



## INSTALLATION INSTRUCTIONS

### PREFINISHED ENGINEERED HARDWOOD FLOORING

### W/G2+ FOLD-DOWN MECHANICAL LOCKING SYSTEM

READ THESE INSTRUCTIONS THOROUGHLY BEFORE BEGINNING INSTALLATION. IN ADDITION TO THESE INSTRUCTIONS, WE RECOMMEND THAT THE INSTALLER FOLLOW ALL INSTALLATION GUIDELINES AS SET FORTH BY THE NATIONAL WOOD FLOORING ASSOCIATION ([www.nwfa.org](http://www.nwfa.org)). WHERE THESE INSTRUCTIONS DIFFER FROM NWFA GUIDELINES, THIS DOCUMENT TAKES PRECEDENCE. THESE INSTALLATION INSTRUCTIONS DO NOT APPLY TO ALL ECOTIMBER ENGINEERED FLOORING. OTHER ECOTIMBER PRODUCT LINES ARE COVERED UNDER SEPARATE INSTRUCTIONS. 011711

#### **PRE-INSTALLATION JOBSITE REQUIREMENTS**

**Carefully examine the flooring prior to installation for grade, color, finish and quality. Ensure adequate lighting for proper inspection. If flooring is not acceptable, contact your distributor immediately and arrange for replacement.**

**EcoTimber cannot accept responsibility for flooring installed with visible defects.** Prior to installation of any flooring, the installer must ensure that the jobsite and subfloor meet the requirements of these instructions. EcoTimber is not responsible for flooring failure resulting from unsatisfactory jobsite and/or subfloor conditions.

Hardwood flooring should be one of the last items installed in any new construction or remodel project. All work involving water or moisture should be completed before flooring installation. Water and wood do not mix. Installing onto a wet subfloor may cause permanent damage to the flooring. Permanent HVAC should be on and operational and maintained between 60-75°F with relative humidity of 30%-60% **for a minimum of 14 days prior to installation**, as well as during and after installation. **When installing over radiant heat, additional restrictions apply – see below.** Humidity levels below 30% will most likely cause movement in the flooring, including gapping between pieces and possible cupping and checking in the face.

Store the wood flooring in the UNOPENED boxes at installation area for 24 -72 hours before installation to allow flooring to adjust to room temperature. Do not store the boxes of flooring directly on concrete or close to a wall. These engineered wood floors DO NOT need any moisture equalization prior to installation and should be installed from just-opened boxes. DO NOT OPEN more than a few boxes in advance of installation and only the number of boxes that will be installed within the next few hours. Only open enough boxes to ensure a good mix of lengths and color.

**Floors from the EcoPlanet and EcoReserve Collection, EXCLUDING HICKORY (Moab Dusk, On Pointe, Crescendo), are warranted for installation over hydronic radiant heat if installed per these instructions. No EcoTimber flooring is warranted over electric radiant heat systems. Only hydronic systems are approved. Please carefully read the “Radiant Heat” section below before finalizing product selections.**

#### **PRE-INSTALLATION SUBFLOOR REQUIREMENTS**

Acceptable subfloor types:

- CDX plywood - at least 5/8” thick for joist spacing up to 16” on center, minimum 3/4” thick for joist spacing greater than 16” on center (19.2” maximum)
- Underlayment grade particleboard (minimum 40 lb. density) - floating/glue-down only
- OSB - at least 3/4” thick, PS 2-92 rated or PS 1-95 rated
- Concrete slab - floating/glue-down only
- Existing wood floor - must be smooth, level, well-adhered and, if gluing new flooring, unfinished
- Ceramic tile – floating only
- Resilient tile & sheet vinyl - floating/glue-down only; for glue-down tile/vinyl must be new and non-urethane-coated
- Lightweight concrete (gypcrete) coated with latex primer - floating/glue-down only (NOTE: EcoTimber provides no guarantee that lightweight concrete will remain structurally sound during the life of the floor. Separation of the flooring from the subfloor caused by deterioration or fracturing of the substrate will not be considered a product failure.)



All Subfloors must be:

- Dry and will remain dry year-round. Test wood sub floors and wood flooring for moisture content using a pin-type moisture meter. Take readings of the subfloor – minimum of 20 readings per 1000 sq. ft. and average the results. In most regions, a “dry” wood subfloor that is ready to work on has a moisture content of 12% or less and the wood should be within 4% of the subfloor moisture content. Concrete subfloors must not exceed 3 lbs. per Calcium Chloride Test (test method ASTM 1869-89), or 2 lbs. when installing over radiant heat.
- Structurally sound
- Clean: Thoroughly swept and free of all debris. For glue-down installations, subfloor must be free of wax, grease, paint, sealers, old adhesives, etc., which can be removed by sanding.
- Level: Flat to 3/16” per 10-foot radius

Wood subfloors must be dry and well secured. Nail or screw every 6” along joists to avoid squeaking. If not level, sand down high spots and fill low spots with an underlayment patch - For staple down application use layers of 15lb. felt or wooden shims to fill low spots. Staples must be able to penetrate for holding power. Concrete subfloors must be fully cured, at least 60 days old, and should have minimum 6-mil polyfilm between concrete and ground. If necessary grind high spots down and level low spots with a quality cementitious leveling compound. Resilient tile and sheet vinyl must be well-bonded to subfloor, in good condition, clean and level. Do not sand existing vinyl floors, as they may contain asbestos.

If gluing down on concrete that is on or below grade, even if the Calcium Chloride test results are under 3 lbs., we highly recommended the use of a concrete sealer. Remember, a concrete slab on/below grade that measures dry today may become wet in the future due to rising groundwater. Installing a moisture barrier now may be viewed as an insurance policy against concrete becoming wet in the future. EcoTimber is not responsible for site related moisture damage to flooring.

**When installing this flooring over radiant heat, use the floating installation method only, and always use an approved floating floor pad for your underlayment.**

### **INSTALLATION TOOLS**

**For all installation methods:**

- |   |                                  |                       |
|---|----------------------------------|-----------------------|
| • Tape measure  | • Wood or plastic spacers (1/2”) | • Chalk line          |
| • Tapping block                                       | • Crosscut power saw             | • Pry bar or pull bar |
| • Pencil  | • Hammer                         | • Wood chisel         |
| • Titebond® II or EuroBond® D3 Tongue and Groove glue |                                  |                       |

**For staple-down installation, you will also need:**

- Spotnails® Striker® pneumatic stapler w/ modified head designed for the Valinge® G2+ lock profile (Item#WS4840W4). To purchase the stapler with modified head, contact Spotnails at 1-800-873-2239 ([www.spotnails.com](http://www.spotnails.com))
- Spotnails Narrow Crown Staples ¼” x 1-1/4” staples, item #4810PG, or compatible equivalent to fit Spotnails Striker
- Air compressor      • Nail punch      • 15-lb. asphalt saturated felt paper or equivalent, meeting ASTM D4869 standards

**For floating installation, you will also need:**

- QuietWalk Floating Floor Pad ([www.quietwalk.com](http://www.quietwalk.com)) or equivalent 1/8” thick underlayment.
- 6-mil polyfilm (if installing on or below grade)      • Clear waterproof packing tape

### **GENERAL INSTRUCTIONS – ALL METHODS**

Make sure subfloor is tested for moisture first and is properly prepared. Since wood expands with any increase in moisture content, always leave at least a 1/2” expansion space between flooring and all walls and any other permanent vertical objects, such as pipes and cabinets. This space will be covered up once you reapply base moldings around the room. Use wood or plastic spacers during installation to maintain this 1/2” expansion space.

No area of connected flooring can span greater than 25 feet in width or 50 feet in length. For larger spans, install T-moldings or other transition pieces that allow the flooring to expand and contract. More or less spacing may be needed depending on



geographical area. Before laying flooring, install recommended felt paper, adhesive, or floating floor pad as outlined below in the section specific to your installation method.

Begin installation next to an outside wall. This is usually the straightest and best reference for establishing a straight working line. Establish this line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a plank plus about 1/2" for expansion space. You may need to scribe cut the first row of planks to match the wall in order to make a straight working line, as most walls are not straight.

Work from several open boxes of flooring and "dry lay" the floor before permanently installing it, but **never open more than a few boxes in advance**. This will allow you to select the varying grains & colors and to arrange them in a harmonious pattern. The actual floor may differ in grain and color from the samples used in selecting the product. This is not a product defect. **It is the installers' responsibility to work with the end user to determine the expectations of what the finished floor will look like. If the range of color or grain in the shipment does not appear satisfactory after opening a few boxes, do not begin installation.** Contact your dealer immediately to arrange a return.

Begin laying the floor in the left corner of the room. Dry lay a few rows (no glue or nails) before starting installation to confirm your layout decision and working line. Start the first row with the **tongue edge facing the wall**. Begin installing the first row by laying a board down flat on the subfloor (Fig. 1). Align the end of the second board (Fig. 2) with the first and simply push it straight down on top of first board (Fig. 3). Repeat this step to install the remaining boards in the first row. When cutting the last plank in a row to fit, you can use the cut-off end to begin the next row (Fig. 4). If cut-off end is 8" in length or less, discard it and instead cut a new plank at a random length (greater than 8") and use it to start the next row. Short planks inside the cartons can be used for starter planks, end of row fill, or for tight spaces to minimize waste and reserve your full length planks for the field.

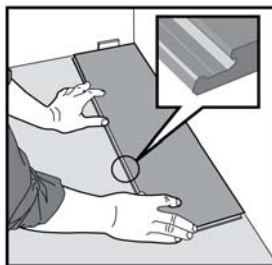


Fig. 1

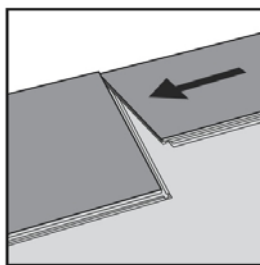


Fig. 2

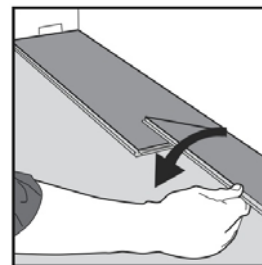


Fig. 3

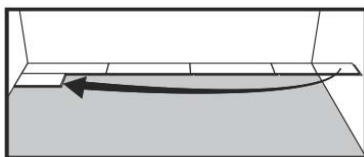


Fig. 4

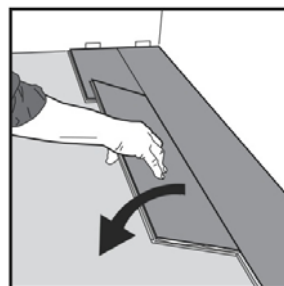


Fig. 5

Install the second row by inserting the tongue edge of the planks into the groove edges of the first row at a 45° angle and then folding the plank down until it lays flat on the subfloor (Fig. 5). Ensure that the edges of all boards meet tightly by applying equal pressure while rotating the board down. You cannot force the boards together. If the boards are not lying flat, they were not aligned correctly during engagement. Disengage the planks by lifting the entire row and sliding the end joints apart (Fig. 6 & 7). Try again until all seams are tight.

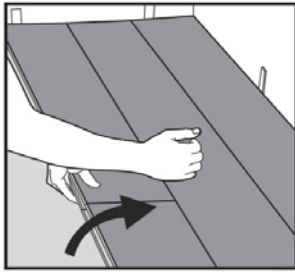


Fig. 6

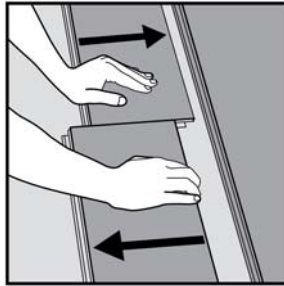


Fig. 7

Stagger end joints from row to row by at least 8". Avoid 'H' patterns, where planks just two rows away from each other end in the same location. Continue installing the second row and cut the last board to size just as you did in the first. After installing three rows, recheck your spacers to ensure that the proper 1/2" expansion space is being maintained.

When working under doorjamb or cabinets, there will not be enough clearance to achieve the 45° angle required to engage the sides. In these situations, cut away the locking element using a wood chisel (Fig. 8) and glue the boards together using Titebond® II or EuroBond® D3 wood glue (Fig. 9). The boards in the last row will need to be cut to the necessary width and glued together as well, at both the side and end joints (Fig. 10). Apply weight as needed until the adhesive has set. Remember to always leave 1/2" expansion space between the last row and any vertical surface such as pipes or posts.

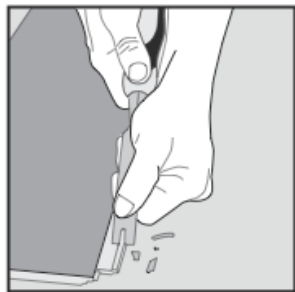


Fig. 8

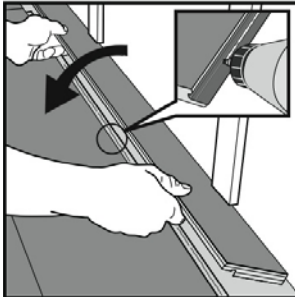


Fig. 9

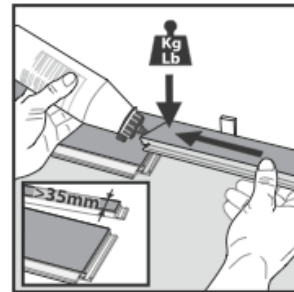


Fig. 10

### **GLUE DOWN INSTALLATION**

EcoTimber recommends using a premium, water-free, low-VOC, moisture cure urethane adhesive, along with appropriate prep. Suitable adhesives include Taylor MS+, and Bostik TKO. EcoTimber does not guarantee or warrant the performance of third party installation products, and specific questions about their use should be directed to the manufacturer.

Carefully review installation instructions for subfloor preparation, proper trowel size, required temperature/humidity conditions, and the adhesive open/set time before beginning installation. Working properties, proper usage, and set times may vary between brands so it's important to follow the label instructions specific to your choice (not all adhesive and sealers are cross-compatible).

Trowel adhesive onto a section of subfloor that can be covered with flooring within the working time recommended for your conditions. Lay the first row of flooring into the adhesive with tongue facing the wall, and continue laying floor as described above under "General Instructions-All Methods". Always check your working lines to maintain alignment. Use spacers to help ensure the installed flooring does not move on the wet adhesive. 3M Long Mask 2080 Blue Tape may be used across rows to hold planks tight while the adhesive sets (do not leave this tape on the floor more than 1 hour, do not apply to flooring that has residue from solvents or mineral spirits, and remove tape carefully before cleaning with any type of liquid). Periodically lift a plank from the wet adhesive to ensure full transfer to at least 90% of the planks.

When the first section is finished, continue to spread adhesive and lay flooring section by section until installation is complete. **USE A CLEAN, DRY CLOTH TO IMMEDIATELY REMOVE ANY ADHESIVE FROM THE FLOORING SURFACE.** If adhesive cannot be completely removed with a dry cloth, use mineral spirits. Never let flooring adhesive dry completely on the finished surface. Within the adhesive working time, walk each section of flooring to make sure it is well bonded to subfloor. Flooring planks on the perimeter of the room may require weight on them until the adhesive cures enough to hold them down.

## **STAPLE DOWN INSTALLATION**

This floor may be installed using the Spotnails® Striker® pneumatic stapler w/ modified head designed for the Valinge® G2+ lock profile (Item#WS4840W4). To locate this tool, please contact Spotnails at 1-800-873-2239 ([www.spotnails.com](http://www.spotnails.com)).

If the staple gun is not correctly positioned, staples may not be driven in completely. If the staples are inserted at an incorrect angle, shattered wood fibers may lift from the nailing surface. In either case, the result will be that the next board cannot be installed correctly (Fig. 12). Shattered fibers can be removed by scraping with a knife, and partially-driven staples should be driven manually using a nail punch.

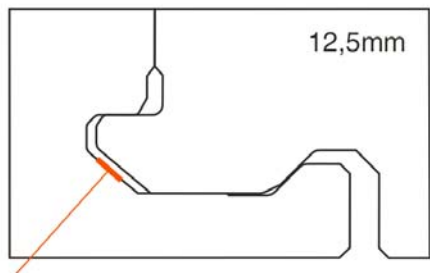


Fig. 11 – Correct positioning of the staple

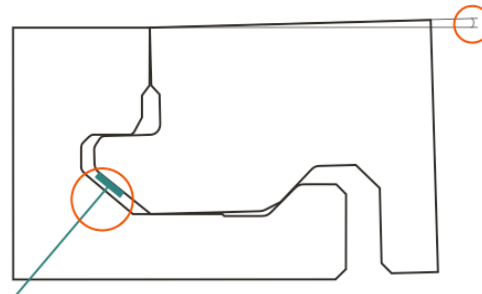


Fig. 12 – Incorrect positioning prevents proper fit

Prior to installation, place a 15-lb. felt paper or equivalent, meeting ASTM D4869 standards, over the entire subfloor, following the manufacturer's instructions.

### **First Rows**

For the starting row(s), lay the first plank inside chalk line with tongue edge toward the wall. Since the stapler's magazine prevents the gun from being placed correctly, you will have to either manually nail the first row using a nail punch (being careful to maintain proper nail position as shown in Fig. 11), or glue down the row with Liquid Nails® LN-901. After gluing, set weight on top of the planks and allow them to set securely before commencing stapling subsequent rows. Make sure the starting row(s) are straight and drawn tight.

### **Subsequent Rows (fig. 13-18)**

For correct staple positioning, place the staple gun over the locking strip, with the lower block placed flat on the subfloor and the top block placed flat on the top surface of the flooring. PLEASE NOTE: the security pin must be placed on top of the locking element in order to prevent damage. Once the security pin is placed on top of the locking element it can be slid into the groove and finds its correct position easily.



Fig. 13 – Lifting the staple gun over the locking element



Fig. 14 – Staple gun correctly positioned





Fig. 15 - Pin placed outside locking element - incorrect

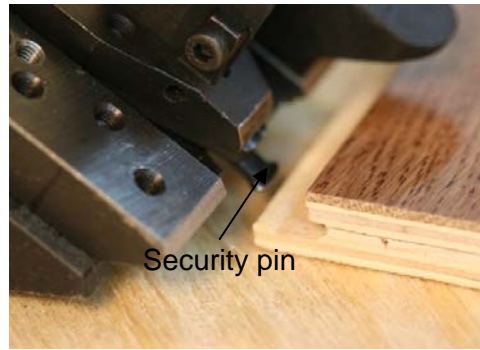


Fig. 16 – Lifting the security pin over the locking element



Fig. 17 - Pin placed on top of the locking element



Fig. 18 Pushed in to the groove - correct position

After testing to make sure that the staples are seating properly, staple each board every 4-6" and 3-4" from each end. Remember to stagger end joints from row to row at least 8" and avoid 'H' patterns. Periodically check (looking from a low angle) to make sure that the stapler is still not causing dimpling or damage to the flooring surface. It may be necessary to manually nail and/or glue down the flooring in doorways or tight areas where the stapler can't fit. The last one or two rows will need to be manually nailed or glued in the same manner as the first row(s).

### FLOATING INSTALLATION

When installing EcoTimber wood flooring over radiant heat, always use the floating installation method, and always use QuietWalk Floating Floor Pad, or approved equivalent, as your underlayment. See below for special instructions regarding radiant heat installations.

Heavy objects such as counters, kitchen islands, and large stoves or refrigerators should be in place prior to the installation of a floating wood floor. Compressing a floating floor against the subfloor with excessive weight could inhibit the floor's ability to move in response to changes in humidity and may result in gapping or cupping.

Laying polyfilm: lay 6-mil Polyfilm with seams overlapped 8". Fasten seams every 18-24" with clear waterproof packing tape. Run the outside edges of Polyfilm up perimeter of each wall 4". Trim after flooring installation is complete.

Laying pad: lay QuietWalk Floating Floor Pad, or equivalent 1/8" thick underlayment, by butting edges, not overlapping. Tape the full length of the seam with clear waterproof packing tape. Leave 1/2" space between pad and all walls and permanent vertical fixtures.

Installing the floor: start first row with tongue toward wall. Glue end joints of first row by applying a small but continuous bead of Eurobond® D3 T&G Adhesive or Franklin® Titebond II PVAC glue to the bottom side of the groove. Clean up any adhesive that is on the face of the floor by using a dry cloth – DO NOT ALLOW ADHESIVE TO DRY ON THE FLOORING SURFACE as it is difficult to remove without damaging the finish. Lay subsequent rows as described above under 'General Instructions – All Methods.'



### RADIANT HEAT

Note; EcoPlanet and EcoReserve **HICKORY selections (Moab Dusk, On Pointe, Crescendo) are NOT WARRANTED over radiant heat.**

When installing EcoPlanet and EcoReserve engineered wood flooring over radiant heat systems, follow all directions above for floating installations in addition to the directions below, and always use an approved underlayment pad such as QuietWalk. EcoTimber flooring is not warranted for use over radiant heat systems heated by electric elements. Only hydronic radiant systems are approved. Hydronic systems must include in-floor temperature sensors and controls that allow the system to adjust the water temperature according to anticipated heat loss. Flooring installed in multi-unit projects where the water temperature is not regulated separately in each unit is not warranted.

Prior to installation over radiant heat moisture testing must be conducted and documented per ASTM 1869-89 (Calcium Chloride Test) or, for wood subfloors, using a pin type meter. **The moisture content for concrete subfloors must not exceed 2.0 lbs. per 1000 square feet per ASTM 1869-89 (Calcium Chloride Test), and the moisture content for wood subfloors must not exceed 12%.** If moisture levels exceed these limits, do not install the flooring.

**The surface temperature of the subfloor must never exceed 82°F in any location. The temperature setting must always remain within 15°F of normal operating level, and should never be turned completely off.** Excessive heat, rapid heating, and/or failure to maintain humidity levels between 30% and 60% are likely to cause cracking, cupping and other forms of floor failure. **Slight surface checking (cracking), particularly at the ends of planks, should be expected in installations over radiant heat and do not constitute a product failure.**

All concrete must be allowed to properly cure and dry for a minimum of 4 weeks prior to the operation of the radiant heat system. The system should then be operated at least 2/3 maximum output for a minimum of 2 weeks prior to installation of flooring to further allow moisture from the subfloor to dissipate and reach equilibrium. This procedure must be followed regardless of the time of year. Four (4) days prior to flooring installation, reduce thermostat to 65°F.

As always, relative humidity of the jobsite must be maintained between 30% and 60%. Use of a humidification/dehumidification system may be required to maintain the proper humidity levels, particularly over radiant heat. Failure to maintain proper humidity levels will void all warranties. Beginning 48 hours after installation, slowly raise the temperature of the heating system to its preferred operating level over a period of 5 days.

### AFTER INSTALLATION

- Flooring should be one of the last items installed in a project. In order to protect the floors while other trades are finishing their work prior to final cleanup and turnover to the owner, use rosin paper and only use 3M® 2080 Blue Tape to hold the rosin paper to the floor (other blue tapes may damage the finish). Clean the floor thoroughly before laying the rosin paper to ensure that no debris is trapped underneath. **DO NOT USE** plastic film or other non-breathing coverings as this can cause the floor to become damaged from humidity buildups.
- Remove expansion spacers and reinstall base and/or quarter round moldings to cover the expansion space.
- Dust mop or vacuum the floor thoroughly to remove any dirt or debris.
- Buff the floor with lambs wool pads in order to remove any loose splinters, residues, footprints, etc.
- Install any transition pieces that may be needed (reducers, T-moldings, nosing, etc.).
- Place walk-off mats at all entrances to help collect dirt and debris that could damage or dull the flooring finish.
- Install felt floor protectors underneath all furniture.
- In areas such as bathrooms, kitchens, and spaces where food service occurs, top-coating the floor will help prevent against moisture damage. In heavy food service areas such as restaurants, two to three top-coats are recommended. See below under "Top-coating/Re-coating" for specific instructions.



### **CLEANING AND MAINTENANCE**

**Prevent Scratches** – There is no such thing as a “scratch-proof” wood floor, but following these basic procedures will reduce the likelihood and frequency of scratches:

- Felt padding should be permanently affixed to the legs of all furniture before it is moved into the space.
- Do not allow people to wear spiked heels on the floor, which will damage even the hardest wood floors and finishes.
- Pet claws should be properly trimmed at all times.
- Work boots and shoes that may have pebbles lodged in the soles should be removed prior to entering.

**Remove Grit** - Care should be taken to prevent dirt, sand and grit from accumulating on the surface of your floor. They will act like sandpaper and abrade the finish. Walk-off mats should be placed inside and out at all exterior exits, and the floor should be swept or vacuumed frequently. All mats or rugs should be cleaned and/or replaced on a regular basis. They should also be moved occasionally to allow natural color changes caused by light to occur evenly in all areas.

**Use Proper Cleaning Products** - To clean the factory urethane finish, we recommend EcoTimber **EcoClean** Floor Cleaner. To remove hard-to-clean substances such as glue or grime, use EcoTimber **Film-Free** Cleaner. To help reduce the appearance of surface scratches in the finish, we recommend EcoTimber **ScratchAway**. Floor waxes, oil soaps, and petroleum-based cleaners should not be used under any circumstances.

**Avoid Standing Moisture** –Never wet-mop your floor, and always clean up spills and standing water as soon as possible. With water or any other cleaning agent, be sure to thoroughly ring out the applicator or mop prior to applying it to the floor. A damp mop is fine as long as the moisture is limited to an amount that will evaporate almost immediately. Moisture that is allowed to seep into the seams between the planks may cause damage to your flooring. Do not allow soiled mats or rugs to stay on the floor as they can trap moisture on the surface.

**Top-coating/Re-coating** - Periodic recoating in any area will help prolong the life and restore the new appearance of your floor. By recoating the floor at the first signs of wear, you will be able to bring your floor back to new condition with relatively little cost and inconvenience. To top-coat or recoat your floor, lightly screen (abrade) the top surface of the factory finish and then apply Bona Traffic floor finish by Bona ([www.bona.com](http://www.bona.com)). Bona also offers the Bona Prep system that allows top-coating without screening or sanding. Follow all Bona application instructions carefully.

## **EcoTimber® Limited Residential Warranty**

This Limited Residential Warranty (“Warranty”) applies to all EcoTimber prefinished flooring, except as otherwise expressly set forth herein. This Warranty only covers floors shipped from EcoTimber after October 1, 2010. Flooring shipped from EcoTimber before this date is covered by our previous warranty and installation instructions, which are available by calling 303-586-9420.

**EcoTimber warrants** that, when the purchaser and installer follow the recommended installation (e.g., subfloor preparation, acclimation, use of adhesives, etc.) and preventative and regular maintenance instructions set forth on EcoTimber’s website, its prefinished flooring products:

- Are free from defects in lamination, milling and assembly and will remain free from these defects for **the life of the floor**.
- Will remain structurally sound under normal conditions as defined herein.
- Are protected by a factory finish that will not wear through for **twenty seven years** from the date of purchase (not valid for unfinished or oil-finished products).

**This warranty is made subject to the following conditions:**

- This Warranty is not transferrable; it extends only to the original purchaser **and** the original installation site. For a warranty claim to be considered, the original purchaser must present EcoTimber with a valid proof of purchase in the form of a sales receipt or other documents which establish proof and date of purchase. All warranties run from the date of purchase. Installation must be according to recommended procedures and conditions found in EcoTimber’s most current Installation Instructions for the specific product.
- **Room temperatures below 50°F. or above 80°F., or relative humidity below 30% or above 60% will VOID all warranties. These acceptable temperatures and relative humidity ranges apply not only to the storage of the product prior to installation and the conditions during installation, but also to the year-round environment of the floor.**
- Maintenance must be according to recommended instructions found in EcoTimber’s Installation Instructions and Cleaning & Maintenance guidelines. Floor must not be exposed to extreme heat, dryness, moisture, water saturation (including wet





mopping), and other sources of extreme moisture or changes in moisture. Alteration or repair that is not authorized by EcoTimber will void the Warranty.

- This Warranty excludes impact damage or wear from furniture, seating or fixtures on casters, or equipment used without proper protection. This Warranty excludes indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, man-made or natural disasters, spiked heel shoes, pet claws, toys, tools, water, erosion, pebbles, sand and other abrasives. No warranties apply to product designated as 'B' grade, thrift, antique, bargain, economy, or cabin grade, or nonstandard items which are sold "as-is". This Warranty does not cover flooring that has been installed with obvious visual defects or gapping of planks.
- Over time, normal exposure to sunlight will bring about changes in the shading of any hardwood floor; these changes may vary in areas of the floor that are blocked from sunlight, such as under area rugs. This is not a product defect. Natural wood characteristics, such as grain variations, small knots, etc. are normal characteristics and are not considered defects. This Warranty does not cover the normal difference between color samples or photographs and the colors of the installed floors. Gloss reduction is not considered wear.
- Any damage that occur during shipping is the responsibility of the shipping company.
- **Some EcoTimber flooring products are not warranted for installation over radiant in-floor heating systems.** Refer to the Installation Instructions for the specific product to verify whether or not it is warranted for use over radiant heat, and for specific guidelines and restrictions regarding such installations.
- Damage or defects in the flooring caused by or resulting from installation failures, including sub-surface, sub-flooring, or job-site environmental deficiencies, are not warranted.

Any claims under this Warranty must be made in writing, within 30 days after the condition has been detected. If EcoTimber accepts a claim under this Warranty, it will repair or replace, at its option, the affected flooring material. If the flooring product for which the claim is being made is no longer available, EcoTimber will replace the affected flooring material with a product of EcoTimber's choosing of equal or greater value. If after a reasonable number of attempts, in EcoTimber's sole discretion, EcoTimber is unable to correct the defect covered under this warranty, EcoTimber will refund, if requested, the purchase price for the portion of the floor that fails. Replacement flooring is not warranted to match in color, grain and gloss with the existing floor. EcoTimber reserves the right to have a designated representative inspect the floor and remove samples for evaluation of the claim.

This Warranty is limited to a one time repair or replacement of the defective material and shall be the buyer's exclusive remedy. Labor costs for installation, removal, or re-installation are NOT included. This Warranty does not cover replacement of cabinets, appliances, furniture or other fixtures or objects. UNDER THE TERMS OF THIS LIMITED WARRANTIES, ECOTIMBER WILL NOT BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, AND ECOTIMBER SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE, INCLUDING, WITHOUT LIMITATION, ANY "CHEMICAL SENSITIVITY" REACTIONS TO OFF-GASSING FROM ECOTIMBER'S PRODUCTS. THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXISTING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

### **ECOTIMBER®-LIMITED COMMERCIAL WARRANTY**

This Limited Commercial Warranty ("Warranty") applies to all EcoTimber prefinished flooring, except as otherwise expressly set forth herein. This Warranty only covers floors shipped from EcoTimber after October 1, 2010. Flooring shipped from EcoTimber before this date is covered by our previous warranty and installation instructions, which are available by calling 303-586-9420.

**EcoTimber warrants** that, when the purchaser and installer follow the recommended installation (e.g., subfloor preparation, acclimation, use of adhesives, etc.) and preventative and regular maintenance instructions set forth on EcoTimber's website, its prefinished flooring products:

- Are free from defects in lamination, milling and assembly and will remain free from these defects for **twenty-five years**.
- Will remain structurally sound under normal conditions as defined herein.
- Are protected by a factory finish that will not wear through for **five years** from the date of purchase (not valid for unfinished or oil-finished products).

#### **This Warranty is made subject to the following conditions:**

- Applications subject to this Warranty include Commercial uses such as professional offices and retail boutiques where an interior mall environment assures that footwear is clean, free of abrasive or moisture laden particles and is otherwise representative of normal interior residential footwear. EcoTimber will determine, in its sole discretion, whether the flooring use constitutes a residential or commercial application. The Warranty expressly permits high foot traffic counts, subject to the use of normal interior residential footwear and traffic patterns. EcoTimber defines "Commercial" as use in an interior environment that requires customer/client footwear normally envisioned in a well cared for residential living environment.



The environment requires a “walk off” area that isolates the wood floor from direct outdoor entry and ensures proper area and surface material necessary to remove unreasonable amounts of moisture and abrasives from footwear before coming in contact with the wood floor (i.e., in an interior entrance to a shopping mall, an exterior entrance with a large floor mat). Failure to provide a “walk-off” area will void all warranties. In Commercial applications, normal maintenance is considered to be daily vacuuming, dust mopping or light damp mopping to remove obvious visual dirt, abrasive substances or foreign particles. Additionally, depending on overall traffic, it is recommended that an approved dress coat be applied at least twice a year.

- This Warranty is not transferrable; it extends only to the original purchaser **and** the original installation site. For a warranty claim to be considered, the original purchaser must present EcoTimber with a valid proof of purchase in the form of a sales receipt or other documents which establish proof and date of purchase. All warranties run from the date of purchase. Installation must be according to recommended procedures and conditions found in EcoTimber’s most current Installation Instructions for the specific product.
- **Room temperatures below 50°F. or above 80°F., or relative humidity below 30% or above 60% will VOID all warranties. These acceptable temperatures and relative humidity ranges apply not only to the storage of the product prior to installation and the conditions during installation, but also to the year-round environment of the floor.**
- Maintenance must be according to recommended instructions found in EcoTimber’s Installation Instructions and Cleaning & Maintenance guidelines. Floor must not be exposed to extreme heat, dryness, moisture, water saturation (including wet mopping), and other sources of extreme moisture or changes in moisture. Alteration or repair that is not authorized by EcoTimber will void the Warranty.
- This Warranty excludes impact damage or wear from furniture, seating or fixtures on casters, or equipment used without proper protection. This Warranty excludes indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, man-made or natural disasters, spiked heel shoes, pet claws, toys, tools, water, erosion, pebbles, sand and other abrasives. No warranties apply to product designated as ‘B’ grade, thrift, antique, bargain, economy, or cabin grade, or nonstandard items which are sold “as-is”. This Warranty does not cover flooring that has been installed with obvious visual defects or gapping of planks.
- Over time, normal exposure to sunlight will bring about changes in the shading of any hardwood floor; these changes may vary in areas of the floor that are blocked from sunlight, such as under area rugs. This is not a product defect. Natural wood characteristics, such as grain variations, small knots, etc. are normal characteristics and are not considered defects. This Warranty does not cover the normal difference between color samples or photographs and the colors of the installed floors. Gloss reduction is not considered wear.
- Any damage that occur during shipping is the responsibility of the shipping company.
- **Some EcoTimber flooring products are not warranted for installation over radiant in-floor heating systems.** Refer to the Installation Instructions for the specific product to verify whether or not it is warranted for use over radiant heat, and for specific guidelines and restrictions regarding such installations.
- Damage or defects in the flooring caused by or resulting from installation failures, including sub-surface, sub-flooring, or job-site environmental deficiencies, are not warranted.

Any claims under this Warranty must be made in writing, within 30 days after the condition has been detected. If EcoTimber accepts a claim under this Warranty, it will repair or replace, at its option, the affected flooring material. If the flooring product for which the claim is being made is no longer available, EcoTimber will replace the affected flooring material with a product of EcoTimber’s choosing of equal or greater value. If after a reasonable number of attempts, in EcoTimber’s sole discretion, EcoTimber is unable to correct the defect covered under this warranty, EcoTimber will refund, if requested, the purchase price for the portion of the floor that fails. Replacement flooring is not warranted to match in color, grain and gloss with the existing floor. EcoTimber reserves the right to have a designated representative inspect the floor and remove samples for evaluation of the claim.

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