

WESTRIDGE

Limited 50-Year Residential Hardwood Warranty

Introduction

Westridge manufactures all of its flooring under the strictest of quality controls. Being a quality manufacturer, Westridge wishes to back its products with a clear warranty that applies to the original purchaser and the original site of installation only.

What this warranty covers

This warranty covers all Westridge engineered and engineered wood flooring purchased from a Westridge Authorized Dealer in the USA or Canada. Closeouts, seconds, factory specials, and any other flooring sold “as is” are excluded from this warranty.

Who this warranty covers

This warranty applies to the original purchaser and the original site of installation only. It covers flooring that is used in residential environments only; commercial environments are covered by our Westridge Limited Commercial Warranty.

Pre-installation warranty

It is the duty of installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, has finish problems, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable. Since wood is a product of nature, not plastic, standard industry practice allows up to 5% of the flooring shipped to deviate from regular quality standards on milling, handling, finish and/or grade.

Why does the industry allow up to 5% of the wood to have minor issues?

When the flooring is installed, naturally a certain percentage goes to cross cutting and fitting waste. Another small percentage of the flooring will go into closets and other unseen areas. It is assumed that an experienced installer will cross cut out small imperfections during fitting or put visibly unusual pieces in seldom seen or unobtrusive areas. By not removing 100% of material with minor quality issues in the factory, we help save precious natural resources as well.

Finish warranty

Westridge warrants that the factory finish on its floors will not wear through for a period of 50 years from the date of purchase under normal residential traffic conditions and use. The pre-installation warranty above covers the replacement/refund for any flooring returned in excess of 5% of the total flooring shipped with visible flaws. This includes visible finish flaws, prior to installation. If there is a problem with wear through, it must exceed 10% of the surface area for this warranty to cover. Changes in gloss level are not covered under this warranty, including shiny spots that might develop if you too aggressively rub in one spot. Over the course of time, it is normal for overall gloss levels to change and as such is not warranted.

Lifetime structural warranty

Although we guarantee our product will be free from structural defects, if the flooring is exposed to extreme humidity or extreme dryness, you may experience slight buckling or shrinkage. The normal humidity range in the home should be maintained between 45% to 60% relative humidity. Wood is naturally hygroscopic, and such swelling, shrinkage, or gapping due to extreme humidity levels is to be expected and is not warranted. Normally, the problem will be solved by returning the home back to normal range of 45% to 60% relative humidity.

Subfloors with radiant heat

IMPORTANT: If the Westridge wood flooring extends beyond 20 lineal feet in either direction, it is not recommended to install over any radiant heated subfloor. If the coverage area does not exceed 20 lineal feet in any direction, the following guidelines for radiant heat apply:

Due to the speed of sudden temperature changes, which has the potential to negatively affect hardwood flooring construction, it is not recommended to install over any electrical radiant heating system. Installation over electrical radiant heating systems will not be covered by the manufacturer’s warranty.

Bellow are instructions for radiant heating system using water: Ensure the radiant heat surface temperature never exceeds 27°C (81°F). Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the hardwood flooring. Refer to the radiant heat system’s manufacturer recommendations for additional guidance. Do not install over any radiant heated subfloor if the coverage area exceeds 20 lineal feet in any direction.

Warranty exclusions and conditions

These warranties provide no express or implied coverage against: Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills excessive moisture, heat or dryness; changes in color due to exposure to light: variations in color, tone, grain patterns and other naturally occurring characteristics of hardwood; problems arising from failure to follow manufacturer’s written installation, care and maintenance instructions; expansion and contract in between boards or any other problems arising from by improper heat and humidity levels; damage due to exposure to excessive moisture from any cause or source; Westridge expressly excludes and will not pay consequential or incidental damages under this warranty. By this Westridge means any loss expense, inconvenience or damage other than to the wood floor.

Westridge neither assumes nor authorizes any other person or entity to assume for it any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Westridge obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange or disputed product, or refund of purchase price for flooring with visible flaws returned to Westridge prior to installation. For flooring with delamination and finish problems which occur after installation and not visible prior to assume no liability for incidental or consequential damages. However, some state does not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the purpose of the remedy provided herein is the replacement/repair of disputed products or refund of purchase price. This remedy shall be the buyer’s exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Westridge is willing to replace/repair such disputed goods or refund the purchase price.

This warranty does not apply to any products designated as seconds, specials or nonstandard items. Any product or products designated are sold “as is”. In order to get performance under this warranty, the person seeking performance should first contact the dealer from whom the purchased the flooring. You may also contact Floor & Décor directly.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision.

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Installation Instructions Engineered wood flooring

Engineered wood floors are suitable for all rooms other than those that are subject to excessive moisture and high levels of humidity.

Important notice

All wood is hygroscopic (it will react to the moisture in the environment) and as a result will expand or contract accordingly. All sources of moisture must be rectified prior to the installation of the floor, and moisture levels in rooms fitted with wood flooring should be maintained at a stable level, in line with normal living conditions. Any construction dampness must be completely dry. It is important that you check each plank for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed. The boards in this pack are of random lengths and should be laid randomly across the floor to create the best effect. It is advisable to open a few cartons at a time to mix boards from each pack as they are installed.

I. Preparations

- Calculate the total square meters or square footage of the room(s) and add 10% for cutting and waste.
- The flooring should be placed in the room where it is to be installed to acclimatize for a minimum of 72 hours. It should be carefully stacked, in its packaging, to allow air to circulate. The boards should be stored and laid in a relative humidity between 45%-65% and at a room temperature of between 18°C and 21°C (65°F to 70°F).
- Engineered wood flooring is a natural product which will mature with age. The shade of your floor will change through exposure to sunlight.
- All substrates must be structurally sound, flat and dry. The surface should be free of all contaminants and loose material. All potential sources of moisture e.g. walls, drains, damp proof courses, plumbing, fridges, washing machines etc. MUST be thoroughly checked and rectified if found to be an issue.
- The boards should be installed lengthways towards the main incoming light source and, where possible, down the length of the room.

If installing onto a concrete or screed base

- In good drying conditions allow one day per 1mm of new screed/concrete to ensure it is dry. Further time may be necessary depending on site conditions.
- Existing screeds/concrete must be checked for moisture. This can easily be carried out using a moisture meter, or alternatively sheets of polythene approximately the size of 1meter x 1meter square can be taped on to the screed and a heavy weight placed on top for 24 hours. Presence of moisture in the screed will be confirmed if the screed is discoloured, or if moisture is apparent on the underside of the polythene. If moisture is present, i.e. over 12%, wood floors must not be fitted until the problem has been rectified. Please seek a professional installer's advice for options to resolve.

If installing onto a wood subfloor

Engineered wood flooring can be fixed directly onto prepared floorboards. If the existing floorboards are sufficiently flat, the new boards can be laid directly on to them at 90°. If the existing floor is not suitably flat, then it must be made flat and level by overlaying with Exterior Grade plywood. Loose boards must be secured or the new floor may squeak. Please note: If nails/staples/screws are being used, care must be taken not to damage pipes or electrical cables beneath. If the new boards are to be laid in the same direction as the old, plywood sheets (minimum depth 6 mm) should be nailed, stapled or screwed to cover the existing floor, allowing a 15 mm (5/8") perimeter gap for expansion.

Subfloor with radiant heat

It is not recommended to install this product over subfloors with radiant heat and this will not be covered by the manufacturer's warranty.

II. Installations Methods

There are a number of methods for fixing wood floors, nailing, gluing or stapling. Apart from where specified in the following sections most existing floor finishes e.g. lino, carpet etc., and should be removed prior to installation of a new wood floor.

We recommend that engineered boards are 'secret nailed', but in certain circumstances some engineered boards can be directly glued to a screed substrate or floorboards can be removed to allow for nailing directly to the joists.

1. Nail-Down Installation

Tools Required (not supplied)

Safety gear- mask, goggles, square, hammer or nailing gun, tape measure, spacer wedges, pencil, saw, utility knife.

Engineered wood flooring can be nailed over existing wood floorboards provided they are dry, firm and level. When installing over concrete subfloors lay a DPM followed by 18-24 (12/16"-1") Exterior Grade plywood first then nail the flooring into the plywood. 18 mm (3/4") engineered wood should not be fixed over battens or directly over joists.

1. Lay a suitable polythene vapour barrier onto the substrate, overlap any seams by at least 200mm (7 7/8") and securely tape to provide a suitable seal. Lay 18-24 mm (12/16"-1") Exterior Grade plywood across the floor in the opposite direction to the length of the new boards, to provide a material into which the nails can fix into. The plywood sheets should be butted together allowing a 15 mm (5/8") perimeter gap for expansion. Ensure that all under floor pipe work is lagged before the floor is laid. This will prevent localized shrinkage in the floor from hot adjacent pipes.

2. Mark out a straight line parallel to the chosen wall, allowing a 15mm (5/8") gap for expansion. It may be necessary to scribe the first row of boards to achieve correct alignment.

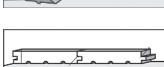
3. Square the first row of boards to the pre marked line with the tongue facing into the room. Top nail* (top nail at 250-300 mm (9 7/8" - 11 13/16") intervals or onto every joist, and where possible within 75 mm (3") of the end of each board and countersink through the boards as near to the wall as possible).
*Top nailing is nailing the board to the subfloor through the top of the board.



4. Using the same spacing, of 250-300 mm (9 7/8" - 11 13/16"), secret nail at a 45° ensuring a countersink through the tongue. For ease a mechanical floor-nailer can be used for this job.



5. Fit the next run of boards groove to tongue and secret nail.



6. Continue to t the board from left to right. Always stagger the end joins by a minimum of 150 mm (6") and a maximum of 300 mm (11 13/16"). Measure and trim the last board to t, allowing for the 15 mm (5/8") expansion gap. Where possible use offcuts to start the next row.



7. For the last row of boards you can use the sandwich technique to measure the width of board required, ensuring that the row is not less than 10 cm (4") in width. Place the board for last row on top of the previous row. Using a full width o cut board and spacer wedges placed up against the wall, scribe the last row to mark the correct cutting line.



8. Top nail and countersink the last run of boards to finish.



9. All pipes, pillars, frames etc., must be cut around to provide suitable expansion gaps.



2. Staple-Down Installation

Tools Required (not supplied)

Instead of the hammer or the nailing gun, use an air pressure stapler of 74.5PSI and staples of 1 cm (6/16") wide, legs of 2 cm (3/4" to 1") long.

Follow the same instructions as the nail-down installation.

Set pressure at 70-75 PSI to begin and adjust until proper fastener setting occurs.

Put one staple every 30 cm (1 ft) on the long side.

3. Glue-Down Installation*

Tools Required (not supplied)

Spacer wedges, hammer, PVA wood glue, tapping block, fitting straps, square, underlay, tape measure, saw, pencil, safety gear-mask, goggles, utility knife, knee pads.

A suitable method for fixing on top of concrete or screed subfloors. Also suitable for installation over existing suitably firm, at and secure wooden floors.

Screed floors must be at and level with no surface lumps and/or depressions in their surface. Uneven floors must be levelled to ensure even, uniform application of a liquid applied DPM. The floor can be levelled up to a maximum depth

of 5 mm (0.08") with a good quality-levelling compound.

This must be allowed to dry out completely before applying the suitable damp proofing liquid.

With this system use an approved adhesive for gluing engineered wood to the various subfloors. The glue is applied directly to the screed subfloor.



1. The expansion gap of 15 mm (5/8") must be maintained during installation. Mark out a straight line parallel to the chosen wall, allowing a 15mm (5/8") gap for expansion. It may be necessary to scribe the first row of boards to achieve correct alignment.

2. Once the first row of boards is correctly aligned and glued in place, weight them down while the glue sets. Any surplus glue that may seep out onto the surface or the wood must be removed immediately with a damp cloth. The glue should not be applied in the groove or the tongue of the flooring.

3. Continue to lay the boards from left to the right. Always stagger the end joins by a minimum of 150 mm (6") and a maximum of 300 mm (11 3/4"). Measure and trim the last board to t, allowing for the 15 mm (5/8") expansion (5/8") gap. Where possible, use cut-o s to start the next row.

4. Flooring straps can be used to pull boards together and hold them in place whilst the glue dries.



5. For the last row of boards, you can use the sandwich technique to measure the width of board required, ensuring that the row is not less than 10cm in width.



6. All pipes, pillars, frames etc., must be cut around to provide suitable expansion gaps.



III. Finishing Off

Once the flooring is installed, whichever method you have used, the expansion gap can be covered by re-fitting the skirting boards.

Alternatively, if the skirting has been kept in place attaching some molding trims to the skirting

using glue or panel pins will also achieve the desired results. At doorways a door threshold strip

should be used to protect the edges of the floor and provide a decorative transition from one

floor type to another.



IV. Care and Maintenance

- It is recommended that you use felt pads under chairs and furniture (a plastic mat should be used with office chairs on wheels)
- Engineered wood floors will mark with use, which adds to its character.
- Rubber based castor cups should be used for heavy load furniture such as armchairs and pianos.
- Doormats should be used inside and outside of all external doorways to prevent grit from being carried across the floor, protecting the surface from excessive wear and tear. Be sure that the backing of the mat is not rubber.
- For regular cleaning a dry or damp cloth is advised (we recommend that cloths be rung until no more drips are present before wiping the floor).
- Do not use abrasive cleaners, steel wool or scouring powder as this may damage the surface of your floor. Do not use wood oil soap products. Your floor has a surface layer protecting the wood from damage, which is durable and easily maintained. Once the surface layer has been damaged it is advisable to sand and refinish the entire floor to maintain an even finish rather than spot lacquering. This is a procedure which is best carried out by a professional. Please note that repeated sanding will remove some of the textured finish.