

# INSTALLATION INSTRUCTIONS

## 3/4" X 3-1/2" WIDE SOLID KEMPAS AND ACACIA WOOD PLANK NAIL DOWN INSTALLATION ONLY. **DO NOT GLUE DOWN!**

### IMPORTANT

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.
- **Solid planks expand and contract.** Both room and flooring must be properly acclimated to normal regional living temperature and humidity conditions a **minimum of 2 weeks.** See "Storage, Acclimation And Handling" for details.

- Spacers and expansion joints are critical to allow for expansion. See "Installing the Floor".
- Hardwood flooring is a 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.
- Installers: Inform your customers of the details in section: "Installers - Advise Your Customer of the Following."

- Work out of several cartons at the same time to ensure color and shade mix.
- Do not install over radiant heat.
- Do not glue down
- Do not use water based adhesives over sheet vapor barriers or sound insulation.
- Not recommended for bathroom or other high moisture installations.

### INSTALLER/OWNER RESPONSIBILITY

Beautiful hardwood floors are a product of nature. 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.

- 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. A written pre-installation evaluation of the job site has to be completed and filed. The manufacturer declines any responsibility for job failure resulting from or associated with sub-surface or job-site environmental deficiencies.

- Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.

### TOOLS NEEDED FOR INSTALLATION

- Broom
- Tape Measure
- Chalk line & chalk
- Hand saw
- Drill with 1/16" drill bit

- Hammer
- Recommended Hardwood Flooring Cleaner
- Nail Set
- Table saw, jig saw, or circular saw
- Moisture meter (wood, concrete or both)

- 6-8d finishing nails
- 3/4" "Blind" fastening machine

**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 35-55% 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 exces-

sive 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.

#### 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.

### ATTENTION 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.

If you have any technical or installation questions, or to request a Material Safety Data Sheet, please call 800-795-8365

#### EXISTING RESILIENT FLOOR REMOVAL

**WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEADBLAST OR MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC, "CUTBACK" ADHESIVES OR OTHER ADHESIVES.**

These products may contain either 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 nonasbestos-containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material.

See current edition of the Resilient Floorcovering Institute (RFCI) publication, Recommended Work Practices for Removal of Resilient Floor Coverings, for detailed information and instructions on removing all resilient covering structures.

IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY:

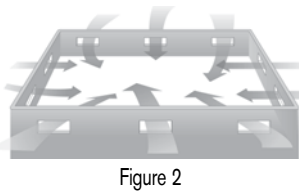
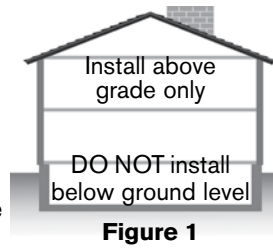
THESE BUILDING MATERIALS EMIT FORMALDEHYDE. EYE, NOSE, AND THROAT IRRITATION, HEADACHE, NAUSEA AND A VARIETY OF ASTHMA-LIKE SYMPTOMS, INCLUDING SHORTNESS OF BREATH, HAVE BEEN REPORTED AS A RESULT OF FORMALDEHYDE EXPOSURE. ELDERLY PERSONS AND YOUNG CHILDREN, AS WELL AS ANYONE WITH A HISTORY OF ASTHMA, ALLERGIES, OR LUNG PROBLEMS, MAY BE AT GREATER RISK. RESEARCH IS CONTINUING ON THE POSSIBLE LONG TERM EFFECTS OF EXPOSURE TO FORMALDEHYDE.

REDUCED VENTILATION MAY ALLOW FORMALDEHYDE AND OTHER CONTAMINANTS TO ACCUMULATE IN THE INDOOR AIR. HIGH INDOOR TEMPERATURES AND HUMIDITY RAISE FORMALDEHYDE LEVELS. WHEN A HOME IS TO BE LOCATED IN AREAS SUBJECT TO EXTREME SUMMER TEMPERATURES, AN AIR-CONDITIONING SYSTEM CAN BE USED TO CONTROL INDOOR TEMPERATURE LEVELS. OTHER MEANS OF CONTROLLED MECHANICAL VENTILATION CAN BE USED TO REDUCE LEVELS OF FORMALDEHYDE AND OTHER INDOOR AIR CONTAMINANTS. IF YOU HAVE ANY QUESTIONS REGARDING THE HEALTH EFFECTS OF FORMALDEHYDE, CONSULT YOUR DOCTOR OR LOCAL HEALTH DEPARTMENT.

## PRE-INSTALLATION PROCEDURES (CONT.)

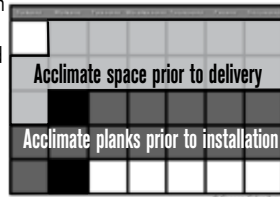
### JOB SITE INSPECTION

- The building should be closed in with all outside doors and windows in place. All concrete, masonry, framing members, drywall, paint and other "wet" work should be thoroughly dry.
- The wall coverings should be in place and the painting completed except for the final coat on the base molding. When possible, delay installation of base molding until flooring installation is complete.
- Exterior grading should be complete with surface drainage directing water away from the building. All gutters and downspouts should be in place.
- Solid flooring can only be installed on or above grade level. Do not install in full bathrooms.
- Basements and crawl spaces must be dry and well ventilated.
- Crawl space must be a minimum of 24" (600 mm) from the ground to underside of joists. A ground cover of 6-8 mil black polyethylene film is essential as a vapor barrier with joints lapped six inches and taped. The crawl space should have perimeter venting equal to a minimum of 1.5% of the crawl space square footage. These vents should be properly located to foster cross ventilation (see figure 2).
- Subfloor must be checked every 200 sq. ft for moisture content using the appropriate testing method.



### ACCLIMATION AND HANDLING

- Flooring should not be delivered until the building has been closed in with windows and doors in place and until cement work, plastering and all other "wet" work is completed and dry.
- Concrete should be at least 60 days old. See "Concrete Slabs" for details.
- Handle and unload with care.
- Solid products must be acclimated to the environment in which they are expected to perform.** Deliver the materials to an environmentally controlled site. Permanent air conditioning and heating systems must be in place and operational. **The installation site should have a consistent room temperature of 60-75°F and humidity of 35-55% for two weeks** prior, during and until occupied, to allow for proper acclimation.
- Open all boxes, remove flooring, cross stack or rack-out wood flooring to acclimate wood planks a **minimum of two weeks** with building at specified temperature and humidity. This two weeks follows the two weeks of acclimation prior to delivery detailed above. Do not install until flooring is within minimum installation requirements for moisture content.



### INSTALLATION APPLICATIONS

NOTE: MINOR SQUEAKING OF MECHANICALLY FASTENED FLOORS IS NOT ABNORMAL DUE TO STRUCTURAL MOVEMENT CAUSED BY CHANGES IN ENVIRONMENTAL CONDITIONS. FOLLOWING THESE INSTRUCTIONS CAN MINIMIZE THESE FACTORS, BUT OFFER NO GUARANTEE THAT THE FLOOR WILL NOT SQUEAK.

#### GENERAL INFORMATION FOR FASTENING MACHINES:

Avoid striking the edge of prefinished products with the fastener's mallet. Edge crushing can occur causing unsightly cracks and splinters. Use a block to hammer against if necessary. Faceplates should be covered with protective materials to prevent damage to the surface of the flooring.

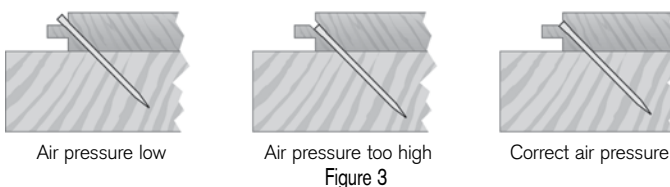
#### GENERAL INFORMATION FOR MANUAL FASTENING MACHINES:

Improper adapter plate selection can cause severe edge damage. Ascertain that the proper adapter has been selected and properly installed for 3/4" flooring.

#### GENERAL INFORMATION FOR PNEUMATIC FASTENING MACHINES:

Improper pressure settings and failure to use proper adapters can cause severe damage to the flooring. The correct adapter and air pressure setting will properly set the fastener in the nail pocket (figure 3). Low air pressures may fail to properly set the fastener and damage adjoining boards.

Air pressures set too high may cause damage to the tongue which may dramatically reduce the holding power of the fastener causing loose, squeaky floors. Make certain that the



compressor has a regulator in-line with the air hose for proper adjustment. Set pressure at 70-75 PSI to begin with and adjust until proper fastener setting occurs.

### SUBFLOOR REQUIREMENTS

NOTE: Laminated rosin paper or 15# builders felt (tarpaper) acts as a moisture retarder and may be used to reduce movement caused by changes in subfloor moisture, thereby reducing cupping and warping. (This is especially helpful over crawl spaces and basements) In addition, the use of these materials can give the flooring a more solid feeling, reduce sound transfer, prevent noise caused by minor irregularities and debris, and make it easier to slide the wood together across the surface of the subfloor. Kraft paper may be used to make installation easier but DOES NOT serve any other purpose.

### SUBFLOORS MUST BE:

**CLEAN** - Scrape, broom clean, and smooth. Free of wax, paint, oil or debris.

**LEVEL/FLAT** - Within 3/16" in 10' and/or 1/8" in 6'. Sand high areas or joints. Low spots can be flattened using shims or layers of builders felt between the wood and the subfloor during installation.

**STRUCTURALLY SOUND** - Nail or screw any loose areas that squeak. Replace any water-damaged, swollen or delaminated subflooring or underlayments, as they are unable to properly hold fasteners. Avoid subfloor with excessive vertical movement unless they have been properly stiffened prior to the installation of the wood flooring.

**DRY** - Check moisture content of subfloor. Moisture content of wood subfloor must not exceed 13% on a wood moisture meter. Difference between subfloor and plank must not be more than 2%.

### RECOMMENDED SUBFLOOR SURFACES

- PREFERRED:** 3/4" (19 mm) CDX grade plywood 3/4" (23/32") OSB PS2 rated underlayment.
- MINIMUM:** 5/8" CDX grade plywood
- Existing solid wood flooring
- Screeds
- T&G wood subflooring

### SUBFLOOR TYPES:

Note: Do Not Install Solid Wood Plank or Strip Over Radiant Heated Subfloors

### WOOD SUBFLOORS & WOOD STRUCTURAL PANEL SUBFLOORS

**Plywood:** Must be minimum APA grade rated sheathing or CDX. **Oriented Strand Board (OSB):** Must be PS2 rated installed sealed side down. **Do Not install over particleboard, waferboard, pressed wood or fiber board.**

Make sure existing floor or subfloor is dry and well nailed or screwed down every 6" along each joist to avoid squeaking or popping before the floor is installed. Measure moisture content of both subfloor and wood flooring to determine proper moisture content with a reliable wood moisture meter. The wood subfloor must not exceed 13% moisture content as measured with a reliable wood moisture meter. The difference between the moisture content of the wood subfloor and the wood flooring must not exceed 2%.

Optimum performance of hardwood floor covering products occurs when there is no horizontal or vertical movement of the subfloor. The MINIMUM subfloor recommendations described above are for 16" O/C joist spacing. The thicker, PREFERRED subfloor recommendations described above will allow 19.2" joist spacing if the joist manufacturer's recommended span is not exceeded. Spacing in excess of 19.2" O/C may not offer optimum results. Install flooring perpendicular to the floor joists when possible. Installations should not be made parallel to the floor joists or on joist spacing that exceeds 19.2" O/C unless the subfloor has been properly stiffened. Stiffening may require the addition of a second layer of subflooring material to bring the overall thickness to at least 1-1/8".

All underlayment panels should be spaced 1/8" apart to insure adequate expansion space. This can be achieved by using a circular saw set at the depth of the underlayment and cutting around the perimeter of the panel. T&G panels normally have built in expansion; DO NOT cut around the perimeter of T&G panels. Do not install over existing glue-down floors. Do not install over nailed floors that exceed 3-1/4" in width. Wide width floors must be overlaid with plywood. When installing over existing wood floors parallel with the flooring, it may be necessary to install an additional 1/4" layer of plywood to stabilize the flooring or install the wood floor at right angles. Applicable standards and recommendations of the construction and materials industries must be met or exceeded.

### CONCRETE SLABS

Solid flooring can be installed over concrete once the appropriate nailing surface has been installed. The concrete must be of high compressive strength. All concrete subfloors should be tested for moisture content. Visual checks are not reliable. Acceptable test methods for subfloor moisture content include:

NOTE: Test several areas, especially near exterior walls and walls containing plumbing.

- A 3% Phenolphthalein in Anhydrous alcohol solution. Chip the concrete at least 1/4" deep (do not apply directly to the concrete surface) and apply several drops of the solution to the chipped area. If any color change occurs, further testing is required.
- Calcium Chloride test. The maximum moisture transfer must not exceed 3 lbs./1000 square feet with this test.

- Traxem Concrete Moisture Encounter meter (figure 5). Moisture readings should not exceed 4.5 on the upper scale. (Figure 5 shows an unacceptable reading of over 4.5)

A "DRY" SLAB, AS DEFINED BY THESE TESTS CAN BE WET AT OTHER TIMES OF THE YEAR. THESE TESTS DO NOT GUARANTEE A DRY SLAB. ALL CONCRETE SLABS SHOULD HAVE A MINIMUM OF 6 MIL POLY FILM MOISTURE BARRIER BETWEEN THE GROUND AND THE CONCRETE.

**Moisture Retardant System:** If moisture is present, install 6-mil poly to the surface of the concrete BEFORE installing the subfloor. Several layers of laminated rosin paper or builders felt (tarpaper) may also be used. All materials should have joints lapped 6". If you have any questions regarding installation or the handling of moisture problems, please contact the distributor/retailer from whom the goods were purchased.

### SUBFLOOR SYSTEMS

**Bonded:** Install a suitable moisture retardant followed by a plywood subfloor with a minimum thickness of 3/4". Allow 1/2" expansion space around all vertical objects and 1/8" between all flooring panels. The panel must be properly attached to the subfloor using a minimum of one fastener per square foot and more if necessary. Use pneumatic or powder

actuated fasteners. Do not hand nail the subfloor with concrete nails. Install a moisture retardant barrier with joints lapped 6" and begin installation of flooring using 1-1/2" fasteners.

**Floating:** Install a suitable moisture retardant followed by a plywood subfloor with a minimum of 3/8". Allow 1/2" expansion space around all vertical objects and 1/8" between all flooring panels. Install a second layer of 3/8" plywood at a right angle to the previous panels, offsetting the joints 2'. Staple together with staples that will not penetrate the first layer of subfloor with a crown width of 3/8" or more. Install a moisture retardant barrier as above and begin installation of flooring.

### RESILIENT TILE & RESILIENT SHEET VINYL

Make sure the vinyl or tile is well bonded to the subfloor. Do not install over more than one layer, which does not exceed 1/8" in thickness over suitable subfloor.

### DOORWAY AND WALL PREPARATION

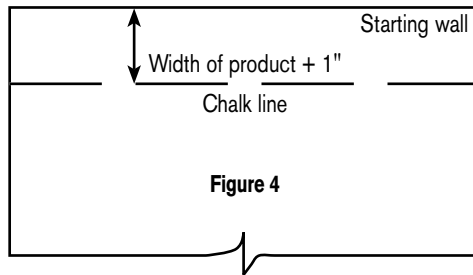
Undercut door casings. Remove any existing base, shoe mold or doorway thresholds. These items can be replaced after installation. All door casings should be notched out or undercut to avoid difficult scribe cuts.

## GENERAL INSTALLATION TIPS

- Acclimate wood flooring before installation. See "Storage, Acclimation and Handling."
- Floor should be installed from several cartons at the same time to ensure good color and shade mixture.
- Be attentive to staggering the ends of boards at least 6", when possible, in adjacent rows. This will help ensure a more favorable overall appearance of the floor.
- Large spans in areas of high humidity may require the addition of internal or field expansion. This can be accomplished by using spacers, such as small washers, every 5-10 rows inserted above the tongue and removed after several adjoining rows have been fastened.

### STEP 1: ESTABLISH A STARTING POINT - WALL TO WALL INSTALLATION

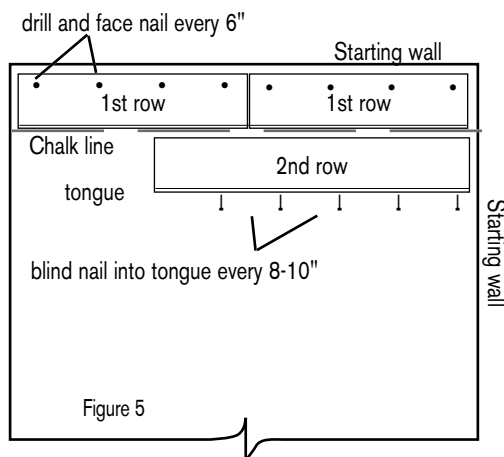
- Installation parallel to the longest wall is recommended for best visual effects, however, the floor should be installed perpendicular to the flooring joists unless subfloor has been reinforced to reduce subfloor sagging. Find appropriate subfloor from "Subfloor Type" section in this instruction manual.
- If a moisture retardant material is to be used, such as Laminated Rosin Paper (see NOTE, Subfloor Requirements), install this material before proceeding, lapping joints 6" and stapling if necessary.
- Measure the width of the product being installed. For random or alternate width products, use the widest plank for the first row.
- Add 1" to allow for 3/4" expansion and the width of the tongue.
- Using this measurement, in at least two places, measure out equal distance from the starting wall and 12"-18" from the corners (figure 4) and snap a chalk line.



### STEP 2: INSTALLING FIRST ROWS - WALL TO WALL INSTALLATION

**NOTE:** Always end glue wide width (4" or more) planks with a good construction adhesive.

- Use the longest, straightest boards available for the first two rows. Align tongue of first row on chalk line. The groove should be facing the starting wall. Pre-drill the nail holes 1/2" from back (groove) edge, 1-2" from each end, and at 6" intervals at a 45-degree angle down through the nailing "pocket" on top of the tongue (figure 5).
- Face-nail the groove side where pre-drilled. When complete, blind-nail at a 45-degree angle through the tongue of the first row. Fasten using 6 or 8d nails. Countersink nails to ensure flush engagement of groove. Avoid bruising the wood by using a nail set to drive the nails the last 1/4" into the tongue. Continue blind-nailing using this method with following rows until stapler or nailer can be used.
- End-joints of adjacent rows should be staggered a minimum of 6" to ensure a more favorable overall appearance.
- Beginning rows may be blind-nailed where clearance allows using a pneumatic finish nailer with 15 gauge, 1-1/2" (minimum) nails.



### STEP 1 & 2: CENTER TO WALL INSTALLATION

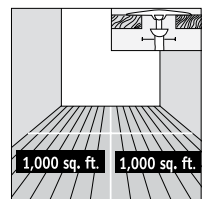
- Snap a chalk line down the center of the room.
- Install a sacrificial row that extends the entire length of the room on the center line.
- Install three rows of flooring.
- Remove the sacrificial row and insert a slip tongue in the open groove.

### STEP 3: RACKING THE FLOOR

- "Dry" lay materials to cover approximately 2/3 of the room. Begin dry laying approximately 6" from the edge of the previously installed rows. Avoid pulling boards too tightly together on the sides, as they must move freely when fastening begins.
- Mark the final board in each row and cut to proper length allowing for expansion. Visually inspect flooring, setting aside boards that need to have natural character flaws cut out. Use these boards for starting and finishing row after objectionable characteristics have been removed.

### STEP 4: INSTALLING THE FLOOR

- Fasten a sacrificial board to the floor. Check for surface damage, air pressure setting, tongue damage, etc. before proceeding. Make all adjustments and corrections before installation begins. Once proper adjustments are made, remove and destroy the board.
- Begin installation with several rows at a time, fastening each board with at least two fasteners, 8-10" apart and 2-3" from the ends (to avoid splitting). Tighten boards as necessary to reduce gaps before fastening.
- Rooms with off square areas (for example: I, F, T or U shaped rooms) require expansion joints between the rectangular areas.
- The greater the surface area, the greater the room for expansion required. **For any spaces larger than 1,000 sq. ft. or exceeding 25' in any direction 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 moldings (T-moldings). do not fill the expansion gaps.
- End-joints of adjacent rows should be staggered 6" when possible to ensure a more favorable overall appearance.
- The last 1-2 rows will need to be face-nailed where clearance does not permit blind nailing with stapler or brad nailer. Pre-drill and face-nail on the tongue side following the nailing pattern used for the first row.
- Rip final row to fit and face-nail. If the final row is less than 1" in width, it should first be glued to the previous UNINSTALLED row and the two joined units should be face-nailed as one.



### STEP 5: COMPLETING THE JOB

- Clean floor with the recommended wood flooring cleaner.
- Re-install any transition pieces that may be needed, such as Reducer Strips, T-moldings, or Thresholds. The products are available pre-finished to blend with your flooring. (See moldings below)
- Re-install all base and/or quarter round moldings. Nail moldings to wall, not the floor.
- Inspect the floor, filling all minor gaps with the appropriate blended filler.
- 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.
- Leave warranty and floor care information with the owner. Advise them of the product name and code number of the flooring they purchased.
- To prevent surface damage avoid rolling heavy appliances and furniture on the floor. Use plywood, hardboard or appliance lifts if necessary.

## FLOOR CARE GUIDE

### PREVENTATIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventative maintenance steps for your hardwood floor.

- Use floor mats at all entrances to help keep dirt and moisture from being tracked in. Area rugs are recommended in high traffic areas and at sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment.
- Use soft rubber castors 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 35-55%. 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 35-55%, it may require either a humidifier or a dehumidifier.

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



## RESIDENTIAL WARRANTY

### 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.**

### 20-YEAR FINISH WARRANTY

We warrant that there will be no wear-through of the finish for 20 years in residential installations provided the recommended maintenance procedures are followed.

### ENVIRONMENTAL WARRANTY

All components of the flooring are chosen for their responsible environmental impact. This flooring product does not harm the environment throughout its complete life cycle from production through disposal. All woods are from professionally managed "sustained yield" forests. The acrylic finish does not release any harmful solvents, formaldehyde 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 and exclusions include damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising as a result of hydrostatic pressure.

### 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 Maintenance**. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
- **Extreme Conditions and Surface Checking**. The humidity level in the home must be in the 35%-55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Dramatic variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
- **Expansion and contraction damage due to improper acclimation or installation**. The signed *Wide Plank Acclimation and Spacing Checklist* must be signed and a copy filed with the distributor/retailer. Instruction for acclimation and the use of spacers must be followed.
- **Gapping of Planks**. This warranty does not cover gapping caused by natural expansion and contraction, improper seating of planks during installation or by mastic memory.

- **Abuse or Misuse**. This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.
- **Water Damage**. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks or similar water damage.
- **Insect Infestation**. This warranty does not cover any insect infestation after the product has left the factory.
- **Radiant Heat**. All warranties are voided if installed over radiant heat.
- **Natural variations**. Wood is a natural product, containing natural variations in color, tone and grain. We do not warrant against natural variations in color within the floor nor variations between samples and the installed floor. Variations may also develop over time because of varying exposure to sunlight or UV light.
- **Creaking or squeaking**. Creaking or squeaking due to improper installation or subfloor.

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 crackling by any cause other than the 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, refinish 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 its essential purpose while the manufacturer is willing to repair or replace defective goods.

Some states do not allow the exclusion or limitation 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.

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