.

Warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance products.

Warranties exclude non-factory applied finishing including, but not limited to refinishing.

Warranties do not cover indentations, scratches, defects or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked or damaged heel shoes, vacuums, furniture, appliances, casters, falling or dropped objects or construction traffic, or failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects, or during times of heavy traffic.

Warranties do not cover defects and damages caused by man made or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

Warranties do not cover splits, checks or cracks in flooring discovered after installation. No warranties apply to any product or products designated as off-goods or goods sold “as is”.

Limited structural integrity warranty does not apply to product subjected to environments that fall outside of 35% - 55% interior relative humidity.

Warranties do not cover squeaking, creaking or popping in flooring.

THE FOLLOWING ITEMS ARE NOT COVERED BY WARRANTY:

- Flooring installed in a method other than provided by the included installation instructions.
- Damage caused by normal wear and tear, negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaners.
- Damage caused by appliances, furniture and casters.
- Damage caused by cutting from sharp objects.
- Damage caused by flooding, fire, and other natural disasters and acts of God.
- Reduction in gloss, scratches or indentation due to sand or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.
- Color, shade, sheen or texture variations between samples or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g. cabinets, stair railings, trim, etc.).
- Changes in color due to exposure to sunlight and age.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises, squeaks, etc.
- Natural wood characteristics such as variations in grain, color, mineral streaks and knots.
- For reclaimed and hand scraped style products, including, but not limited to Durango and Helmsman Collections: overwood or underwood, or variations in natural or man-made textures.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by low or excessive humidity.
- Sheer, delamination, or other structural damage due to relative humidity levels below 35%.
- Products designated “off-goods” Such products are sold “AS IS.”
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floor damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Any failure or damage due to adhesive, adhesive systems, fasteners, or fastening systems.

NO OTHER WARRANTIES

This limited warranty is the only warranty given as pertaining to the Limited Structural Integrity Warranty, Limited Finish Warranty, and Commercial Application Warranty, and no other warranties of any kind have been made with respect to flooring products. No warranty of fitness exists beyond the general written description of the product purchased. Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state. For further questions please contact your dealer.

IMPORTANT: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED.

3/8" ENGINEERED FLOORING
INSTALLATION INSTRUCTIONS

Floor Care Guide & Residential Warranty

Please read the following information and instructions in their entirety before proceeding with installation.

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.

IMPORTANT

- **To ensure the full benefit of warranties, these instructions and maintenance procedures must be followed.**
- **Hardwood flooring is a beautiful product with natural variations in color, tone and grain. We cannot warrant against color variations within a floor nor variations between samples and the installed floor.**
- **Subfloors must be dry, level and clean.**
- **Both room and flooring must be properly acclimated to temperature and humidity conditions.**
- **Installers: Inform your customers of the details in section: “Installers – Advise Your Customer of the Following.”**
- **Do not open flooring packages until you are ready to begin installation.**
- **Work out of several cartons at the same time to ensure color and shade mix.**
- **Do not use water based adhesives over sheet vapor barriers or sound insulation.**
- **Not recommended for bathroom or other high moisture installations.**
- **Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.**

INSTALLER/OWNER RESPONSIBLTY

- When flooring is ordered, **5% must be added to the actual square footage needed** for cutting and grading allowance.
- **The installer assumes all responsibility for final inspection of product quality.** This inspection of all flooring should be done before installation. Carefully examine flooring for color, manufacturing, factory finish and quality before installing it. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. If material is not acceptable, do not install it and contact the seller immediately.
- 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 instructions recommend 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.

INSTALLERS - ADVISE YOUR CUSTOMER OF THE FOLLOWING

Radiant Heating

See the “Radiant Heat Applications” under “Residential Warranties” section 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.

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 35–55% and 68°–72° 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.

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)**

INSTALLERS - CAUTION: WOOD DUST

Sawing, sanding and machining wood products can produce wood dust. Airborne wood dust can cause respiratory, eye and skin irritation. The International Agency for Research on Cancer (IARC) has classified wood dust as a nasal carcinogen in humans.
Precautionary Measures: If power tools are used, they should be

equipped with a dust collector. If high dust levels are encountered, use an appropriate NIOSH-designated dust mask. Avoid dust contact with eye and skin.
First Aid Measures in case of Irritation: In case of irritation, flush eyes or skin with water for at least 15 minutes.