

**Tongue and Groove Engineered Wood Installation Instructions and  
Limited Finished Surface Wear Layer Residential Warranty**

**PLEASE READ THE ENTIRE INSTALLATION INSTRUCTIONS BEFORE PROCEEDING WITH THE ACTUAL INSTALLATION**

**OWNER / INSTALLER RESPONSIBILITY**

- Hardwood flooring is a product of nature, which is characterized by distinctive natural variations in grain and color and are not considered flaws. Hardwood flooring will also experience a change in color over a period of time. The degree of change depends upon the species, time and the amount of UV light exposure.
- The owner/installer assumes all responsibility for final inspection of product quality. This inspection of all flooring should be done **before** installation. Carefully examine the flooring for color, factory finish, grade, and quality before installing it. Do not install flooring pieces with glaring defects whatever the cause. If material is not acceptable, contact your retailer immediately before installation. Installation implies acceptance. **No warranty will be offered for material with visible defects once the product is installed.**
- Before beginning the installation of any hardwood flooring product, the installer must determine that the environment of the job site and the condition and type of the sub floor is acceptable, insuring that it meets or exceeds all requirements, which are, stipulated in the installation instructions which follow. The manufacturer declines any responsibility for job failure resulting from or associated with inappropriate or improperly prepared sub floors or job site environment deficiencies.
- The installer must document all site tests and the records must be available if a claim is filed.
- The use of stain, filler, or putty stick for the touch up of the floorings during installation should be accepted as normal procedure.
- When ordering, 5-10% must be added to the actual square footage amount needed for grading and cutting allowances.

**JOB SITE INSPECTION & ACCLIMATION**

- In new construction, hardwood flooring should be one of the last items installed. All work involving water or potential ground debris (plumbing, dry wall, etc.) should be completed prior to wood flooring being installed. Heating and air systems should be fully operating, maintaining a consistent room temperature at 60°-80° F and a constant relative humidity of 35-55%.
- Flooring should not be delivered until the building has been closed in and cement work, plastering, painting, and other materials are completely dry.
- Check basements and under floor crawl space to be sure that they are dry and well ventilated to avoid damage caused by moisture. Crawl spaces must have a minimum 6 mil black polyurethane film as a vapor retarder on the ground surface if the crawl space is not finished with cement.
- Moisture content of both the sub-floor and the flooring should be checked and recorded before any work begins.
- Flooring should be stored at the job site for a minimum of 48 hours prior to installation for acclimation. **Flooring must be properly acclimated to temperature and humidity conditions prior to installation. Do not open cartons until ready to install.**
- Handle with care and do not stand flooring on ends.
- Flooring should be placed in the installation area, but do not store directly upon concrete floors or next to outside walls. Store flooring with at least a four inches of air space around cartons and elevated at least four inches if stored upon a concrete sub floor.
- The installation site should have consistent room temperature of 60°-80° F and a constant relative humidity level of 35-55% for a minimum of 5 days prior to installation of any flooring product.
- Engineered flooring is for below grade, on grade or above grade installation only and **cannot** be installed in full bathrooms or other high moisture areas.

**SUB FLOOR PREPARATION**

**SUB FLOORS MUST BE:**

- **CLEAN** - Scraped or sanded, swept, free of wax, grease, paint, oil, previous or existing glues or adhesives, and other debris.
- **SMOOTH/FLAT** - Within 1/8" on 6' radius. Sand high areas or joints, fill low areas (no more than 1/8") with a cement type filler no less than 3000 psi. Follow the instructions of the leveling compound manufacturer, but make certain the leveling compounds are completely dry before beginning installation. Any irregularities may cause hollow spots between the flooring and sub floor in any installation method and are not warranted.
- **STRUCTURALLY SOUND** - Nail or screw any loose areas that squeak or show movement. Replace any delaminated or damaged sub flooring or underlayment. Avoid subfloors with excessive vertical movement. If the subfloor has excessive vertical movement or deflection before installation it is likely it will have deflection after the flooring is installed.
- **DRY** - Check and document moisture content of the sub floor using appropriate moisture tests. All moisture testing must be performed & documented before and after the flooring has been acclimated at least 48 hours and job site requirements met.
- **WOOD SUBSTRATES:** Test the moisture of the wood substrate using a calibrated moisture meter approved for testing wood moisture according to the meter manufacturer. Take readings from at least 20 different locations per 1000sqft area and average the results. The moisture content of the flooring should be within 4% of the average wood sub floor moisture content before beginning installation.

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- **CONCRETE SLABS (regardless of existing floor covering):** All concrete sub floors must be tested for moisture content prior to installation of the hardwood flooring. The concrete subfloor must be cured for a minimum of 60 days prior to moisture testing. The moisture content of the concrete sub floor must not exceed 3lbs per 1000sqft in 24 hours per the Calcium Chloride test (ASTM F 1869) or not exceed 75% per the Relative Humidity In-Situ Probe test (ASTM F 2170).

**Note:** If a sub floor has been flooded or rained upon, it may not be suitable to install flooring.

### **INSTALLATION on WOOD SUBSTRATE:**

Plywood must be CDX grade exposure 1 and meet US Voluntary Product Standard PS1 performance standard or Canadian performance standard CAN/CSA 0325-0-92.

Orientated Strand Board (OSB) must be US Voluntary Product Standard PS2 or Canadian performance standard CAN/CSA 0325-0-92 construction sheathing.

- Joist spacing 16" on center (OC) Plywood: Minimum of (5/8") OSB: Minimum (3/4", 23/32")
- Joist spacing 16" up to 19.2" (OC) Plywood: Minimum of (3/4", 23/32") OSB: Minimum of (3/4", 23/32")
- Joist spacing over 19.2" up to maximum 24" (OC) Plywood: Minimum of (7/8") OSB: Minimum of (1")

Do not install flooring directly over floor joist without subflooring. All structural panels/underlayment must be installed sealed-side down, and provide minimum 3/4" perimeter spacing. Square-edged or non-tongue and grooved panels used as a subfloor requires a minimum 1/8" expansion space placed between all plywood seams.

**Note:** When installing approved plywood or OSB, refer to specific structural panel manufacturer's instructions for fastening and spacing.

Particleboard must be a minimum 40lb density, stamped underlayment grade, minimum thickness 3/4".

**Note:** Do not use the glue down, nail down or staple down installation method on underlayment grade particleboard.

When installing directly over old wood or strip floor, sand any high spots, re-nail old floor to eliminate squeaks or loose boards, and install new planks at right angle (perpendicular) to the old floor, or overlay old floor with 1/4" plywood underlayment. Leave a 1/8" gap at the edges and nail with 7D or larger nails every 6" at the edges and every 12" in both directions and through the interior of each sheet of plywood. Edge swell should be flattened.

### **INSTALLATION on CONCRETE SLABS:**

All concrete sub floors should be tested for moisture content. New concrete slabs require a minimum of 60 days curing time before installation. Concrete sub floors must be free of existing adhesives, grease, oil, dirt, and curing compound. These may be removed chemically or mechanically, but do not use a solvent based stripper. The residual solvents can prohibit satisfactory bond of the flooring adhesives, the concrete and the flooring. To ensure a lasting bond make sure the perimeter of the foundation has adequate drainage and a vapor retarder.

Apply a liquid based moisture vapor retarder coating to the subfloor. Over concrete, use only concrete moisture sealer systems that are specifically designed for moisture suppression and adhesive bonding properties. Follow manufacturer's guidelines and recommendations. The underlying floor must be permanently dry and protected against moisture. If this requirement is not met, the flooring planks can swell, shrink and warp and will void the warranty.

### **INSTALLATION on SUB-FLOORS OTHER THAN WOOD OR CONCRETE:**

**Note:** Do not install over carpet. Perimeter glued resilient vinyl and rubber tiles are unacceptable underlayment and must be removed.

Terrazzo, marble, tile and any other hard surfaces that are well bonded to sub floor, dry, structurally sound and level, as described above, are suitable as a sub floor for this engineered hardwood flooring installation. As above, the surface must be sound, tight, and free of paint, oil, existing adhesives, sealers, wax, grease, and dirt. Terrazzo, marble, and ceramic tile must be scuffed to assure adhesion.

**ASBESTOS WARNING!** Do not sand existing resilient tile, sheet flooring, backing, or felt linings. These products may contain asbestos fibers that are not readily identifiable. Inhalation of asbestos dust can cause asbestosis or other serious bodily harm. Check with local, state, and federal laws for handling hazardous material before attempting the removal of these floors.

<b>JOB SITE PREPARATION</b>
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- Verify floor is level and structurally sound and repair as needed. Sub floor irregularities may cause any wood flooring installation to develop hollow spots between the flooring and the sub floor. These are not the result of any manufacturing defect.
- Proper moisture testing is the key to determine readiness for installation.
- Undercut door casings.
- Remove any existing wall base, shoe molding, quarter round or doorway thresholds

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**GLUE DOWN INSTALLATION METHOD**

**REQUIRED TOOLS AND ACCESSORIES**

- 3/16" x 5/32" deep v notch trowel or 1/4" x 1/4" x 3/16" square notch trowel. Follow adhesive manufacturers' guidelines. □
- Use a top-quality adhesive; moisture cure urethane floor glue preferred (follow the adhesive manufacturers recommendations)
- Broom
- Tape Measure
- Moisture Meter (wood & concrete)
- Mallet (light colored)
- Circular or Hand Saw
- Miter or Table Saw
- Pry Bar
- Drill with 1/16" bit
- 6-8D screw shank nails
- Chalk Line and Chalk
- Hammer
- Safety Equipment (Goggles, Gloves & Mask)
- Utility Knife
- Nail Punch
- Hardwood Flooring Cleaner

**Step 1: GETTING STARTED**

- Install the flooring parallel to the longest outside (exterior) wall in the room. Measure out from the wall on the door side of the room in two places 30 3/8" for 3" and 5" wide products. Mark and snap a chalk line across the two marks. The area between the chalk line and the wall is the working area and will be the last to be installed.

**Step 2: SPREADING THE ADHESIVE**

- Hold the trowel at a 45-60 degree angle and spread adhesive onto an area no larger than 30-40 square feet at one time.
- After spreading, allow adhesive to flash off for 30-45 minutes before installing wood flooring. Maximum available working time is 45-50 minutes (Colder temperatures or high humidity will extend times and warmer temperatures or low humidity will shorten times).
- Do not install wood flooring material after adhesive dries. Test by touching adhesive. If not readily transferred to the finger, adhesive is already dried. If adhesive has dried, remove adhesive and apply new material. Periodically check flooring to confirm 100% adhesive transfer. Within one hour of setting the flooring, roll the installation with a 100-150lb roller to promote good contact with the adhesive.
- Always refer to the specific instructions by the hardwood flooring manufacturer.

**Step 3: INSTALLING THE FLOOR**

- Attention: For Chevron or Parquet floor, when beginning to install floor, after the base edge confirmed, every piece must be installed compactly to avoid the misplacement.
- After the adhesive has been spread following the above mentioned instructions, start with the first piece of flooring. Install the flooring with the groove towards you and the tongue facing the opposite wall. Line up the groove of the flooring with the chalk line then press the flooring into the adhesive.
- Working from left to right, lay the next board and continue working towards the right until you need to cut a piece to complete the first row. Measure the size you need to complete the first row and cut to length.
- Distribute lengths, avoiding "H" patterns and other discernible patterns in adjacent runs. Stagger end joints of boards row to row a minimum of 6" for strip flooring, 8-10" for 3" to 5" plank, and 10" for plank wider than 5".
- If the leftover piece is less than 6" long, cut another piece at a random spot, and start the second row with it. Be attentive to staggering the ends of the boards at least 6" in adjacent rows to avoid clustering end joints. A soft rubber mallet can be used to tap the boards on the face until they are pulled into proper position.
- To cut the boards, always saw with the teeth cutting down into the face or top of the board. Cutting from the top down helps protect the surface.

**For wood sub floors:** If you are working on a wood sub floor, use small finishing nails to hold the first row in place. Fill nail holes with filler which is manufactured to blend with your flooring.

**For concrete sub floors:** If you are working on a concrete sub floor, take a piece of 1" x 2" x 8' pine board and using 1" concrete nails, nail the board onto the dry side of your chalk line. This will hold your first row of starter boards in place.

- Complete the rest of the installation in your working area by following the same installation procedures that are stated in Step 2 of this section.
- Lift a plank periodically to make sure that there is 100% contact between the board and the hardwood flooring adhesive.

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### Step 4: INSTALLING THE LAST ROW

Most often the entire length of the last row will need to be cut so that it is narrow enough to fit the remaining space. If this occurs, use the following procedure:

- Lay a row of boards, unglued, with the tongue toward the wall, directly on top of the last row installed.
- Take a short piece of the hardwood flooring that is being installed with the face down and the tongue side against the wall.
- Draw a line with a pencil along the row moving down the wall. The resulting line gives the proper width for the last row which, when cut, can then be wedged into place using a pull bar.
- You will need to use a pull bar extensively to make the last row properly flush.

### Step 5: FINISHING THE FLOOR

- A drying time of 24 hours is recommended before any cleaning or heavy objects or furniture can be put back into place.
- The use of putty or a non-silicone based filler to cover small cracks or face nails holes should be considered normal in hardwood flooring installations. Test filler on spare pieces first to ensure it blends with the floor.
- Make sure when the installation is complete that the expansion spacers are removed and the expansion space is covered with the appropriate molding such as baseboard and quarter round or shoe molding. Nail moldings into the wall. Do not nail moldings into the floor.
- Vacuum the floor thoroughly using the soft brush attachment or dust mop to remove any dirt and debris.
- Use a quality Hardwood Flooring cleaner to finish the floor. We recommend Bona Swedish Formula Hardwood Cleaner
- Final inspection by the end user should be conducted from a standing position.

 <b>CAUTION</b> 
<p><b>The State of California (OEEHA Prop 65, California Health, and Safety Code Section 25249.6) has classified Wood Dust as a substance known to cause cancer. Drilling, sawing, sanding, or machining wood products generates wood dust.</b></p> <p>Airborne wood dust may cause lung, upper respiratory tract, and eye and skin irritations. Some wood species may cause dermatitis and /or respiratory allergic reactions. The International Agency for Research on Cancer (IARC) has classified wood dust as a nasal carcinogen in humans. Wood dust can also cause a flammable or explosive hazard</p> <p><b>Precautionary measures:</b></p> <ul style="list-style-type: none"><li>• Recover dust for disposal. Sweep or vacuum dust for disposal or if power tools are used equip them with a dust collector.</li><li>• Avoid dust contact with an ignition source</li><li>• Avoid prolonged or repeated breathing of wood dust in air. If there are high levels of dust then use an NIOSH- designated dust mask.</li><li>• Avoid dust contact with eyes and skin First Aid Measures:</li><li>• If inhaled, move to fresh air. In case of contact flush eyes and skin with water. If irritation persists, call a physician.</li></ul> <p><b>IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY:</b></p> <p>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, ASWELL AS ANYONEWITH 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 SYSTEMCAN 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.</p>

## CARE GUIDE

### CLEANING YOUR FLOOR

- Use a damp cloth to blot up spills and spots as soon as they happen. For tough spots such as oil, paint, markers, lipstick, ink, tar or cigarette marks, use specific remover then wipe with a damp cloth. Always avoid allowing liquids to stand on your floor.
- Vacuum (using the hard floor attachment not the beater bar), dust mop or sweep the floor to minimize abrasive grit, debris and dirt.
- **Do not** use wax oil or UV oil for maintenance. The surface of this product is water-based paint. Periodically clean the floor with a special flooring cleaner, which is specially formulated for the finish.
- **Do not** use oil based, wax, and polish, strong ammoniated or abrasive cleaners, steel wool or scouring powder to clean the floor.
- **Do not** wash or wet-mop the floor with soap, water, oil soap detergent or any other liquid cleaning material. This could cause swelling warping, delamination and joint-line separation, and void the warranty.

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- **Do not** use any type of buffing machine.

### **PROTECTING YOUR FLOOR**

- Use quality area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit and other substances such as oil, asphalt or driveway sealer from being tracked onto your floor. The rugs must be made of a breathable material to prevent moisture entrapment.
- Sweep, dust or vacuum the floor regularly to prevent accumulation of dirt or grit that can scratch or dull the floor finish.
- Use protective caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Use wide bearing leg bases, barrel type caster wheels or rubber rollers to minimize indentations and scratches from heavy objects. As a rule of thumb, the heavier the object, the wider the floor protector should be.
- Do not use rubber or foam backed plastic mats or area rugs as they may discolor or leave an imprint on the floor. To prevent slippage, use an approved vinyl rug underlayment.
- Maintain a normal indoor relative humidity level between 35-55% and a temperature of 60°-80° F throughout the year, to minimize the natural expansion and contraction of wood.

**Heating Season (Dry):** A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tends to create very dry conditions. Minor gapping between wood planks during the heating season is a normal occurrence with hardwood flooring.

**Non-Heating Season (Wet):** An air conditioner, dehumidifier or periodically turning on your heating system can maintain humidity during the summer months. Avoid excessive exposure to water during periods of inclement weather.

- Please care for your floor, this kind of product is not wear resistant, sharp or pointed objects can damage it.
- Don't walk on your floor with stiletto-style heels, spiked shoes, or cleats as they may cause indentations in your floor.
- Keep pet's nails trimmed to minimize finish scratches.
- Rearrange area rugs and furniture periodically so the floor ages evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.
- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Over time natural and artificial light could discolor the floor.
- Use a dolly when moving heavy furniture or appliances. But first, put down a sheet of quarter inch plywood or Masonite to protect the floor and help prevent denting. Carpet or cardboard is not adequate to prevent surface compression scratches. Never try to slide or roll heavy objects across the floor to avoid denting.

### **REPAIRING YOUR FLOOR**

- Minor damage can be easily repaired with finishing putty available in blending colors.
- Retain several planks for future repairs.

<b>LIMITED RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY</b>
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Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

#### **25 Year Limited Finished Surface Wear Layer Residential Warranty**

Manufacturer warrants to the original purchaser that its finished surface wear layer will not wear through, peel off, or delaminate under normal and ordinary residential use and with proper maintenance and floor care during the life of the product.

#### **25 Year Limited Structural Integrity Residential Warranty**

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including delamination (separation between plies), milling, and grading (Up to 5% of industry standard).

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential applications either below grade, on grade or above grade and are valid only in North America.

These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

#### **5 Year Limited Surface Layer Light Commercial Warranty**

Manufacturer warrants to the original purchaser that its finished surface wear layer will not wear through, peel off, or delaminate under approved light commercial use and with proper maintenance and floor care for a period of 5 years from the date of purchase.

Any product designated as "tavern", "economy", "cabin grade", "seconds", "B grade" or "as is" is not covered by any of these warranties.

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Hardwood flooring being a natural product will continue to expand and contract during seasonal and temperate changes. Product when properly installed may experience slight separation (up to 1/32") between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty.

The accepted industry standard is an allowance of up to 5% of the flooring shipped to contain milling, grading, handling, and occasional finish defects and shall not be considered a finish or structural defect.

Finish wear through is defined as 100% finish removal over a minimum of 10% of the total installation.

Product thought to be defective by the person doing the installation should be returned to the retailer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for obvious visual defects or appearance related claims such as grade or color once the products are installed.

**THIS WARRANTY IS EXCLUSIVE.** It covers the repair or replacement of defective materials only and does not cover labor costs. Installation of the replacement products will be at the original purchaser's expense. Under no circumstance will the value of a warranty claim exceed the original purchase price of the product.

**THE ABOVE DESCRIBED REMEDY IS THE ORIGINAL PURCHASER'S SOLE AND EXCLUSIVE REMEDY FOR CLAIM UNDER THIS LIMITED WARRANTY.**

### CONDITIONS

Manufacturer will honor claims under this warranty only if all of the following conditions are satisfied:

- At all times between purchase and installation, the flooring must be properly stored according to installation instructions.
- Approved interior residential or light commercial installation only.
- This product is not approved for use over Radiant Heat.
- The flooring must be installed below grade, on grade or above grade according to the recommended installation instructions.
- Maintain a normal indoor relative humidity level between 35-55% and a temperature of 60°-80° F throughout the year, to minimize the natural expansion and contraction of wood.
- Problems caused by failure of the homeowner or installer to evaluate the jobsite and jobsite conditions are not covered.
- This limited warranty applies only where the affected area of the flooring is visible and covers an area greater than 10% of the room.
- A description of the problem, photographs, and a sample that clearly shows the warranted problem must be presented to the retailer for presentation to the manufacturer.
- The covered person must provide valid proof of purchase for material and labor in the form of a sales receipts or invoices. This must show the date of purchase, original purchase price, and that he/she is the original purchaser.
- Manufacturer must receive written notice within 30 days after discovery of any claimed defect or failure covered under this warranty, but within the time period applicable to the limited warranty. Contact your retailer to file a warranty claim.
- Manufacturer reserves the right to have a manufacturer's designated representative or firm inspect and take samples of the hardwood floor for analysis.
- Manufacturer must be given 60 days following notice to inspect the product to confirm any failure.
- Inspections of the hardwood floors must be performed in accordance with industry standards from a standing position with normal lighting and no glare.
- Written notice and all photographs, samples and other documentation should be sent to the retailer from which the flooring was originally purchased.

### WARRANTY EXCLUSIONS

This limited warranty shall not apply to damage to the hardwood floor or to the finish arising from and specifically excluding any of the following:

- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are inherent to wood and shall not be construed as defects. No two pieces of wood are the same and color or other variations will occur. Manufacturer does not guarantee against natural variations, or the normal difference between color samples or photographs and colors of installed floors. New and/or replacement flooring may not match samples and/or existing flooring or warrant a color match to other wood products such as stairs, cabinets, trim, molding, etc.
- Squeaking and cracking of the hardwood by any cause other than mis-manufacturing is not considered a defect. This includes splitting or cupping resulting from exposure to improper environmental conditions.
- Hollow spots between the flooring and the sub floor.
- Expansion and contraction of the hardwood due to seasonal changes in climate shall not be considered defects.
- Natural color changes due to full or partial exposure to sunlight and weather. Maple, Merbau, Kempas, Pine, Cherry, and Exotic species such as Brazilian Cherry may darken or yellow due to light exposure over time. This is a natural occurrence and is not covered by this warranty.

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- Indentations, scratches or damage caused by negligence, water, moisture and saturation, insects, insect infestation after the product has left the factory, animals, pebbles, grit, sand or other abrasives, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Failure to follow the manufacturer's written installation instructions including protecting the floor from sub floor moisture, storage and handling.
- Failure to follow the manufacturer's written installation instructions on approved adhesives. Damage caused by use of water based adhesive over sheet vapor retarder or sound insulation.
- Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a normal range of 35-55%.
- Stains as a result of negligence, chemical or industrial products, wax or oil soaps for cleaning or standing liquid for a prolonged period of time.
- This warranty does not cover removal or replacement of cabinets, appliances, furniture, or other fixtures.
- Insufficient or improper protection, care or maintenance, or failure to use Manufacturer approved installation and maintenance products.
- Damage from improper cleaning practices. Do not use steam mops or wet mops to clean your floors.
- Misuse or abuse
- Use of flooring for purposes other than for which it was designed.
- Improper alterations of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties. This includes sanding, top coating, recoating or attempted re-finishing of the factory-applied finish.
- Gloss reduction is not considered surface wear through.
- This warranty does not include color changes due to air oxidation, also does not include color differences between covered and uncovered areas due to removal of covering such as furniture or carpets.
- Freight costs or expenses and any damage occurred during shipping.
- Failure due to structural changes in the sub floor, settling of the building or uneven sub floor that has not been adequately leveled.
- Accidents, negligence, abuse, or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, wind, lightening, earthquake, prolonged power outages, or standing water occur during or after installation.

<b>WARRANTY CONTACT</b>
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If you have any questions or wish to make a claim under this limited warranty, please contact the retailer at:

[www.flooranddecor.com](http://www.flooranddecor.com)  
Customer Care: 877-675-0002