

TIMBER HARVEST

LIMITED RESIDENTIAL WARRANTY PROGRAM

SOLID PREFINISHED HARDWOOD FLOORING

The limited warranties set forth below apply only to pre-finished products and are effective with purchases made after February 1, 2011. All warranties are limited to the original purchaser only.

FINISH WARRANTY

Flooring manufacturer warrants that the finish will not wear through to the wood for 25 years. Please refer to the Finish Warranty Chart or to the individual product brochure for more information on your particular product. EXCLUSIONS AND LIMITATIONS DO APPLY. SEE BELOW FOR DETAILS.

MATERIAL WARRANTY

Flooring manufacturer warrants that the products have been manufactured in compliance with the grading rules of flooring manufacturer, and will be free from manufacturing defects for as long as the original purchaser owns the floor. Manufacturing defects do not include natural wood characteristics such as mineral streaks, knots, grain variations, normal minor differences between color of samples and the color of installed floors, color variations from board to board, or minor width variation. Due to the nature of wide width plank (3" and wider), some minor width variation is to be expected and is not considered a defect.

EXCLUSIONS AND LIMITATIONS

These warranties do not cover damage, indentations, scratches, or stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, construction, spike heels, grit, sand or other abrasives, dents, insect infestation after the product has left our factory, or domestic animals. Splits and cracks after move-in are not normally manufacturer related.

These warranties do not cover damage caused by use of the flooring for purposes other than those for which it was designed; damage caused by disasters such as fire, flood, wind, and lightning; damage during shipment; or any other abuse or misuse by the purchaser.

It is critical that all installations are done in compliance with the procedures outlined in the flooring manufacturer installation instructions, which can be found in each carton of flooring. No damage or defects caused by improper installation or failure to provide a suitable installation environment are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties.

The sole obligation and liability of flooring manufacturer under our limited warranties is to repair, replace, or refinish the floor, at flooring manufacturer's option. Only floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself, we will cover the cost of replacement materials only. (Any and all labor costs must be pre-approved by the flooring manufacturer's Claims Department.)

These warranties EXCLUDE and will not pay consequential or incidental damages associated with any warranty claim. Flooring manufacturer will not pay costs associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture. This limitation does not apply to claims for personal injury. Some states do not allow limits on warranties, or on remedies for breach in certain transactions. In such states, the limits in this paragraph may not apply.

No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If, before installation, you discover any flooring that has obvious defects, please immediately contact the dealer from whom the flooring was purchased and replacement flooring will be provided at no cost.

Only flooring manufacturer approved cleaning products are appropriate for use on flooring manufacturer's products. Use of non-flooring manufacturer approved cleaning and maintenance products, including oil soap or ammonia based products, will void all warranties. For a current list of approved products, please call your local dealer, or wood distributor.

The limited warranties do not cover color changes to any flooring which results from exposure to UV light. Normal exposure to sunlight will cause changes in the shading of any wood floor, and this is not considered a defect. Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Tigerwood, and most Exotics, are especially susceptible to color change. Please contact your flooring retailer for more information. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.

After your floor is installed, it is critical to maintain the temperature and humidity of the home within the ranges set forth in the applicable installation instructions for the product. Failure to

follow these guidelines, especially with regard to humidity range, can result in a performance failure or damage to your floor. In addition, it is important to maintain your floor in accordance with the flooring manufacturer's maintenance instructions which can be found in the flooring manufacturer maintenance flyer.

These warranties do not cover damage or unsatisfactory performance caused by excessive moisture or moisture vapor including, but not limited to, improper humidity inside the home, excessive ground moisture that migrates into the home for any reason, excessive sub-floor moisture, water leaks caused by broken pipes or appliances, improper cleaning methods such as wet mopping or automated cleaning machines, weather conditions or natural disasters such as flooding or excessive rainfall.

Since wood is a natural product, it will tend to expand and contract as moisture and humidity levels inside the home may change. Accordingly, normal expansion and contraction which results in minor separations between flooring boards are not covered by these warranties.

Any flooring manufacturer product which is designated as "cabin grade", "tavern grade", "second", or "as is" is not covered by the above warranties.

THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, OR AS OTHERWISE SET FORTH HEREIN. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL FLOORING MANUFACTURER BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. YOUR RIGHTS AND THE LIMITATIONS DESCRIBED ABOVE VARY FROM STATE TO STATE. THUS, IT IS IMPORTANT TO RETAIN THIS WARRANTY INFORMATION. NO INSTALLER, RETAILER, DISTRIBUTOR, AGENT, OR EMPLOYEE OF FLOORING MANUFACTURER HAS THE AUTHORITY TO INCREASE OR ALTER THE OBLIGATIONS OR LIMITATIONS OF THIS WARRANTY.

HANDLING OF CLAIMS

UNDER THIS WARRANTY

Claims must be filed within the coverage period, and information verifying the date of purchase may be required. Flooring manufacturer reserves the right to have a designated flooring manufacturer representative inspect the floors and remove samples for technical analysis.

If you need to file a claim under this warranty, first contact your flooring manufacturer retailer. If for some reason, your retailer is unable to satisfy your claim, you may contact us at: Flooring Manufacturer, Claims Department, P.O. Box 3549 Johnson City, Tennessee 37602.

Any and all disputes arising out of the purchase of flooring manufacturer products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.

FLOORING MANUFACTURER SOLID AND ENGINEERED PRODUCT FEATURES

PRODUCT	PAD & RECOAT	SAND & REFINISH *	INSTALL OVER RADIANT HEAT	WHERE TO INSTALL
SOLID	YES	YES	NO	ON GRADE ABOVE GRADE
ENGINEERED	YES	YES	YES (OAK ONLY)	ON GRADE ABOVE GRADE BELOW GRADE

*If your floor is sanded down to the bare wood and a new finish is applied, all finish warranties must be assumed by the finish manufacturer.

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INSTALLATION INSTRUCTIONS

Please review the following instructions before starting the strip and plank installation.

***Please inspect flooring material before installation. Warranties do not cover visible defects once they are installed.** It is the responsibility of the installer/supervisor/owner to insure subfloor and job site conditions are environmentally and structurally acceptable for wood floor installation. Problems or failures related to deficiencies in subfloor or job site damage after installation will not be covered by wood flooring warranty.

SUGGESTED TOOLS AND ACCESSORIES:

Nailer or Stapler:

For installation over 3/4 inch wood type sub-floors installed over joist or truss systems a minimum **1 3/4 to 2 inch long cleat**, or staple should be used. Use only nailers or staplers designed for installation of 3/4 inch hardwood floors. 3/4 inch thick plywood over concrete, 1 1/2 inch cleats or stapler should be used. See NWFA installation guideline for details. High moisture areas. Room larger than 20 ft. by 20 ft. 1/32 aluminum spacers may be needed for expansion as well as 3/4 inch at any vertical obstruction. i.e. walls. **Flooring manufacturer recommends prefinished foot for manual and air nailers/staplers.**



HANDLING AND STORAGE:

- Flooring must be protected from adverse moisture conditions during the transportation as well as the storage of the material. The material must be stored at least 4" or more off the ground and stored in a dry area, this practice will prevent a significant change in the moisture content. Flooring should be delivered to the job site 3 to 5 days before installation. Open the cartons and allow flooring to acclimate. See general instructions below.

SUBFLOOR:

- 5/8" minimum thickness, preferred 3/4" or thicker plywood** installed with long edges at a right angle to the floor joists and staggered so that the end joints in adjacent panels break over different joists. Nail at each bearing with 6d threaded or 8d common nails spaced 10" on center along intermediate joists.
- 1" x 4" to 6" wide, square edge, kiln dried coniferous lumber**, laid diagonally over 16" on center wooden joists. The ends of all boards are to be cut parallel to the center of the joists for solid bearing. Face nail each board solidly at every bearing on the joists with two nails (7d threaded or 8d common).
- 3/4" minimum O.S.B. on 19.2-inch minimum center floor joists** with system properly nailed.
- Baseboards should be installed so that their lower edge is slightly above the level of the finished floor, but not nailed into the finished floor.
- Basement and crawl spaces must be dry and ventilated when plank or strip flooring is to be installed over them. In crawl spaces a vapor barrier should be provided. Black vapor barrier must be provided below subfloor on the ground. (6 mil. black)
- Plank or Strip flooring is not to be installed below grade.
- All subfloors, new construction or existing should be checked for

moisture using a moisture meter. In general wood or plywood subfloors should not exceed 14% moisture content, or 4% moisture content difference between 2 1/4 inch wood flooring and subfloor, or 2% moisture content difference with plank floor. Check with your local distributor for your geographical variances.

- Subfloor should be flat or made to be flat to 3/16" in a 8' ft. radius.
- Particle board of any thickness is NOT recommended.
- Adequate and proper nailing as well as soundness of the subfloor should be ascertained. Foreign material shall be removed from the subfloor surface and swept clean.
- The clean subfloor shall be covered wall to wall with 15lb. asphalt saturated felt or Aquabar® B. Lap the edges of this felt 4" when positioning it. Double the felt around heat ducts that may be in the floor.

GENERAL INSTALLATION INSTRUCTIONS:

- Before installing the flooring, ascertain the conditions. Install the flooring after the sheetrock and tile and all brick work has thoroughly dried and all but the final woodwork and trim have been completed. The building interior shall have been dried and seasoned and a comfortable working temperature (at least 60° F) should exist during the material installation. New wood type subfloors should also be checked for moisture using a moisture meter. In general, wood or plywood should not exceed 14% moisture content, or 4% moisture content difference between wood flooring and subfloor. Check with your local distributor for your geographical variances.
- Flooring should be laid at right angles to the floor joists and if possible in the direction of the longest dimension in the room.
- Begin laying the flooring in a room corner with the groove of the flooring facing the wall. Provided not less than 3/4" expansion space or what will be covered by the baseboard and trim specified for the job.
- End joints should be staggered to achieve the best appearance in the finished floor (Min. 6 inches).
- Nailing should be scheduled with the first run and last run of flooring to be faced nailed then countersunk, face nails should be placed in face of wood in grain to match filler/putty. **2 1/4" wide material should be nailed or stapled every 8 to 10 inches. Plank should be nailed or stapled every 6 to 8 inches. Also nailing is required within 2" of the end joints.**
- 3/4" plank and strip are pre-finished wood flooring products. Be sure to check nail gun **faceplate** to insure it will not damage the surface finish.
- Both 3/4" plank and strip have a U.V. cured, Alpha Alumina polyurethane finish.
- To avoid dimensional change and movement in hardwood flooring the Relative Humidity should be maintained year round at 35%-55% Relative Humidity.

NOTE:

**Wood flooring not recommend for wet areas, full baths or shower rooms.

**Do not sand any subfloor that may contain asbestos.

**Do not install over radiant heated floors.

**Do not install any product with visible defects.

**ALL crawl spaces must have 6mil. Black Polyethylene covering surface of crawlspace.

**On or above grade only.

*Special applications such as glue to concrete call distributor or manufacturer.