



INSTALLATION INSTRUCTIONS PREFINISHED SOLID WOVEN POPLAR FLOORING

READ THESE INSTRUCTIONS THOROUGHLY BEFORE BEGINNING INSTALLATION. IN ADDITION TO THESE INSTRUCTIONS, WE RECOMMEND THAT THE INSTALLER FOLLOW ALL INSTALLATION GUIDELINES SET FORTH BY THE NATIONAL WOOD FLOORING ASSOCIATION (WWW.NWFA.ORG). WHERE THESE INSTRUCTIONS DIFFER FROM NWFA GUIDELINES, THIS DOCUMENT TAKES PRECEDENCE. THESE INSTALLATION INSTRUCTIONS DO NOT APPLY TO PRODUCTS OTHER THAN ECOTIMBER SOLID WOVEN POPLAR FLOORING. 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. Manufacturer 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. Manufacturer is not responsible for flooring failure resulting from unsatisfactory jobsite and/or subfloor conditions.

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, including painting as this will create an artificially high humidity level in the room. 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 delivery, as well as during and after installation of the flooring. When installing over radiant heat, additional restrictions apply – see below.

Acclimation of EcoTimber Solid Woven Poplar flooring should be done with the boxes completely opened or removed from packaging for 14 days, within the space it will be installed. Open the boxes carefully to avoid damaging them in case repackaging is necessary for a return. Do not store directly on concrete or near outside walls. Flooring should be acclimated to the area in which it will be installed. EcoTimber Solid Woven Poplar should be within 2% of the moisture content of a wood subfloor. **Concrete subfloors should be sealed, or covered, to retard vapor emissions to near zero.** The HVAC system should be operating normally throughout the acclimation period, and portions of the flooring should be distributed to acclimate in the actual rooms where it will be installed. Failure to acclimate properly may result in shrinkage or expansion, cupping or buckling.

PLEASE NOTE: Due to the extreme density and resin content, acclimation will progress more slowly with Solid Woven Poplar than with other solid hardwoods. In very dry or very humid climates, proper acclimation may take several weeks. Opening the boxes more fully will help the acclimation process. Acclimation is relative to humidity and moisture, and is not related to a specific timeframe.

When checking the moisture content of EcoTimber Woven Poplar, pin-type moisture meters give misleading readings because the resin content of the material inhibits its electrical conductivity. Non-intrusive surface meters tend to give more accurate readings than pin-type meters. All moisture meters must be adjusted to specific settings for different species. **For EcoTimber Woven Poplar, use the setting for Ipe (Brazilian Walnut). Using the standard settings for Douglas Fir or Red Oak will give inaccurate readings** and could result in flooring being installed when it is not yet properly acclimated. If the literature provided with your moisture meter does not list a setting for Ipe (Brazilian Walnut), contact the meter manufacturer to determine the correct setting.

This flooring is not warranted for installation over *electric* radiant heat systems. Only hydronic systems are approved. Please carefully read the **“Radiant Heat” section below (p. 4) 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) - glue-down only
- OSB - at least 3/4" thick, PS 2-92 rated or PS 1-95 rated
- Concrete slab - glue-down only. A pre-installation concrete sealer is highly recommended to control vapor emissions
- Existing wood floor - must be smooth, level, well-adhered and, if gluing new flooring, unfinished
- Resilient tile & sheet vinyl - glue-down only; tile/vinyl must be new and non-urethane-coated
- Lightweight concrete (gypcrete) coated with latex primer - 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 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 2% 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 nail down application use layers of 15lb. felt or wooden shims to fill low spots. Fasteners 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 based 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 below 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 or other changes to the surroundings. Installing a moisture barrier now may be viewed as an insurance policy against concrete becoming wet in the future. This will lead to subsequent floor failure. EcoTimber is not responsible for site related moisture issues.

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

For nail-down installation, you will also need:

- Pneumatic nailer appropriate for 9/16" thick flooring and 1-1/4" or 1-1/2" long 18 gauge cleats. Examples of tools that have been used successfully with this flooring include the Powernail Model 50P nailer. Always test the fastener to ensure that it is not damaging the flooring or causing dimpling before proceeding with installation. **NOTE: Fasteners larger than 18 gauge (i.e., 15 gauge) will damage this flooring and void the warranty.**
- Air compressor
- Nail punch
- 15-lb. felt paper or equivalent, meeting ASTM D4869 standards



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). **PLEASE NOTE: Woven Poplar will expand and contract, so it is critical to leave expansion space around the entire perimeter of the floor.** 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 without adding spacers or compensating for additional movement. **For larger spans, install T-moldings or use spacers during installation that will allow the flooring to expand and contract normally.** More or less spacing may be needed depending on geographical area and specific site conditions. Before laying floor, install approved underlayment or adhesive as outlined below in the section specific to your chosen 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. 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, and is not considered a 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 in the shipment does not appear satisfactory after opening a few boxes, do not begin installation.** Contact your dealer immediately to arrange a return.

Dry lay a few rows, (no glue or nails), before starting installation to confirm your layout decision and working line. Before laying flooring, install felt paper, floating floor pad or adhesive as outlined below in the section specific to your chosen installation method.

When laying flooring, 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, by starting each row with a plank cut to a random length. When cutting the last plank in a row to fit, you can use the cut-off end to begin the next row. If cut-off end is 8” 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. Always begin each row from the same side of the room.

Start with the groove edge facing the wall. To draw planks together, always use a tapping block, as tapping the flooring itself will result in edge damage. **Never apply pressure to the groove edge of the flooring – only use the tapping block against the tongue.** When near a wall, you can use a pry bar or pull bar to pry close the side and end joints. Take care not to damage edge of flooring.

After installing three rows, recheck your spacers to ensure that the proper 1/2” expansion space is being maintained. When you reach the last row, remember to leave 1/2” expansion space between the flooring and any vertical surface such as pipes or cabinets.

GLUE DOWN INSTALLATION

EcoTimber recommends using a premium, water-free, low-VOC moisture cure urethane adhesive, along with appropriate sealers and levelers. Suggested adhesives include Taylor MS+, or 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, compatibility with sealers, and set times may vary between brands so it’s important to follow the label instructions specific to your brand (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 by the adhesive manufacturer. 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 2080 Long Mask 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 been cleaned with solvents or mineral spirits, and remove tape 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 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. Roll the floor with a 100lb roller every 2-3 hours during and immediately after installation, or as directed by the adhesive instructions.

NAIL DOWN INSTALLATION

Make sure subfloor is tested for moisture content first and is properly prepared. Prior to installation, lay 15-lb. asphalt roofing felt or equivalent, meeting ASTM D4869 standards, over the entire subfloor, following the manufacturer's instructions.

Use a flooring stapler/nailer of your choice that is appropriate for 9/16" thick flooring and test to make sure that the fasteners will not cause dimpling (localized raised edges) in the finished floor. **Note:** be sure to look at the face of the installed flooring at a low angle from a distance to see if dimpling is occurring, as it is hard to see when directly above the floor. If you see dimpling, STOP and adjust the stapler/nailer shoe, the angle or placement of staple, or air pressure until test planks confirm that dimpling is no longer occurring. EcoTimber is not responsible for replacing material that has been installed with dimples.

The correct air pressure needed to install this flooring will vary with subfloor type, but generally ranges between 55 and 95 psi. Regardless of air pressure, staples or cleats larger than 18 gauge (i.e., 15 gauge) will damage this flooring and void the warranty. If face nailing is used for the starting or final rows, it is recommended to pre-drill pilot holes to minimize deflection and possible damage. Pre-drilling pilot holes for nailing through woven poplar trim is also recommended.

For the first and second starting rows: lay first plank inside chalk line with groove edge toward the wall. Since it can be difficult to get the nail gun in place next to the wall, you may wish to glue down the first rows rather than face-nailing them and leaving unsightly nail holes that must be filled with putty. Make sure the starting rows are straight and drawn tight. After gluing down these rows with Liquid Nails® LN-901 or a similar product, set weight on top of them and allow them to set securely before commencing stapling/nailing the additional rows.

Subsequent rows: Lay by using floor nailer to blind-nail top inside edge of tongue at a 45 degree angle. Nail each board every 6-8" and 3-4" from each end (to prevent splitting). Remember to stagger end joints from row to row at least 8" apart and use a tapping block to fit boards together. Periodically check (looking from a low angle) to make sure that the stapler/nailer is still not causing dimpling. It may be necessary to face-nail and/or glue down the flooring in doorways or tight areas where the nailer/stapler can't fit. The last two rows will need to be fastened or glued in the same manner as the first two rows.

RADIANT HEAT

When installing Solid Woven Poplar over radiant heat, the glue-down installation method is recommended, but nail-down installations are warranted provided that all of these instructions are carefully followed.

This flooring is not warranted for use over radiant heat systems heated by electric elements. **Only hydronic radiant systems are approved.** 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. **Seasonal gapping and surface checking (cracking), particularly at the ends of planks, may occur 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 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. Three (3) days prior to flooring installation, reduce thermostat to 65°F. In glue-down installations, the system should be turned off 24 hours prior to and during installation to prevent premature curing of the adhesive.

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 recommendations.

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 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). 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.

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.