

PLEASE READ THE ENTIRE INSTALLATION INSTRUCTIONS BEFORE PROCEEDING WITH THE ACTUAL INSTALLATION. PLEASE CONTACT YOUR RESELLER FOR THE LATEST INSTALLATION AND MAINTENANCE GUIDELINES & WARRANTY.

OWNER / INSTALLER RESPONSIBILITY

- We have a strict prohibition of the use of any adhesive tape on the flooring at any time during installation or thereafter. This includes painter's tape whether green or blue or masking tapes. Such use of tape will void the Warranty and no claims will be addressed in regards to defects in the finish as a result of the use of tape. The industry rule is to tape only paper-to-paper or paper-to-trim.

We DO NOT recommend that you use red rosin paper as the pigment can bleed through and stain your floor. We are therefore advising that this paper be replaced with non-pigmented brown paper.

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 and the amount of UV light exposure. This hardwood flooring is manufactured in accordance with accepted industry standards, which permit a grading defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type.

- The installer / owner / contractor is responsible for inspecting the delivered flooring products, ensuring the correct product (product, color, size, grade, finish, quality etc) has been delivered prior to installation. The owner, contractor or installer assumes all responsibility for final inspection of product quality.
- 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, ensuring 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 5 days 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.
- Some Engineered Flooring can be installed over Radiant Heat using the floating floor method on or above grade. See approved species below or check with your retailer.

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

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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

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average the results. The wood sub floor should not exceed 12% in moisture content. The moisture content of the flooring should be within 4% of the average wood sub floor moisture content before beginning installation.

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.

Note: LIGHTWEIGHT CONCRETE:

Lightweight concrete has a dry density of 100 pounds or less per cubic foot and is only suitable for engineered wood floors when using the floating installation method. To test for lightweight concrete, scrape a coin or key across the surface of the sub-floor. If the surface powders easily or has a dry density of 100 pounds or less per cubic foot, use only the floating installation method.

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.

The flooring can be glued or floated directly over full spread permanently bonded acoustical cork. Density should be 11.4lbs / cubic ft and installed according to cork manufacturer's recommendations. Do not use foam underlayment when using the floating method over cork.

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.

INSTALLATION ON RADIANT HEATED SUBFLOORS:

This engineered oak is suitable to be installed over subfloor heating subject to the following strictly being followed. The subfloor heating must be operated as per the manufacturer's installation and operating guidelines. All subfloor heating must not exceed 78° F (this the temperature of

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the surface of the subfloor not the desired room temperature. The subfloor heating system must have a thermostat and limited to a maximum of 78° F (subfloor surface temperature maximum). Acclimatization of the flooring is required together with the subfloor heating system. Prior to installation of the flooring, the subfloor heating should be turned on for 14 days to the desired temperature (not exceeding 78° F), and then turned off for 4 days to allow the subfloor to cool down to room temperature prior to installation. After installation, the flooring will require gradual acclimatization. Turn subfloor heating on. Increase by 3°-5° each day until the desired temperature is reached (sub 78° F, not the desired temperature of the room). When turning the subfloor heating off, reduce by 3°-5° per day until the subfloor heating system is off. Installation of timber flooring over subfloor heating systems are more likely to cause minor shrinking, cracking, cupping and do not reflect a faulty product.

No other subfloor heating systems will be covered by this warranty. Note: Floor performance remains fully at the owners / installers risk. A site condition inspection (external and internal) is required for every project.

- Radiant heating systems used must be designed by the system manufacturer for hard wood flooring, specifically controlled for hardwood flooring and must include an outside temperature probe and subfloor surface temperature controls.
- The end consumer should be aware that minor gapping between wood planks during the heating season is a normal occurrence with hardwood flooring installed over radiant heated systems.
- A pressure test must be performed and documented prior to installation.
- At the time of installation, sub floor must be 64°-68° F.
- Use an adhesive approved by the system manufacturer for edge and end joints.
- After installation do not change the radiant heat settling for 48 hours.
- Gradually increase the heat in 3°-5° F increments daily to adjust the heating system temperature up or down to allow the flooring to adjust to the temperature changes.
- The maximum temperature of sub floor under normal use should not exceed 78° F (Check with heat system manufacturer).
- For correct water temperature inside heating pipes, check with manufacturer's suggested guidelines.
- Heating pipes must be covered with 1 1/4" of concrete or minimum 1/8" below bottom side of plywood sub floor. In addition, for plywood sub floor, heat transfer plates or insulation boards must be under pipes.
- Room temperature should be maintained between 60°-80° F and not vary more than 15° F from season to season.
- Relative Humidity must be maintained in the range of 35-55% humidity in the home for radiant heated rooms.
- Always refer to the manufacturer of the radiant heating system for detailed instructions.

JOB SITE PREPARATION

- 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

FLOATING FLOOR INSTALLATION METHOD

REQUIRED TOOLS AND ACCESSORIES:

- Tape Measure
- Moisture Meter (wood/concrete)
- Underlayment and Vapor Retarder (if needed)
- Mallet (light colored)
- Circular or Hand Saw
- Miter or Table Saw
- Pry Bar
- Drill with 1/16" bit
- Tapping Block
- Chalk Line and Chalk
- Hammer
- Safety Equipment (Goggles, Gloves & Mask)
- Utility Knife
- 3/8 "or 1/2" Spacers
- Hardwood Flooring Cleaner
- Tongue and Groove Flooring Adhesive (PVAC)
- Broom

APPROVED SUB FLOOR: All sub floors should be covered with either a 3 in 1 Underlayment or an approved 1/8" thick closed cell foam underlayment. When using a 1/8" thick closed cell foam underlayment over a concrete sub floor, you must also use a 6 or 8 mil polyethylene film which acts as a vapor retarder.

BELOW GRADE: All engineered products when installed using the floating installation method can be installed below grade, however, the following instructions must be followed

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The concrete slab should be sealed with a good concrete sealer. Then, a 3 in 1 underlayment or a 6 mil poly film should be installed with ends butted together and taped with clear 2" packaging tape to prevent any moisture from coming up through the seams. The 3 in 1 underlayment or 6 mil poly film should be lapped up the wall 4" around the perimeter of the room. These can be trimmed off after moldings are installed. If using a 3 in 1 underlayment, the installation can begin. If using a 6 mil poly film, roll out on top of the 6 mil poly film a 1/8" thick closed cell foam underlayment, butting the edges but not overlapping.

IMPORTANT: DO NOT INSTALL CABINETS OR WALLS ON TOP OF THE FLOORING WHEN USING THE FLOATING INSTALLTION METHOD.

Step 1: POSITION THE FIRST ROW

Important: The flooring should be installed from several cartons at the same time to insure proper color, grain, and shade mix.

- Before starting, first measure the width of the room, and then divide the room's width by the width of the plank. If this means that the last row of planks will be narrower than 2", then you will need to cut the first row of planks to make it narrower. Cut in such a way that both rows of planks (the first and last to be installed in the room) will have the same approximate width for an overall continuous look. See installing the last row below.
- 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.
- Begin the installation of the planks in the left hand corner of the room with the long direction parallel to the incoming sunlight source or to the longest wall of the room if possible. Be sure to install the first row of boards with the groove side facing the wall. Use 3/8" or 1/2" expansion spacers (depending on the thickness of the flooring) to provide a gap for the seasonal expansion of the flooring along the walls of the entire room. Always place expansion spacers against the wall where the two boards meet. This will make maintaining a square easier.
- If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor. When the first row is complete, you must have a straight, even base established.

Note: Larger rooms require additional expansion space. Add 1/16" to the width of the spacers for every 3' the room extends beyond 25'. **Dimensions exceeding 40' require the use of a t-molding for expansion.** When using the Floating install method, every doorway less than 6' wide must be transitioned using a t-molding.

Step 2: GLUING THE BOARDS TOGETHER

- When installing the products which have been approved for the floating installation method, the boards must be side and end glued using tongue & groove Adhesive.
- Always apply the adhesive into the bottom of the groove on each board. Do not fill the groove. Apply a continuous bead, filling the bottom of the groove no more than halfway full. Start & stop adhesive 2" from the ends on the long side of the board and 1" from the ends on the butt end.

Note: If any excess adhesive squeezes up to the finished surface, wipe it off immediately using a water dampened cloth or adhesive remover. Then dry the surface and buff with a dry cloth. If the adhesive has dried, use a soft white cloth moistened with adhesive remover. Do not abrade the wood surface.

Step 3: INSTALLING THE REST OF THE FLOOR

Note: Always stagger 12" to 18" between end joints of adjacent board rows. The end joints should not repeat visually across the installed floor.

- After installing the first row of boards, apply the adhesive to the first board on the second row using the above gluing instructions.
- Connect that board to the first row making sure that there is at least a 6" stagger between the end joint of the board on the first row.
- 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 3-5" plank, and 10" for plank wider than 5".
- Tap the boards together with a hammer and a tapping block. Be sure that the tapping block is against the tongue only and use only a gentle tapping motion to tap the boards together. Excessive force will damage the board making it difficult to install additional boards. Do not tap on the groove side of the boards as this will cause damage to the boards. Once the board has been tapped into place check for a tight fit on sides and ends.
- To install the rest of the flooring, continue placing the boards from left to right, plank by plank, and row by row.

Note: When installing around fixed objects, small areas or even in general installation areas, the use of installation straps may be helpful for securing boards together as they can help insure a tight fit when used to strap each continuous row of installation.

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 full width scrap piece of the product that is being installed with the face down and the tongue side against the wall. Use 3/8" or 1/2" spacers against the wall to ensure the proper expansion space.
- Draw a line 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.

Note: Floor should remain free of foot traffic for a minimum of 12 hours while adhesive sets.

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. Do not caulk a floating floor. This will void any warranty claim as it prevents the floor from moving as it needs to.
- 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.
- Final inspection by the end user should be conducted from a standing position.

STAPLE DOWN INSTALLATION METHOD

REQUIRED TOOLS AND ACCESSORIES

- Manual or Pneumatic Fastening Machines with 15-18 gauge 3/16" Crown Staples 1 1/4"-1 1/2" length
- Moisture Meter (wood & concrete)
- Circular or Hand Saw
- Miter or Table Saw
- Drill with 1/16" bit
- Broom
- 15 lb. Asphalt Saturated Felt (not rosin paper)
- Tape Measure
- Mallet (light colored)
- Pry Bar
- Chalk Line and Chalk
- Hammer
- Safety Equipment (Goggles, Gloves & Mask)
- Utility Knife
- Nail Punch
- Hardwood Flooring Cleaner

NOTE: Improper adapter plates and/ or staples/cleats can cause severe damage. Contact your Fastener Manufacturer for the proper adapter as well as recommended staples, cleats and air pressure.

NOTE: Use the glue down method for products wider than 5".

Do not use staples or nails intended for 3/4" solid flooring.

- Avoid striking the edge of the prefinished flooring with the fasteners mallet. Edge crushing can occur causing cracks and splinters. Use a block to hammer against if necessary. Use only a flooring nailer that engages the top profile over the tongue at the appropriate angle. Make sure that the flooring nailer is flat against the board to prevent top edge damage. The plate in contact with floor must be smooth and free from nicks or scratches. Faceplates should be covered with protective materials to prevent damage to the surface of the flooring.
- For manual fasteners improper plate selection can cause severe edge damage. Check with the fasteners manufacturer to ensure that the proper adapter has been used for this nominal 3/8" or 1/2" flooring (9, 9.5, or 12 mm).
- For pneumatic fasteners, improper air pressure settings, and failure to use the proper adapters can cause damage to the flooring. The correct adapter and air pressure setting will properly set the fasteners in the nail pocket. Set air compressor to the fastener manufacturers recommended PSI setting or an initial pressure of 75 PSI. Use a compressor with an in-line regulator with an air hose for proper adjustments. Adjust the air pressure to insure proper setting of staples. If tongue damage occurs, lower the air pressure. If the staples do not set properly increase the air pressure.

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- If you need to remove a side nailed staple, do not pull straight up from the tongue. This will damage the surface of the board. Instead, pull out the staple from the tongue at the front of the board with all pressure from the hammerhead directed into the sub floor.
- The manufacturer of the flooring is not responsible for any damage caused by the use of improper fasteners, improper adapters as well as staples or cleats or tools or minor squeaking on mechanically fastened floors.

Step 1: ESTABLISH A STARTING POINT

- Before beginning the actual installation, provide proper layout of flooring by laying out several rows of flooring end to end in a staggered pattern.
- Allow for a minimum 6" stagger of the end joints of the adjoining row, distributing short and long lengths equally over the areas where the flooring is to be installed.
- Flooring is to be installed at right angles to the floor joists and, if possible, in the longest dimension of the room.
- Work out of several cartons at a time to insure proper color and shade mixture.
- To ensure that you have a good straight-line, place a mark 1" plus the width of the flooring on the end wall near a corner of the starting wall. Repeat on the opposite corner wall and insert nails into each mark. Snap a chalk line to provide a straight line to help align the planks
- Leave at least 3/8" to 1/2" for expansion at all vertical surface to be covered by the baseboard or quarter round trim. Normally the expansion space around the rooms should be the same distance as the thickness of the hardwood flooring.

Step 2: INSTALLING THE FLOOR

- Fasten a sacrificial board to the floor and check for surface damage, air pressure settings, and tongue damage before proceeding. Make all proper adjustments before installation. Then remove and destroy the board.
- For the first row use the longest straightest boards.
- Align the first piece on the chalk line with the tongue out. The groove side and end will be facing the starting wall. Pre-drill holes to avoid splitting. Drive 7D or 8D finish nails or screw type flooring nails into the face of the board every 6" approximately 1/3"-3/4" from the edge closest to the starting wall and within 2"-3" from the ends and in the darker grain of the wood. Keep the starter strip aligned with the chalk line.
- Edge nail the plank by driving the same type nails at a 45 degree angle through the tongue of the first piece, spacing the nails every 6"-8" and within 2"-3" from the ends. Repeat this process for the entire first row. Upon completion of the first row, go back and sink the face nails with a nail punch. If it appears that the holes will not be covered by the quarter round or wall base, fill with putty that blends with the floor color.
- Repeat the edge nailing for the second row but do not face nail like the first row. Typically, the first few rows must be edge nailed by hand due to the close proximity to the wall. When clearance allows, use the stapler/fastener.
- For ease of installation, work left to right. Left is determined by having your back to the wall where the starting course is laid. When it is necessary cut a strip to fit the right wall.
- 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 3-5" plank, and 10" for plank wider than 5".
- Install each succeeding row of planks by stapling/fastening the tongue side every 4"-6" to within 2" from board ends. Be attentive to staggering the ends of the boards at least 6" in adjacent rows to avoid clustering end joints.
- Upon reaching the last row to be installed, the planks should be ripped to allow a 3/8"-1/2" expansion space. Depending upon the board thickness, the last rows must be fastened by nailing approximately 1/2"-3/4" from the back edge of the board every 6". The same process of counter sinking the face nails and applying putty should be repeated (as above on starting wall).

Step 3: FINISHING THE FLOOR

- 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.
- Final inspection by the end user should be conducted from a standing position.

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)

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- 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

- 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.

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.

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- 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.

CAUTION



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.

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

Precautionary measures:

- Recover dust for disposal. Sweep or vacuum dust for disposal or if power tools are used equip them with a dust collector.
- Avoid dust contact with an ignition source
- Avoid prolonged or repeated breathing of wood dust in air. If there are high levels of dust then use an NIOSH- designated dustmask.
- Avoid dust contact with eyes and skin First Aid Measures:
- If inhaled, move to fresh air. In case of contact flush eyes and skin with water. If irritation persists, call a physician.

IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY:

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.

CARE GUIDE

CLEANING YOUR FLOOR

- Use a damp cloth to blot up spills and spots as soon as they happen. Ensure any chemicals you use to clean your floor are suitable and PH neutral. 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** damp mop. Periodically clean the floor with a hardwood 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.
- **Do not** use any type of buffing machine.

PROTECTING YOUR FLOOR

All floor coverings will show signs of wear over a period of time depending on the amount of traffic over your floor and the diligent of cleaning and maintaining 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.

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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 installed over radiant heat.

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.

- Avoid gouges or cuts in your floor from sharp objects. While your floor is very 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.
- All flooring reacts to direct sunlight. Minimize exposure to direct sunlight to reduce thermal expansion. Use blinds, curtains, window tint, UV resistant films on windows to reduce all direct sunlight and protect the floor. Direct sunlight can cause damage to the flooring in the way of fading, color changes, shrinkage, checking and cracking.
- Where the timber flooring is close to a fireplace, stove or other heating appliances, dimensional change can occur to the flooring including shrinking and gapping.
- Ensure there is appropriate ventilation and airflow underneath the substrate to prevent a build-up of moisture. Ensure there is appropriate drainage underneath and around the perimeter of the property, to help minimize the build-up of moisture under the substrate. Make sure all plumbing; drainage (including downpipes) is working properly, no leaks or blockages.
- Installation of the flooring is best to occur as late in any build or renovation as possible, ensuring minimal chances of the flooring to get damaged throughout the build possibly by other trades or unforeseen site related damage.
- Always mix planks from several cartons and pallets to minimize any batch or color variation.
- Areas with roller or caster chairs, large or heavy filing systems and associated equipment will require additional surface protection. Damage as a result of any of the above or similar will not be covered by this warranty.
- It is vital all planks are inspected prior to installation. If you have any concerns, regarding color, finish, or any other product related concerns, please contact your reseller / distributor immediately. **DO NOT INSTALL DEFECTIVE PLANKS.** Any planks that have been installed, cut, or anything other will be deemed to be accepted by the installer or builder or homeowner and will not be accepted in any claim under any circumstances.
- Do NOT caulk the perimeter of a floating floor or pin it to a immovable object including island benches. This prevents the floor moving as required.
- It is the installers responsibility to appropriately select and remove any boards deemed faulty or unacceptable. These boards which do not meet industry standard should not be installed under any circumstances. The installer may dock faults to ensure the flooring meets industry standards and help the customer get their desired result.
- Evaporative cooling can lead to high humidity levels. It is essential to ensure the humidity levels do not exceed the desired humidity levels (40%-60%) which can be extremely difficult to control. Damage caused by evaporative cooling systems is common and will not be covered by this warranty. It is essential to operate the evaporative cooling as per the manufacturers operating instructions.
- Ensure all furniture legs and bases are covered in thick felt pads to avoid scratching. Do not drag heavy furniture / items over floors. Frequently check and replace felt pads. Do not use rubber-based mats, rubber pads or rubber protective products as the rubber can have a chemical reaction with the flooring and alter the flooring appearance or quality.
- Upon completion if there is other works required, it is recommended to protect the floor. A breathable protective cover should be installed. The protection must be breathable as otherwise the floor will sweat, and the moisture content will rise causing cupping, peaking, gapping, or squeaking. It is essential to clean the flooring or any debris or rubbish as trapping this under the protection may damage the floor. If protecting the finished floor – do not tape the perimeter of the protection to the flooring as tape acts as an adhesive and can remove the coating, permanently damaging the surface.
- It is essential to cover and protect your floor until all other works are completed. This will minimize the chances of the flooring being damaged.
- This Oak Flooring is a living material and will continue to naturally move (expand and contract) depending on the environment including but not limited to sunlight, moisture, and temperature levels.

REPAIRING YOUR FLOOR

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

MOLDINGS

Installation Tips:

- Moldings must be predrilled to avoid splitting whenever they are to be secured with nails or fasteners. Use a 10 or 12" miter saw with pre-set adjustments for the basic miter cuts at 22.5, 45, and 90 degree angles. A carbide tipped blade makes the best cuts.
- On Wall Base or quarter round moldings, nail moldings into the wall. Do not nail moldings into the floor.
- Always use miter cuts rather than butt cuts when splicing. Decide the direction of the miter by cutting the molding with the long point

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oriented in the same direction as your natural line of vision when you enter the room.

Wall Base - Border the wood floor at the base of the wall to give the room a finished look. This molding conceals the required expansion space between the wall and the hardwood flooring. It is also sometimes used under cabinets and toe kicks.

Quarter Round - This molding conceals the required expansion space between the wall and the hardwood flooring. It is also sometimes used under cabinets and toe kicks where a wall base won't fit or at the base of the stairs to provide a subtle blend between the floor and the wall or vertical surface.

Threshold - Typically used at exterior doorways as a transition between flooring and the doorway threshold. It is also used to transition a wood floor to different floors to make them fit together perfectly, such as high pile carpeting or tile. Another typical use for a threshold is to conceal the expansion space between the flooring and a vertical surface such as fireplace hearths and sliding glass doors.

T-Molding - Commonly used in doorways to join two wood floors in adjoining rooms. Also recommended when making transitions from a wood floor to another floor that is approximately the same height such as ceramic tile, hardwood or laminate floors, not carpet. T-Moldings are also used to provide expansion joints when a floor dimension exceeds the length of 40' or a width of 30'.

Reducer - Used to join hardwood floors that have been glued down or nailed down with floors of different heights such as vinyl, ceramic tile, or low pile carpeting.

Stair Nose - Provides the proper transition for stairways or steps which have hardwood floors that have been installed by either the nail down or glue down installation method. Also provides the proper overhang for a transition from one floor level to the next such as the step into a sunken living room.

LIMITED RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

20 Year Limited Finish And Wear Residential Warranty

Manufacturer warrants to the original purchaser that its factory applied finish will not wear through, peel off, or delaminate under normal and ordinary residential use and with proper maintenance and floor care for a period of 20 years from the date of purchase subject to the conditions of the warranty and exclusions throughout. The planks must be inspected prior to installation, and any planks deemed not fit for service should not be installed and will not be covered by the warranty. Damage to areas less than 10% of the surface area which could relate to high traffic wear or incidental damage will not be covered by this warranty. Damage including scratches, dents, gloss reduction, urine, negligence, animals or high heeled shoes is not considered to be a defect or wear through the coating and is not covered by this warranty. This warranty covers the original manufactured boards to be free from delamination, defects in material or workmanship, or dimensions. Flooring installed in residential rental (including AirBnB) properties is covered by the 5 year light commercial warranty.

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. This warranty, to the original purchaser only warrants that the product will not delaminate, warp or twist subject to the conditions of the warranty and exclusions throughout. The planks must be inspected prior to installation, and any planks deemed not fit for service should not be installed and will not be covered by the warranty. Due to the variable climate conditions within the United States, planks may display slight bowing and twisting once removed from packaging however this is not considered a structural defect unless the planks cannot be assembled. Planks should not be left unpacked or loose overnight or for a long period of time prior to installation. After installation, certain cupping, doming and gapping issues could be considered site related issues and will not be covered by this warranty. The structural warranty is subject to the conditions of the warranty and general exclusions throughout.

5 Year Limited Finish And Wear Light Commercial Warranty

Manufacturer warrants to the original purchaser that its factory applied finish 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 subject to the conditions of the warranty and exclusions throughout.

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.

IF THE ENGINEERED FLOORING SHOULD FAIL TO MEET THE TERMS OF THE WARRANTY, MANUFACTURER, AT ITS OPTION, WILL EITHER:

- Supply replacement product or parts to repair, refinish, or replace the defective product at the manufacturer's option.
- Refund up to the full purchase price of the defective product.

THIS WARRANTY IS EXCLUSIVE. It covers the repair or replacement of defective materials only and does not cover labor costs unless professionally installed by a certified flooring installer. Installation of the replacement products will be at the original purchaser's expense. If professionally installed, the manufacturer will pay the reasonable labor costs to perform the replacement or repair during the first 5 years from the date of the original purchase. Any and all labor costs must be pre-approved by the manufacturer. In the event that the style installed in the home is no longer available, the manufacturer will replace the affected floor with another style of equal value. 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.
- Only approved products for use over Radiant Heat.
- The flooring must be installed below grade, on grade or above grade according to the recommended installation instructions.
- Interior environmental conditions maintained at 60°-80° F and a constant relative humidity level of 35-55%.
- 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. Additional time may be required if an independent expert opinion is required. The supplier must be given the opportunity to inspect the floor prior to any warranty repairs being undertaken.
- 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.
- Raised board edges, cupping, doming, bowing, and other movement related issues throughout the flooring that are caused by issues related with installation or the installed environment which is not controlled by the manufacturer, and are specifically excluded from this warranty.
- Use of improper cleaning products including but not limited to steam mops, bleach, ammonia based cleaning products, other floor stripping products or unauthorized cleaning products.
- Under-floor heating – The product is only suitable under strict conditions to be installed on subfloor heating. Installation and maintenance guidelines must be followed. No other subfloor heating systems will be covered by this warranty.
- 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.
- 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.
- Natural wear and tear is not considered a product fault.
- 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.

Limitation of Liability

- Except for the costs incurred by the seller in repairing or replacing the flooring or by refunding the purchase price, the supplier will not be liable for any loss and damage suffered by the purchaser including but not limited to the costs of alternative accommodation, the cost of furniture removal, legal costs, damages arising from loss or use of the goods, damages for physical inconveniences, any indirect, special or consequential damages or injury to any person, corporations or other entity.
- If any Goods supplied to the Buyer as a 'consumer' within the meaning of the term in the United States Consumer Law as amended or relevant state legislation, the Buyer will have the benefit of certain non-excludable rights and remedies in respect of the Goods and nothing in these terms and conditions excludes or restricts or modifies any condition, warranty, right or remedy conferred by law. If the Goods are a product not ordinarily acquired for personal, domestic or household use or consumption, pursuant to section United States Consumer Law, H&S limits its liability to payment of an amount equal to the lowest of: (i) the cost of replacing the Goods or supplying equivalent Goods, (ii) the cost of repair of the goods and (iii) the cost of having the Goods repaired or replaced.

WARRANTY CONTACT

If you have any questions or wish to make a claim under this limited warranty, please contact your sales person.

WARRANTY DISCLAIMERS

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

THE MANUFACTURER DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THE FLOORING.

MANUFACTURER SHALL NOT BE LIABLE FOR LOSS OF USE OR ANY OTHER INCIDENTAL, SPECIAL CONSEQUENTIAL COSTS, EXPENSES, LOSS OF INCOME OR PROFITS, OR OTHER SIMILAR DAMAGES INCURRED BY THE ORIGINAL PURCHASER.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER. THIS WARRANTY GIVES YOU SPECIFIC RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY, FROM STATE TO STATE.