

**Builder's  
PRIDE**

**VIRGINIA  
MILL WORKS**

**MAYFLOWER**  
HARDWOOD FLOORS

WARRANTY \* LAYOUT \* INSTALLATION \* CARE

## Glue Down / Glue Nail Assist



**Engineered Plywood Core  
Herringbone Pattern**

# LIMITED RESIDENTIAL CONSUMER WARRANTY

## *Builders Pride - Virginia Millworks - Mayflower Engineered Hardwood Flooring Products*

*For Commercial Limited Warranty [click here](#)*

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THIS LIMITED WARRANTY CONTAINS ARBITRATION AND CLASS ACTION WAIVER PROVISIONS (SEE BELOW IN SECTION 9). THIS LIMITED WARRANTY ALSO CONTAINS LIMITATIONS OF LIABILITY (SEE BELOW IN SECTION 8).

WE LIMIT THE DURATION AND REMEDIES OF ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY (SEE SECTION 2).

SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO THE STORE CREDIT AS DESCRIBED BELOW IN THIS LIMITED WARRANTY STATEMENT.

*[warranty information continues on following page]*

## **1. WHO MAY USE THIS LIMITED WARRANTY?**

LL Flooring, Inc. (“we,” “us,” and “our”) extends this limited warranty only to the consumer who originally purchased the product (“you”) and only for residential use. It does not extend to any subsequent owner or other transferee of the product. **THIS LIMITED WARRANTY IS NOT TRANSFERABLE. THE LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL END-CONSUMER.** For purposes of this limited warranty, a “residential use” is a product installation at a single-family home, apartment unit, townhouse, or other place where people live and, notwithstanding the forgoing list, excludes: (a) multi-family housing common areas; (b) any real estate property that is used for business or commercial activities; (c) any location used in whole or in part for business or commercial purposes; and (d) any location where foot traffic exceeds normal, residential foot traffic. We have the sole right to make the determination of whether an application is a residential use or another kind of use. For purposes of such determination, we may need to visit the location that relates to the warranty claim for inspection and use. This limited warranty does not apply to any commercial / industrial use.

## **2. WHAT IS THE PERIOD OF COVERAGE?**

Subject to the requirements listed in Section 5 below, this limited warranty starts on the date of your purchase and lasts for the time period set forth in the chart below for your specific product (the “Limited Warranty Period”):

<b>Product Identification</b>	<b>Limited Warranty Period</b>
<b>Builders Pride</b>	<b>50 Years</b>
<b>Virginia Millworks</b>	<b>50 Years</b>
<b>Mayflower</b>	<b>30 Years</b>
<b>Mayflower</b>	<b>10 Years as Specified</b>

If, for any reason, we repair or replace the product, the Limited Warranty Period is not extended. We may change the availability and duration of this limited warranty at our discretion, but any changes will not be retroactive.

Where the Limited Warranty Period noted above provides for a “Lifetime” warranty, the duration of this limited warranty shall be the lifetime of the original purchaser so for as long as they own the flooring.

## **3. WHAT DOES THIS LIMITED WARRANTY COVER?**

During the Limited Warranty Period and subject to the complete terms of this limited warranty, this limited warranty covers the following product aspects from defects in materials and workmanship of the purchased product (the “product”):

- **Limited Finish Wear Warranty.** Finish wear from normal residential use conditions resulting in the exposure of the bare wood or bamboo, subject to the exclusions provided in Section 4 below.

- *Defects Included in Waste Factor.* Manufacturing and natural defects in excess of the Waste Factor (defined below). For purposes of this limited warranty, “Waste Factor” shall mean the allowance for manufacturing and natural defects in flooring and is represented by a percentage—namely, that: (i) no more than 5% of the total square footage of your purchase of 1<sup>st</sup>-grade, 2<sup>nd</sup>-grade, natural, select, and clear grade products; (ii) no more than 20% of the total square footage of your purchase for 3<sup>rd</sup>-grade, common, rustic, mill run, and mixed-grade; (iii) no more than 25% of the total square footage of your purchase of cabin grade, tavern grade, and utility grade products. For purposes of clarity, the Waste Factor does not relate to product waste caused by your cutting the product for your intended project or use. Rather, the Waste Factor relates to the stated percentage of the product as purchased that a purchaser can expect to have manufacturing or natural defects. Your cutting allowance (that is, the inherent waste created by your cutting the product) is not a defect or deficiency and will depend on your project and your use of the materials.
- *Delamination.* The product will not delaminate under normal residential use conditions.

#### **4. WHAT DOES THIS LIMITED WARRANTY NOT COVER?**

This limited warranty does not cover any defects or damages due to: (a) failure to strictly follow the Installation and Care Requirements (defined and discussed below) regardless of the installer; (b) transportation; (c) storage; (d) improper use; (e) modifications; (f) unauthorized repair; or (g) external causes such as accidents, abuse, or other actions or events beyond our reasonable control. In addition, this limited warranty does not cover any defects or damages due to the following:

- *Moisture (or Lack of Moisture).* Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture etc.) are excluded. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, seam swelling or gapping. In addition, moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect flooring and subflooring over time and moisture can be trapped below the flooring and/or underlayment and create mildew or mold. Damage from such conditions, including to the floor and subfloor, is not covered under this limited warranty.
- *Site and Environmental Conditions.* Defects or damages resulting from: site conditions (such as extreme heat, radiant heat (for some products), or exposure to sand); indentations and scratches (caused by furniture, heavy rolling loads like un-modified wheels on caster chairs, castor chairs without protection mats, heavy electric wheel chairs, metal or thin wheels on appliances, tools, grit, heels, pets nails and claws, toys, etc.); improper maintenance and accidents; misuse and abuse. These items are not covered under this limited warranty.
- *Within Waste Factor.* Defects in flooring that do not exceed the Waste Factor (defined above) are not covered under this limited warranty. Consequently, it is recommended that you add the applicable percentage to your total square footage when ordering your floor.

- *Other Finishes.* This limited warranty covers the factory-applied finish only. Applying another finish or sanding (such as in preparation for another finish) may damage the factory-applied finish and voids this limited warranty against finish wear.
- *Exterior/Outdoor Installations/Use.* This limited warranty does not cover exterior, outdoor, partial outdoor installations / use of the product.
- *Non-Flooring Installations.* Except where the product's Installation and Care Requirements designate the product as appropriate for wall installation, this limited warranty does not cover use of the products for installations on ceilings or other usages for purposes other than flooring (like furniture or countertops).
- *Visible Defects.* As discussed further below in Section 5.C., products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory.
- *Natural Characteristics.* Wood and bamboo are natural products. They may change as a result of the conditions to which they are exposed including seasonal and environmental factors. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural variations from board to board, like differences in grain, color, tone, and knots, may exist.
- *Expansion and Contraction.* As a product of nature, wood and bamboo react to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Engineered wood and bamboo flooring perform best at relative humidity ranges between 30% and 70% and temperatures between 60°F and 80°F (not to exceed a 30% fluctuation in relative humidity), before, during and after the installation and remain at such levels throughout the life of your floor to ensure optimum performance. Please note that ideal interior environmental conditions will vary from region to region and jobsite to jobsite, the relative humidity figures on your project maybe higher or lower. You must ensure that the change in relative humidity stays within a 30% range (e.g.,30% to 60%) and does not fluctuate beyond 20% for sustained periods, which may affect the flooring. Home environments where the relative humidity drops below 30% are not recommended or subject to coverage under this limited warranty. Seasonal homes or leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.
- *Color and Shade Variations.* New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other products (such as cabinets, stair railings, trim and moldings) due to, among other things, natural variations that occur in species, age, growing conditions, exposure to UV/sunlight and other factors. These variations should be expected. Inspect product before installation. Claims for color and shade variation will not be accepted after the product is installed.

- *Discoloration/Fading from Mats.* This limited warranty does not cover discoloration due to use of rubber-backed mats or other incompatible mats.
- *Odd Lots or As-Is.* An odd lot is flooring that is discounted and sold “As-Is” because it did not pass our rigorous inspection process. As such, odd lot product is not covered by this limited warranty.
- *Third-Party Purchases.* This limited warranty does not cover any purchases other than those made directly from LL Flooring in store, online, or by phone.
- *Radiant Heat.* Please consult the Installation and Care Requirements regarding whether your product may be installed over radiant heat. If your Installation and Care Requirements do not include materials regarding installation over radiant heat, your product is not appropriate for installation over radiant heat and not covered under this limited warranty for such installations. If your Installation and Care Requirements provide instructions for such installation, this limited warranty does not cover those products that are not installed according to the radiant heat manufacturer guidelines or not installed in compliance with the Installation and Care Requirements.
- *Removal and Replacement.* This limited warranty does not cover the cost of the removal or replacement of countertops, cabinets, built-in appliances, or other fixtures, installed on top of your floor.
- *Improper Installation and Maintenance.* This limited warranty does not cover any dissatisfaction or damage due to improper installation or maintenance. This includes any damages caused by any installation (regardless of the source of the installation advice) that conflicts with the applicable industry installation standards and product installation instructions—for example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies, improper transportation, acclimation, and storage.

## **5. HOW DO I MAINTAIN THIS LIMITED WARRANTY DURING THE LIMITED WARRANTY PERIOD?**

To maintain this limited warranty during the Limited Warranty Period, you are obligated to meet all of the following requirements for your use, installation, and maintenance of the product (the “Installation and Care Requirements”). The Installation and Care Requirements must be strictly followed for the limited warranty to remain valid and not be void.

- A. *Follow the Pre-Installation Requirements.* Prior to installing a single board, tile, or product, you or the installer must determine that the job-site environment and the sub-surfaces (including subfloor substrates) meet or exceed applicable industry and product standards, including, without limitation, moisture testing and controls. The product installation instructions discuss these standards and are provided in full below. These requirements must be strictly followed.

- B. *Comply with All Laws.* In your installation, maintenance, and use of the product you must comply with all laws and regulations, including, without limitation, all applicable environmental and building codes, regulations, and laws.
- C. *Inspect All Products for Visible Defects.* Products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory. If any products are unacceptable for any reason, it is up to you to determine to use them, trim off the imperfection, or not install them at all. You should plan on being present during your installation to ensure that all required procedures are completed and products with visible defects are not installed. It is important to inspect individual boards and tiles and to frequently step back to observe the “whole picture” before installation is completed. *If quality issues are suspected before or during installation immediately contact the store where your floor was purchased or call us at 1-800-366-4204.*
- D. *Follow the Installation and Care Instructions.* It is your duty to make sure the installation requirements are strictly followed, including, without limitation, as they relate to the use of moisture barriers, installation tools such as nailers and trowels, and the evaluation of job site conditions and moisture testing. The product’s installation and care manual(s) are provided in this document below, and those terms and provisions are part of this limited warranty.

## **6. WHAT ARE YOUR REMEDIES UNDER THIS LIMITED WARRANTY?**

With respect to any defective product during the Limited Warranty Period, we will provide a LL Flooring store credit in the amount of the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable Waste Factor (defined above). A store credit is the sole remedy under this limited warranty and can be used for store product purchases only. Provided, however, we reserve the right, in our sole discretion, to repair or replace such product (or the defective part) free of charge in lieu of a store credit. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to repair or replace the defective product.

This limited warranty applies to the colors, designs and products available at the time of repair or replacement. If the original flooring is not available, LL Flooring will work with you to substitute a product of similar value. LL Flooring will always try to consider your needs.

We reserve the right to investigate, assess, and validate reported claims by, among other things, requesting samples from you for technical analysis and your reasonable cooperation to permit us to perform an inspection of the flooring and installation location.

## **7. HOW DO YOU OBTAIN WARRANTY SERVICE?**

To file a warranty claim during the Limited Warranty Period, you may:

- A. Visit the store where you purchased your floor;
- B. Call us at 1-800-366-4204; or
- C. Email via the “contact us” link at [www.llflooring.com](http://www.llflooring.com).

Claims must be submitted within the Limited Warranty Period and within ninety (90) days of the date that the problem with the floor is first discovered. No warranty claim will be serviced without contacting us through one of the methods listed above and any such claim must include you providing accurate and complete information in a timely manner.

## **8. WHAT ARE THE LIMITATIONS OF LIABILITY?**

**THE REMEDIES DESCRIBED ABOVE IN SECTION 6 ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NOTWITHSTANDING ANY OTHER PROVISION OR TERM, OF THIS LIMITED WARRANTY, OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT OR DEFECTIVE PORTION THEREOF.**

**UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. WITHOUT LIMITING THE FORGOING SENTENCE, LOSSES, DAMAGES OR EXPENSES RELATING TO ANYTHING OTHER THAN THE FLOOR ITSELF ARE NOT COVERED, INCLUDING, WITHOUT LIMITATION, MISSED TIME FROM WORK, HOTEL STAYS, STORAGE FEES, KENNEL COSTS FOR PETS, REMOVAL OF DEFECTIVE FLOORING, INSTALLATION OF REPLACEMENT FLOORING, OR REMOVAL OR REPLACEMENT OF ITEMS BUILT ON TOP OF ANY FLOORING (FOR EXAMPLE, COUNTERTOPS, CABINETS, BUILT-IN APPLIANCES).**

**SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.**

## **9. TERMS OF DISPUTE RESOLUTION**

**NO JOINT OR CLASS ACTIONS:** Neither you nor LL Flooring shall be entitled to join or consolidate claims in arbitration by or against other customers of LL Flooring with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person’s claims and may not otherwise preside over any form of a representative or class proceeding.



**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

LL Flooring and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and LL Flooring each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the LL Flooring store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the LL Flooring store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party. The arbitrator shall only have the authority to resolve individual disputes between you and LL Flooring. Notwithstanding the foregoing, in addition to our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the LL Flooring store where you purchased the products in connection with any claim to collect amounts due and owing by you.

#### **10. NO OTHER TERMS**

**SAMPLES, DESCRIPTIONS, AND OTHER INFORMATION CONCERNING THE PRODUCT CONTAINED IN CATALOGS, ADVERTISEMENTS, OR OTHER PROMOTIONAL MATERIAL OR STATEMENTS MADE BY SALES REPRESENTATIVES OR DISTRIBUTORS ARE FOR GENERAL INFORMATIONAL PURPOSES ONLY AND ARE NOT BINDING UPON LL FLOORING. NO SALES REPRESENTATIVES, STORE MANAGERS, ACCOUNT REPRESENTATIVES, OR DISTRIBUTORS SHALL HAVE ANY AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND OR OTHERWISE MODIFY LL FLOORING WARRANTIES. THE TERMS OF THIS LIMITED WARRANTY DOCUMENT MAY NOT BE AMENDED EXCEPT THROUGH A WRITTEN AGREEMENT TITLED "AMENDMENT TO LIMITED WARRANTY" AND SIGNED BY AN AUTHORIZED OFFICER OF LL FLOORING, PROVIDED, HOWEVER, THAT LL FLOORING MAY GENERALLY MODIFY, CANCEL, UPDATE, OR OTHERWISE CHANGE ITS PROSPECTIVE WARRANTIES FOR FUTURE SALES AT ANY TIME AND FOR ANY REASON.**

#### **11. OTHER PROVISIONS**

The section headings provided in this limited warranty are for convenience and informational reference only and shall not affect the interpretation or construction of this limited warranty.

THE PROVISIONS OF THIS LIMITED WARRANTY ARE DEEMED TO BE SEVERABLE AND THE INVALIDITY OR UNENFORCEABILITY OF ONE PROVISION SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION.

**12. ADDRESS FOR LL FLOORING**

LL Flooring, Inc. is located at 4901 Bakers Mill Lane, Richmond, VA 23230.

[HOME \\* INSTALLATION \\* CARE](#)

# HERRINGBONE FLOORING LAYOUT for "All" Methods

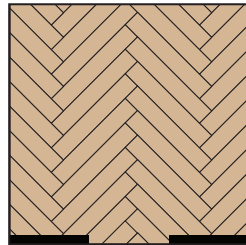
Having a complete understanding of the layout recommendations for this herringbone pattern is essential to a successful installation. Please take the time to review this section "LAYOUT" in conjunction with the installation guidelines.

## Determine which direction the planks will be installed.

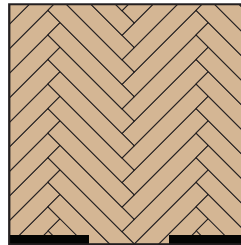
- Herringbone flooring looks best when installed balanced with a centered design, in addition it is very important to consider:
  - The longest direction of the room
  - Major architectural features, such as main entrance hall, wall with window or fireplace.
  - Mix materials from several cartons to ensure best overall color/shade appearance of the installed floor.

## HERRINGBONE

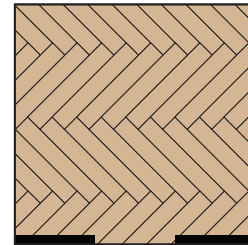
**Installers:** It is advisable to determine the installation layout and direction of this herringbone product with the end user.



Door



Door



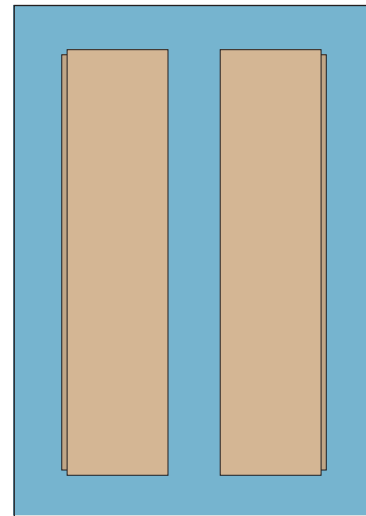
Door

**This pattern is visually stunning but an imbalance in layout could result in a look that does not meet your expectations. Take the time to layout properly before installation.**

Install planks from 3 to 4 cartons at one time to ensure a mix of pattern and shade for best results. N

This engineered wood herringbone flooring comes with tongue and groove on the long sides and with grooves on each end.

\* See Pro Tip on page 18 when installing "Wide" plank herringbone flooring (over 3").



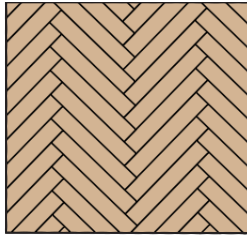
**Measure and mark precisely.**

**This is a complex installation. Marking out working lines, starter lines etc., accurately is key to success.**

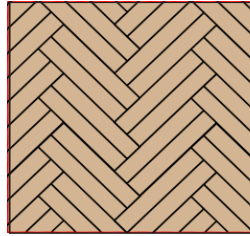
**Check installation alignment every 4 or 5 rows to ensure installation remains square.** Even minor deviations can become exaggerated, getting worse row after row resulting in time consuming rework.

**Continually check your installation against your working lines.**

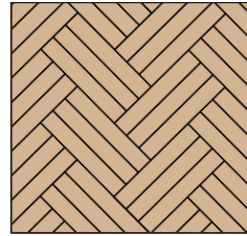
There are several layout options for Herringbone designs! Here are a few examples:



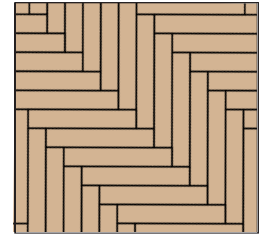
Single Herringbone



Double Herringbone



Triple Herringbone



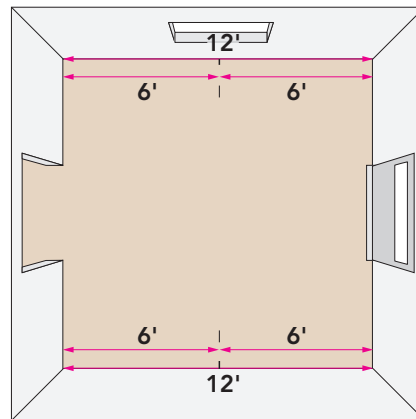
Herringbone laid on the Diagonal

## LAYOUT:

**For a balanced layout determine the center of the room.**

Using a 12 x 12 room area as an example the midpoint or half is 6 feet.

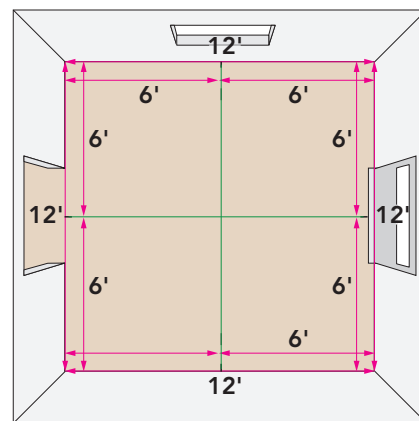
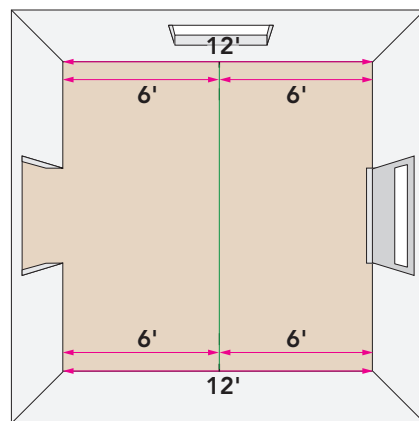
Mark on the floor the midpoint of each long wall. Divide the total length of the walls in half, then mark it on the floor.



**Connect the midpoint marks using a chalk line to find the room's center, this is your primary line.**

Adjust the primary where necessary to promote a visually attractive layout. Oblique adjustments to compensate for unsquared walls or other permanent fixtures are sometimes necessary. Parallel adjustments to off-center focal points (window, door, or fireplace) are sometimes necessary as well.

These conditions should be discussed with the end-user before continuing the installation.



**Repeat the process on the room's shorter walls.**

Measure the length of the shorter walls, then mark the midpoint of each. Draw a line connecting the opposing midpoints through the center of the room. This line will intersect the first line, indicating the exact center of the room, this is your **primary** line.

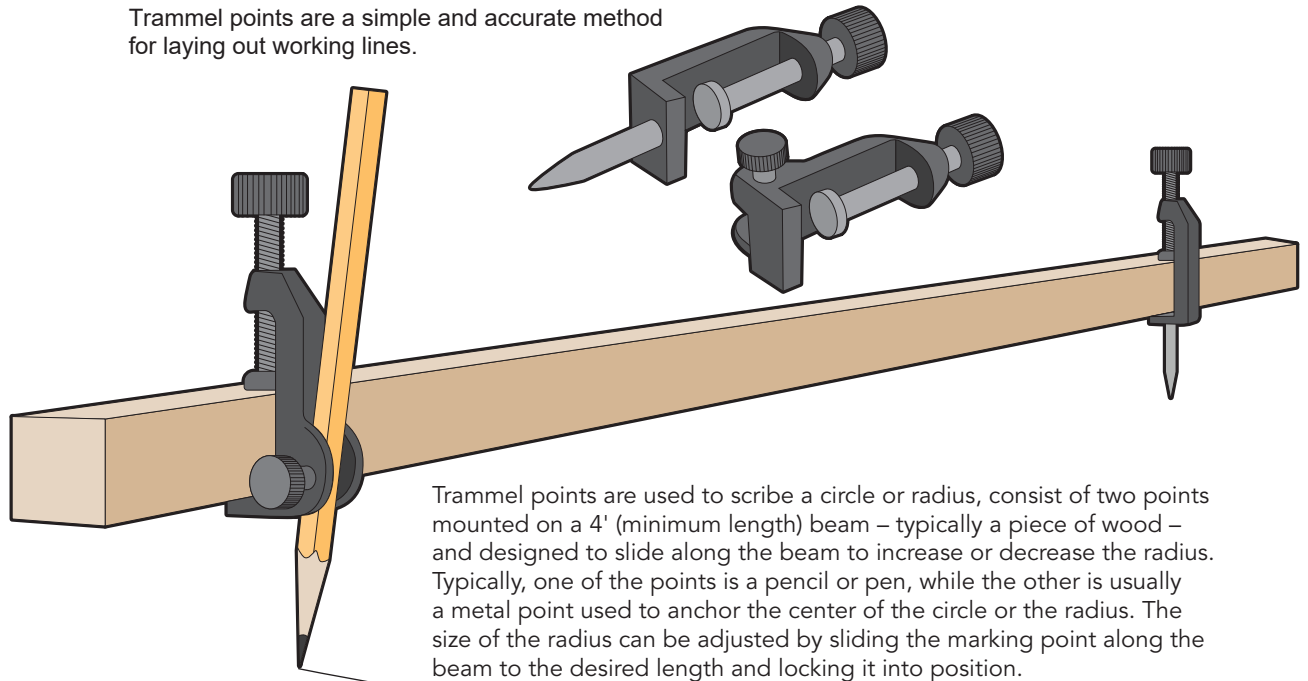
This line will intersect the first line, indicating the exact center of the room, this is your **secondary** line.

**This divides the room into four quadrants.**

## TRAMMEL POINTS:

If you do not already have trammel points in your tool kit they are essential to a successful install and well worth the investment.

Trammel points are a simple and accurate method for laying out working lines.

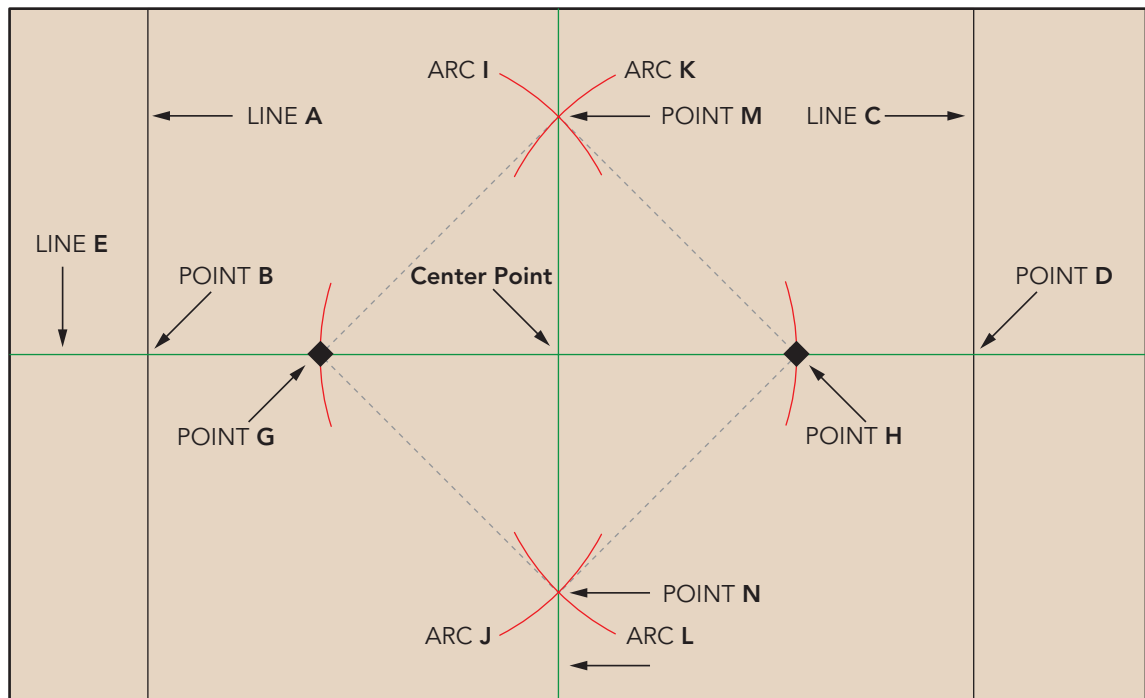


Trammel points are used to scribe a circle or radius, consist of two points mounted on a 4' (minimum length) beam – typically a piece of wood – and designed to slide along the beam to increase or decrease the radius. Typically, one of the points is a pencil or pen, while the other is usually a metal point used to anchor the center of the circle or the radius. The size of the radius can be adjusted by sliding the marking point along the beam to the desired length and locking it into position.

## TRAMMEL POINT LAYOUT

FIGURE 1

TRAMMEL POINT METHOD TO SQUARE A ROOM AND LOCATE CENTER POINT



## Trammel Point Method for Squaring a Room and Finding the Center

### See Figure 1

1. Measure the width of the room from top to bottom left of center (Line **A**).
2. Find the center of Line **A** and mark it (Point **B**).
3. Measure the width of the room from top to bottom right of center (Line **C**).
4. Find the center of Line **C** and mark it (Point **D**).
5. Adjust for any difference in center between Point **B** & Point **D**. For example, if Point **B** is one inch different than Point **D**, divide the difference by two to establish the new center point of Line **A**.
6. Snap a line the length of the room from Point **B** through Point **D**. This is now Line **E**.
7. Find the center point of Line **E** and mark it **Center Point**.
8. From Point **F**, use trammel point at fixed position on flat board to mark through Line **E** left of center, and mark it Point **G**.
9. From Point **F**, use trammel point at the same fixed position on flat board to mark through Line **E** right of center, and mark it Point **H**.
10. From Point **G**, use trammel point at a fixed position on flat board draw arc above Line **E**. Mark this Arc **I**.
11. From Point **G**, use trammel point at the same fixed position on flat board draw arc below Line **E**. Mark this Arc **J**.
12. From Point **H**, use trammel point at the same fixed position on flat board draw arc above Line **E**. Mark this Arc **K**.
13. From point **H**, use trammel point at the same fixed position on flat board draw arc below Line **E**. Mark this Arc **L**.
14. Where Arc **I** and Arc **K** intersect, mark it Point **M**.
15. Where Arc **J** and Arc **L** intersect, mark it Point **N**.
16. Snap a line from Point **M** through Point **N**, and mark it Line **O**.
17. Where Line **O** intersects Line **E** is the center of the room. Line **E** and Line **O** also form a 90-degree angle.
18. Check the 90-degree angle using the 3- 4- 5 method as described below.

### How to check right angles using the 3-4-5 rule:

Be sure to check that the Secondary line is perpendicular (precisely 90°) to the Primary line.

#### **This is essential to a successful installation.**

This applies to all rooms but is particularly useful for irregular-shaped rooms.

To ensure a right angle use the 3 - 4 - 5 rule or 3' x 4' x 5'.

For larger rooms use a multiple of 3' - 4' - 5', e.g. 6' - 8' - 10' or 9' - 12' - 15', etc.

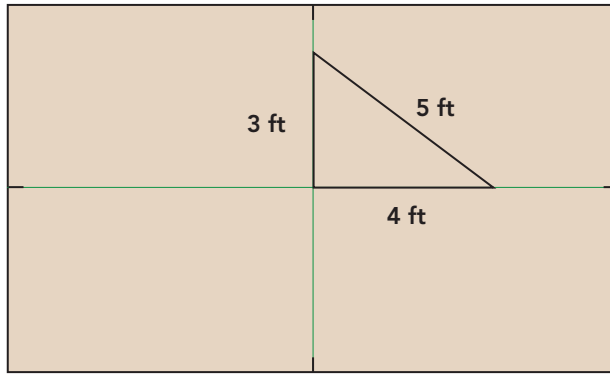
Any triangle with sides of 3, 4 and 5 will have a right angle (90°) angle opposite the longest side.

Move the flooring into place and check it is square to the working line.

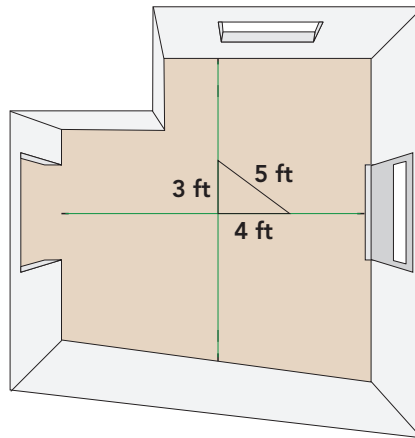
In the following example, 3' is measured up from the peak of the R plank. 4' is added to the right of the working line intersecting the other R peak.

Next stretch a tape measure between the 3 ft. mark and the 4 ft. mark.

The distance between the 2 marks should be exactly 5 ft. and indicates an exact right angle. If the measurement is less than 5 feet, the angle is less than a right angle and the peak needs to move down. If it is more than 5 feet, the angle is more than a right angle and peak needs to move up.

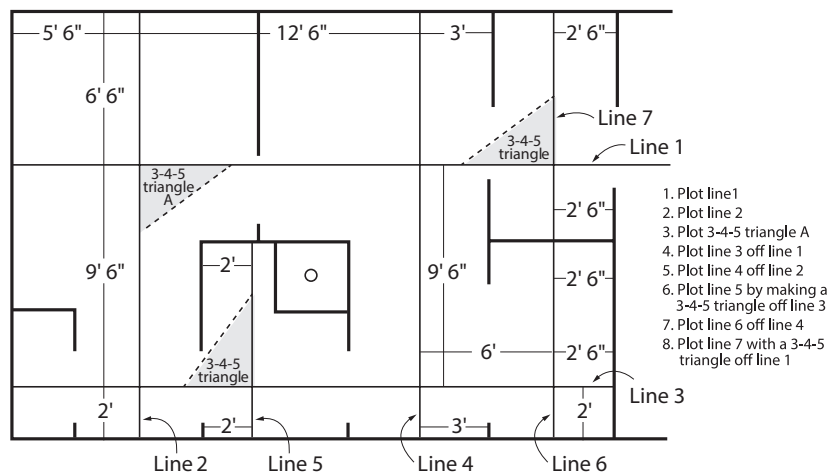


For Irregular-Shaped Rooms, the 3 – 4 – 5 method is often used.



### Multiple Rooms

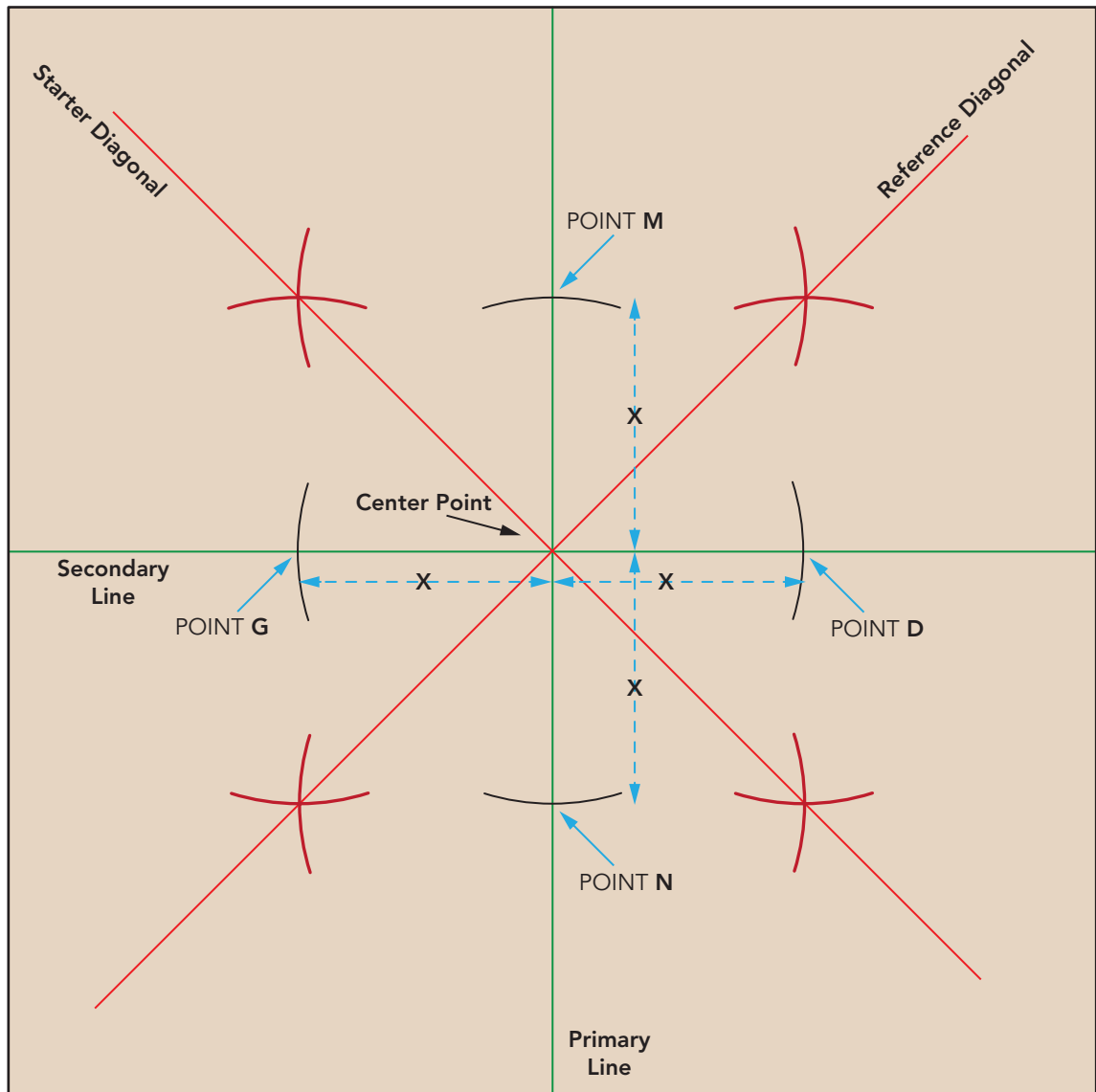
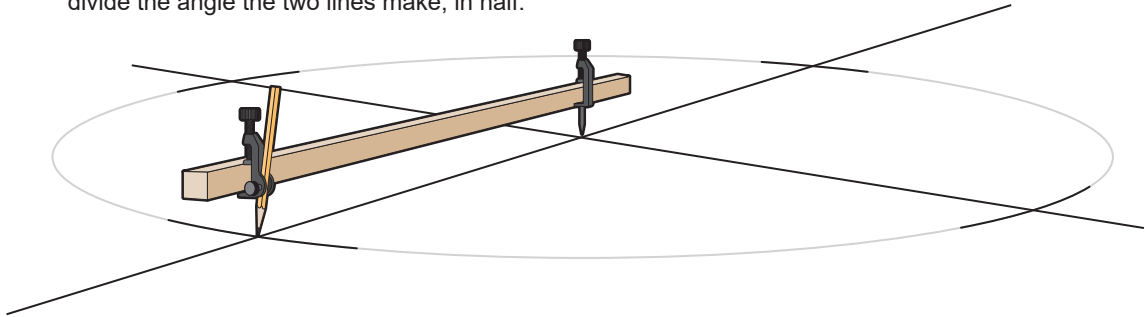
For multiple rooms the problem becomes a little more complex. Each room has to connect with the others. The initial line (Line 1 and 2) connect the rooms. Additional layout lines can then be plotted in each room. See below:



## STEP 1.

### How to establish 45-degree working lines:

- From the center point, measure 4 feet down in each direction on primary and secondary lines, which you have already determined by the method described above.
- Extend the trammel points on the beam to dissect each quadrant using the same method as detailed in the Trammel Points section.
- Snap a line that bisects (divides in half) each quadrant. This bisecting method can be repeated again and again between any 2 adjacent radial lines (emanating from a common point) to divide the angle the two lines make, in half.



X is an equal distance measurement from the Center Point, typically 3 – 4 feet.

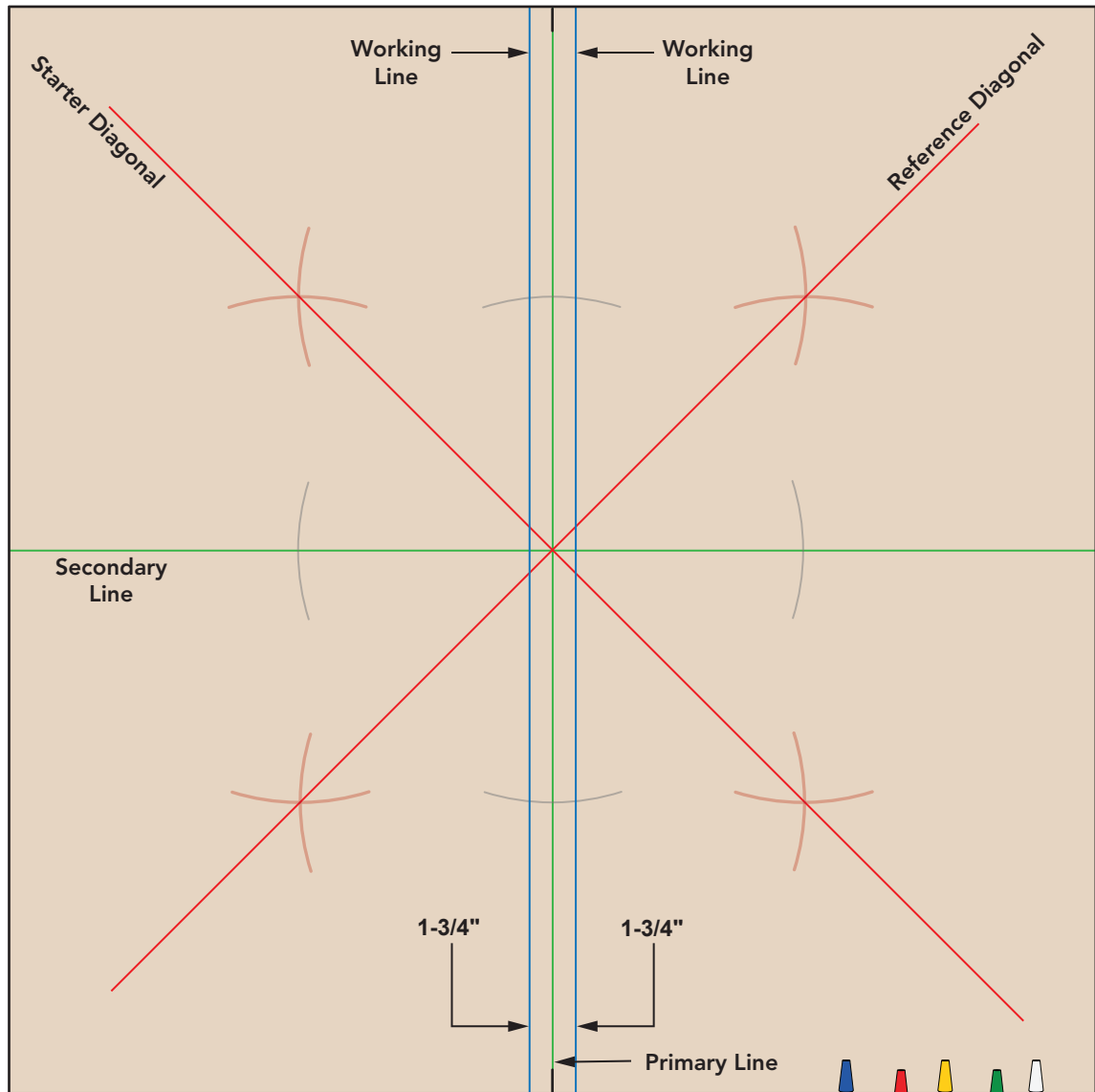


## STEP 2.

### Herringbone: "Laying out the working lines"

The herringbone pattern center is not the "point" of two planks joined together, the working line is off center. Refer to "diagonal" and "starter diagonal" detailed images shown below.

In this example, "working lines" are 1-3/4" "Left and Right" of Center Line for 24" x 4-15/16" planks.



Note: Use various chalk line colors to ease installation.



As an alternative a less traditional but extremely accurate method is to use a laser set up. These are now available with 45 degree options and can speed up marking out the floor.

It is still recommended that working and reference lines are started and created using chalk lines in addition to the laser tool.

## Laying out the herringbone pattern

1. Find true center on the pattern to establish the working lines.
2. Strike two working lines, 1-3/4" Left & Right of (Primary) Center line.
3. Working lines for herringbone should fall through the corners of each alternating plank.
4. Transfer the diagonal lines to the working lines.
5. Dry-lay a small section and measure to confirm a balanced layout. The floor pattern is installed along working lines.
6. Once the working lines are established, the installation can begin.
7. To keep the installation square, cut a square piece of plywood the size of the herringbone pattern and anchor it at the intersection of the working lines and diagonal lines (wood subfloors may be screwed; concrete or pressure-sensitive tape).

### To continue the pattern:

- A. Dry lay approximately eight boards
- B. Lay a framing square from the points on the working line to the outermost point.
- C. Record measurement **A**; this becomes your working line for the next course.
- D. Once measurement **A** is established, the working lines can be repeated throughout the installation.

### Installing the herringbone pattern:

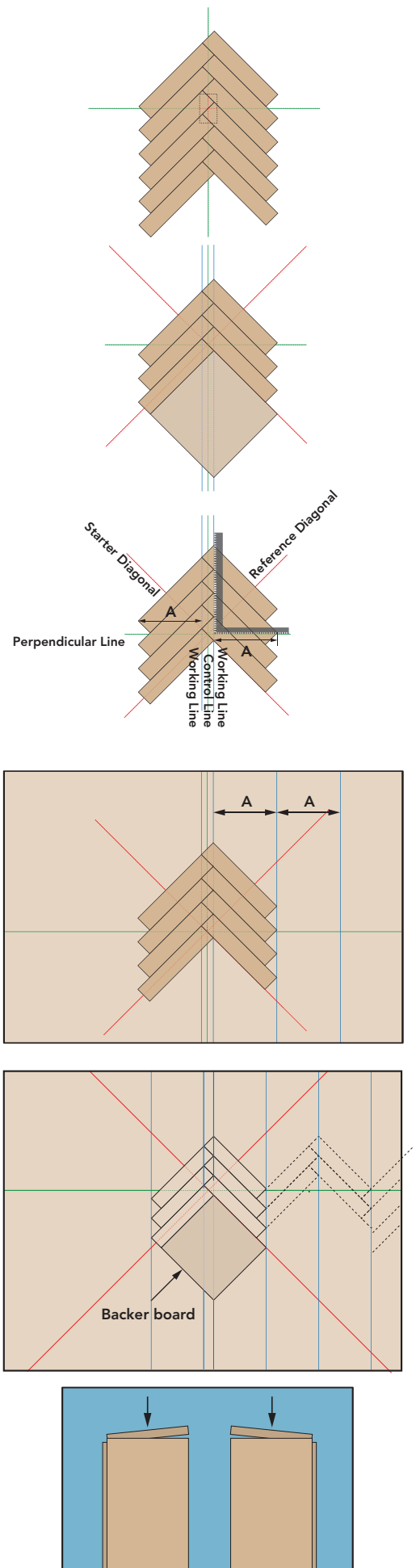
1. The starting point must have working lines and diagonal lines.
2. For direct glue, do not spread adhesive over working lines\*.
3. Start with the tongue facing toward the build direction.
4. Install pattern one row at a time.
5. Periodically check alignment and squareness using a carpenters square at the head of the run as it progresses.

#### \*Pro Tip:

For installations over concrete where a moisture barrier adhesive is being used, remark your working lines using a carpenters pencil and straight edge.

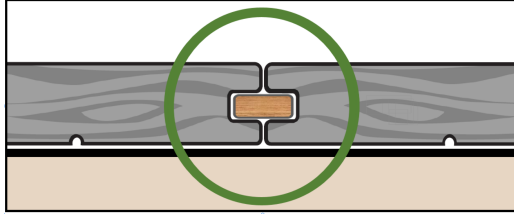
#### \*Pro Tip:

When installing "Wide" plank herringbone flooring (over 3"), it is recommended to use reversing slip-tongue / "spline" to help prevent lippage, cupping and crowning.  
Eg., Each 4.92" floor plank will require cutting a 4" reversing slip-tongue / "spline" to create the herringbone pattern.



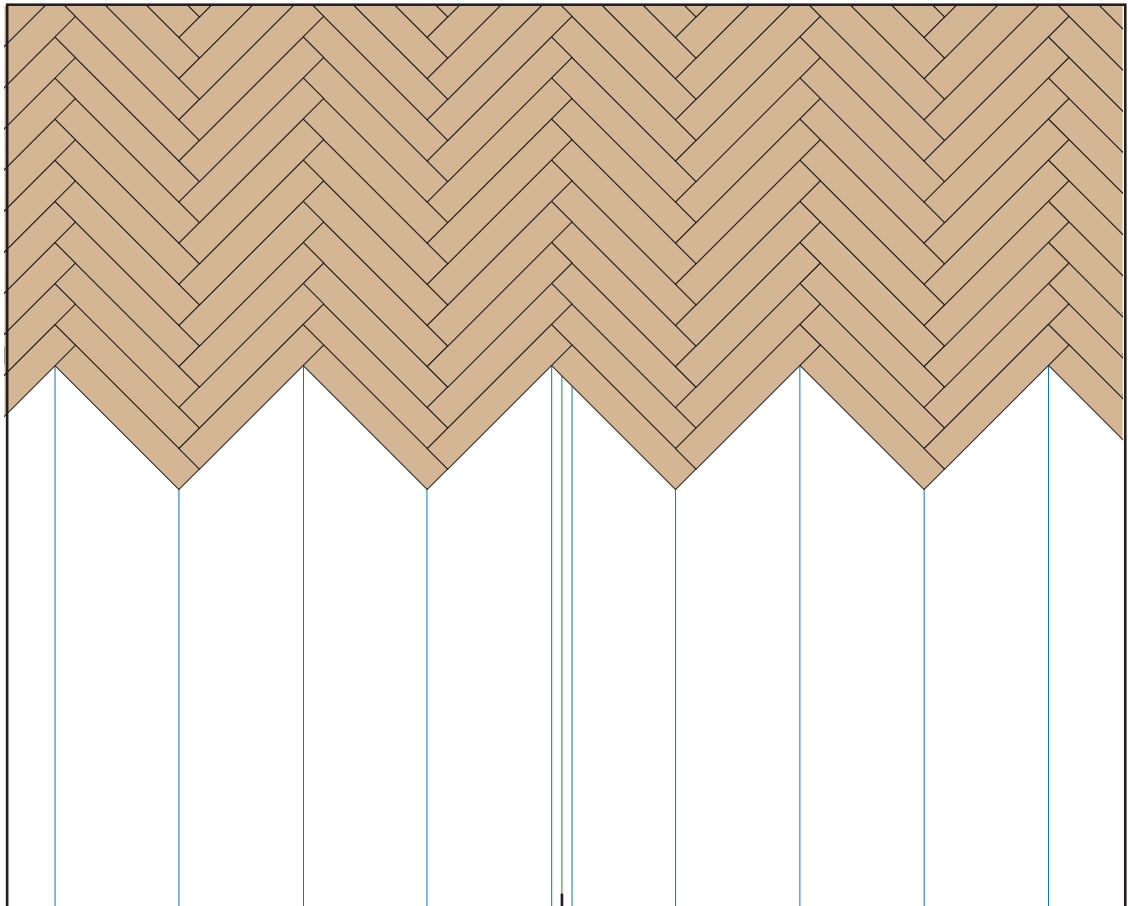
After installing all rows in one direction, remove the starter/backer board.

### Reversing direction using splines:



### How to install a spline/slip tongue:

- Cut to length.
- Apply Evermore T&G adhesive PVA glue (carpenters glue) to the bottom side of the receiving groove.
- Insert the slip-tongue (secure/ blind-nail using a "finish nailer" on **long side only** when installing over wood subfloors).
- Install the remaining rows in the opposite direction. Use the installation practices as necessary for the flooring being installed.



**STEP 3.**

**Choose the installation method:**

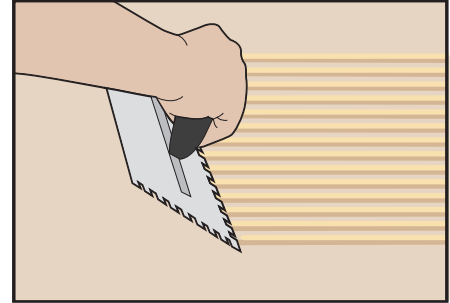
There are different options for installing herringbone patterned wood flooring depending on the application / substrate.

**Herringbone Installation**

**B. Glue-down installation:**

Herringbone patterns are often glued down.

Refer to the Glue-Down section ([Page 22](#)) for detailed information.



**C. Nail-assisted glue-down:**

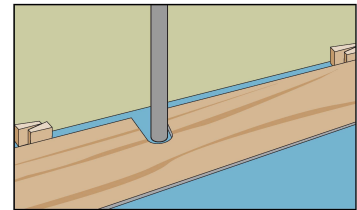
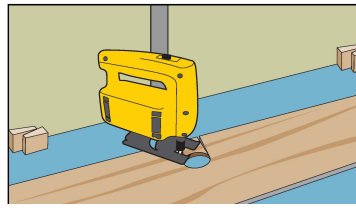
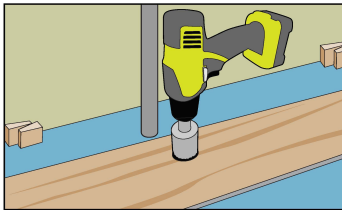
With full-spread installations over wood sub-floors, it is sometimes necessary or helpful to blind-nail the flooring into the wood sub-strate periodically.

This method may be appropriate where flooring needs to be driven tight during the installation. There is no recommended nailing schedule for this method, as the fasteners are strictly used as a supplement to the glue-down method.

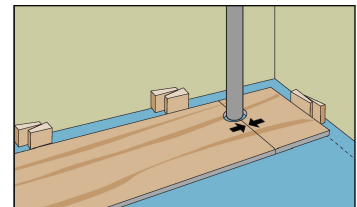
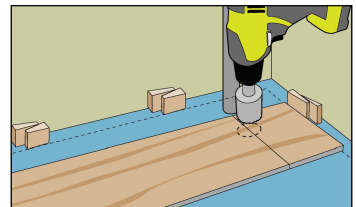
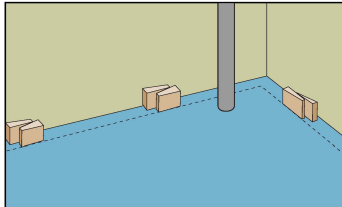


**PIPES:**

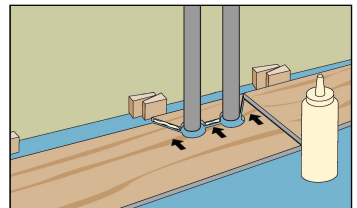
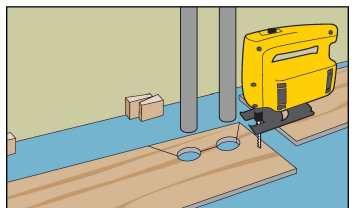
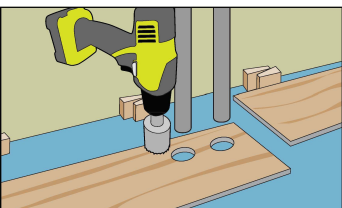
When a pipe is passing through the floor make a hole on the plank 1" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. The cut-off piece edges are glued in the position again.



When there is single pipe on a wall, you can plan to have the end-joints meet at pipe, drill and install as shown.

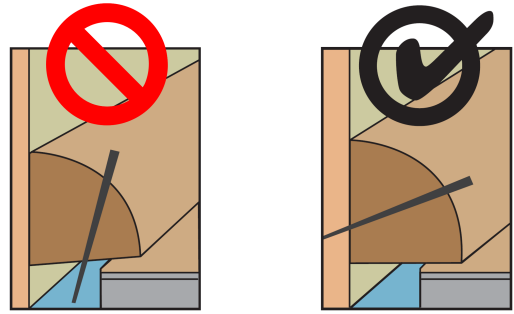


If there are multiple or larger pipes passing through the floor make hole(s) on the plank 1" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. The cut-off piece edges are glued into position again.



#### STEP 4.

Remove spacers. Cover expansion spaces with quarter round or other trim. To ensure the floor is able to "move" freely, be sure to affix baseboards or moldings to the walls, not to the floors. This way, the floor can expand & contract within the gap. Also, never nail the first or last rows directly down to the subfloor! This option is not appropriate for floating floors!



#### STEP 5. TRANSITIONS

In areas where your new floor meets other types of flooring, such as carpet or tile, select an appropriate molding to get a professional looking and safe transition.

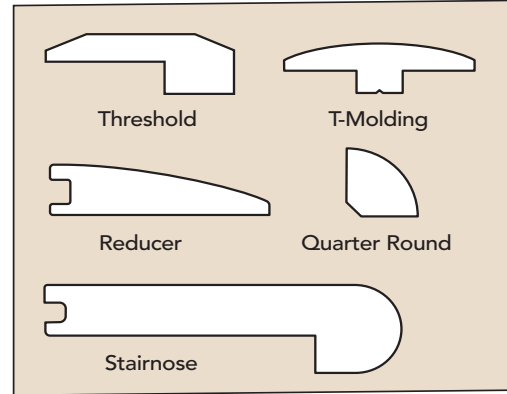
**Threshold** moldings transition from floor to carpet and are used at sliding doors, raised hearths, etc.

**Reducer** moldings transition from floors to hard surfaces that are lower than the floor, such as vinyl or VCT tile.

**Stair-nose** moldings must be used for all "floating" installations. Example: when the flooring meets at the top of a stairway "going down".

**T-Moldings** cover expansion spaces at doorways, and they transition from your new floor to other hard surfaces of similar height.

**3/4" Quarter Round** moldings are used to cover expansion spaces between the baseboards and the flooring.



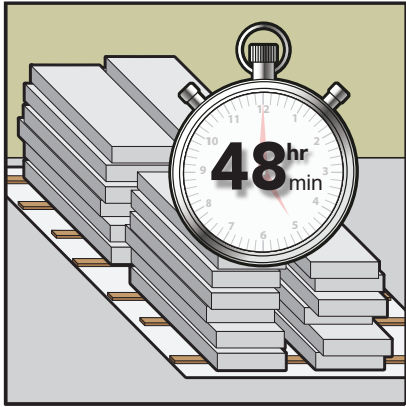

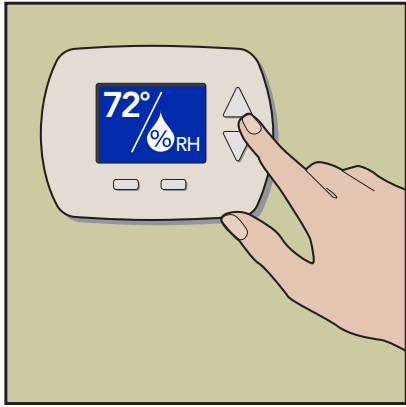
#### REPAIRS:

Save extra planks from the initial order in the event that installed planks become damaged and repairs are needed. This will ensure lot number and shading compatibility.

HOME \* WARRANTY \* CARE

# GLUE DOWN \* [WALL](#)

**Save time & avoid frustration! Please read these entire instructions before starting your installation, and A.I.M. for success!**

AIM	AIM	AIM
		
<p><b>Acclimate Completely</b> Acclimate your flooring to your home environment. Time for acclimation will vary. Always check using a meter. Acclimation will ensure your flooring looks great for years to come</p>	<p><b>Install Correctly</b> Take time to review Lumber Liquidators' installation guidelines and follow the National Wood Flooring Association Guidelines to ensure that your installation goes well from beginning to end.</p>	<p><b>Maintain Environment</b> The ideal Relative Humidity (RH) range for Hardwood is 30%–50% at a temperature of 60°–80°F. It is acceptable in some households that this range may be higher or lower, but extreme fluctuations in RH must be avoided*.</p>

\*See Temperature and Relative Humidity for more details.



**Need Help?** To obtain installation assistance or product information concerning this flooring, contact the store of original purchase, or call the Lumber Liquidators customer care at 800-366-4204.



**WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEADBLAST OR MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.**

These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product to be removed is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. See current edition of the Resilient Floor Covering Institute (RFCI) publication, "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures. For current information, go to [www.rfci.com](http://www.rfci.com).



**LEAD WARNING:** Some paints and finishes in homes built before 1978 may contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Prior to removing or sanding, comply with all applicable federal, state, and local laws, and reference the publication "Lead-Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing" available from the United States Department of Housing and Urban Development regarding (1) appropriate methods for identifying lead-based paint and removing such paint; and (2) any licensing, certification, and training requirements for persons performing lead abatement work.



**MOLD AND MILDEW WARNING:** Prior to removing an existing resilient floor or when installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the installation area, the source of the problem should be identified and corrected before proceeding with the flooring work. Excessive moisture in the subfloor could promote mold, mildew, and other moisture related issues like the trapping of moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. Mold has the potential to cause health problems and may produce allergens, irritants, and in some cases, potentially toxic substances. Before installing the new resilient flooring, ensure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold, or structural damage has been corrected. Remediation measures may require structural repairs such as replacing the contaminated underlayment and/or subfloor, cleanup measures using appropriate protection and biocide, or hiring a professional mold and mildew remediation contractor. Consult EPA mold guidelines on EPA's website at <https://www.epa.gov/mold>



**WARNING:**

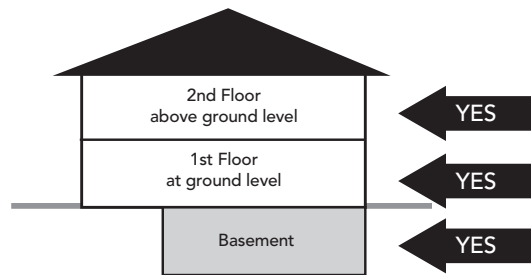
Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood)

## RECOMMENDED USE:

- Residential or light commercial\* interior use only. \*See the product's limited warranty for details.
- **Do not install in wet areas like patios and showers, or exterior areas. Do not install in boats, or other moving vehicles or over radiant heat.**

## GRADE:

On, above and below grade.



## JOBSITE CONDITIONS:

- The building should be enclosed with all doors and windows in place.
- **Prior to delivery and install:** All wet works (e.g. drywall taping, texture, painting, stucco etc.) should be complete and allowed to dry. The rooms should be at normal "lived-in" conditions with HVAC operational for at least one week prior to the installation when home is so equipped.
- When installing in rooms over basements and garages, ensure they are dry and well ventilated.
- Crawlspace must be dry with a minimum 18" from the bottom of the floor joist to the ground, Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene (minimum 6 mil) or any recommended puncture-resistant membrane, such as Class C, meeting ASTM D1745. Ventilation shall be per local building codes.
- To avoid damages to the floor's finish, all construction activity should be completed before installing this floor.
- All gutters should be in place and functioning properly. Yard grading should be sloped to run water away from the home foundation.
- The installer - not the manufacturer or retailer - is responsible for making sure that the site conditions are appropriate prior to installation of this floor.

## ACCLIMATION: 48 Hours

- Stack boxes no more than eight cartons high in areas to receive new flooring (remove plastic from outside of boxes if present). Ensure each layer is evenly supported to prevent distortion. Elevate stack using 2 x 4's as illustrated in Fig. 1 above.
- **On concrete; place a layer of 6 mil poly down first during the acclimation process.**
- Extended acclimation time should be anticipated and may be required. Time is not the determining factor; moisture testing is required to confirm that product is acclimated. Use a meter that is species adjustable, E.g. Ligno-scanner SDM or mini-Ligno DX/C moisture meter. If using alternate meter check with manufacturer that meter can be used with the wood species that you are installing.
- Check the moisture content of multiple planks. It's recommended to randomly test 40 planks for every 1000 square feet of flooring, the flooring's average moisture content must be within 4% of the subfloor.
- Keep a permanent record of all readings.

## TEMPERATURE:

For best product performance, ensure the temperature in the home is between 60° and 80° F before, during, and after installation and for the life of the flooring.

## RELATIVE HUMIDITY:

For best performance, flooring should be ideally conditioned, installed and maintained to consistent indoor temperatures of 60°- 80°F and relative humidity of 30% - 70% (not to exceed a 30% fluctuation in relative humidity, before, during and after the installation and for the life of the flooring. Ideal interior environmental conditions will vary from region to region and jobsite to jobsite, the relative humidity figures on your project maybe higher or lower.

The key is to ensure that the change in relative humidity stays within a 30% range (e.g.30% to 60% or 35% to 65% etc...) and does not fluctuate beyond 30% for sustained periods, enough to affect the flooring. Home environments where the relative humidity drops below 30% or exceed 70% are not recommended.

Not following the written recommendations can negatively impact board performance and may result in excessive movement, squeaks, board gapping, board-edge cupping, cracks, twists, finish splits, flaking, chipping, fading and other related issues.

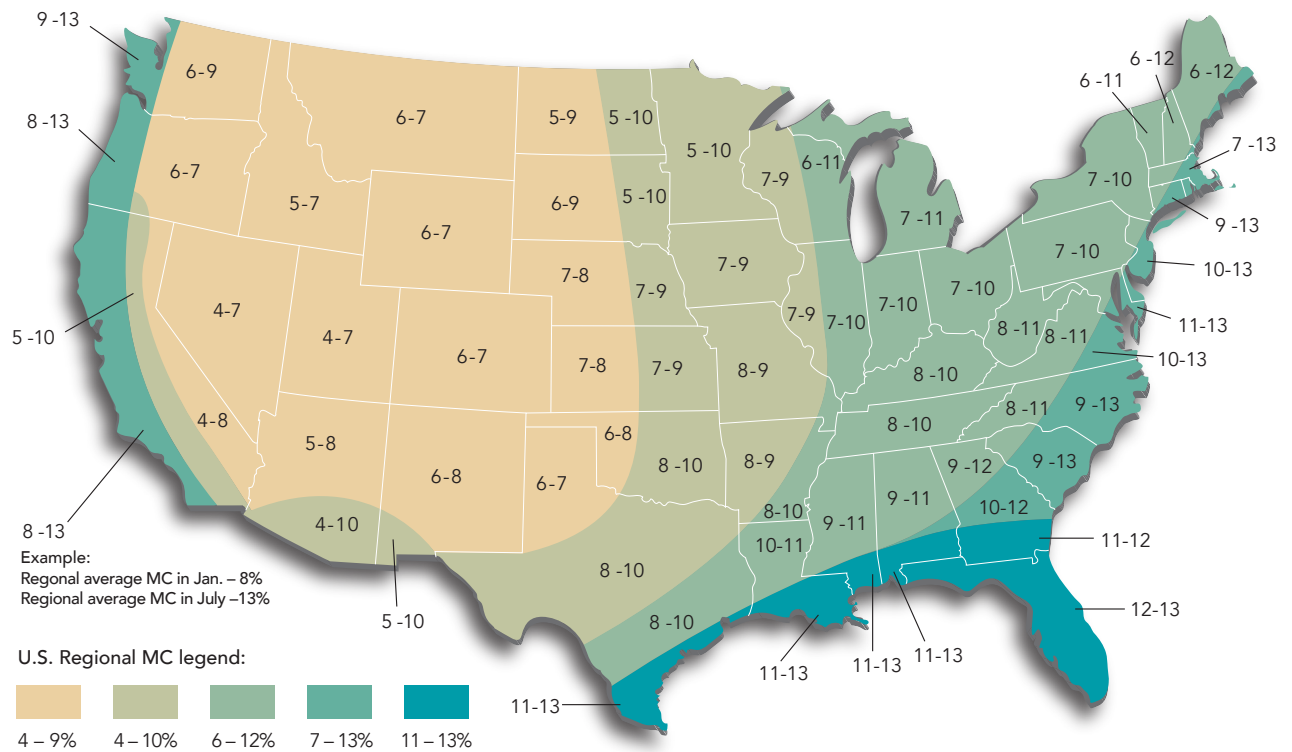
Any home that may have a sustained change in relative humidity greater than 30% fluctuation needs an HVAC system equipped with a humidifier or dehumidifier to regulate the interior environment within a 30% range of fluctuation. Installing hardwood in an environment that is not maintained can be detrimental to the flooring.

The map below can be used to calculate what the optimum baseline or average moisture content of interior wood products should be prior to installation for each state and region. The first number indicates the average moisture content of wood during the wintertime (months having lower humidity), and the second number indicates the average moisture content during the summer time or (months having higher humidity).

To calculate the optimal baseline or average wood moisture content in your state or region, add the high season number and low season number together then divide by two. Example: If your state or region has an expected low of 6% to a high of 12% moisture content, the average baseline moisture content of the wood before installation would be 9%. The goal is to acclimate the flooring to this average figure and then the installation can begin.

Very dry or humid regions of the country usually require extended conditioning to balance the new flooring to the environment it will service.

## Summer / Winter Moisture Map



## The effects of Temperatures and Humidity on wood flooring

Wood products are sensitive to moisture, temperature and humidity. Refer to the chart below to better understand the best in-home environmental relationship between relative humidity (RH) and temperature and its effects on wood moisture content. Determine the current temperature and RH within your home with a hygrometer. Find the combination of temperature and RH in your area on the chart (temperature variations are listed on the left side of the chart, humidity variations are listed along the bottom).

Example: The target or ideal moisture content for wood products is shown in the shaded area to be within 6.1% to 9.4%. Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30% to 50% and a temperature range of 60° to 80° Fahrenheit. (In some geographical areas, the ideal humidity range might be higher or lower, 30% to 60% or 35% to 65% for example.) It is critical to maintain the relative humidity in your home to not fluctuate more than 30% at any given time of the year. Eng' Hardwood flooring installed in areas with a wider variation in RH (fluctuation in RH of more than 30%) can negatively impact board performance and may result in excessive movement (expansion / contraction, squeaks, board gapping, board-edge cupping, finish splits and other related issues).

## Moisture Content of Wood at Various Temperatures and Relative Humidity Readings

°F	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
30	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
40	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
50	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
60	1.3	2.5	3.6	4.6	5.4	<b>6.2</b>	<b>7.0</b>	<b>7.8</b>	<b>8.6</b>	<b>9.4</b>	10.2	11.1	12.1	13.3	14.6	16.2	18.2	21.7	24.1	26.8
70	1.3	2.5	3.6	4.5	5.4	<b>6.2</b>	<b>6.0</b>	<b>7.7</b>	<b>8.5</b>	<b>9.2</b>	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
80	1.3	2.4	3.5	4.4	5.3	<b>6.1</b>	<b>6.8</b>	<b>7.6</b>	<b>8.3</b>	<b>9.1</b>	9.9	10.8	11.7	12.0	14.2	15.7	17.7	20.2	23.6	26.3
90	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.1	8.9	9.7	10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
100	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6

Chart taken from Wood Handbook: Wood as an engineering Material (Agriculture Handbook, 72).  
Forest Products Laboratory, U.S. Department of Agriculture



## CUTTING ALLOWANCE and MANUFACTURER TOLERANCE (waste factor):

A 10' x 10' room has net 100 square feet (Sq. Ft.) the actual area that will have flooring, but more product is required to allow for cutting which generates unusable pieces.

Carefully measure the net square feet required, adding up multiple areas.

The table gives an approximate recommendation for cutting allowance: Quantities are always rounded up to the nearest box.

**Note:** Engineered Natural products generally have a 5% manufacturer tolerance which should be added to the Cutting allowance. If defects are greater than the waste factor indicated for your flooring, please contact your local store or call Customer Care at 1-800-366-4204.

**Tip:** If more than half a box is not available for spares we recommend ordering an extra box.

**Please note:** Actual cutting waste may be lower or higher based on room layout. E.g. multiple rooms vs. one large area and "pattern" being installed.

Consider carefully before returning boxes. Keeping extra boxes is a great idea and inexpensive insurance against damage, if a repair is needed the product and batch will be the same, and you have options even if the product has been discontinued.

Diagonal installations may require 5% extra material over and above the cutting and manufacturer tolerance allowance.

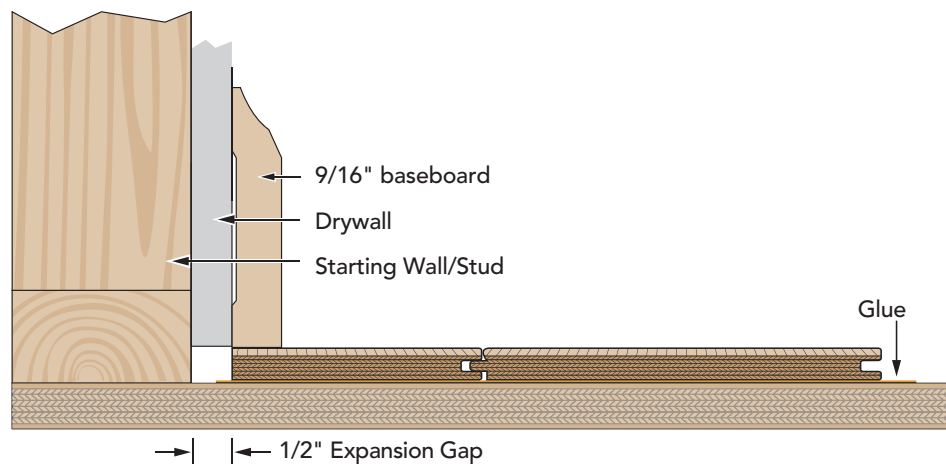
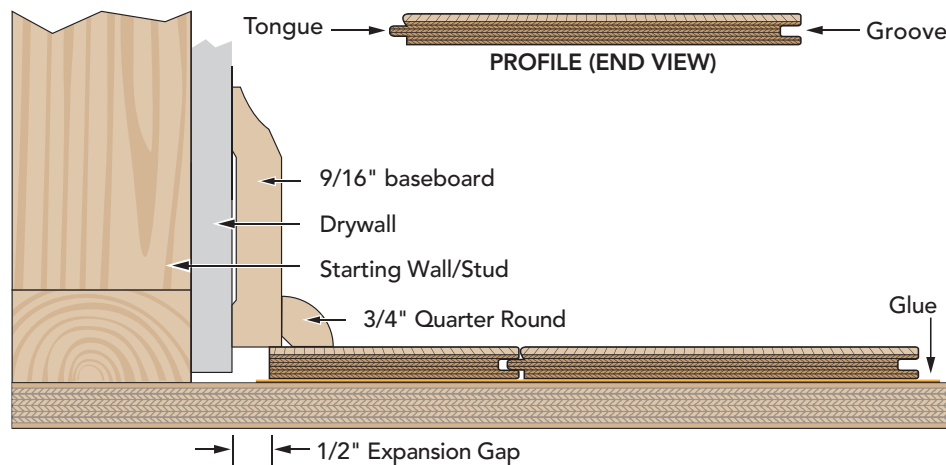
Net Area SqFt	Total with Cutting Allowance SqFt	% Applied
100	110	10
200	218	9
400	432	8
600	642	7
800	848	6
1000	1050	5
above 1000 SqFt add 5%		

## EXPANSION SPACE:

A minimum gap of 1/2" is required between the flooring and all vertical obstructions (walls, door jambs, pipes, staircases, posts, fixtures, built-ins, etc.).

If the room has electric baseboard heaters, leave a minimum of 3/4" between the surface of the flooring and the bottom of the heaters, allowing heat to circulate properly.

**NOTE:** Gapping and buckling can develop if expansion space requirements are not followed.



## RUN WIDTH AND LENGTH:

Glue down: No limit in run length or width.

Flooring must have room to expand and contract freely.

## CABINETS / FIXED FIXTURES:

Although not recommended, cabinets may be installed on top of this product (see the product's limited warranty for details).

## SUNLIGHT:

Depending on the species, your flooring will naturally change color "patina" with prolonged exposure to sunlight.

Use of window coverings, shades, or tinting your windows is recommended to slow this natural process.

## SUBFLOORS NEED TO BE CLEAN – FLAT – DRY:

**Wood substrates must be structurally sound and free from movement or deflection.**

### CLEAN:

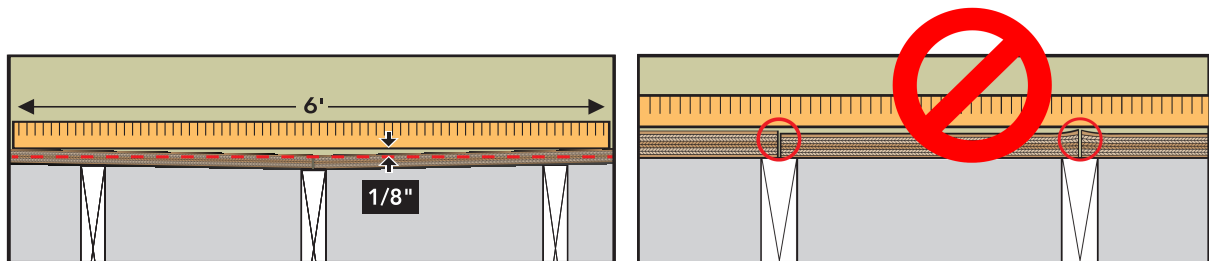
Free from contaminants including but not limited to: oil, grease, parting compounds, chemical contaminants, sealing and curing agents, paint, drywall compound, old adhesives such as cutback, solvents, and loose or broken patching agents and other foreign materials that might prevent adhesive bond (refer to the adhesive technical data sheet / install guide).

Free from particles including but not limited to: dust, dirt, and grit.

### SUBFLOOR MUST BE FLAT AND SMOOTH

#### FLAT:

Subfloors must be flat within 1/8" over 6' and 3/16" over 10' and smooth, abrupt peaks and valleys must be avoided. Correct any issues.



- **Improper substrate or flatness can result in gaps, squeaks, premature wear on surface and poor plank fitting during assembly.**  
**Correct any issues.**

Do not install this flooring over plywood underlayment attached to concrete, unless it is known that an appropriate moisture barrier has been installed over the concrete.

## WOOD SUBFLOOR PREPARATION:

- Screw down loose or squeaky sections of plywood and replace areas that are damaged.
- To address flatness concerns sand or plane high spots and fill the low spots with a material approved for use under wood flooring.
- Glue down applications – low, sagging areas of the subfloor should be cut out and replaced with the same thickness.
- Installers are responsible to use materials to ensure product performance.
- Substrates that are un-level /flat due to structural deficiencies should be repaired by a licensed contractor.
- Never apply plastic sheet over wood subfloors.

## STRUCTURAL REQUIREMENTS:

**Note that joist spacing determines minimum subfloor thickness.**

**Joist spacing 16" on center (OC) or less**

- Plywood: Minimum of (5/8", 19/32") Oriented Strand Board (OSB): minimum (3/4", 23/32")  
Advantech minimum (3/4", 23/32")

**Joist spacing 16" up to 19.2" (OC)**

- Plywood: Minimum of (3/4", 23/32") Oriented Strand Board (OSB): minimum of (3/4", 23/32")

**Joist spacing over 19.2" up to maximum 24" (OC)**

- Plywood: Minimum of (7/8") Oriented Strand Board (OSB): Minimum of (1") or two layers of subflooring or brace between truss/joists in accordance with local building codes.

## MOISTURE TESTING:

**Use a meter that is species / material adjustable. E.g. Ligno-scanner SDM or mini-Ligno DX/C moisture meter.**

- **If using alternate meter check that meter can be used with the subfloor material in question.**  
Test sub-floor in multiple locations, with an appropriate wood moisture meter, it's recommended to test 20 location per 1000 square feet and average the results. Moisture readings must not exceed 12%.
- Higher readings indicate a moisture concern that needs to be addressed before installation can begin.  
**Do not install this flooring over plywood underlayment attached to concrete, unless it is known that an appropriate moisture barrier has been installed.**
- For your protection, documenting and saving the test results is recommended.

## SUBFLOORS NEED TO BE CLEAN – FLAT – DRY:

Concrete must be structurally sound and free from movement or deflection.

### CLEAN:

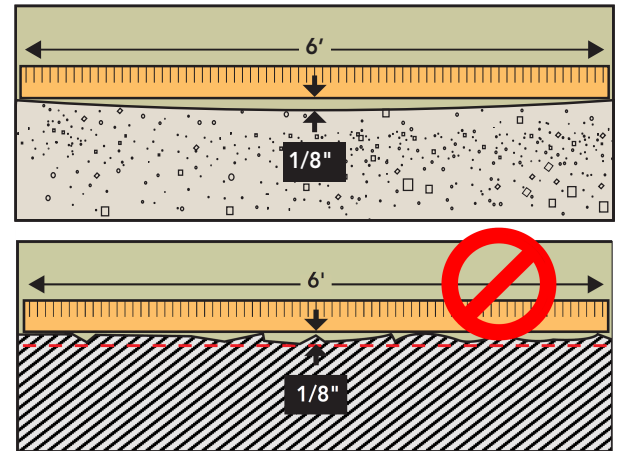
Free from contaminants including but not limited to: oil, grease, parting compounds, chemical contaminants, sealing and curing agents, paint, drywall compound, old adhesives such as cutback, solvents, and loose or broken patching agents and other foreign materials that might prevent adhesive bond (refer to the adhesive technical data sheet / install guide).  
Free from particles including but not limited to: dust, dirt, and grit.

### SUBFLOOR MUST BE FLAT AND SMOOTH

### FLAT:

Subfloors must be flat within 1/8" over 6' and 3/16" over 10' and smooth, abrupt peaks and valleys must be avoided.

Improper substrate or flatness can result in gaps, locking mechanism failure and premature wear on surface. Correct any issues.



### DRY:

Do not install this flooring over plywood underlayment attached to concrete, unless it is known that an appropriate moisture barrier has been installed (all applications).

## CONCRETE SUBFLOOR PREPARATION:

### MOISTURE TESTING (Glue down applications):

- The use of adhesives or sealer and adhesive systems with no moisture limits will eliminate the need for testing. E.g. Ultragrip 4 in 1, or Bostik Roll-Cote and approved adhesive. In the event of systems that have a moisture limit. Perform moisture tests regardless of age or grade of the concrete to determine moisture levels. A concrete slab shall be cured a minimum of 60 - 90 days before performing moisture tests. If concrete moisture levels exceed the adhesive manufacturer acceptable limits, do not install the floor.
- **Follow the moisture testing instructions, product limitations and procedural guidelines in the adhesive manufacturer's Technical Data Sheets / Manufacturer Guidelines. The test requirements and limits that apply will vary by product specified..**
- There are only two accepted moisture test methods.
  - 1) The Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes (ASTM F 2170)
  - 2) The Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride (ASTM 1869).
- Note: The use of moisture meters, / plastic sheet tests are not industry accepted quantitative test methods
- For your protection, documenting and saving the test results is recommended.
- Slabs must be free of hydrostatic pressure.

### LIGHTWEIGHT ALTERNATIVE SUBFLOORS:

Use over gypsum-based/underlayment is limited to dry, "above-grade" installations where the gypsum has dried hard (not dusty / powdery), with a minimum compressive strength > 2,500 psi for solid hardwood installations. Please refer to adhesive / sealer manufacturer recommendations.

### RADIANT HEAT SYSTEMS:

This flooring is not approved for application over Radiant heating systems.

### EXISTING FLOORS:

- This flooring can be floated over existing clean, flat, dry, well bonded/secured tile, vinyl and wood flooring\*.
- ★ **Do not install** over wood flooring installed over concrete unless it is known that an appropriate moisture barrier has been installed over the concrete.
- Do not install over cushioned vinyl flooring, or existing floating floor products.
- Do not install over carpet and padding.

## **UNDERLAYMENT (Double Stick Applications Only):**

Using approved underlayments, your local store can advise on best solution for your situation.

## **USER / OWNER / INSTALLER RESPONSIBILITIES:**

### **Install in good lighting.**

- Product installation constitutes acceptance. Visually inspect the product and determine acceptability before installation. Claims will not be accepted regarding visual defects after flooring has been installed. If any planks are unacceptable due to color, finish, milling or any other reason, it is your responsibility to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.
- You should plan on being present during your installation to ensure that all required procedures are completed and boards with visible defects are not installed. It is important to inspect individual boards and to frequently step back to observe the “whole picture” before installation is completed.
- A reasonable amount of installed flooring (up to 25% or 100 sq. ft. whichever is less) is enough to determine acceptance of quality.
- Retain a box label and keep on file with your receipt for future reference.
- If quality issues are suspected stop the installation and call your local store or CUSTOMER CARE at 800-366-4204.

## **HELPFUL TOOLS: (as needed)**

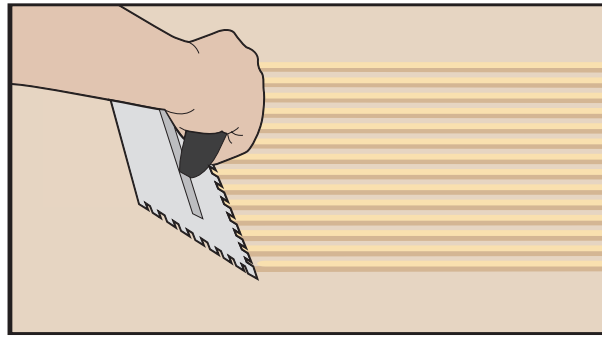
- Tape measure • Pencil • Chalk line • 6' level • Screed • Miter saw • Table saw • 60 tooth carbide tip saw blades
- Jamb saw • Eye protection • Ear protection • Niosh dust mask • Knee pads • Gloves • Strap Clamps • Blue painters tape (2080) • PVA wood glue • Compressor with regulator • Air hose • Floor nailer • Brad / Stapler • Drill • Drill bit set • Hammer • Flat pry bar • Broom • Hygrometer (to monitor in-home humidity) • Species adjustable moisture meter (wood)
- Calcium chloride moisture or (RH) Relative Humidity test (concrete) • Approved adhesive remover • Cloth rags

## **ADDITIONAL NOTES:**

- When moving furniture and heavy equipment, use luan board, plywood, or other similar covering to protect the floor.

**Each project is unique and different. Installation advice or recommendations are given as a courtesy and not intended to take the place of an installer's visual inspection, expertise or informed judgment, the end user / contractor on-site is ultimately responsible for ensuring that selected products are appropriate for local conditions and / or their final use of the product.**

# GLUE DOWN METHOD HERRINGBONE FLOORING



## GETTING STARTED:

Remove any existing quarter round, shoe moldings, baseboards and doorway transitions.

To achieve the 1/2" expansion you may need to undercut the drywall if it is not raised up above the thickness of the flooring.

Remove existing floor covering as required, check floor flatness per details on previous page and address any issues.

Check that all doors will swing open with adequate clearance over the new flooring prior to starting any work.

Important: Any metal doors must be addressed by a specialist to adjust. Do not cut metal door frames!

## STEP 1.

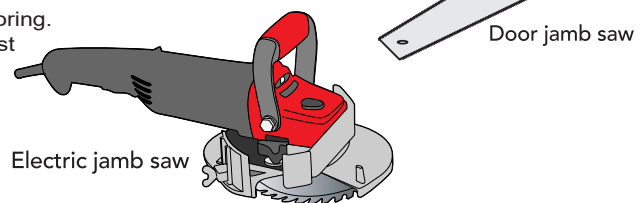
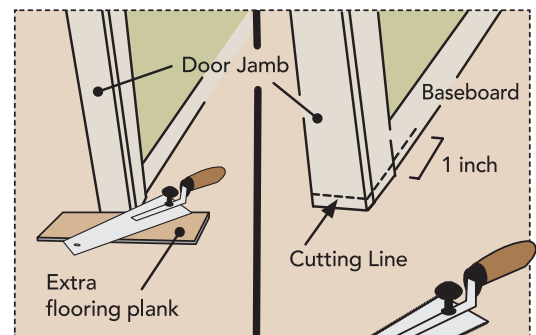
Undercut all door casings and jambs with a jamb saw to allow the flooring to slide under the doorjamb.

If a baseboard is still in place, extend the undercut about 1" beyond the door frame casing.

**Check for alarm or other low voltage wiring before making cut.** To find the height of to cut the jamb, lay a scrap piece of flooring (and underlayment if applicable) next to the door frame, and lay the saw blade on top. After cut, ensure that the floor plus underlayment does not bind, always leave 1/16" clearance under the door-jamb / casing for the floor to be able to move freely without verticle restriction.

Ensure that exterior doors and appliances have sufficient clearance to accommodate the new flooring.

Do not undercut metal door jambs before first confirming it does not violate local building and fire codes.



## STEP 2. LAYOUT

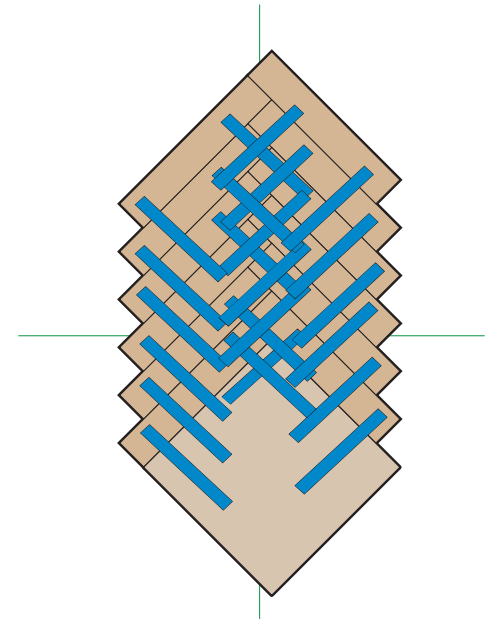
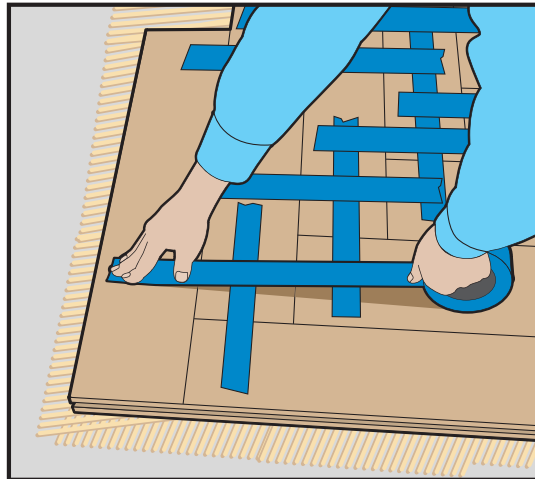
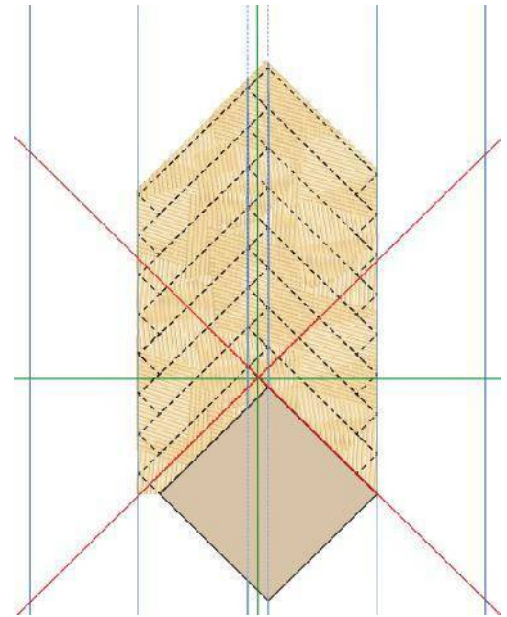
It is highly recommended that you follow "[LAYOUT](#)" guidelines (Pages 11 – 20) for a successful installation.

Start installation at a point furthest away from point of egress from the room

Adhesive must be allowed to fully cure before walking on the floor. If you need to cross the floor lay 1/4" - 3/4" plywood sheeting to spread the load. Stepping on a floor with an uncured adhesive can result in gapping, lippage, etc.

### Step 3

- Planks should be pulled from several boxes to ensure pleasing blended look
- Only apply adhesive to an area that can be installed within the adhesives open time\* see adhesive manufacturer installation guidelines / technical data sheets
- As each plank is installed angle plank and move into position, do not slide or drag boards together to avoid adhesive squeezing up at the joint.
- Clean adhesive residue immediately using methods recommended by adhesive manufacturer
- As you install, apply #2080 blue painter's tape "stretched" tightly across" plank surface perpendicular to the installed floor to hold the planks together until glue adhesive sets up.



### Nail-assisted glue-down:

1. With full-spread installations over wood subfloors, it may be necessary or helpful to blind-nail the flooring into the wood subfloor periodically.
2. This method may be appropriate where flooring needs to be driven tight during the installation.

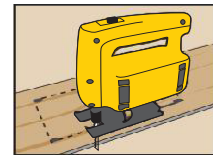
There is no recommended nailing schedule for this method, as the fasteners are strictly used as a supplement to the glue-down method.

Note: Blue tape is typically not needed with Nail-assisted glue-down method.



## FITTING AROUND IRREGULAR SHAPED OBJECTS:

Make a template to fit around pipes or irregular shaped objects. Place the pattern upon the plank and trace. Cut along the trace lines using a jig saw, and install plank. Note: Be sure to leave the recommended expansion space around all fixed objects, cabinetry and metal door jambs.

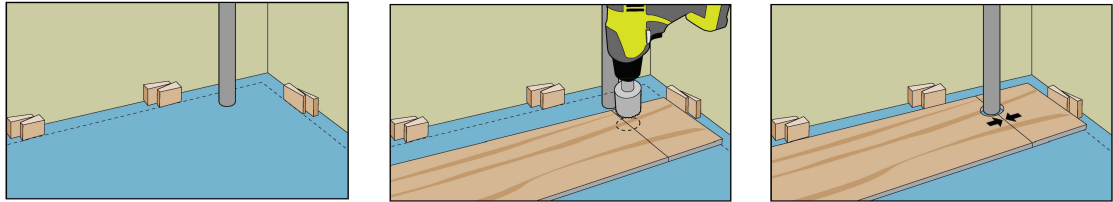


## PIPES:

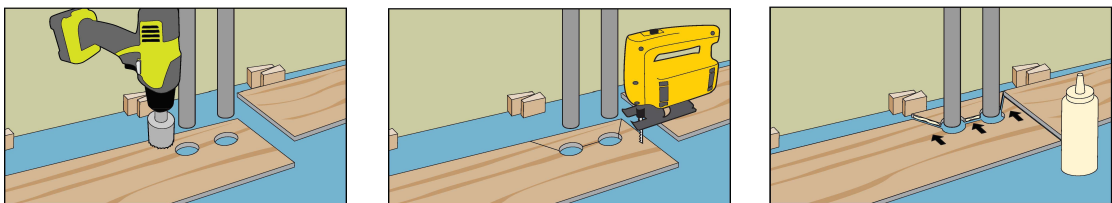
When a pipe is passing through the floor make a hole on the plank 1" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. The cut-off piece edges are glued in the position again.



When there is single pipe on a wall, you can plan to have the end-joints meet at pipe, drill and install as shown.



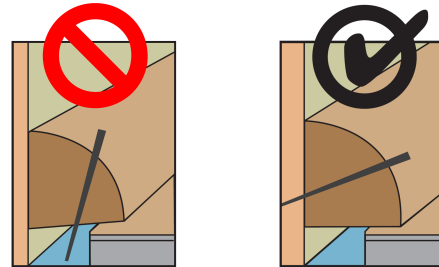
If there are multiple or larger pipes passing through the floor make hole(s) on the plank 1" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. The cut-off piece edges are glued in the position again.



## STEP 4.

To ensure the floor is able to "float" freely, be sure to affix baseboards or moldings to the walls, not to the floors. This way, the floor can expand & contract within the gap.

Also, never nail the first or last rows directly down to the subfloor! This option is not appropriate for floating floors!



## STEP 5. TRANSITIONS

In areas where your new floor meets other types of flooring, such as carpet or tile, select an appropriate molding to get a professional looking and safe transition.

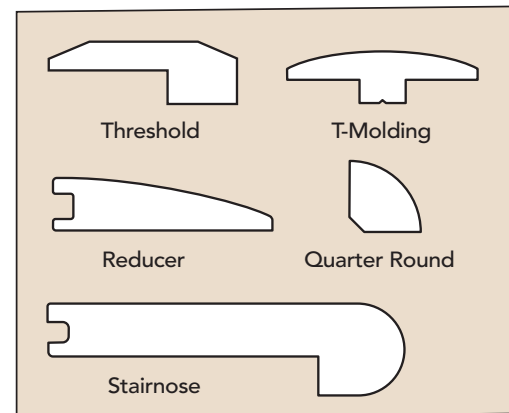
**Threshold** moldings transition from floor to carpet and are used at sliding doors, raised hearths, etc.

**Reducer** moldings transition from floors to hard surfaces that are lower than the floor, such as vinyl or VCT tile.

**Stair-nose** moldings must be used for all "floating" installations. Example: when the flooring meets at the top of a stairway "going down".

**T-Moldings** cover expansion spaces at doorways, and they transition from your new floor to other hard surfaces of similar height.

**3/4" Quarter Round** moldings are used to cover expansion spaces between the baseboards and the flooring.



## REPAIRS:

Save extra planks from the initial order in the event that installed planks become damaged and repairs are needed. This will ensure lot number and shading compatibility.

# CARE AND MAINTENANCE GUIDE

Engineered Wood Flooring is designed to bring beautiful wood looks to your environment to fit your flooring needs and style, while also providing a solution with easy maintenance.

Created for residential and light commercial applications, this flooring is extremely durable but still requires care and attention to keep it looking beautiful for years to come.

For day to day cleaning we recommend the floor to be swept and/or vacuumed. The vacuum head must be a felt brush type. Do not use vacuum with beater bars / very hard bristles. This will eliminate fine particles of dirt and grit that act like sandpaper which will scratch and / or dull the surface of your flooring.

Reduce the visibility of minor scratches using Bellawood Scratch Away.

Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.

Use Bellawood Floor Cleaner to deep clean your whole floor and clean spots and soiled areas.

DO NOT use cleaning agents containing wax, oil or polish. Leftover residue will form a dull film.

DO NOT use steel wool or scouring pad, as they will scratch the floor.

DO NOT use steam or wet mops.

**This flooring can be dented, gouged and scratched, this can be caused by but is not limited to: dropped objects, damaged shoe heels / soles, abrasive particles, etc. The following steps will help reduce the risk of this kind of damage:**

- Floor protectors should always be installed to the bottom of furniture to prevent scratching and marking.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters.
- Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have been engineered for hard surface floors (casters should be a minimum of 1" wide and at least 2" in diameter).
- Never slide or roll heavy furniture or appliances across the floor.
- If flooring will be exposed to rolling traffic or heavy, appliances protect the flooring with plywood or hardboard panels.
- Remove shoes that are damaged exposing sharp metal, have cleats etc. before walking on the floor.

As your floor ages, color change or "patina" can occur.

**Whether finished or unfinished, all wood changes color over time due to oxidation and when exposed to UV light. Some species darken in color over time, while others tend to lighten. There is no known set value for "color fastness" of a species, so contractors and or customers should be aware of this normal condition. Certain species, including American cherry, Koa, Brazilian cherry, and many imported species, have this tendency to change in color. Some color change is to be expected for all species and a drastic change can be expected for some. This "Patina" process although normal, can be minimized by limiting exposure to direct sunlight or accelerated by exposure. Periodically moving furniture and rugs will help to equalize overall exposure to UV light. If possible avoid completely covering floors with rugs for the first six months.**

You should always promptly remove spills using a soft cloth reducing slip hazards.

**We love our pets but occasionally accidents happen.**

- Cleaning the affected area should begin immediately upon discovery:
- Use absorbent paper tissue to collect as much of the deposited material as possible and properly dispose of it. Remove any existing residue with a suitable disinfecting cleaner.
- Repeat until all residue is removed. Buff dry. Clean, using Bellawood Floor Cleaner.
- The more time that elapses before removal, the more difficult a stain will be to remove.
- Keep pets' nails trimmed.

We recommend the use of NON-RUBBER backed mats that are labeled "colorfast" by the manufacturer.

Non-staining, vinyl-backed mats or woven rugs should be used at all door entries from outside to avoid discoloration from asphalt driveways, catch dirt, grit, sand, and other debris to help sustain the flooring.

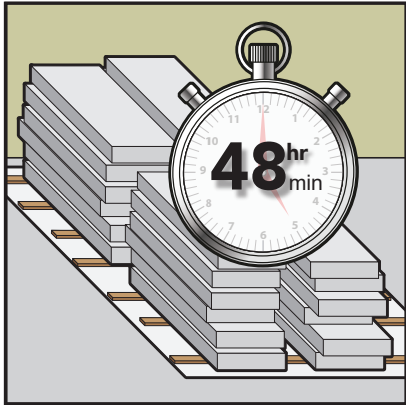

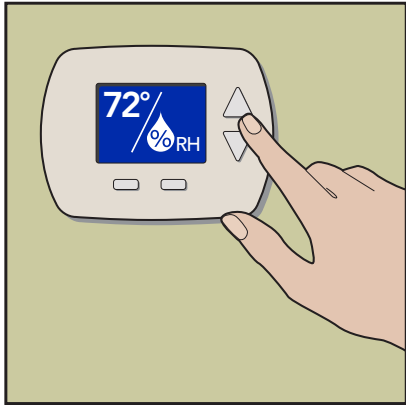
We also recommend using protective mats around sinks and tubs to catch excess water and debris.

[HOME \\* WARRANTY \\* INSTALLATION](#)



# WALL \* Glue Down

**Save time & avoid frustration! Please read these entire instructions before starting your installation, and A.I.M. for success!**

AIM	AIM	AIM
		
<p><b>Acclimate Completely</b> Acclimate your flooring to your home environment. Time for acclimation will vary. Always check using a meter. Acclimation will ensure your flooring looks great for years to come</p>	<p><b>Install Correctly</b> Take time to review Lumber Liquidators' installation guidelines and follow the National Wood Flooring Association Guidelines to ensure that your installation goes well from beginning to end.</p>	<p><b>Maintain Environment</b> The ideal Relative Humidity (RH) range for Hardwood is 30%–50% at a temperature of 60°–80°F. It is acceptable in some households that this range may be higher or lower, but extreme fluctuations in RH must be avoided*.</p>

\*See Temperature and Relative Humidity for more details.



**Need Help?** To obtain installation assistance or product information concerning this flooring, contact the store of original purchase, or call the Lumber Liquidators customer care at 800-366-4204.



**WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEADBLAST OR MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.**

These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product to be removed is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. See current edition of the Resilient Floor Covering Institute (RFCI) publication, "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures. For current information, go to [www.rfci.com](http://www.rfci.com).



**LEAD WARNING:** Some paints and finishes in homes built before 1978 may contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Prior to removing or sanding, comply with all applicable federal, state, and local laws, and reference the publication "Lead-Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing" available from the United States Department of Housing and Urban Development regarding (1) appropriate methods for identifying lead-based paint and removing such paint; and (2) any licensing, certification, and training requirements for persons performing lead abatement work.



**MOLD AND MILDEW WARNING:** Prior to removing an existing resilient floor or when installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the installation area, the source of the problem should be identified and corrected before proceeding with the flooring work. Excessive moisture in the subfloor could promote mold, mildew, and other moisture related issues like the trapping of moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. Mold has the potential to cause health problems and may produce allergens, irritants, and in some cases, potentially toxic substances. Before installing the new resilient flooring, ensure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold, or structural damage has been corrected. Remediation measures may require structural repairs such as replacing the contaminated underlayment and/or subfloor, cleanup measures using appropriate protection and biocide, or hiring a professional mold and mildew remediation contractor. Consult EPA mold guidelines on EPA's website at <https://www.epa.gov/mold>



**WARNING:**

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

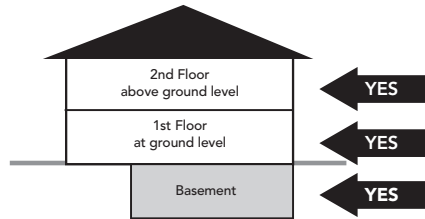
This document covers wall applications using engineered wood flooring that have a plywood or lumber core only. Installation of your product should be in conformance with generally-accepted construction methods for interior wood-work per American National Standard ANSI/AWI 0620-2018 – *Finish Carpentry/Installation*.

## RECOMMENDED USE:

- Residential or light commercial\* interior use only. \*See the product's limited warranty for details.
- **Install in good lighting.**
- **Do not install in exterior or wet areas. Do not install in boats, or other moving vehicles.**
- **Do not install directly to concrete or block walls.**
- **Walls need to be clean flat and dry.**
- **For safety and best performance: glue and nailing is required for all wall applications. These guidelines are for installation over conventional wood-framing with wall studs spaced no more than 24 inches on center.**

## GRADE:

On, above and below grade.



## JOBSITE CONDITIONS:

- The building should be enclosed with all doors and windows in place.
- **Prior to delivery and install:** All wet works (e.g. drywall taping, texture, painting, stucco etc.) should be complete and allowed to dry. The rooms should be at normal "lived-in" conditions with HVAC operational for at least one week prior to the installation when home is so equipped.
- When installing in rooms over basements and garages, ensure they are dry and well ventilated.
- Crawlspace must be dry with a minimum 18" from the bottom of the floor joist to the ground. Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene (minimum 6 mil) or any recommended puncture-resistant membrane, such as Class C, meeting ASTM D1745. Ventilation shall be per local building codes.
- All gutters should be in place and functioning properly. Yard grading should be sloped to run water away from the home foundation.
- The installer – not the manufacturer or retailer – is responsible for making sure that the site conditions are appropriate prior to installation of this floor.

## ACCLIMATION:

- Stack boxes no more than eight cartons high in areas to receive new flooring (remove plastic from outside of boxes if present). Ensure each layer is evenly supported to prevent distortion. Elevate stack using 2 x 4's as illustrated in Fig. 1 above. **On concrete; place a layer of 6 mil poly down first during the acclimation process.**
- Extended acclimation time should be anticipated and may be required. Time is not the determining factor; moisture testing is required to confirm that product is acclimated. Use a meter that is species adjustable, E.g. Ligno-scanner SDM or mini-Ligno DX/C moisture meter. If using alternate meter check with manufacturer that meter can be used with the wood species that you are installing.
- Check the moisture content of multiple planks. It's recommended to randomly test 40 planks for every 1000 square feet of flooring, the flooring's average moisture content must be within plus or minus 2% of the anticipated seasonally varying moisture content range for your geographical location (see Summer / Winter Moisture Map shown below) of wood-based products in the home (e.g. Base Board or Door Jambs) which must be dry and already within the anticipated equilibrium moisture content range for your geographical location..
- Keep a permanent record of all readings.

## TEMPERATURE:

For best product performance, ensure the temperature in the home is between 60° and 80° F before, during, and after installation and for the life of the flooring.

## RELATIVE HUMIDITY:

For best performance, flooring should be ideally conditioned, installed and maintained to consistent indoor temperatures of 60° - 80° F and relative humidity of 30% - 50% (not to exceed a 30% fluctuation in relative humidity, before, during and after the installation and for the life of the flooring). Ideal interior environmental conditions will vary from region to region and jobsite to jobsite, the relative humidity figures on your project maybe higher or lower.

The key is to ensure that the change in relative humidity stays within a 30% range (e.g. 30% to 60% or 35% to 65% etc...) and does not fluctuate beyond 30% for sustained periods, enough to affect the flooring. Home environments where the relative humidity drops below 30% or exceeds 70% are not recommended.

Not following the written recommendations can negatively impact board performance and may result in excessive movement, squeaks, board gapping, board-edge cupping, cracks, twists, finish splits, faking, chipping, fading and other related issues.

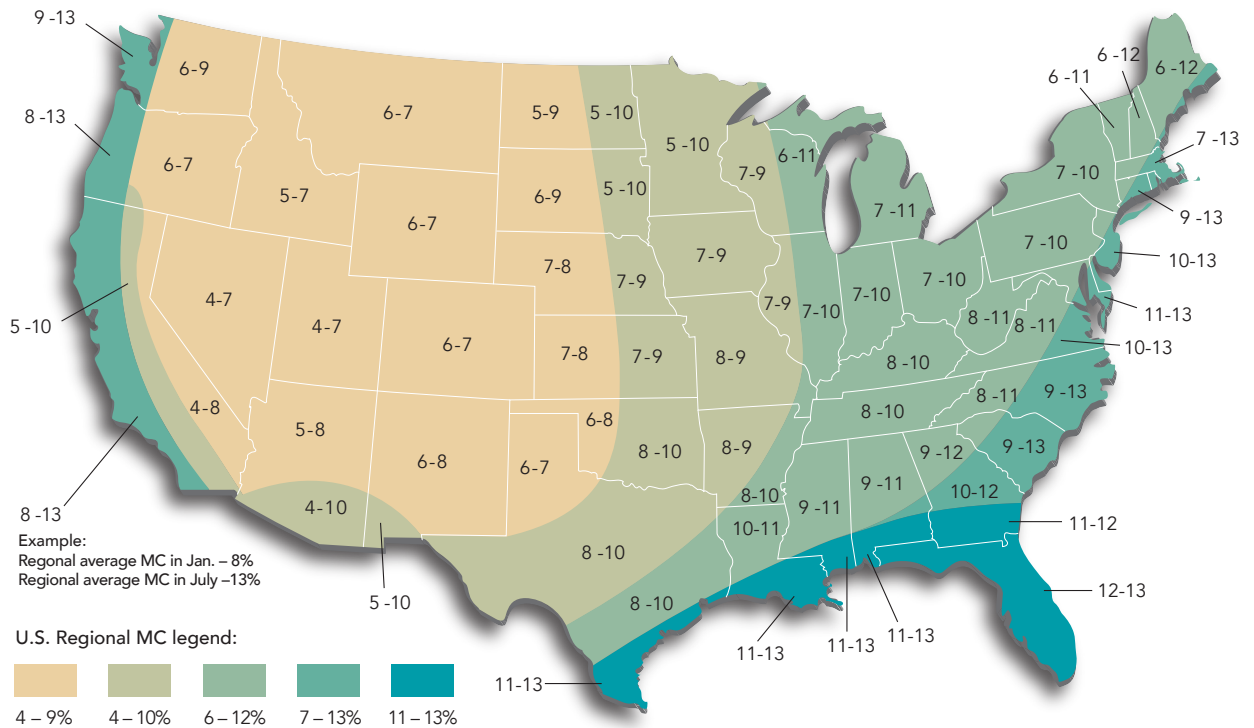
Any home that may have a sustained change in relative humidity greater than 20% fluctuation needs an HVAC system equipped with a humidifier or dehumidifier to regulate the interior environment within a 30% range of fluctuation. Installing hardwood in an environment that is not maintained can be detrimental to the flooring.

The map below can be used to calculate what the optimum baseline or average moisture content of interior wood products should be prior to installation for each state and region. The first number indicates the average moisture content of wood during the wintertime (months having lower humidity), and the second number indicates the average moisture content during the summer time or (months having higher humidity). To calculate the optimal baseline or average wood moisture content in your state or region, add the high season number and low season number together then divide by two. Example: If your state or region has an expected low of 6% to a high of 12% moisture content, the average baseline moisture content of the wood before installation would be 9%. The goal is to acclimate the flooring to this average figure and then the installation can begin.

Very dry or humid regions of the country usually require extended conditioning to balance the new flooring to the environment it will service.

The most reliable moisture-content numbers will be obtained using a species-specific moisture meter to determine the moisture content of the wood flooring. The USDA moisture map is a helpful guide for installations. Without proper temperature, humidity and ventilation controls, actual moisture content in any location may differ significantly from these numbers. In all cases it is the installer or homeowner's responsibility to determine if the indoor environment, moisture content and jobsite conditions are suitable for wood floor installations.

### Summer / Winter Moisture Map



### The effects of Temperatures and Humidity on wood flooring

Wood products are sensitive to moisture, temperature and humidity. Refer to the chart below to better understand the best in-home environmental relationship between relative humidity (RH) and temperature and its effects on wood moisture content. Determine the current temperature and RH within your home with a hygrometer. Find the combination of temperature and RH in your area on the chart (temperature variations are listed on the left side of the chart, humidity variations are listed along the bottom). Example: The target or ideal moisture content for wood products is shown in the shaded area to be within 6.1% to 9.4%. Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30% to 50% and a temperature range of 60° to 80° Fahrenheit. (In some geographical areas, the ideal humidity range might be higher or lower, 30% to 50% or 45% to 65% for example.) It is critical to maintain the relative humidity in your home to not fluctuate more than 30% at any given time of the year. Hardwood flooring installed in areas with a wider variation in RH (fluctuation in RH of more than 30%) can negatively impact board performance and may result in excessive movement (expansion / contraction, squeaks, board gapping, board-edge cupping, finish splits and other related issues).

### Moisture Content of Wood at Various Temperatures and Relative Humidity Readings

°F	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
30	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
40	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
50	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.0
60	1.3	2.5	3.6	4.6	5.4	<b>6.2</b>	<b>7.0</b>	<b>7.8</b>	<b>8.6</b>	<b>9.4</b>	10.2	11.1	12.1	13.3	14.6	16.2	18.2	21.7	24.1	26.8
70	1.3	2.5	3.6	4.5	5.4	<b>6.2</b>	<b>6.0</b>	<b>7.7</b>	<b>8.5</b>	<b>9.2</b>	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
80	1.3	2.4	3.5	4.4	5.3	<b>6.1</b>	<b>6.8</b>	<b>7.6</b>	<b>8.3</b>	<b>9.1</b>	9.9	10.8	11.7	12.0	14.2	15.7	17.7	20.2	23.6	26.3
90	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.1	8.9	9.7	10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
100	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6

Chart taken from Wood Handbook: Wood as an engineering Material (Agriculture Handbook, 72). Forest Products Laboratory, U.S. Department of Agriculture

## CUTTING ALLOWANCE and MANUFACTURER TOLERANCE (waste factor):

A 10' x 10' room has net 100 square feet (Sq. Ft.) – the actual area that will have flooring – but more product is required to allow for cutting which generates unusable pieces.

Carefully measure the net square feet required, adding up multiple areas.

The table gives an approximate recommendation for cutting allowance: Quantities are always rounded up to the nearest box.

**Note:** Engineered Natural products generally have a 5% manufacturer tolerance which should be added to the Cutting allowance. If defects are greater than the waste factor indicated for your flooring, please contact your local store or call Customer Care at 1-800-366-4204.

**Tip:** If more than half a box is not available for spares we recommend ordering an extra box.

**Please note:** Actual cutting waste may be lower or higher based on room layout. E.g. multiple rooms vs. one large area and "pattern" being installed.

Consider carefully before returning boxes. Keeping extra boxes is a great idea and inexpensive insurance against damage, if a repair is needed the product and batch will be the same, and you have options even if the product has been discontinued.

Diagonal installations may require 5% extra material over and above the cutting and manufacturer tolerance allowance.

Net Area SqFt	Total with Cutting Allowance SqFt	% Applied
100	110	10
200	218	9
400	432	8
600	642	7
800	848	6
1000	1050	5
above 1000 SqFt add 5%		

## EXPANSION SPACE:

1/2" is required top and bottom of the wall and both inside corners (sides).

## RUN WIDTH AND HEIGHT:

Height - 10' maximum.

Width - No maximum when installed correctly (When installed as Vertical Wainscot Style, runs greater than 20 L. F. may require "Dime Rows").

## SUNLIGHT:

Depending on the species, your flooring may change color "patina" with prolonged exposure to sunlight. Use of window coverings, shades, or tinting your windows is recommended to slow this natural process.

## CABINETS AND FIXTURES:

Flooring used as Wall Cladding is not a structural material. Do not fasten cabinets or fixtures to the flooring used as decorative wall covering.

## SURFACE PREPARATION:

- All substrates must be structurally sound, dry, solid and stable.
- The substrate should be clean and free of dust, dirt, oil, grease, wax, soap, existing adhesives and adhesive residues, and any other substance that may prevent, reduce adhesion or affect product performance. Sponge wash with TSP (trisodium phosphate), to remove residues of greasy grime, mildew, chalked paint or anything that might affect the adhesive bond.
- Walls must be plumb and flat to 3/16" in 6'.
- All surfaces must be smooth and free of defects, voids, deviations, imperfections and irregularities. If the wall has a heavy drywall texture, it will need to be block sanded or skim coated and primed.
- Countersink any protruding screws. Use an appropriate patching compound to cover screw heads and correct any holes, bumps, cracks, depressions, etc.

Prime or paint as needed.

Do not install over substrates that have water damage, visible water stains or leaking windows. Remove protruding nails.

## USER / OWNER / INSTALLER RESPONSIBILITIES:

- These recommendations do not pertain to the suitability of products used as interior finishes on walls with regards to fire, flame spread, smoke, or any other related flammability characteristics. Care should be taken to ensure that any installation of products on walls meets all applicable federal, state/ provincial and local codes as well as other requirements.
- Product installation constitutes acceptance. Visually inspect the product and determine acceptability before installation. Claims will not be accepted regarding visual defects after the flooring has been installed. If any planks are unacceptable due to color, finish, milling or any other reason, it is your responsibility to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.
- A reasonable amount of installed product (up to 25% or 100 sq. ft. whichever is less) is enough to determine acceptance of quality.
- Retain a box label and keep on file with your receipt for future reference.
- If quality issues are suspected stop the installation and call your local store or CUSTOMER CARE at 800-366-4204.

## HELPFUL TOOLS: (as needed)

- Tape Measure • Pencil • Chalk line • Stud Finder • 6' level • Miter saw • Table saw • 60 tooth carbide tip saw blade
- Drill + Drill bits • 18 Gauge Brad Nailer • 1 1/2" - 1 3/4" Brad Nails • Compressor with regulator • Hammer • Flat Pry Bar • Rubber Mallet • Hygrometer (to monitor in-home humidity) • Species adjustable Moisture meter (wood) • Caulk Gun • Urethane Construction Adhesive • Step Ladder • Screw Drivers • Eye protection • Ear protection • Niosh Dust Mask • Gloves • Color Putty • Cloth rags • Color Putty • Touch up markers

## ADDITIONAL NOTES:

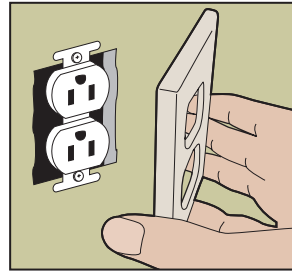
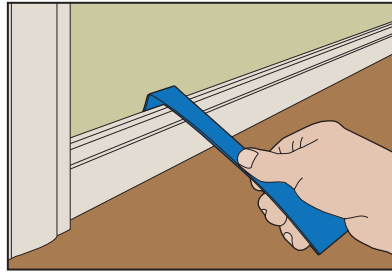
- When moving furniture and heavy equipment, use luan board, plywood, or other similar covering to protect the floor.

**Each project is unique and different. Installation advice or recommendations are given as a courtesy and not intended to take the place of an installer's visual inspection, expertise or informed judgment, the end user / contractor on-site is ultimately responsible for ensuring that selected products are appropriate for local conditions and / or their final use of the product.**

## GETTING STARTED:

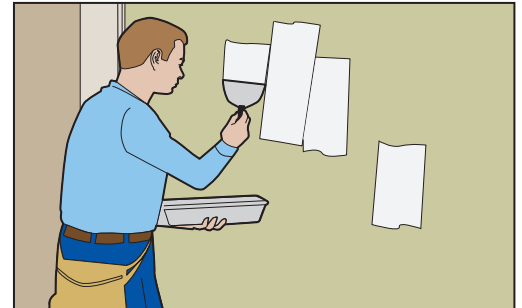
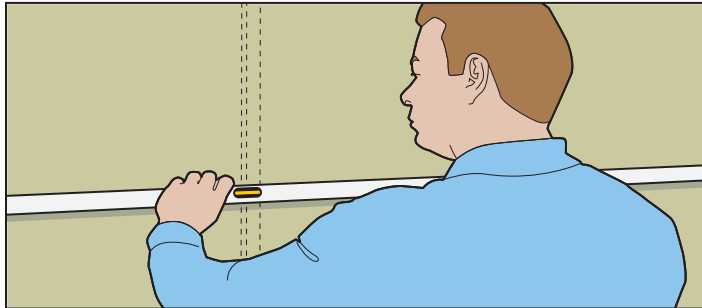
### Step 1: Preparation

- Turn off power while working around wall outlets and light switches
- Remove existing wall base, trim, electrical cover plates, HVAC vent/return covers thermostats, etc., prior to installation.

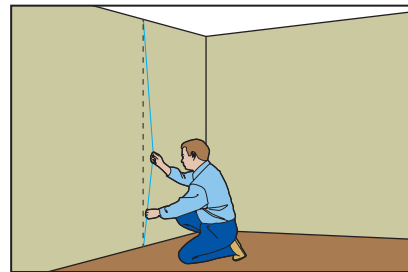
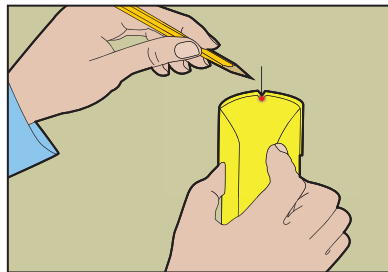


### Installation over drywall

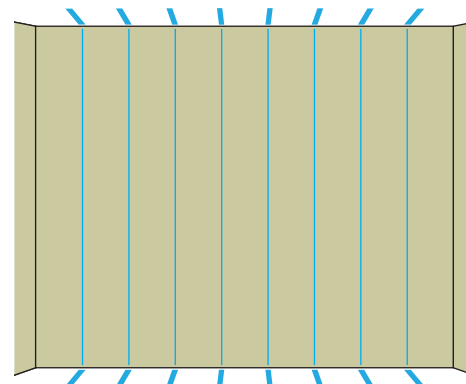
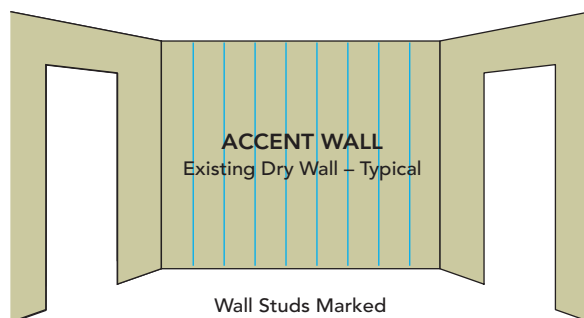
- Use a 6' level or straight edge to insure the wall is flat in both directions.
- Walls need to be flat to within 3/16" in 6'.
- Correct any unevenness using a drywall joint compound.



### Step 2: Identify and Mark Stud location



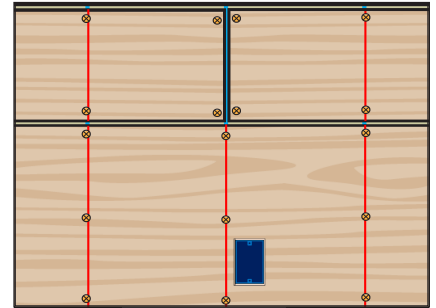
- Using a stud finder to identify studs, mark top and bottom of studs using a pencil.



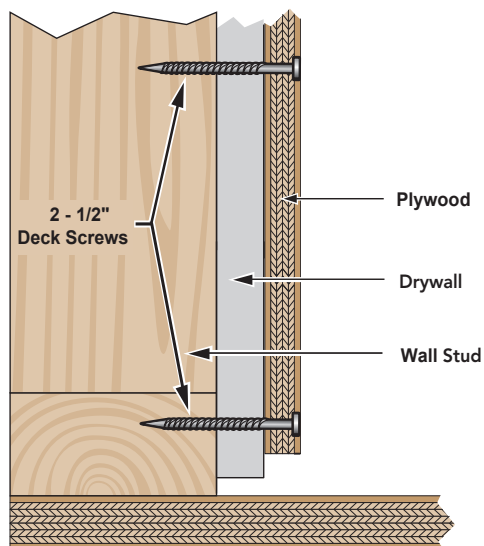
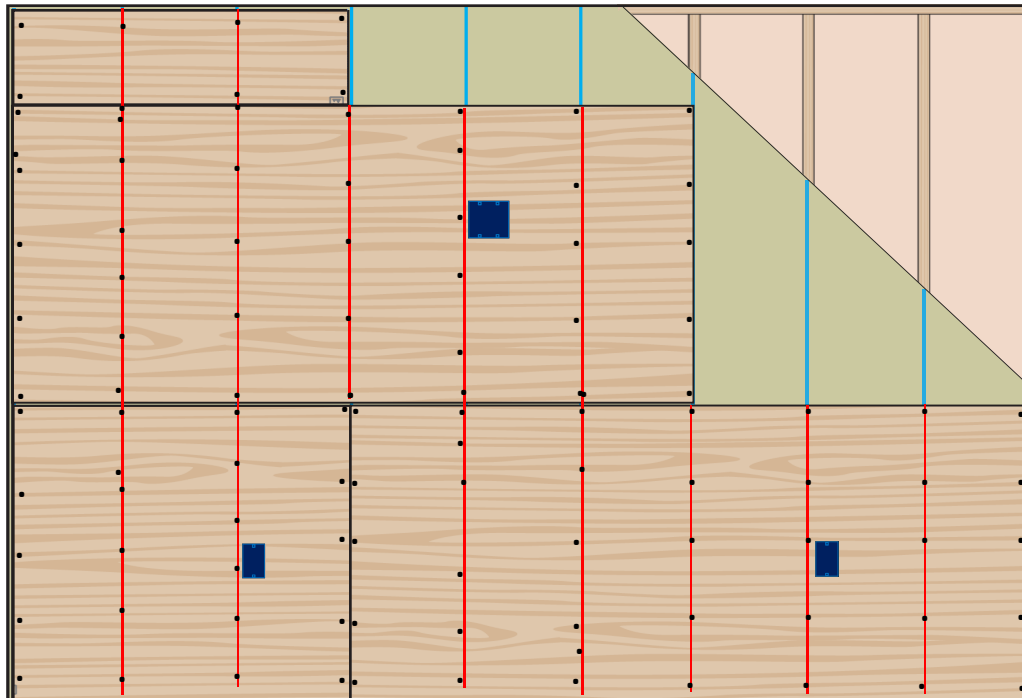
- Using a chalk line stretched between bottom and top mark, snap a line. Use painters tape at top & bottom of **each** stud on floor and ceiling to identify nailing points.

## PLYWOOD NAILING BASE

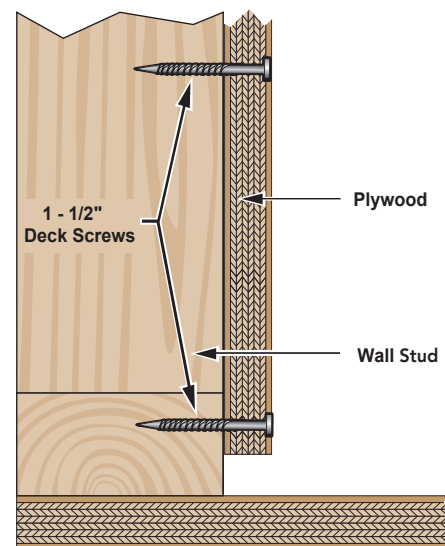
- 3/8" plywood must be installed over existing drywall before installation of the paneling in order to provide an appropriate and stable surface for patterned applications.
- Use 2 - 1/2" deck screws or ring-shank nails to secure plywood to the wall studs with an 8 - 10" fastening pattern.
- New construction: When installing directly over wall studs use 5/8" plywood fastened with 1 - 1/2" fasteners as shown below\*\*
- Check manufacturer instructions to confirm installation details and spacing for the particular units you are using.
- Square-edged plywood panels should be placed with 1/8" gaps between sheets and a 1/8" to 1/4" minimum expansion space at all obstructions (floor, ceiling and inside corner walls).
- Plywood panels should be installed with ends/edges centered on framing. Units should be staggered so vertical joints do not align (as shown below).
- Mark stud locations on surface with chalk lines of plywood as shown.



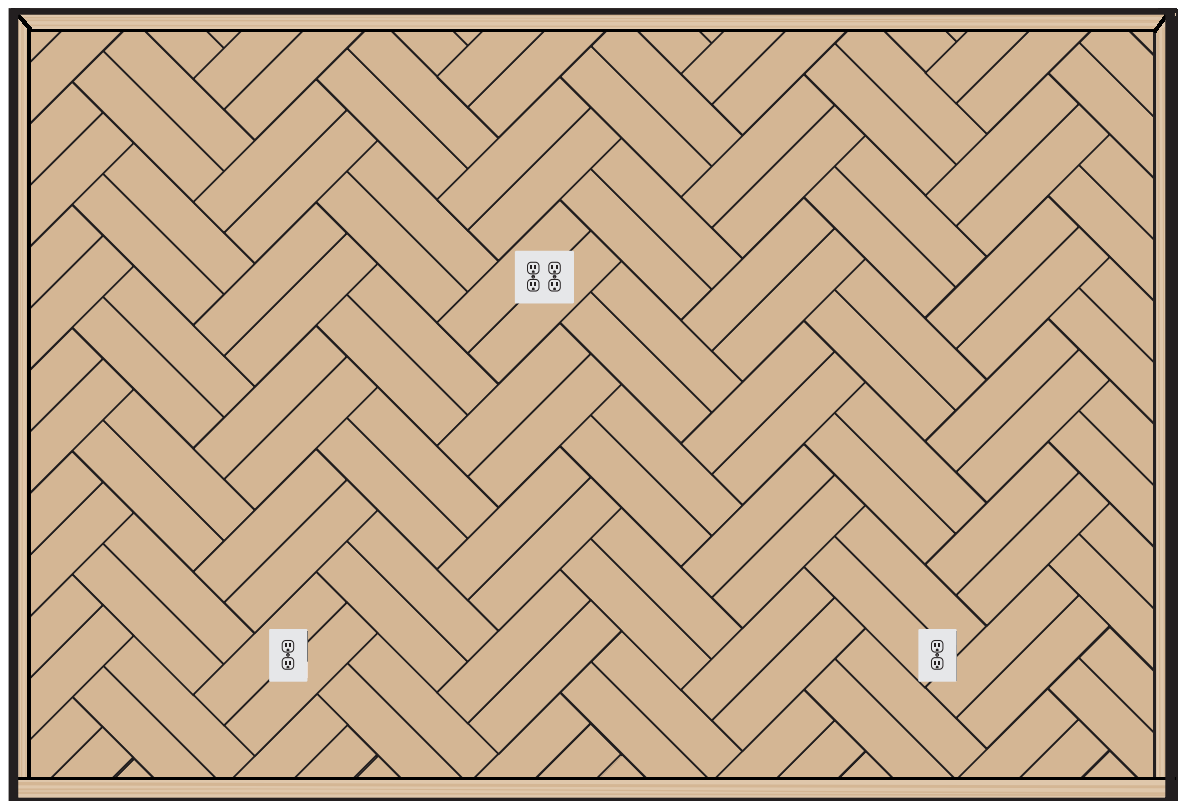
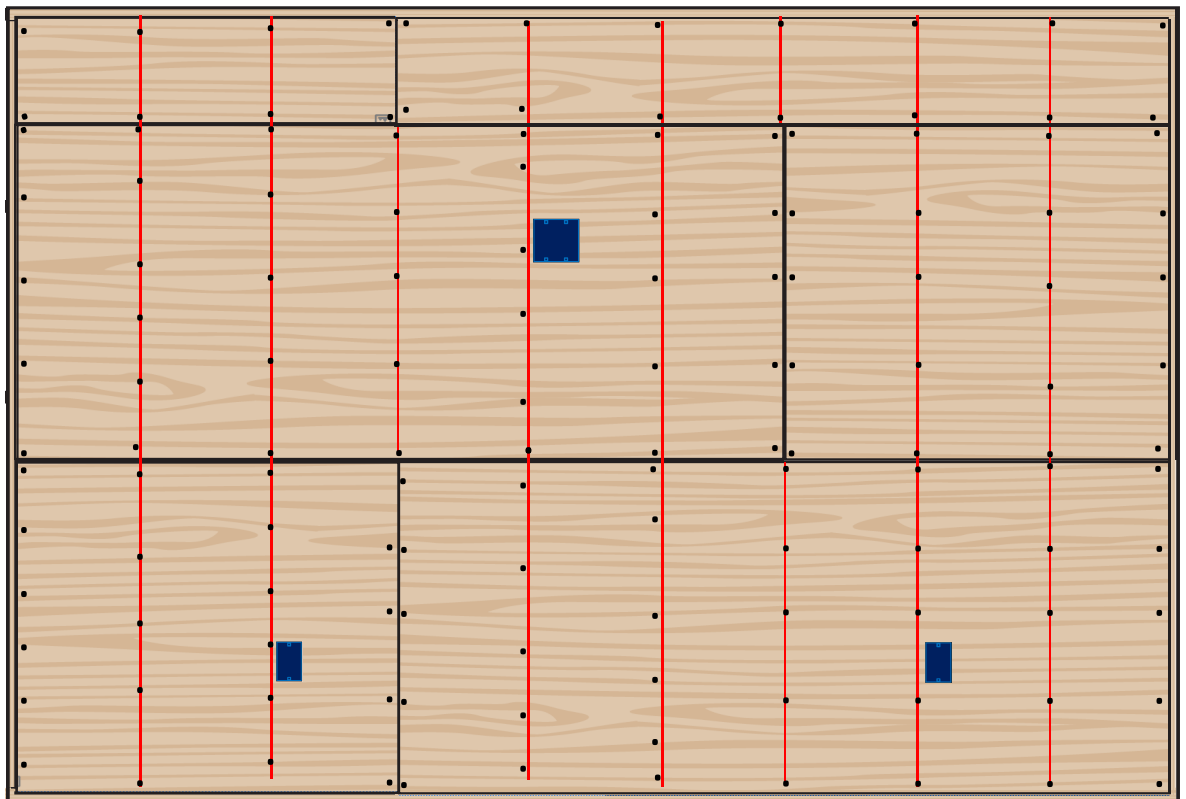
Installation of 3/8" plywood "nailing base" over drywall.



3/8" Plywood installed over Drywall



\*\* 5/8" Plywood attached directly to wall studs



**Special Notes:**

When recommended plywood nailing base is properly installed (either directly to the wall studs or over drywall), herringbone patterns may be installed vertically, horizontally, diagonally or in any pattern that can be applied to flooring applications.

# HERRINGBONE WALL LAYOUT

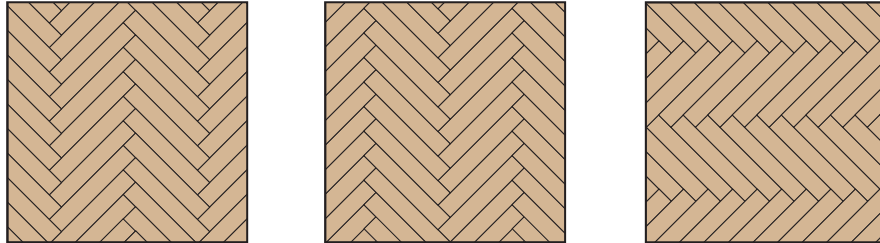
Having a complete understanding of the layout recommendations for this herringbone pattern is essential to a successful installation. Please take the time to review this section "LAYOUT" in conjunction with the installation guidelines.

## Determine which direction the planks will be installed.

- Herringbone patterns look best when installed balanced with a centered design, in addition it is very important to consider:
- Major architectural features, such as main entrance hall, wall with window or fireplace.
- Mix materials from several cartons to ensure best overall color/shade appearance of the installation.

## HERRINGBONE

**Installers:** It is advisable to determine the installation layout and direction of this herringbone product with the end user.

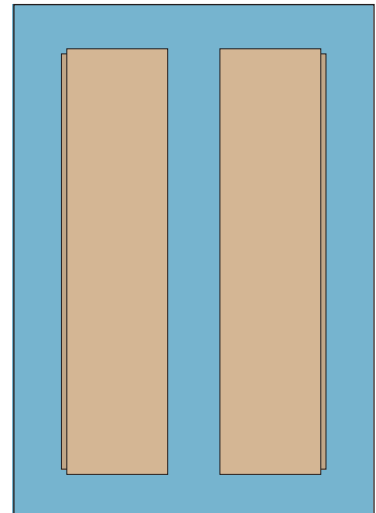


**This pattern is visually stunning but an imbalance in layout could result in a look that does not meet your expectations. Take the time to layout properly before installation.**

Install planks from 3 to 4 cartons at one time to ensure a mix of pattern and shade for best results.

This engineered wood herringbone flooring comes with tongue and groove on the long sides and with grooves on each end.

\* See Pro Tip on page 46 when installing "Wide" plank herringbone (over 3").



## Measure and mark precisely.

**This is a complex installation. Marking out working lines, starter lines etc., accurately is key to success.**

## Check installation alignment every 4 or 5 rows to ensure installation remains square.

Even minor deviations can become exaggerated, getting worse row after row resulting in time consuming rework.

Continually check your installation against your working lines.

## Board orientation

- The tongue will be facing up toward the ceiling. **Install one column at a time.**



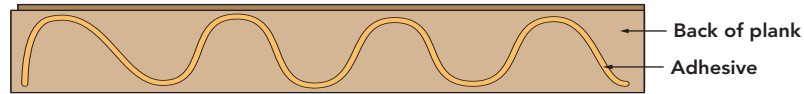
## Step 4. FIRST COLUMN:

**Glue and Fasten:** Use 1-1/4" 18 - 20 Gauge finish nails to secure to wall studs. Nails shall penetrate a minimum of 3/4" into studs spaced no more than 24" apart. The lower corners of each starter plank should be nailed into the bottom plate and into wall studs when ever possible.

Maintain 1/2" minimum expansion gap between the subflooring and botom of all planks.

Use the recommended nailing schedule plus an approved wood floor adhesive in cartridge form e.g. Bostik Best or Tread-lock. The adhesive should be applied in a continuous 1/4" bead in a "Serpentine" pattern, a minimum spacing of 1" from the edges and no more than 6" wide (peak-to-peak).

Be sure there is an adequate transfer of adhesive to the wall using a slight back and forth motion and firmly pressing the plank against the wall.



Secure this first row fully using adhesive and 2' finish nails or wood screws into pre-marked wall studs, placed approximately 2" above subfloor (these will be covered by your baseboard trim).

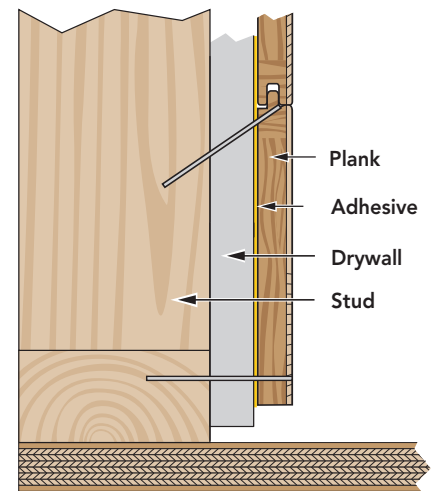
The last board in each row must be cut to fit, while still maintaining a 1/2" expansion gap at the walls.

Here's how:

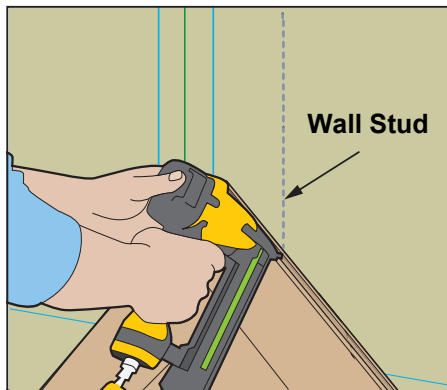
1. Measure distance from last installed plank to end of wall.
2. Transfer this measurement (less 1/2") to plank you will cutting and mark it on the face.
3. Cut the plank at the mark.
4. Install as normal.

Using a finish nailer, nail at an angle into the tongue of the plank to secure the plank to the wall studs. All nails should be counter-sunk so it does not interfere with the next plank. Continue with this method until **you have completed the row.**

**TIP: Fasteners should be long enough to reach Wall Studs**



Blind nail each plank as shown.



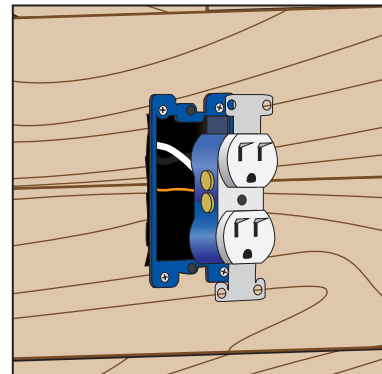
## CUTTING AROUND FIXTURES:

Measure and mark planks to fit around any existing outlets, switches, vents, etc.

### Outlet "Box Extenders"

An electrical box extension shall be used as required by local building codes, to bring the switches and receptacles flush with the flooring.

Do not cover receptacle retaining screw /surrounding fixture, to allow for bringing receptacle forward to accommodate for the thickness of new planks.

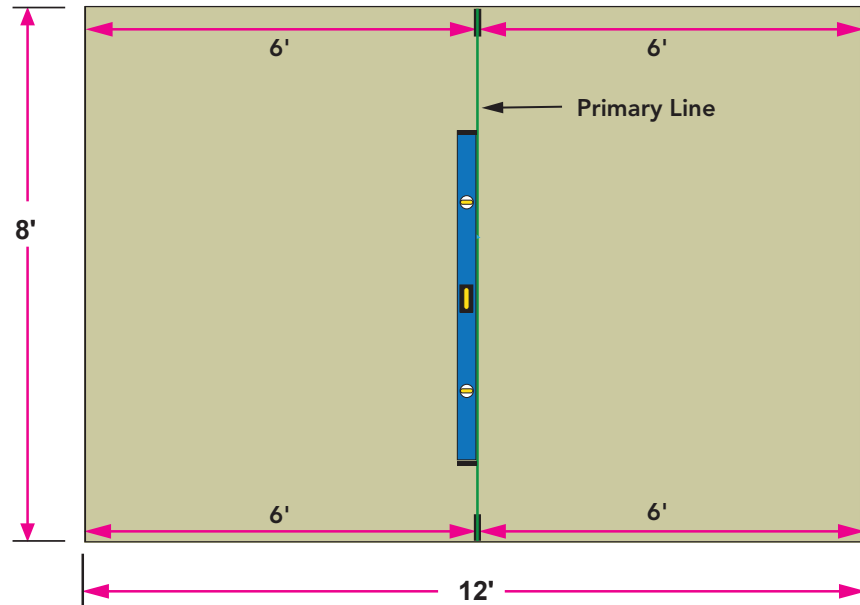


## LAYOUT:

For a balanced layout, determine the vertical center of the wall.

Using an 8' x 12' wall area as an example:

Divide the total length of the wall in half, at the top and the bottom the vertical center is 6 feet. Mark the walls center at the top and the bottom as shown



**Connect the center marks using a chalk line, this is your primary line.**

**Double check primary line for plumb using a 4' level**

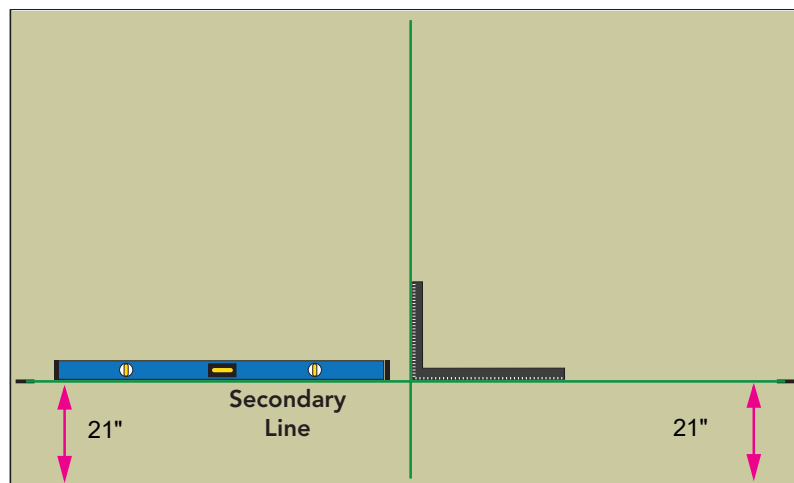
Adjust the primary where necessary to promote a visually attractive layout. Oblique adjustments to compensate for unsquared walls or other permanent fixtures are sometimes necessary. Parallel adjustments to off-center focal points (window, door, or fireplace) are sometimes necessary as well.

These conditions should be discussed with the end-user before continuing the installation.

Measure up 21" from the floor at both ends of the wall.

Connect the center marks using a chalk line, this is your secondary line.

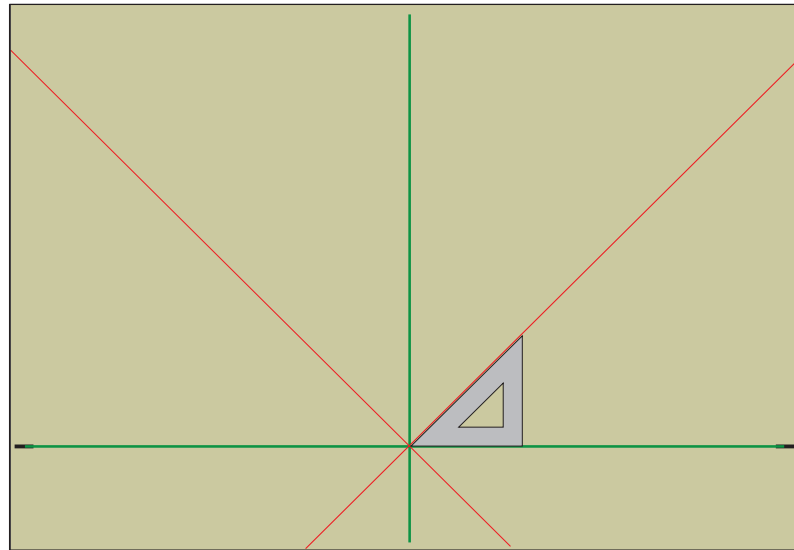
Confirm secondary line is level with a 4' level



Use a 4' level to confirm secondary line is perfectly level.

Double-check that the Secondary line is perpendicular (precisely 90°) to the Primary line by using a framing square or using the 3-4-5 rule detailed on page 15.

Using a carpenter's speed square, create your Starter Diagonal and Reference Diagonal lines. alternatively you may use the Trammel Point method for this step.



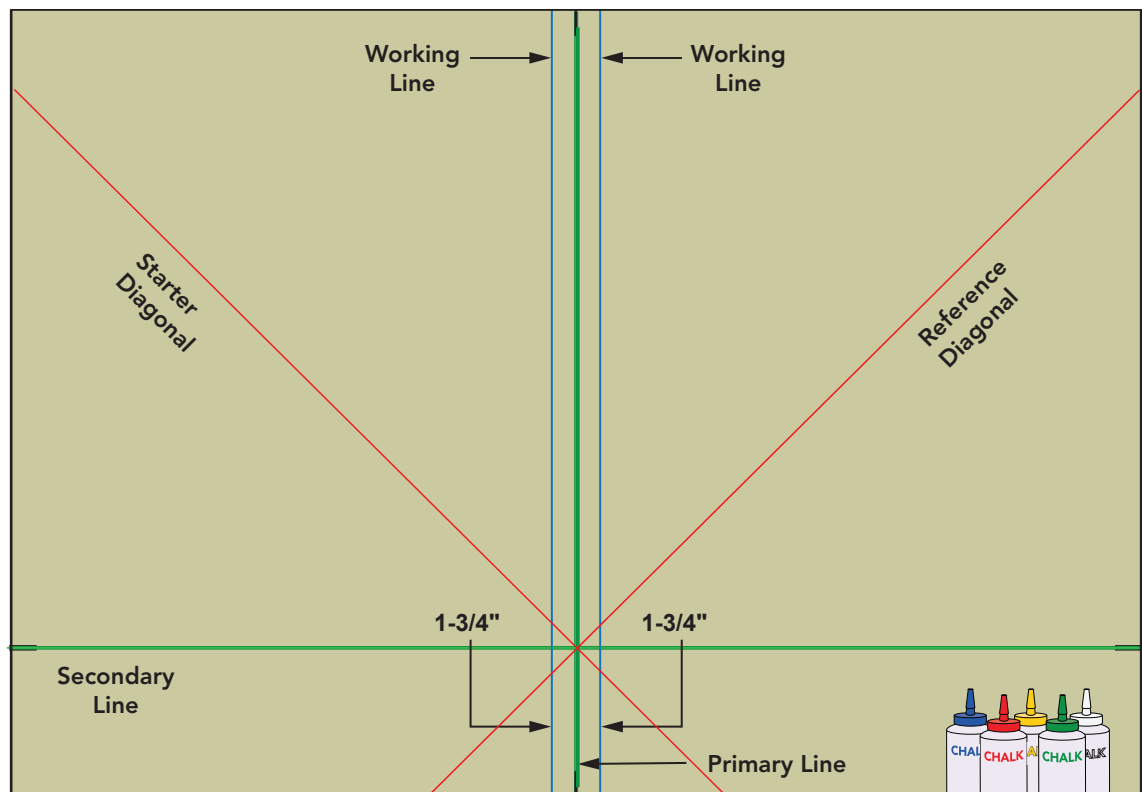
### TRAMMEL POINTS:

For large wall areas with complicated angles, using the trammel point method may be advisable (see page 11 for details) .

### STEP 2. Herringbone: "Laying out the working lines"

The herringbone pattern center is not the "point" of two planks joined together, the working line is off center. Refer to "diagonal" and "starter diagonal" detailed images shown below.

In this example, "working lines" are 1-3/4" "Left and Right" of Center Line for 24" x 4-15/16" planks.



Note: Use various chalk line colors to ease installation.

As an alternative a less traditional but extremely accurate method is to use a laser set up. These are now available with 45 degree options and can speed up marking out the floor.

It is still recommended that working and reference lines are started and created using chalk lines in additional to the laser tool.

## Laying out the herringbone pattern

You may want to dry lay your pattern on the floor before marking the "layout" on your wall, roll out a couple rows of Kraft paper (our White Silicone Vapor Paper works great for this).

Mark layout lines on the paper then dry lay/assemble 3 or 4 short columns(6-8 planks each), this will help visualize the space and allow for adjustments to the layout if needed.

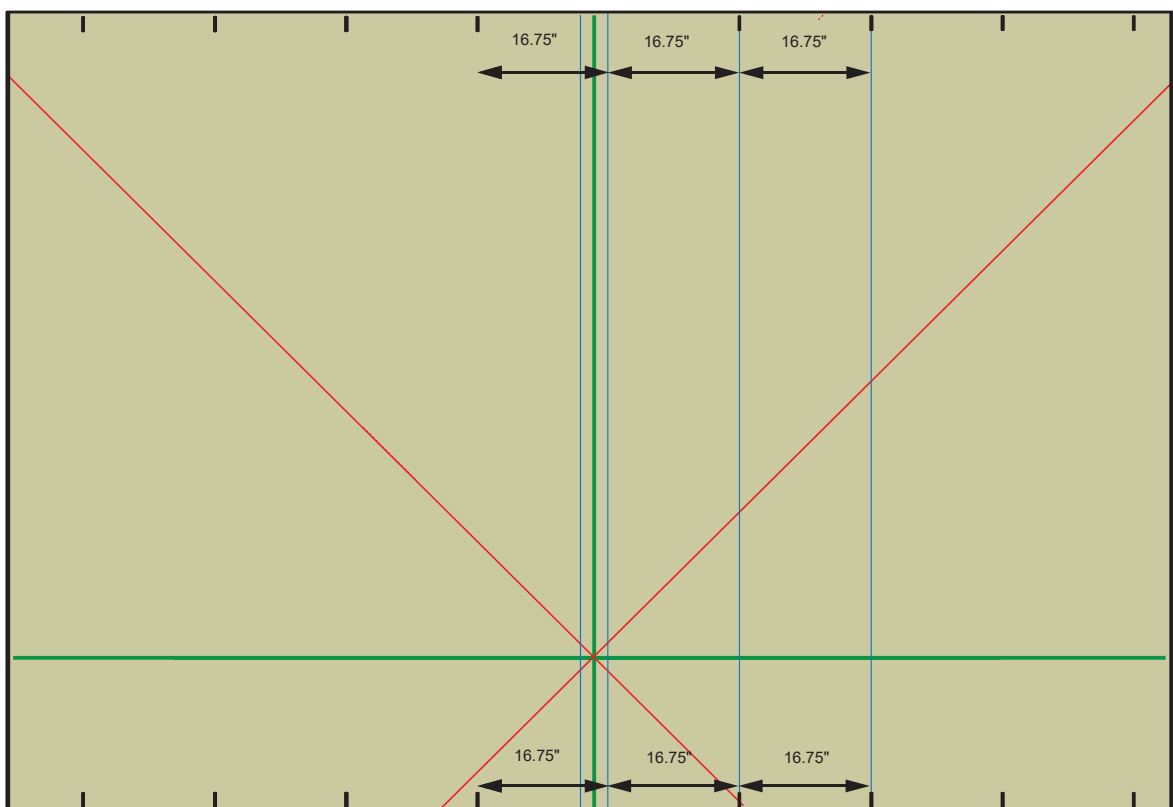
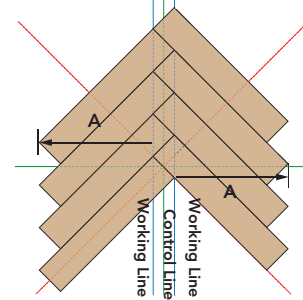
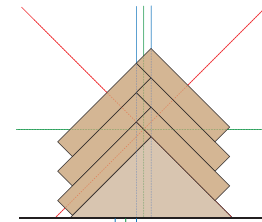
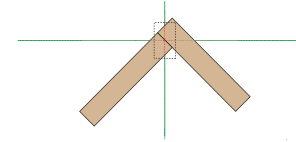
For best results, lay out planks on the floor to select placement of each plank. This will allow the proper mix of colors, patterns, etc...

Continue using adhesive and blind nailing each plank as detailed in Step 4. Above.

1. Find center on the pattern to establish the working lines.
2. Strike two working lines, 1-3/4" Left & Right of (Primary) Center line.
3. Working lines for herringbone should fall through the corners of each alternating plank.
4. Transfer the diagonal lines to the working lines.
5. Once the working lines are established, the installation can begin.
6. To keep the installation square, cut a triangular piece of plywood the size of the herringbone pattern and temporarily anchor it near the floor at the intersection of the working lines and diagonal lines).

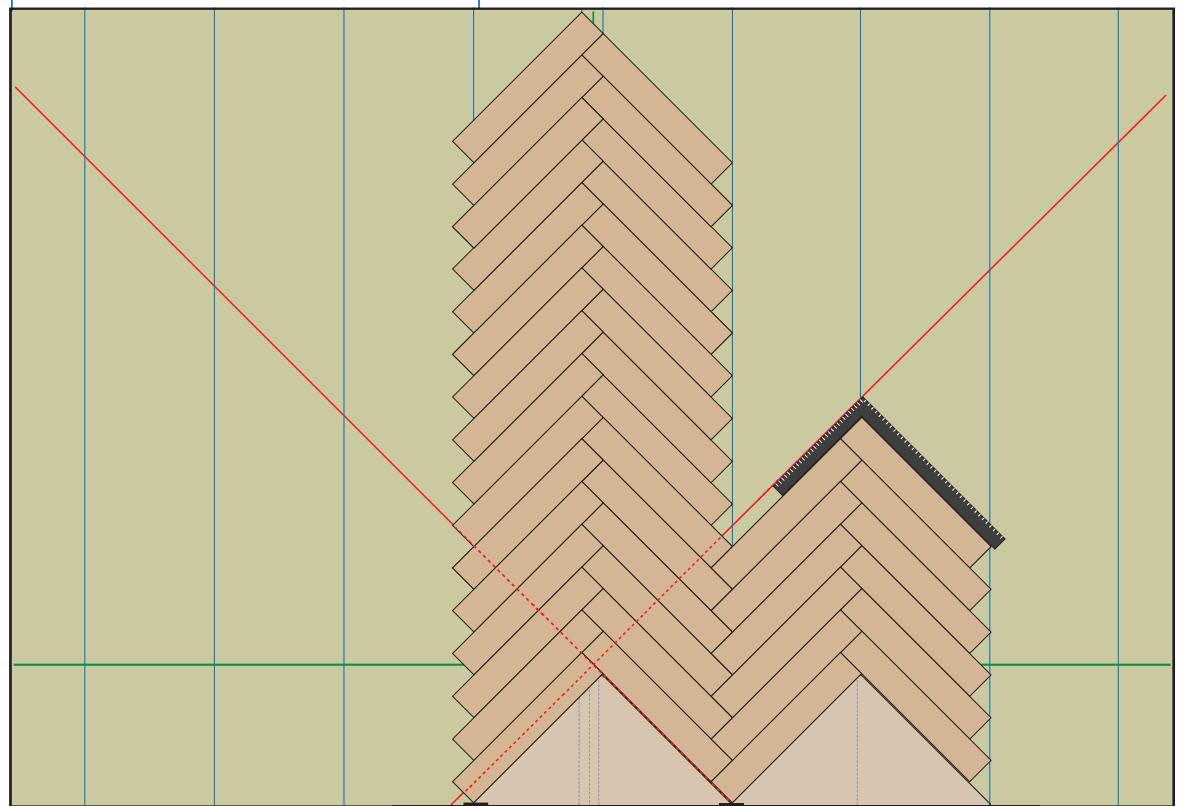
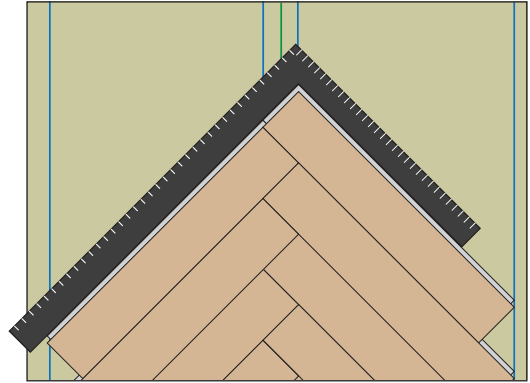
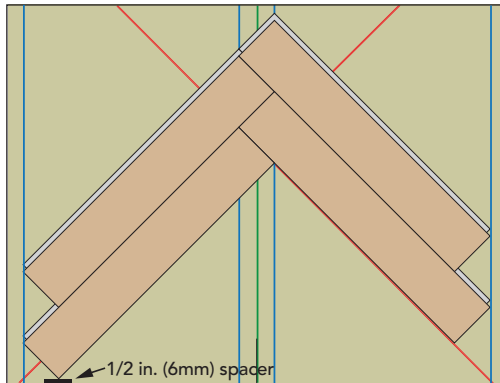
### To continue the pattern:

- A. Measure over 16.75" (**A**) from your working lines and mark at both top and bottom of the wall in both directions,
- B. Connect the marks using a chalk line, these will be your working lines for your additional courses.

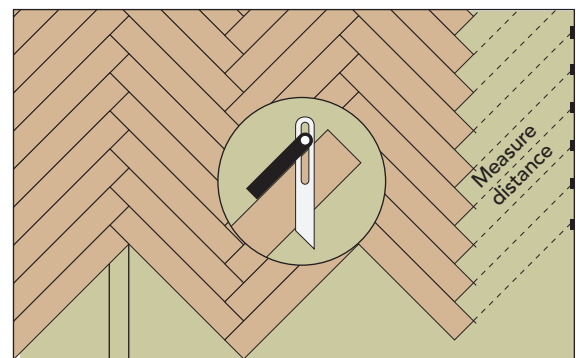


### Installing the herringbone pattern:

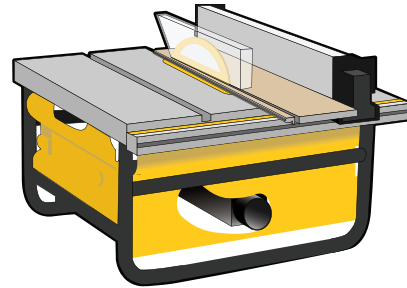
1. The starting point must have working lines and diagonal lines.
3. Start with the tongue facing toward the build direction.
4. Install pattern one row/column at a time.
5. Periodically check alignment and squareness using a carpenter's square at the head of the run as it progresses.



Measure, mark, and cut planks that extend to the walls. Allow for recommended spacer / gap. A T-Bevel (angle finder) can be used to find the correct angle. Always measure twice before cutting.



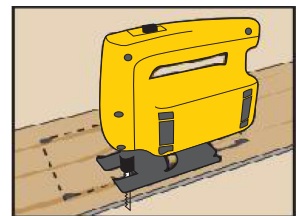
Power miter, table, circular & jig saws can used to cut this flooring product.



#### FITTING AROUND IRREGULAR SHAPED OBJECTS:

Make a template to fit around pipes or irregular shaped objects. Place the pattern upon the plank and trace. Cut along the trace lines using a jig saw, and install plank.

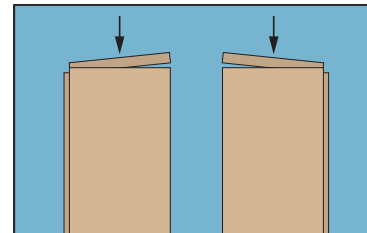
Note: Be sure to leave the recommended expansion space around all fixed objects, cabinetry and metal door jambs.



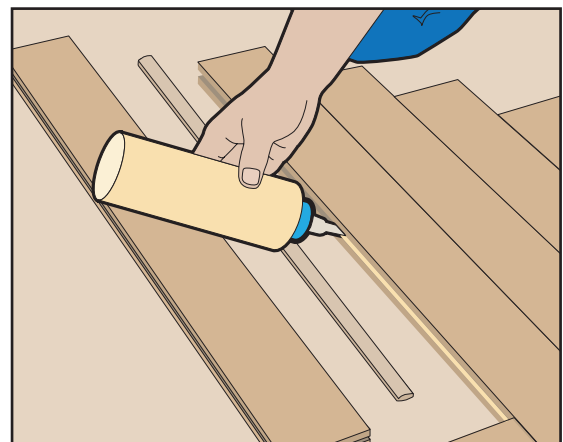
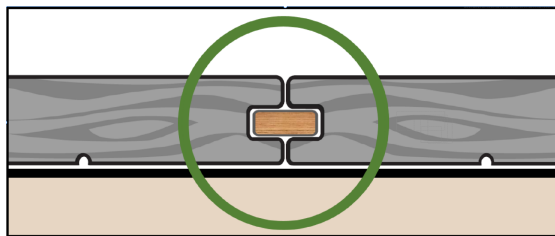
#### \*Pro Tip:

When installing "Wide" plank herringbone flooring (over 3"), it is recommended to use reversing slip-tongue / "spline" to help prevent lippage, cupping and crowning.

Eg., Each 4.92" floor plank will require cutting a 4" reversing slip-tongue / "spline" to create the herringbone pattern.



#### Reversing direction using splines:

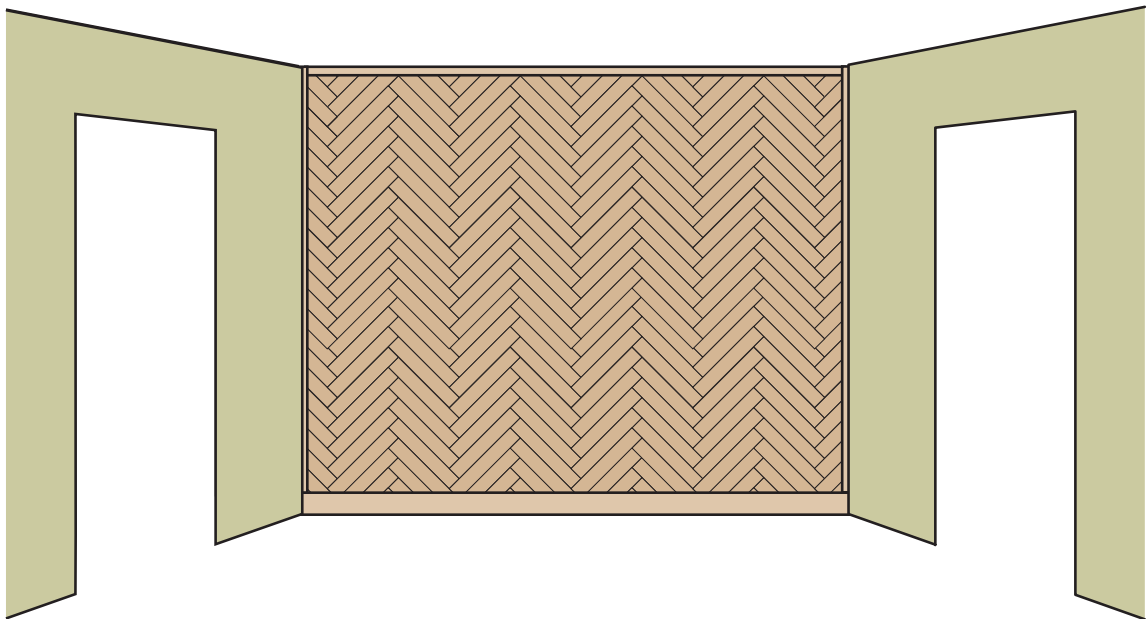
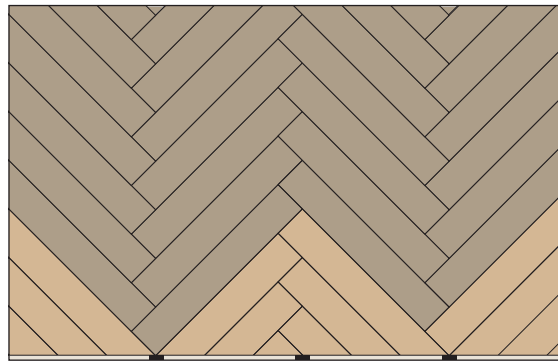
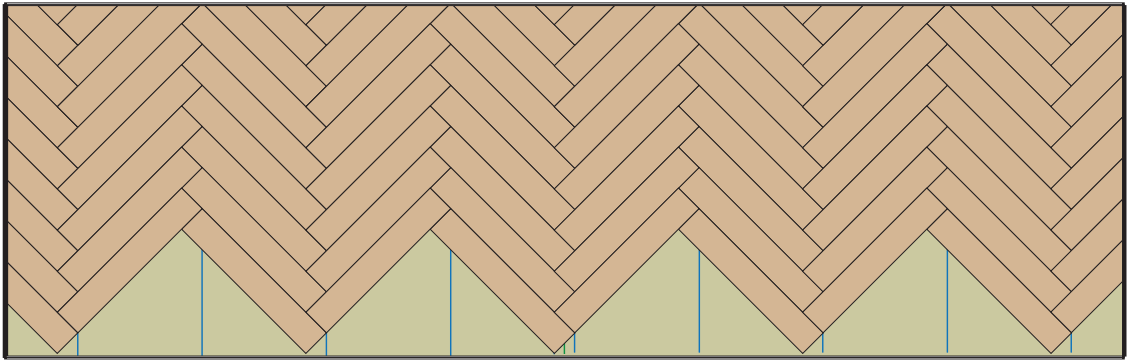


After installing all rows in one direction, remove the starter/backer board.

#### How to install a spline/slip tongue:

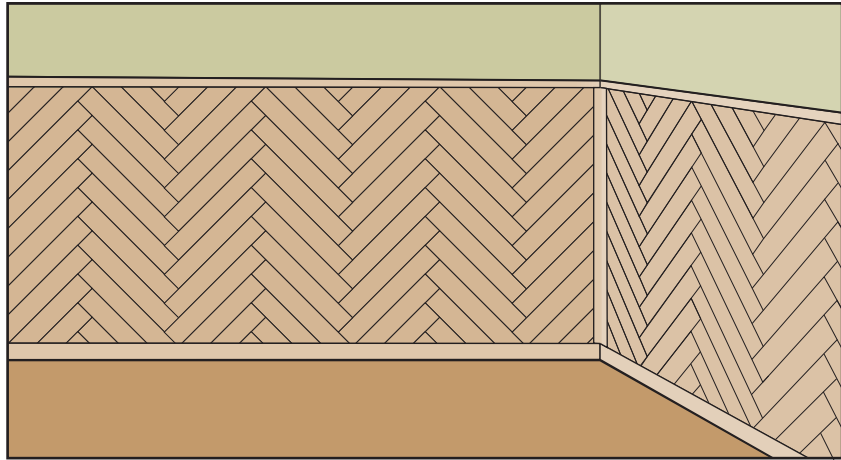
- Cut to length.
- Apply Evermore T&G adhesive PVA glue (carpenters glue) to the bottom side of the receiving groove.
- Insert the slip-tongue (secure/ blind-nail using a "finish nailer" on **long side only**).

Install the remaining rows in the opposite direction. Use the installation practices as necessary for the flooring being installed.



- Pre-drill and finish nail last row(s) as needed.  
Trim out walls and ceiling using 3/4" round (avoid nailing into planks). Install baseboard to cover gap along floor.

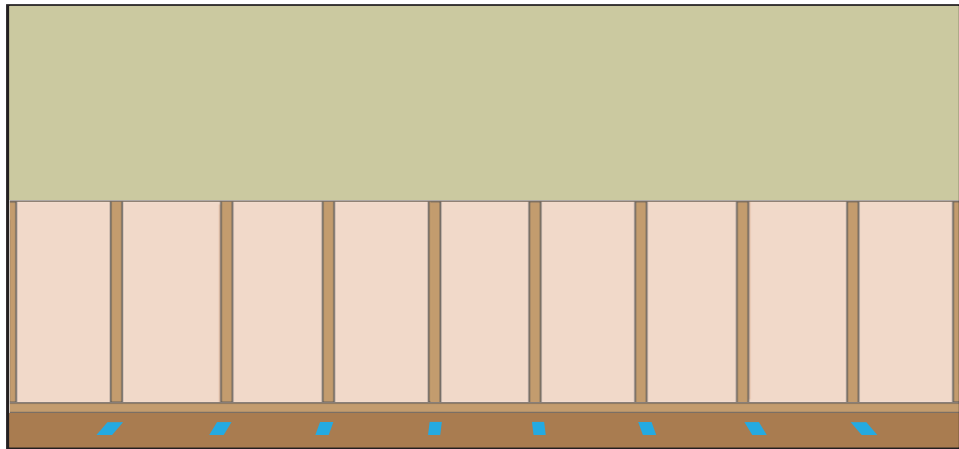
# Herringbone Wainscot Style



For wainscot use the same method used for complete wall, ending the top of the wall decoration at around 34" and finish using a threshold

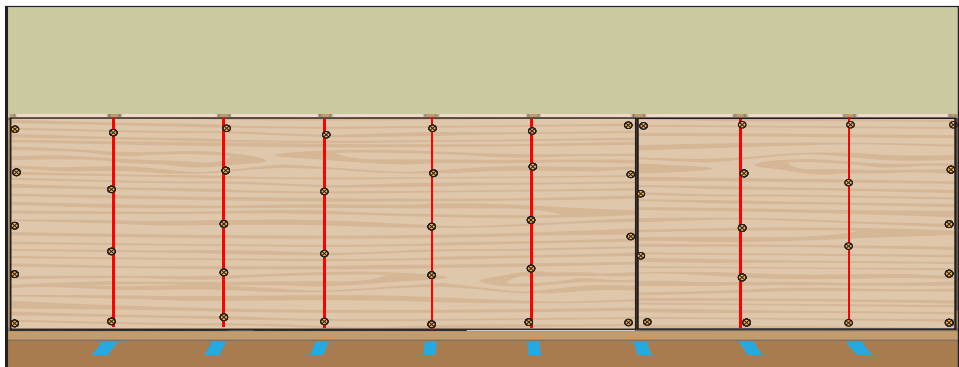
## Surface preparation:

For best results, removal of existing dry wall is recommended. Locate wall studs and mark on drywall and on subfloor as shown below.



## PLYWOOD NAILING BASE

- A 5/8" plywood nailing base must be attached securely to wall studs before installation of the paneling in order to provide an appropriate and stable surface.
- Use 1 -1/2" deck screws or ring-shank nails to secure plywood to the wall studs with an 8 -10" fastening pattern.
- Check manufacturer instructions to confirm installation details and spacing for the particular units you are using.
- Mark stud locations on surface of plywood as shown.

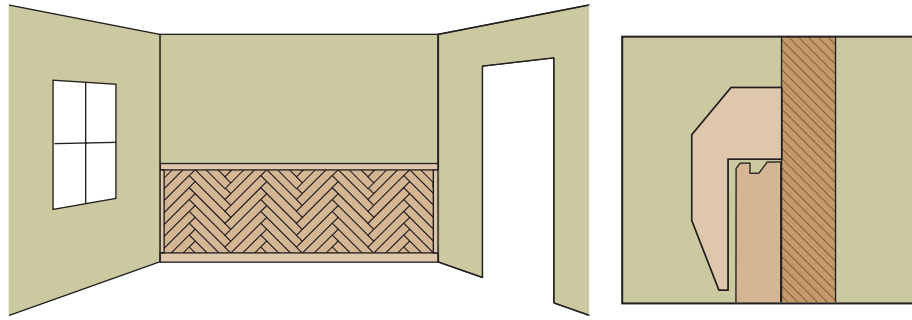


## EXPANSION SPACE:

1/2" is required top and bottom of the wall and both inside corners (sides).



Trim out walls using 3/4" round (avoid nailing into planks).  
Install baseboard to cover gap along floor and Install threshold along top edge to finish wainscot wall.



### Step 5 Finishing up — ALL METHODS:

- Install the desired moldings to hide perimeter expansion gaps.
- Install electrical switch plates.
- \*An electrical box extension may be needed to bring the switches flush to the finished wood.
- All electrical connections should be performed by a licensed electrician.

#### Applications

**Base Board** – for hiding imperfections and adding a custom finish along any wall.

**Quarter-Round** - for covering the expansion left at walls and other fixed surfaces.

**Reducer Moldings** - used to transition to lower surface.

**End Cap** - for finishing the space at sliding glass doors, at bath tubs or transitioning to carpet.

#### CAUTIONS:

##### CABINETS AND FIXTURES:

Flooring is not a structural material. Do not fasten cabinets or fixtures to the flooring used as a decorative wall covering.

Do not attach objects such as sconces, shelves or mount televisions directly to the wall or use nails in the wall for hanging objects. Instead, drill pilot holes and mount objects directly to wall studs with screws.

##### Wall Sconces (lighting):

Do not exceed the maximum recommended wattage of the light fixture.

[HOME](#)

# LIMITED COMMERCIAL WARRANTY

## *Builders Pride - Virginia Millworks - Mayflower Engineered Hardwood Flooring Products*

*For Residential Limited Warranty [click here](#)*

### **1. WHO MAY USE THIS LIMITED WARRANTY?**

LL Flooring, Inc. (“we,” “us,” and “our”) extends this limited warranty only to the customer who originally purchased the product (“you” and “your”). It does not extend to any subsequent owner or other transferee of the product. **THIS LIMITED WARRANTY IS NOT TRANSFERABLE. THE LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL PURCHASER.**

### **2. LIGHT AND HEAVY COMMERCIAL USES AND THE PERIOD OF COVERAGE**

- *Light Commercial*

Our products are designed for commercial and business uses. The limited warranty periods for each product are determined by their application and use. Light commercial uses are defined as areas where foot traffic is light to moderate and light to moderate castor chair use where castors are modified using caster chair wheels (soft wide castors specifically for hard surface) or castor chairs are used with castor chair mats designed for hard surface and without the use of heavy chemicals, acids, greases, or other such contaminants. Examples of light commercial uses include: professional offices, including lobbies, waiting rooms, hallways; corporate locations such as banks, conference rooms, meeting rooms; small retail stores such as salons, jewelry stores, dressing rooms; applications in apartment lobbies and common areas, and connecting hallways and offices.

- *Heavy Commercial*

Heavy (or Full) Commercial Areas are areas of use with floors subjected to, moderate to heavy foot traffic and moderate to heavy castor chair use where modified caster chair wheels (soft wide castors specifically for hard surface) or castor chairs are used with castor chair mats, designed for hard surface moderate to heavy traffic. Portable furnishings with casters, rests and hard wheels that concentrate the weight or point loading of the appliance/equipment are excessive heavy use.

- *Determination of Application and Use*

We shall have the sole right to make the determination of whether an application is for light or heavy commercial uses. For purposes of such determination, we may need to visit the location that relates to the warranty claim for inspection and use. **These limited warranties do not apply to excessive heavy use or industrial uses. Industrial uses include but are not limited to use in environments with heavy chemicals, acids, greases (including for food) or other such contaminants, and those use in environments with forklift use, industrial plants, uses where extra heavy static and dynamic loads are applied to flooring, and use of casters bearing extra heavy loads on resilient flooring.**

Subject to the requirements listed in Section 5 below, this limited warranty starts on the date of your purchase and lasts for the time period set forth in the chart below for your specific product (the “Limited Warranty Period”):

Product Identification	Limited Light Commercial Warranty Period
Builders Pride	5 Years
Virginia Mill Works	5 Years
Mayflower	N/A

If, for any reason, we repair or replace the product, the Limited Warranty Period is not extended. We may change the availability and duration of this limited warranty at our discretion, but any changes will not be retroactive, and shall only apply to products purchased after such changes.

### **3. WHAT DOES THIS LIMITED WARRANTY COVER?**

During the Limited Warranty Period and subject to the complete terms of this limited warranty, this limited warranty covers the following product aspects from defects in materials and workmanship of the purchased product (the “product”):

- *Limited Finish Wear Warranty.* Finish wear from normal use conditions resulting in the exposure of the bare wood or bamboo, subject to the exclusions provided in Section 4 below.
- *Defects Included in Waste Factor.* Manufacturing and natural defects in excess of the Waste Factor (defined below). For purposes of this limited warranty, “Waste Factor” shall mean the allowance for manufacturing and natural defects in flooring and is represented by a percentage—namely, that: (i) no more than 5% of the total square footage of your purchase of 1<sup>st</sup>-grade, 2<sup>nd</sup>-grade, natural, select, and clear grade products; (ii) no more than 20% of the total square footage of your purchase for 3<sup>rd</sup>-grade, common, rustic, mill run, and mixed-grade; (iii) no more than 25% of the total square footage of your purchase of cabin grade, tavern grade, and utility grade products. For purposes of clarity, the Waste Factor does not relate to product waste caused by your cutting the product for your intended project or use. Rather, the Waste Factor relates to the stated percentage of the product as purchased that a purchaser can expect to have manufacturing or natural defects. Your cutting allowance (that is, the inherent waste created by your cutting the product) is not a defect or deficiency and will depend on your project and your use of the materials.
- *Delamination.* The product will not delaminate under normal use conditions.

### **4. WHAT DOES THIS LIMITED WARRANTY NOT COVER?**

This limited warranty does not cover any defects or damages due to: (a) failure to strictly follow the Installation and Care Requirements (defined and discussed below) regardless of the installer; (b) transportation; (c) storage; (d) improper use; (e) modifications; (f) unauthorized repair; or (g) external causes such as accidents, abuse, or other actions or events beyond our reasonable control. In addition, this limited warranty does not cover any defects or damages due to the following:

- *Moisture (or Lack of Moisture).* Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture etc.) are excluded. Moisture (and

dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, seam swelling or gapping. In addition, moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect flooring and subflooring over time and moisture can be trapped below the flooring and/or underlayment and create mildew or mold. Damage from such conditions, including to the floor and subfloor, is not covered under this limited warranty.

- *Site and Environmental Conditions.* Defects or damages resulting from: site conditions (such as extreme heat, radiant heat (for some products), or exposure to sand); indentations and scratches (caused by furniture, heavy rolling loads like un-modified wheels on caster chairs, castor chairs without protection mats, heavy electric wheel chairs, metal or thin wheels on appliances, tools, grit, heels, pets nails and claws, toys, etc.); improper maintenance and accidents; misuse and abuse. These items are not covered under this limited warranty
- *Within Waste Factor.* Defects in flooring that do not exceed the Waste Factor (defined above) are not covered under this limited warranty. Consequently, it is recommended that you add the applicable percentage to your total square footage when ordering your floor.
- *Other Finishes.* This limited warranty covers the factory-applied finish only. Applying another finish or sanding (such as in preparation for another finish) may damage the factory-applied finish and voids this limited warranty against finish wear.
- *Exterior/Outdoor Installations/Use.* This limited warranty does not cover exterior, outdoor, partial outdoor installations / use of the product.
- *Non-Flooring Installations.* This limited warranty does not cover use of the products for installations on ceilings or other usages for purposes other than flooring (like furniture or countertops).
- *Visible Defects.* As discussed further below in Section 5.C., products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory.
- *Natural Characteristics.* Wood and bamboo are natural products. They may change as a result of the conditions to which they are exposed including seasonal and environmental factors. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural variations from board to board, like differences in grain, color, tone, and knots, may exist.
- *Expansion and Contraction.* As a product of nature, wood and bamboo react to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Engineered wood and bamboo flooring perform best at relative humidity rates between 30% and 70% and temperatures between 60°F and 80°F (not to exceed a 30% fluctuation in relative

humidity), before, during and after the installation and remain at such levels throughout the life of your floor to ensure optimum performance. Please note that ideal interior environmental conditions will vary from region to region and jobsite to jobsite, the relative humidity figures on your project maybe higher or lower. You must ensure that the change in relative humidity stays within a 30% range (e.g.,30% to 60%) and does not fluctuate beyond 30% for sustained periods, which may affect the flooring. Environments where the relative humidity drops below 30% or above 70% are not recommended or subject to coverage under this limited warranty. Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.

- *Color and Shade Variations.* New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other products (such as cabinets, stair railings, trim and moldings) due to, among other things, natural variations that occur in species, age, growing conditions, exposure to UV/sunlight and other factors. These variations should be expected. Inspect product before installation claims for color and shade variation will not be accepted after the product is installed.
- *Discoloration/Fading from Mats.* This limited warranty does not cover discoloration due to use of rubber-backed mats or other incompatible mats.
- *Odd Lots or AS-IS.* An odd lot (or flooring sold AS-IS) is flooring that is discounted because it did not pass our rigorous inspection process and is not covered by this limited warranty.
- *Third-Party Purchases.* Except for an authorized transfer in writing by us, this limited warranty does not cover any purchases other than those made directly from LL Flooring in store, online, or by phone.
- *Radiant Heat.* Please consult the Installation and Care Requirements regarding whether your product may be installed over radiant heat. If your Installation and Care Requirements do not include materials regarding installation over radiant heat, your product is not appropriate for installation over radiant heat and not covered under this limited warranty for such installations. If your Installation and Care Requirements provide instructions for such installation, this limited warranty does not cover those products that are not installed according to the radiant heat manufacturer guidelines or not installed in compliance with the Installation and Care Requirements.
- *Removal and Replacement.* This limited warranty does not cover the cost of the removal or replacement of countertops, cabinets, built-in appliances, or other fixtures, installed on top of your floor.
- *Improper Installation and Maintenance.* This limited warranty does not cover any dissatisfaction or damage due to improper installation or maintenance (but excluding improper installation or maintenance performed by us). This includes any damages caused

by any installation (regardless of the source of the installation advice other than directly provided by us) that conflicts with the applicable product installation instructions—for example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies, improper transportation, acclimation, and storage.

## **5. HOW DO I MAINTAIN THIS LIMITED WARRANTY DURING THE LIMITED WARRANTY PERIOD?**

To maintain this limited warranty during the Limited Warranty Period, you are obligated to meet all of the following requirements for your use, installation, and maintenance of the product (the “Installation and Care Requirements”). The Installation and Care Requirements must be strictly followed for the limited warranty to remain valid and not be void.

- A. *Follow the Pre-Installation Requirements.* Prior to installing a single board, tile, or product, you or the installer must determine that the job-site environment and the sub-surfaces (including subfloor substrates) meet or exceed applicable industry and product standards, including, without limitation, moisture testing and controls. The product installation instructions discuss these standards and are provided in full below. These requirements must be strictly followed.
- B. *Comply with All Laws.* In your installation, maintenance, and use of the product you must comply with all laws and regulations, including, without limitation, all applicable environmental and building codes, regulations, and laws.
- C. *Inspect All Products for Visible Defects.* Products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory. If any products are unacceptable for any reason, it is up to you to determine to use them, , trim off the imperfection, or not install them at all. You should plan on being present during your installation to ensure that all required procedures are completed and products with visible defects are not installed. It is important to inspect individual boards and tiles and to frequently step back to observe the “whole picture” before installation is completed. *If quality issues are suspected before or during installation immediately contact the store where your floor was purchased or call us at 1-800-366-4204.*
- D. *Follow the Installation and Care Instructions.* It is your duty to make sure the installation requirements are strictly followed, including, without limitation, as they relate to the use of moisture barriers, installation tools such as nailers and trowels, and the evaluation of job site conditions and moisture testing. The product’s installation and care manual(s) are provided in this document below, and those terms and provisions are part of this limited warranty.

## **6. WHAT ARE YOUR REMEDIES UNDER THIS LIMITED WARRANTY?**

With respect to any defective product during the Limited Warranty Period, we will provide a LL Flooring store credit in the amount of the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor) in excess of the applicable Waste Factor (defined above). A store credit is the sole remedy under this limited warranty and can be used for store product purchases only. Provided, however, we reserve the right, in our sole discretion, to repair or replace such product (or the defective part) free of charge in lieu of a store credit. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to repair or replace the defective product.

This limited warranty applies to the colors, designs, and products available at the time of repair or replacement. If the original flooring is not available, LL Flooring will work with you to substitute a product of similar value. LL Flooring will always try to consider your needs.

We reserve the right to investigate, assess, and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

## **7. HOW DO YOU OBTAIN WARRANTY SERVICE?**

To file a warranty claim during the Limited Warranty Period, you may:

- A. Visit the store where you purchased your floor;
- B. Call us at 1-800-366-4204; or
- C. Email via the “contact us” link at [www.llflooring.com](http://www.llflooring.com)

Claims must be submitted within the Limited Warranty Period and within ninety (90) days of the date that the problem with the floor is first discovered. No warranty claim will be serviced without contacting us through one of the methods listed above and any such claim must include you providing accurate and complete information in a timely manner.

## **8. WHAT ARE THE LIMITATIONS OF LIABILITY?**

**THE REMEDIES DESCRIBED ABOVE IN SECTION 6 ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NOTWITHSTANDING ANY OTHER PROVISION OR TERM, OF THIS LIMITED WARRANTY OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT OR DEFECTIVE PORTION THEREOF.**

**UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. WITHOUT LIMITING THE FORGOING SENTENCE, LOSSES, DAMAGES OR EXPENSES RELATING TO ANYTHING OTHER THAN THE FLOOR ITSELF ARE NOT COVERED, INCLUDING, WITHOUT LIMITATION, DAMAGES DUE TO ANY DELAYS, LOST PROFITS, LOSS OF**

**BUSINESS, LOSS OF USE OF PREMISES, MISSED TIME FROM WORK, HOTEL STAYS, STORAGE FEES, KENNEL COSTS FOR PETS, REMOVAL OF DEFECTIVE FLOORING, INSTALLATION OF REPLACEMENT FLOORING, OR REMOVAL OR REPLACEMENT OF ITEMS BUILT ON TOP OF ANY FLOORING (FOR EXAMPLE, COUNTERTOPS, CABINETS, BUILT-IN APPLIANCES).**

## **9. TERMS OF DISPUTE RESOLUTION**

**NO JOINT OR CLASS ACTIONS:** Neither you nor LL Flooring shall be entitled to join or consolidate claims in arbitration by or against other customers of LL Flooring with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

LL Flooring and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and LL Flooring each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the LL Flooring store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the LL Flooring store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party. The arbitrator shall only have the authority to resolve individual disputes between you and LL Flooring. Notwithstanding the foregoing, in addition to our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the LL Flooring store where you purchased the products in connection with any claim to collect amounts due and owing by you.

## **10. NO OTHER TERMS**

**SAMPLES, DESCRIPTIONS, AND OTHER INFORMATION CONCERNING THE PRODUCT CONTAINED IN CATALOGS, ADVERTISEMENTS, OR OTHER PROMOTIONAL MATERIAL OR STATEMENTS MADE BY SALES REPRESENTATIVES OR DISTRIBUTORS ARE FOR GENERAL INFORMATIONAL PURPOSES ONLY AND ARE NOT BINDING UPON LL FLOORING. NO SALES**



**REPRESENTATIVES, STORE MANAGERS, ACCOUNT REPRESENTATIVES, OR DISTRIBUTORS SHALL HAVE ANY AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND OR OTHERWISE MODIFY LL FLOORING WARRANTIES. THE TERMS OF THIS LIMITED WARRANTY DOCUMENT MAY NOT BE AMENDED EXCEPT THROUGH A WRITTEN AGREEMENT TITLED “AMENDMENT TO LIMITED WARRANTY” AND SIGNED BY AN AUTHORIZED OFFICER OF LL FLOORING, PROVIDED, HOWEVER, THAT LL FLOORING MAY GENERALLY MODIFY, CANCEL, UPDATE, OR OTHERWISE CHANGE ITS PROSPECTIVE WARRANTIES FOR FUTURE SALES AT ANY TIME AND FOR ANY REASON.**

## **11. OTHER PROVISIONS**

The section headings provided in this limited warranty are for convenience and informational reference only and shall not affect the interpretation or construction of this limited warranty.

THE PROVISIONS OF THIS LIMITED WARRANTY ARE DEEMED TO BE SEVERABLE AND THE INVALIDITY OR UNENFORCEABILITY OF ONE PROVISION SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION.

## **12. ADDRESS FOR LL FLOORING**

LL Flooring, Inc. is located at 4901 Bakers Mill Lane, Richmond, VA 23230.

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