

# ***Monticello Flooring and Lumber Co., Inc.***

## ***Instructions and Warranty***

### **THESE GENERAL INSTRUCTIONS ARE PROVIDED AS GUIDELINES ONLY. THE INSTALLER/OWNER SHOULD REVIEW AND INSTALL ALL WOOD IN ACCORDANCE WITH THE STANDARDS SET BY THE NATIONAL WOOD FLOORING ASSOCIATION**

Hardwood flooring is a product of nature and therefore not perfect. We start with all wood being manufactured in accordance with industry standard, which permit a defect tolerance not to exceed 5% determined within its grade. The defects may be of a manufacturing, finishing, milling or natural type.

#### **INSTALLER/OWNER RESPONSIBILITY**

- It is the responsibility to the installer/owner to make final inspection of any product prior to installation. Carefully examine flooring for color, finish, milling and quality before installing. If flooring is not acceptable in grade, color, milling or finish, do not install and contact the seller immediately. Flooring that is laid and later found or decided by installer/owner not to be what was ordered, it will not be replaced or any monies reimbursed.
- Prior to any installation of any hardwood flooring product, the installer/owner must determine that the job-site environment and the sub-surfaces involved meet or exceed all standards and recommendations of the construction and materials industries. The manufacturer declines any responsibility for job failure resulting from or associated with sub-surface or job-site environment deficiencies.
- Should an individual piece be doubtful as to grade, color, manufacture or factory finish, the installer should not use the piece. If he/she does, sellers liability is limited to replacing the defective material above the 5% allowable defect limit (not the labor cost involved).
- Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure

#### **JOB-SITE INSPECTION**

- Check the job-site before delivery. Be sure the flooring will not be exposed to excessive periods of high humidity or moisture. The surface grade or slope should direct water away from the building.
- Do not install below the outside soil line. Flooring should not be delivered until the building has been closed in and cement work, plastering, painting and other materials are complete and dry. Concrete and plaster should be 60-90 days old. Check all spaces under your home to be sure they are dry and well vented to avoid damage caused by moisture.
- Flooring should be at the job-site at least 72 hours prior to installation. This will allow flooring to acclimate to room conditions. If the job-site is unsatisfactory, have the flooring delivered broken up into small lots and stored in the room where it is to be installed.
- The installation site should have consistent room temperature of 60-70 degrees (F) for a minimum of 5 days prior and always after the installation of any hardwood flooring product.

#### **PREPARING SUBFLOOR & JOB-SITE**

- CLEAN - Sub floor must be scrapped or sanded, broom cleaned, free of wax, grease, paint, oil and other debris. Sub floor must be smooth
- PLYWOOD – Do not install over particle or chipboard. Sub floor should be constructed of 5/8” or thicker plywood (3/4” plywood is recommended). When installing directly over old wood or boards, and any high spots, re-nail old floor to eliminate squeaks or loose boards.
- STRUCTURALLY SOUND – Nail or screw any loose areas that squeak. Replace any water damage flooring or underlayments.
- DRY – Check moisture of subfloor. Moisture content of sub floor should not exceed more than 13% on a wood moisture meter. IF MOISTURE IS PRESENT, CONTACT A PROFESSIONAL HARDWOOD FLOORING INSTALLER TO INSTALL A MOISTURE BARRIER SYSTEM. For homes without a basement, install a ground cover in all crawl spaces. Overlap plastic and tape seams. In a climate with extreme humidity or areas with excessive soil moisture, consider including expansion within the floor. This is done by using steel washers or putty knives as spacers.

# **WARRANTY**

## **FINISH WARRANTY**

- Our finish warranty is to the original purchaser that the finish will not wear through or separate from the wood for twenty-five (25) full years from the date of purchase. Warranty valid only when used under normal traffic conditions. Warranty valid only to the original purchaser. This warranty does not include any wood known as seconds, tavern, character, fall-off's, cull, or any down-graded woods.

## **WARRANTY EXCLUSIONS**

- Finish warranties do not cover scratches, indentions, or damage caused by negligence, water, insects, spiked heel shoes, or failure to follow proper installation instructions.
- Variations of color in flooring are a natural occurrence and will occur due to species, age, character of flooring and exposure to UV sunlight. NEVER WILL EVERY BOARD BE THE SAME COLOR REGARDLESS OF WHAT GRADE IS PURCHASED. Also due to this, replacement floor, molding, cabinets of the same color may not match display samples of existing floors, or pictures of flooring display on the Monticello flooring website.
- Reduction in gloss is not considered a defect
- Wood characteristics naturally occurring such as variations in grain, color, mineral streaks and knots are not considered defects.
- The purchaser/installer must install floor in accordance with the National Wood Flooring Association.
- Because hardwood flooring is a natural product, it will expand and contract due to seasonal moisture level changes. Cupping, crowning or minor cracks between boards due to excessive moisture or humidity is not covered under the warranty.
- Exposure to sunlight, though normal, can bring about shading changes in your hardwood floor. Area rugs should be moved occasionally as they give the appearance of discoloring under the rug. THIS IS NOT A DEFECT.
- Damage due to moisture and/or water, including but not limited to damage resulting from wet mopping, weather conditions, natural disasters, broken water pipes, etc. – are not covered under this warranty.
- Be sure to clean your wood floor with an approved pre-finish floor cleaning product at all times. Do not use soap, oil or bleach on your floor at anytime.
- Any wood known as seconds, tavern, character, and fall-off's or down graded woods are not covered by this warranty or any other finish warranty.

In the unlikely event you should have any problems with your floor inside of this warranty, please contact the retailer where you purchased the floor. Claims must be filed in writing within the warranty coverage period, and information verifying date of purchase, where purchased, name and type of floor will be required. If the claim is proven and covered under this warranty, then the repair is at the sole option of Monticello Flooring and Lumber Co. Inc., to the original purchaser, to repair, refinish or replace the portion, AT NO COST TO THE PURCHASER, with the same product or another product of equal value.

If you feel you need further information on installing or cleaning your prefinished floor, please contact your retailer for more information.

**Manufacturer: Monticello Flooring and Lumber Co., Inc. – Monticello, KY**