



PLEASE READ THE FOLLOWING INSTRUCTIONS AND WARRANTY BEFORE INSTALLING YOUR FLOOR AND DÉCOR FLOORING.

OWNER RESPONSIBILITY: Installation of flooring material denotes acceptance of the flooring. It is the owner of the flooring and the installer's responsibilities to inspect and approve each piece of flooring prior to installation. If the flooring will not satisfy the customer fully do not install it. This decision to stop the installation must be made within the first 10% or 100 square feet of flooring opened, whichever is less. Industry standards allow a variance from grading and manufacturing tolerances of 5%. For hold harmless agreements check with legal counsel.

Important decisions must be made at the jobsite for a successful wood floor installation and are the responsibility of the installer/owner. Installation of the flooring also signifies proper jobsite assessment has been completed and that all are within a living condition, with heating and air conditioning systems operational and the jobsite is built to proper construction standards. These include but are not limited to: interior environmental conditions (temperature and relative humidity) at the time of installation; crawlspace and/or basement environmental conditions; proper storage and handling of flooring materials; complete evaluation and permanent record of site conditions including moisture testing of the subfloor and flooring; acclimation of flooring to living conditions; subfloor preparation and construction; under-floor construction and conditions; flooring layout; milling and appearance of the flooring including color, gloss, grade, and scraping; proper installation methods; sufficient quantity of flooring to complete the job.

HANDLING & INSTALLATION: Floor and Décor Outlets of America, Inc., takes steps to ensure that the flooring we produce meets our high standards. In order to preserve that quality, several procedures must be followed between the time your flooring leaves our facility and the time it is installed in your home.

Prior to flooring delivery, the jobsite should be checked to make sure it is ready to receive the flooring. Floor and Décor wood flooring is for interior use only and should never be exposed to excessive moisture conditions. Abuses during shipment or storage such as exposure to excessive moisture conditions or rough handling should be noted and reported immediately. Once delivered, Floor and Décor wood flooring should be allowed to acclimate to the area where it is to be installed. This helps prevent moisture related problems such as gaps between strips, cupping and/or buckling. Acclimation should only be carried out if jobsite conditions have been assessed properly and shown to be within a normal, living condition for the region.

According to the National Wood Flooring Association (www.nwfa.org, or (800)422-4556), the following items should be done and maintained prior to, during and after delivery to the jobsite and installation of the flooring:

- (1) Surface drainage of the land around the building should be directed away from the structure;
- (2) The building must be "dried-in" with the roof on, all exteriors walls completed and all outside windows and doors in place;
- (3) All concrete, masonry, sheetrock, and framing members should be thoroughly dry;
- (4) The basement and/or crawl space must be dry (meaning no presence of high humidity conditions as well as no standing or liquid water) and a ground cover of 6 mil polyethylene film should be in place over 100% of the crawlspace earth;
- (5) The interior environment must be near occupancy levels with the heating or air conditioning system operating at time of flooring delivery and until after installation and occupancy;
- (6) Construction near lakes, rivers, oceans and other large bodies of water must be thoroughly dried-in and with the HVAC system operating for several weeks or longer than normal to make sure the jobsite is dry prior to delivery of wood flooring. Depending on the proximity of the water, certain wood flooring may not be suitable – please consult your sales representative.
- (7) The subfloor moisture content must be checked to make sure it is within normal ranges for the region and not above 12%. If the subfloor moisture content percentage is higher than the flooring moisture content by 4% or more, then the flooring is at risk for moisture related damage such as cupping, damage to finish such as cracks in the board face, and buckling.

Once these steps have been completed, your flooring is ready to be installed. Floor and Décor wood flooring should always be installed either perpendicular or at a 45 degree angle to the floor joists. Failure to do so will result in high ridges in the floor at every joist. Do not use a wall as your starting line because walls are rarely perfectly straight and the flooring therefore will not be straight. Place a straight line on the floor using a carpenter's chalk line. You may need to face nail and/or glue the boards along the starting line to achieve a straight starting row. In very wide rooms, consider placing the starting row in the center of the room. Use a spline to reverse direction so that you can proceed to walls at either end of the room. This will minimize movement and noise issues that may occur should the flooring absorb moisture and swell after occupancy. It is absolutely necessary to leave a 3/4" expansion space between the hardwood flooring and the perimeter walls of every room. Failure to leave an expansion space can damage walls and other surrounding fixtures such as fireplace hearths and adjacent flooring materials should the wood flooring absorb moisture and swell.

Floor and Décor wood flooring is made to be mechanically fastened to a wood subfloor using flooring cleats or staples. The subfloor should be at least 5/8" thick (3/4" is preferred) exterior-use rated plywood or its equivalent. Do not install Floor and Décor wood flooring over particle board as this subfloor material will not hold a flooring fastener. On flooring that is wider than 3 1/4", we recommend that wood flooring glue be used in conjunction with mechanical fasteners to make sure that the flooring is properly attached to the subfloor. The fasteners used should be either 2" barbed flooring cleats or 2" 15 gauge flooring staples with 1/2" crowns. 1 1/2" flooring fasteners may be used when installing Floor and Décor flooring on a subfloor over a concrete slab. If you install over a concrete slab, there must be a vapor barrier between the concrete and subfloor. On 2 1/4" and 3 1/4" wide flooring, fasteners should be placed along strips at no more than 10" to 12" apart (8" to 10" spacing is preferred). On 4" or wider flooring, fasteners should be spaced along planks approximately 8" apart. There should be a minimum of two flooring fasteners per board on the shortest boards, and fasteners should be spaced 1" to 3" from the ends of every flooring strip or plank. Flooring nails or staples are made to be driven at an angle through the top of the tongue for blind-nailing. However, face-nailing is often required for starting rows or along walls where there is not enough room for a flooring nail-gun. For other questions on installation, please call Floor and Décor sales or technical departments at (877)675-0002.

FLOOR CARE : The key to keeping your Floor and Décor wood floor looking beautiful is to properly care for it after installation. Most importantly, keep gritty material such as dirt and sand off of your floor; fine particles can scratch a floor's finish. Only use cleaners designed specifically for wood floors with a polyurethane surface finish. These products are to be lightly sprayed onto the floor and then mopped off with a terrycloth or microfiber style mop. Make sure that any moisture you apply to the floor is mopped dry or will quickly evaporate. **Never use a wet mop to clean your wood floor.** Excessive moisture will seep between flooring strips or into any small scratches that have occurred in the finish during use. This excess moisture will then cause the wood to swell and damage the finish.

To prevent premature wear during normal use, place rugs in high traffic areas and at all entrances to the home. Be sure to frequently clean the rugs to eliminate sources of abrasive materials. In kitchens, use rugs around stoves, sinks and tables to protect the floor from spills. Promptly wipe up spills and use a wood floor cleaner. Be sure to use protective glides or rubber caps on furniture legs, especially on kitchen chairs that are frequently moved. This will help to minimize scratching of your wood floor. As with rugs, it is advisable to periodically clean the glides and floor protectors. Casters and wheels made of hard materials such as plastic or metal should be avoided as they may damage the floor surface. Protect your dogs and protect your floors. Use rugs where your dog frequently travels to prevent the dog from slipping and to protect the floor from becoming scratched by the dogs' claws. Be sure to keep your dog's claws trimmed close, but realize that even close trimming still leaves claws that will scratch a wood floor. Keep your shoes clean and in good repair to prevent scratching or denting your wood floor. Rocks trapped in heavy soles or the nails used to attach the soles of many types of shoes can scratch your floor.

Certain woods and finishes may darken or change color slightly with long-term exposure to sunlight or bright interior lights. Using curtains or drapes to limit sunlight and periodically moving furniture and rugs will help prevent differences in appearance from developing in your floor. A good cleaning schedule, following the recommendations provided here, will help to maintain your Floor and Décor wood floor for life. For other questions on floor care, please call Floor and Décor sales or technical departments at (877)675-0002.

LIMITED MANUFACTURING AND FINISH WARRANTY

Floor and Décor Outlets of America, Inc. (“Manufacturer”) provides the following limited warranties to the original purchaser (“Purchaser”) of its first grade Timber Harvest factory-finished wood flooring (“Factory-Finished Flooring”) from Manufacturer or from an authorized reseller of Manufacturer. This warranty does not apply to sales from unauthorized internet vendors, other unauthorized resellers, or resellers selling outside of their authorized geographic market. This warranty does not apply to (i) Utility grade flooring or (ii) flooring of Manufacturer sold “AS-IS” as marked on the box, packaging or invoice. This warranty only applies to residential applications, and not for commercial uses of the Factory-Finished Flooring.

Non-Transferable.

Manufacturer’s limited warranty is available only to the Purchaser, and is not transferable by sale or other transfer of the Factory-Finished Flooring.

Manufacturing Warranty:

Manufacturer warrants that its Factory-Finished Flooring, in its original manufactured condition, will be free from manufacturing defects in milling or grading prior to installation. Subject to the warranty exceptions described below, Manufacturer will replace any Factory-Finished Flooring which is shown to have a grading or milling manufacturing defect which is outside of accepted industry standards. Purchaser recognizes that Factory-Finished Flooring is manufactured in accordance with accepted industry standards, which permits a grading/manufacturing defect tolerance not to exceed 5%. This warranty applies only to the original purchaser of the product from an authorized reseller and is not transferable.

All questions or concerns with respect to the milling, grading or color of Factory-Finished Flooring must be resolved prior to installation, and all manufacturing defect claims made under this warranty must be made prior to installation. MANUFACTURER ACCEPTS NO RESPONSIBILITY OR LIABILITY FOR THE COST OF THE FACTORY-FINISHED FLOORING, REPLACEMENT OR COVER GOODS, AND/OR LABOR WHEN FACTORY-FINISHED FLOORING CONTAINING MILLING OR GRADING DEFECT HAS BEEN INSTALLED PRIOR TO RESOLUTION OF SUCH DEFECT. **THE INSTALLATION OF THE FACTORY-FINISHED FLOORING ASSUMES AND CONSTITUTES FULL ACCEPTANCE OF THE FACTORY-FINISHED FLOORING.**

Finish Warranty:

For the period of time designated for such Factory-Finished Flooring owned by the Purchaser, Manufacturer warrants that the finish on its Factory-Finished Flooring will not wear through to the wood or separate from the wood. **Wire-brushing, scraping or other distressing (“Distressing”) by Manufacturer of any of the Factory-Finished Flooring will affect the finish performance. The raised texture created by the Distressing is susceptible to premature wear (e.g. cracks, chips, separation). This is not considered a finish defect, and over time will enhance the aged appearance of the flooring. Wire-brushing, scraping, distressing or other alteration to finish performed by any party other than the Manufacturer VOIDS the finish warranty.** Warranty is from the date of purchase by the Purchaser. Subject to the warranty exceptions described below, in the event the finish on Factory-Finished Flooring wears through within the warranty period or separates from the wood within the warranty period, Manufacturer, at its election will either (i) re-finish the non-conforming portion of the Factory-Finished Flooring free of cost to the Purchaser, or (ii) replace the non-conforming portion of the Factory Finished Flooring free of cost to the Purchaser. If, upon such refinishing or replacement, the Purchaser is still not reasonably satisfied, Manufacturer reserves the right, in its sole discretion, to refund the purchase price paid by Purchaser for the non-conforming portion of the Factory-Finished Flooring. In any such event, either the refinish or replacement of the non-conforming goods, or refund of portion of purchase price paid by Purchaser for the nonconforming goods, will be Purchaser’s sole and exclusive remedy. Warranty claims for obvious finish defects must be submitted in writing to the Manufacturer within thirty (30) days of the date of original purchase. Manufacturer reserves the right to inspect the material and remove samples for technical analysis. Warranty **does not cover** finished products installed with obvious finish defects.

Manufacturer and Purchaser recognize that naturally occurring wood characteristics such as variations in grade, color, mineral streaks and knots, alter the appearance of the finish. Such characteristics in wood grain are normal and are not covered by this warranty. Due to such wood grain variation or due to printing limitations, actual floor colors may vary from Manufacturer’s samples or pictures.

Finish warranty does not cover defects or damage caused by improper installation of the Factory-Finished Flooring, abuse or improper use of the Factory-Finished Flooring, including but not limited to the use of abrasives on the Factory-Finished Flooring, the use of vacuum cleaners or other mechanical devices, the sliding of heavy objects across the finished product, damage caused by water or moisture changes, damage caused by spiked high-heel shoes, insufficient protection from furniture, pets or other animals, pebbles, sand, dirt or other abrasives, and other forms of abuse or improper use.

Finish warranty does not cover color changes caused by exposure to light, sunlight or ultraviolet radiation. Finish warranty does not cover gloss retention as gloss reduction normally occurs and is not a finish defect.

Finish warranty is void if additional finish material is applied to the Factory-Finished Flooring.

In order to effect this limited finish warranty, Factory-Finished Flooring must be installed in accordance with the hardwood flooring installation instructions published by The Wood Flooring Manufacturers Association (“NOFMA”) or The National Wood Flooring Association (“NWFA”), a copy of which may be obtained at either group’s website, www.nofma.org or www.nwfa.org. Finish warranty is void if Factory-Finished Flooring is not installed in accordance with such installation instructions.

Purchaser is required to care for the Factory-Finished Flooring in accordance with the Wood Floor Care Guide published by NOFMA or NWFA, a copy of which may be obtained at either group’s website, www.nofma.org or www.nwfa.org. Finish warranty is void if Factory-Finished Flooring is not cared for in accordance with such Wood Floor Care Guide.

Limitation of Liability for Manufacturing Warranty and Finish Warranty.

TO THE EXTENT ALLOWED BY APPLICABLE LAW, THE WARRANTIES SET FORTH ABOVE ARE PURCHASER’S SOLE AND EXCLUSIVE REMEDIES AGAINST MANUFACTURER AND ARE IN LIEU OF ALL OTHER WARRANTIES, OBLIGATIONS, AND LIABILITIES OF MANUFACTURER, AND ALL RIGHTS, CLAIMS, AND REMEDIES OF PURCHASER AGAINST MANUFACTURER, EXPRESS OR IMPLIED, ARISING BY OPERATION OF LAW OR OTHERWISE WITH RESPECT TO ANY NONCONFORMANCE OR DEFECT IN GOODS PURCHASED BY THE ORIGINAL PURCHASER FROM ANY AUTHORIZED RESELLER OF MANUFACTURER, INCLUDING, BUT NOT LIMITED TO, (A) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, (B) ANY IMPLIED WARRANTIES ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, (C) ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES IN TORT, WHETHER OR NOT ARISING FROM THE NEGLIGENCE OF MANUFACTURER, ACTUAL OR IMPUTED, AND (D) ANY OBLIGATIONS, LIABILITIES, RIGHTS, CLAIMS, OR REMEDIES FOR ANY OTHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, THEN ANY AND ALL IMPLIED WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY TO THE EXTENT ALLOWED BY APPLICABLE LAW. SOME JURISDICTIONS DO NOT ALLOW EXCLUSIONS OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXCLUSIONS OR LIMITATIONS OF IMPLIED WARRANTIES, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS. THEREFORE, THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

The remedies set forth above shall be the sole and exclusive remedies of Purchaser; however, if a court of competent jurisdiction finds that any portion of this warranty’s limitation is not enforceable against Purchaser, Manufacturer’s liability shall be limited solely to the refinishing or replacement of the non-conforming Factory-Finished Flooring, or an amount equal to cost of the non-conforming Factory-Finished Flooring.