Engineered Wood Flooring Installation

Please read all these instructions before beginning installation

OWNER/INSTALLER CHECKLIST & RESPONSIBILITY

The owner/installer assumes all responsibility for the final inspection of the product. Check flooring BEFORE installation and immediately contact your dealer or retailer if you feel the material is not acceptable. Warranties do NOT cover materials with visible defects once they are installed. If the owner elects not to inspect and verify the flooring prior to or during installation, the installer assumes responsibility for the flooring. Installation constitutes acceptance of the flooring. See page 4 for warranty information and additional details.

Real wood floors are a natural product and every plank is unique. These features can include (but are not limited to) natural color variation, knots, worm holes, distinctive grain, etc. and are not flaws. Our hardwood floors are manufactured to accepted industry standards which permit natural and/or manufacturing grading defects not to exceed 5%.

It is the responsibility of the installer/owner to determine if the job site subfloor and conditions are environmentally and structurally acceptable for wood flooring installation. Manufacturer is not responsible for wood floor failure resulting from or connected with subfloor, subsurface, job site damage or deficiencies after the flooring has been installed.

The installer must document all site tests (subfloor and planks' moisture levels, room temperature, home's relative humidity) at the time of installation and these should be retained. These records, along with the original proof of purchase (itemized sales receipt or customer agreement) will be needed if a warranty claim is ever filed.

Visit the National Wood Flooring Association's (NWFA) website at www.woodfloors.org for installation and care tips.

JOBSITE MUST BE READY

The structure must be completely enclosed. All plumbing and drywall work should be complete. The heat and air conditioning systems must be operating at 60-80 degrees F, and the relative humidity (RH) should be normal (35-55%) for 14 days prior to the flooring installation. These temperature and RH levels must be maintained during and after the installation.

The use of a dehumidifier or humidifier may be required in some areas of the country to maintain these levels. Cupping, gapping, etc. can occur if a proper environment is not maintained.

Check basements and crawl spaces to ensure they are dry and well ventilated. Earthen crawl spaces must have a minimum of 6-mil black polyurethane film with seams overlapped and taped.

FLOORING ACCLIMATION AND STORAGE

Store the unopened cartons of flooring in a climate-controlled area between 60-80 degrees F and a relative humidity (RH) of 35-55%.

Flooring should be left in cartons, stored flat and raised off the subfloor.

Allow the flooring to acclimate/condition in the climate-controlled area where it will be installed for a minimum of 48 hours before installation.

INSTALLING WITH FLOOR HEATING SYSTEMS

Only Oak species are approved to install over subfloor radiant heating systems. Normally the floor is installed utilizing either the floating or full glue down installation method. If floating, use a flooring underlayment that is a maximum of 1/8" thick. The subfloor temperature should never exceed 80 degrees F.

INSTALLATION METHODS

This floor may be installed on any level of the home, including basements as long as the installation requirements are met. Acceptable installation methods are nail/staple down, full glue down or floating by gluing only the tongue and groove together.

Not warranted for installation in full bathrooms with showers and/or bathtubs due to the potential for excessive moisture.

PLAN YOUR INSTALLATION

An engineered floor expands and contracts with environmental changes such as temperature and relative humidity, so it is imperative that an expansion space equal to the thickness of the flooring planks be left around the perimeter of the room and around all vertical features (such as cabinets, stairways, etc.). For example, if you are installing a 3/8" thick floor, leave a 3/8" expansion space. Use a spacer (equal to the thickness of the floor) between the left wall and the plank. The spacers between the long sides and the wall will be added after three rows have been installed.

Extra expansion space is required for larger spaces measuring more than 24 linear feet. Either use t-molding or use an additional 1/4" expansion space for each additional 12 linear feet. For doorways less than 4' in width, a t-mold is required.

Measure the installation area and decide which direction the planks will run. If possible, install the planks perpendicular to the flooring joists. Planks will be better highlighted if they can run parallel to the main light source.

PLAN YOUR INSTALLATION (continued)

It is best to pre-plan your flooring layout based upon the floor width. Normally one row of planks must be ripped lengthwise in order to fit. You may elect to rip both the first and last rows of flooring in order to balance the appearance.

Install planks from several cartons of flooring at the same time so that you can balance dark and light boards, plank lengths, plus other variations in a pleasing manner.

Since both moldings and the floors are made from real wood, they can sometimes vary in appearance. It is best to identify a flooring plank that coordinates closely with the molding. Plan to install the complementary flooring plank next to the molding.

Boards that are slightly bowed (curved) are normal in engineered flooring. They are not defective and can be installed.

Boards must be staggered so that there is a minimum of 9" between the short ends of planks in adjoining rows. Avoid repeating end joint locations visually across the installed floor.

Use a pull bar to tighten boards/remove gaps along outside edges.

Determine if your room is square by taking several measurements. If the room is not square, you will need to cut the boards in the first row to the contours of the wall to ensure you are working from a straight line.

Snap a chalk line equal to the width of the first two rows to be installed (minus the Tongue) plus the required expansion space. This will give you a straight line to work from.

SUBFLOOR PREPARATION

Subfloors must be flat to within 3/16" in a 10' radius. Use a straight edge to determine flatness throughout. Subfloor irregularities may cause any wood flooring installation to develop hollow spots between the floor and subfloor. Irregularities should be corrected before proceeding with the installation. If the floor flexes, it may cause squeaking or over time the fasteners or glue may weaken.

Clean the subfloor by removing any paint, wax, plaster, sheetrock, mud, etc. Sweep or vacuum thoroughly.

The subfloor and flooring plank moisture must be checked. If excess moisture is present, then the moisture issues must be addressed (utilizing sealants or other remedies) and the subfloor moisture retested. Do not install the floor until the moisture requirements are met.

Wood subfloors should be checked in multiple locations using a probe style moisture meter. In general, wood subfloors should not exceed 14% MC (moisture content) and the MC variance between the sub-floor and the new wood flooring that will be installed should not exceed 4%.

Concrete subfloors should be tested in multiple locations utilizing one of these methods:

- Electrical Impedance Test and Electrical Resistance Test (Concrete Moisture Meters). Follow the manufacturer's instructions and do not install the floor if the meter shows there is excess moisture.
- Relative Humidity Test (standard test method for determining relative humidity on concrete slabs is utilizing Situ Probes). If test shows over 80%, a vapor retarder must be used or wait for further curing.
- Calcium Chloride Test (ASTM F-1869). Readings over 5 lbs. are unacceptable and must be corrected prior to installation.
- New concrete subfloors should be at least 30 days old.

As part of your subfloor prep, remove any existing quarter round, shoe molding or doorway thresholds. They can be replaced after installation in such a way as to allow the required expansion space around the perimeter of the room. All door casings should be undercut to allow room for the required expansion space and to avoid difficult scribe cuts. Use a piece of the new flooring on the subfloor as a height guide for your handsaw or jamb saw.

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NAIL/STAPLE INSTALLATION

TOOLS NEEDED

- •Moisture Inhibitor (such as 15lb. asphalt felt, silicone vapor shield of Aquabar® B) **or** a liquid applied Class II vapor retarder (such as Bostik Roll-Cote™ or equivalent).
- •Tapping Block
- •Pencil
- •Tape Measure
- •Wood or Plastic Spacers
- •Dust Mask
- •Safety Glasses
- •Pull Bar
- •Soft Faced Hammer
- •Jamb Saw
- •Circular or Rip Saw - 80 Tooth Blade
- •Chalk Line and Chalk
- •Straight Edge

PNEUMATIC OR MANUAL NAILER/STAPLER FOR USE WITH FLOORS:

- **•3/8", 7/16" of 1/2" thick floors**: use minimum 1-1/4" length, 20-gauge cleats or narrow crown staples
- **•5/8" thick floors**: use 1-1/2" length, 16 or 18-gauge cleats or 15.5-gauge staples

SUBFLOOR REQUIREMENTS

These floors can be nailed/stapled over dry, flat wood subfloors such as plywood and OSB. If used over an existing subfloor, the thickness of the overlay material must be such as to yield a total of ¾" subfloor thickness.

Particle board is NOT allowed for staple down installations.

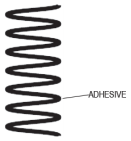
NOTE: SUBFLOOR IRREGULARITIES THAT CAUSE WOOD FLOORING INSTALLATIONS TO DEVELOP MOVEMENT OR HOLLOW SPOTS BETWEEN THE SUBFLOOR AND THE WOOD FLOORING, ARE NOT THE RESULT OF MANUFACTURING DEFECTS AND ARE NOT COVERED BY WARRANTIES.

INSTALLING FLOOR - *PLEASE SEE PAGE 1 FOR PRE-INSTALLATION REQUIREMENTS*

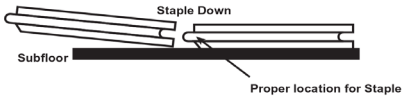
The clean subfloor surface should be covered, wall-to-wall, with an acceptable moisture inhibitor or liquid applied Class II vapor retarder (see tools needed). Lap the edges of the moisture inhibitor 4" when positioning. Double the moisture inhibitor around heating ducts.

Optional glue assisted method: When installing wider wood planks (5" and wider); flooring movement due to seasonal changes may be reduced by utilizing both urethane construction glue and mechanical fasteners (nails/staples) specified. Do NOT use a moisture inhibitor (such as asphalt felt, Aquabar® B, etc.) underneath the planks since planks installed with glue assisted applications must have direct contact with the wood subfloor. If a liquid Class II Vapor Retarder (such as Bostick Roll Cote™) has been applied to the sub-floor, ensure that the construction adhesive selected is compatible with the vapor retarder.

Utilize premium grade urethane construction glue (such as Liquid Nails® or Locktite® Urethane Wood to Wood Glue) and apply in a serpentine fashion to the subfloor (See Figure Below). Then staple/nail the flooring planks down per instructions. Note, if glue accidently makes contact with the floor's surface, immediately clean it off following the cleaning instructions supplies by the adhesive manufacturer.



Test the stapler on a scrap piece of flooring. The crown of the staple or cleat should sit flush with the nail pocket. Make any necessary adjustments (See Below):



Flooring should be laid at right angles to the floor joists and, if possible, in the direction of the longest dimension of the room.

Snap a working line parallel to the starting wall, allowing for expansion space. (Expansion space should be equivalent to the thickness of the flooring.)

With the tongue out (the groove should be facing the starter wall), lay one row of planks along the length of the working line. The first row should be face-nailed and countersunk.

Subsequent rows should be blind nailed wherever possible. With the proper nailer, nail planks every 4"- 6" and within 2" of the end joint. Push or gently tap boards flush to the previous row. Only tap against the tongue; tapping the groove may damage edges.

Stagger at least 9" between end joints of adjacent board rows. End joints should not repeat visually across the installed floor. Avoid "H" joints and other discernible patterns. Remember to maintain the correct expansion space between all rows and any adjoining vertical structures.

Face-nail and countersink final rows of flooring as necessary.

GLUEDOWN INSTALLATION

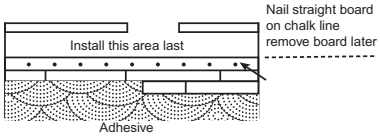
TOOLS NEEDED

- •Urethane adhesive specified for the width of the flooring being installed
- •Adhesive remover
- •Trowel (check adhesive for recommended size)
- •Chalk Line and Chalk
- •Wood or Plastic Spacers
- •Straight Edge
- •Tapping Block
- •Pencil
- •Tape Measure
- •Safety Glasses
- •Pull Bar
- •Soft Faced Hammer
- •Jamb Saw
- •Circular or Rip Saw - 80 Tooth Blade
- •Dust Mask

INSTALLING FLOOR - *PLEASE SEE PAGE 1 FOR PRE-INSTALLATION REQUIREMENTS*

Follow the adhesive manufacturer's instructions for proper trowel size and application rate. Verify the adhesive is specified for the width of flooring plank being installed.

When the decision is made on the direction the boards will run, snap a working line parallel to the starting wall, allowing the width of a board plus the tongue and the required expansion space (Expansion space should be equivalent to the thickness of the flooring.) Temporarily nail a straight starter board along the edge of the working line.



Once the starter board is secured, apply adhesive to the substrate with the proper trowel (Flooring may be installed using either a "wet-lay" or "walk-on" method).

For "wet-lay" installations, flooring is placed into "wet" adhesive; workers do not walk on flooring during installation. For "walk-on" installations, spread the adhesive and allow the adhesive to develop "tack", then begin to install the flooring material. Spread adhesive up to and along the working line.

Install the first row of planks along the working line with the tongue-side facing the starting wall. Continue installing subsequent rows, inserting the tongue into the groove of the previous row. Boards should be engaged by hand. Stagger at least 9 inches between end joints of adjacent board rows. End joints should not repeat visually across the installed floor. Avoid "H" joints and other discernible patterns. Ensure that the proper expansion space is left at the perimeter of the room and any adjoining vertical surfaces.

As you work, immediately clean any adhesive from the surface of the flooring using the cleaning/removal instructions provided by the adhesive manufacturer being careful not to damage the finish. Lift a plank periodically to check adhesive transfer. >80% coverage is required.

After the large part of the room is installed, remove the starter board and complete the installation.

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FLOATING INSTALLATION

TOOLS NEEDED

- •Foam Underlayment - No Thicker Than 1/8”
- •If going over concrete: 6-mil Polyethylene Vapor Barrier or a liquid applied Class II Vapor Retarder (such as Bostik Roll-Cote™)
- •Tongue & Groove adhesive or wood glue
- •Wood or Plastic Spacers
- •Straight Edge
- •Tapping Block
- •Pencil
- •Measuring Tape
- •Safety Glasses
- •Pull Bar
- •Soft Faced Hammer
- •Jamb Saw
- •Circular or Rip Saw - 80 Tooth Blade
- •Dust Mask
- •Chalk and Chalk Line

INSTALLING FLOOR - *PLEASE SEE PAGE 1 FOR PRE-INSTALLATION REQUIREMENTS*

For installations over a plywood sub-floor, roll out foam underlayment (follow instructions provided with underlayment). Over a concrete subfloor, if you are using an underlayment that does not have a 6-mil vapor barrier attached, first loose lay a 6-mil polyethene vapor barrier with the seams overlapped 8”, taped with clear packaging tape and lapped up the wall but not touching the sheetrock **or** apply two coats of a liquid applied Class II Vapor Retarder. Then roll our the foam underlayment (follow instructions provided with underlayment).

Never open the bundles until ready to start the installation process.

When the decision is made on the direction the boards will run, start at one side wall with the first row of boards allowing an expansion space alongside and end walls with the use of wood wedges (equivalent spacers).

The floor must not be restricted in any way that will prevent it from being able to float freely. Do not put any fasteners through the floor (nails, screws, etc.) or pinch the floor in doorways, etc. Nail quarter round through the base board, not the floor or expansion space. The floor can pull apart or buckle if it is restricted.

SIDE AND END GLUING

The engineered boards must be side and end glued using wood glue or Tongue & Groove adhesive. Apply glue in the groove of each plank as you install. Begin at the end and fill the entire length of the board. Fully glue the end joint. It is very important to fill the groove to its full thickness. This will ensure proper transfer to the tongue of the adjoining planks. Failure to follow proper glue schedule will void all warranties. If any excess glue squeezes up to the finished surface, wipe off using a paper towel or cloth immediately.

INSTALLING THE LAST ROW

The boards in the last row will need to be cut to the necessary width. Remember to maintain the correct expansion space between all rows and any adjoining vertical surfaces. Mark the board to the correct width and contours of the wall.

ONCE THE FLOORING INSTALLATION IS COMPLETE

Remove the spacers along the walls once the installation is complete.

Install any necessary moldings taking care that they do not impede the floor’s ability to expand and contract. Baseboards or quarter-round should be held off the floor a minimum of 1/8” so as not to hold the flooring in place. Nail quarter round into the baseboards, not into the floor or expansion space.

Utilize putty and/or a stain pen as needed.

If a protective paper or cloth covering is being utilized, tape this covering to itself rather than taping it directly to the hardwood floor. Note - do not let it remain on the floor for more than 7 days.

CARE AND MAINTENANCE FOR YOUR NEW FLOOR

Regularly sweep or vacuum up loose dirt that can dull your finish. Ensure your vacuum is designed and safe for hardwood floors.

Periodically use a spray floor cleaner specifically designed for hardwood floors. Do not use liquid/paste wax, oil soap, silicone, ammonia-based cleaners as they can permanently dull or cloud the finish.

Floors should not be wet mopped. Do not use power scrubbers or steam cleaners.

Use felt protectors under furniture legs.

Hard castors can dent the floor.

Spike heels and sport cleats can damage the floor.

Protect the floor when dragging heavy furniture or appliances over it.

Keep pets’ nails trimmed and use door mats to catch dirt and grit.

Maintain a normal temperature of 60-80 degrees F and a relative humidity of 35-55%. The use of a dehumidifier or humidifier may be required in some areas of the country to maintain these levels. Cupping, gapping, etc. can occur if a proper environment is not maintained.

IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS:

SOME OF THE BUILDING MATERIALS USED IN THIS HOME (OR 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 FORM ALDEHYDE 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.

ATTENTION INSTALLERS

WARNING: Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to **www.P65Warnings.ca.gov/wood**

Product and core compliant with CARB ATCM Phase II & TSCA Title VI

Power tools can be dangerous. Operate in strict accordance with manufacturers’ operating instructions and safety precautions. Unsafe and improper use can cause serious injuries. Avoid inhalation and exposure to airborne particles by wearing personal protective equipment, including NIOSH or OSHA approved dust masks, safety goggles and work gloves.

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Warranty

All warranties are limited to the original purchaser only. Retain your original sales receipt or customer agreement and all initial test documentation (temperature, relative humidity, sub-floor moisture, etc.).

FINISH WARRANTY
Flooring Manufacturer warrants that the finish will not wear through to the wood within the amount of time specified on the floor's individual product brochure and/or sales information or as long as the original purchaser owns the floor, whichever is less. Gloss reduction is not considered wear through and is not covered by the warranty. 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, worm holes, normal minor differences between color of samples, photos, the color of installed floors, color variations from board to board, or differences between moldings and flooring. Use of putty or stain pens during installation is considered normal. Minor width variation is to be expected and is not considered a defect. Claimed defects should be visible from a normal standing inspection position and not require reflective or special lighting to detect.

EXCLUSIONS AND LIMITATIONS
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.

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, domestic animals or tape applied to the floor's surface. Splits and cracks after installation are normally caused by improper home environment rather than manufacturing.

It is critical that all installations are done in compliance with the procedures outlined in the flooring manufacturer's 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 (including proper acclimation) are covered by this warranty. Failure to install your flooring in accordance with the instructions will void all warranties. 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.

The flooring should only be cleaned using a good quality cleaner (such as Bona Hardwood Floor Cleaner) made specifically for wood flooring. Remove any loose dirt or grit from the floor. The cleaner should not be liberally applied to the flooring, only misted via the floor care system selected if automated or applied directly to the micro-fiber pad. Use of non-approved cleaning and maintenance products including oil soap, liquid/paste wax, oil, silicone or ammonia-based products will void all warranties. Do not wet mop or use steam cleaners of any kind on the floor.

After your floor is installed, it is critical to maintain a normal temperature between 60°-80° F and a relative humidity between 35-55%. Failure to follow these guidelines, especially with regard to humidity range, can result in a performance failure or damage to your floor and will void the warranty. In addition, it is important to maintain your floor in accordance with the flooring manufacturer's maintenance instructions.

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.

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. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.

The sole obligation and liability of the flooring manufacturer under our limited warranties is to repair, replace or refinish the floor at the flooring manufacturer's option. Only floors that were professionally installed will be eligible for labor cost reimbursement. If you install 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 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.

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 and pre-installation testing documentation is 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 within three months of experiencing a problem. 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 FEATURES
*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.
*Engineered flooring with a veneer thickness of less than 2.5mm cannot be sanded and refinished, only a pad & recoat can be performed.

PRODUCT	PAD & RECOAT	SAND & REFINISH *	INSTALL OVER RADIANT HEAT	WHERE TO INSTALL
ENGINEERED	YES*	YES	YES (OAK ONLY)	ON GRADE ABOVE GRADE BELOW GRADE

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