

City Expressions by Medallion

Installation Instructions, Care & Maintenance Guide, & Warranty Information for Engineered Woods

We thank you very much for selecting City Expressions Hardwood Flooring. We sincerely hope your new environment will bring you the warmth, comfort, and beauty that only genuine wood can provide. We make every effort to ensure that the finest hardwoods are used to create our wood planks, that the natural characteristics of the wood are preserved, and that our Urethane finish provides the protection needed to help preserve the look of your City Expressions Hardwood Flooring for years of admiration and enjoyment.

IMPORTANT

In order to preserve the natural beauty of your new wood flooring, it is important to read all of the following installation and maintenance instructions, prior to installation. Please note: *Complying with the following installation and maintenance instructions will ensure the full benefit of your City Expressions Hardwood Flooring Warranty.* With hardwood flooring's natural beauty come normal variations in color, tone, texture, scraping and grain. Therefore, **we cannot warrant against variations within a floor, or variations between samples and or planks after floor has been installed.** Please review with your customers the information under the section: "**Installers- Advise Your Customers of the Following.**" It is the responsibility of the installer to determine **prior to installation** that the job-site environment and subfloors meet or exceed all applicable standards and recommendations of the construction and materials industries. These instructions recommend that the construction and subfloor be dry, clean, sturdy, and flat. The manufacturer declines any responsibility for job failure resulting from, or associated with sub-surface or job-site environmental deficiencies.

- ❖ Do not open the flooring material packaging until you are ready to start the installation. Both room and flooring material must be properly acclimated to temperature and humidity conditions prior to proceeding with installation.
- ❖ Lay out 4 - 5 cartons simultaneously to achieve proper color and shade mix.
- ❖ **Match molding prior to installation. Molding coordinate they do not match.**

Installer/Owner Responsibility

City Expressions Hardwood Floors are manufactured in accordance with accepted industry standards, **which permit a natural or manufacturing defect tolerance, not to exceed 5%.**

- ❖ Your ordered flooring should include at minimum an additional 5% square footage in material to the actual square footage of the area to be installed to allow excess needed for cutting and grading.
- ❖ Prior to installation, the installer must inspect all flooring material and assumes all responsibility for final inspection of product quality, carefully examine flooring for color, manufacturing, finish and quality before installing. **Samples and Planks will have variances in tones, age, color & scraping.** The installer must use reasonable selectivity and separate out or cut out pieces with defects, whatever the cause. If material is not acceptable, do not install it and contact the seller immediately.

INSTALLATION INSTRUCTIONS

Tools Needed for Installation

- | | |
|--|------------------------------|
| ❖ Electric Power Saw, Circular or Jigsaw | ❖ Trowel |
| ❖ Wooden or plastic spacer wedges | ❖ Tape measure |
| ❖ Chalk line | ❖ Moisture Testing Equipment |
| ❖ Broom | ❖ Pull bar |
| ❖ Hammer | ❖ Handsaw |
| ❖ Adhesive and Adhesive Remover | ❖ Tapping block |

For glue down installations, use APAC U989 Urethane or APAC 999 3 in 1 moisture control adhesive.

In Hawaii use MAPEI 985 or 995 Moisture Control Wood adhesive. Or similar

Follow manufacturer's guidelines and tool recommendations when using adhesive.

For nail-down or staple-down installations, use the proper nailer. See Nail-down or Staple-Down Installation.

For floating installations use Premium water resistant T & G wood glue similar to Franklin T & G #2104.

CAUTION: By not using the proper tools, "puckering" may result on the face of the plank. City Expressions is not responsible for problems caused by the use of improper tools. See your distributor for tool recommendations and use.

Note: Never strike the plank edges directly with a hammer - always use a wooden block to protect the edges of the boards.

Note: Do not apply tape of any kind to surface of this flooring. Doing so may damage the finish and void the warranty.

If you choose to use tape, use 3M Advance delicate surface 2080EL Tape. Please be sure to remove within 20 minutes.

INSTALLATION INSTRUCTIONS (continued)

INSTALLERS - ADVISE YOUR CUSTOMER OF THE FOLLOWING

SEASONS: HEATING AND NON-HEATING

Hardwood flooring product dimensions are slightly affected by varying levels of humidity within your installation area. Use care to control humidity levels within the 35%- 55% range. In addition, we recommend the following:

- ❖ Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat, in particular, tend to create very dry conditions.
- ❖ Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joints around the perimeter of your floor.

FLOOR REPAIR

Minor damage can be repaired with a touch-up kit or filler. Major damage will require board replacement, which should be performed by a professional wood flooring installer.

PRE-INSTALLATION PROCEDURES

ACCLIMATING THE HARDWOOD FLOORING

- ❖ HVAC systems should be fully operational at least 7 days prior to flooring installation, maintaining a consistent room temperature between 60°-75° Fahrenheit and relative humidity between 35%-55%. This not only stabilizes the building's interior environment, but also is essential when acclimating hardwood flooring to the job site. Humidity levels below 30% may cause movement in the flooring, including gapping between pieces & possible cupping & cracking in the face. Use of a humidification/dehumidification system may be required to maintain proper humidity levels particularly over radiant heat.
- ❖ Hardwood flooring should be handled and unloaded with care and stored within the environmentally controlled site. Flooring stored upon "on-grade" concrete floors should be elevated at least four inches to allow air circulation under cartons. Leave hardwood flooring in closed cartons during acclimation period. Typical applications require at least a minimum 72-hour acclimation period.

ROOM PREPARATION

Remove existing baseboards, quarter rounds and thresholds. Undercut doorjamb, using a piece of flooring material as a guide. Door frames and other wooden elements should be sawed off at the bottom to ensure proper fit and expansion tolerances of the installed wood flooring.

PRE-INSTALLATION INSPECTION

It is the responsibility of the installer to inspect each board for visible defects prior to installing the board. Please allow 5% waste for manufacturing & natural defects. **If a defective board is installed, City Expressions will not pay cost of labor for repair or replacement of defect.**

SUBFLOOR TYPE

City Expressions Hardwood Flooring can be installed over the following properly prepared subfloors:

Basements & crawl spaces must be dry & well ventilated. Crawl spaces must be a minimum 18" high from ground to the bottom of the joist. Dirt floors in crawl spaces should be covered with a 6-10 mil black plastic to reduce moisture migration. Seams should be overlapped & be sealed with waterproof tape. Perimeter crawl space cross ventilation should be equal 1.5% of the square footage. Crawlspace vents must remain open year round. Exterior grading should be completed & drainage should move away from building structure with a minimum drop of 3' in 10'.

Note: When Joist spacing exceeds the traditional 16 on center, it is recommended you apply a thin bead of tongue & groove glue to the bottom side of the groove to lock the tongue & groove in place. This will reduce the potential movement of the tongue & groove, which may contribute to squeaking or crackle. Using T & G glue with the staple or cleat reduces movement as subfloor deflects.

- ❖ Concrete: On, above or below grade installations are acceptable. Must be clean, dry and smooth within 3/16" over 10' and 1/8" over any 6' radius.
- ❖ Concrete Slab – Glue down/floating floors only. Concrete must be 3000 lbs. density for glue down applications.
- ❖ Lightweight concrete (gypcrete) – Gluing to concrete less than 3000 lbs. density is not warranted. We cannot guarantee that lightweight concrete or gypcrete will remain structurally sound during life of floor.
- ❖ Terrazzo: Should be lightly sanded and cleaned with mineral spirits prior to spreading the adhesive. Allow the mineral spirits to dry prior to spreading the adhesive.
- ❖ Ceramic Tile: Floating Only. Tiles must be securely fastened to the subfloor. Surface should be roughed up with a sander or grinder and cleaned to remove all dust. If grout lines are too deep they need to be filled. Tile must be well-adhered & flat 3/16" over any 10' radius.
- ❖ Wood Type Subfloors: Includes plywood, OSB and underlayment particleboard and tongue and groove boards. Must be smooth and dry. Squeaks and popping areas should be screwed down prior to spreading adhesive.
- ❖ Wood subfloors must be well fastened. Use screws every 6" & place subfloor panels/boards as necessary to eliminate all movement & squeaking. Acceptable subfloor types are:
- ❖ CDX plywood – at least 5/8" thick for joist spacing up to 16" on center, minimum 3/4" thick for joist spacing greater than 16" on center (19.2" maximum). Plywood subfloors installed over concrete must be installed in accordance with the guidelines set forth by NWFPA,
- ❖ OSB – at least 3/4" thick, PS 2-92 rated or PS 1-95 RATED. Existing hardwood flooring over a suitable subfloor as outlined above. Existing floor must be well a-fastened, smooth, & for glue down installations, unfinished.
- ❖ Underlayment grade particleboard (min. 40 lb. density) – Glue down/Floating floors only OK

- ❖ Resilient Tile & Sheet Vinyl – Glue down/Floating Only. Vinyl must be securely fastened to the subfloor with full spread adhesive. Loose laid or perimeter glued sheet vinyl must be removed. De-gloss flooring as necessary to create a good adhesive bond using an abrasive pad. Do not sand sub-surfaces such as vinyl or synthetic tiles that may contain asbestos. Tile & Vinyl must be non-urethane coated.

SUBFLOOR PREPARATION

Subfloor must be:

- ❖ Clean and free of wax, paint, oil, and debris. Scrape smooth and sweep prior to installation.
- ❖ Flat to 3/16" – over any 10' radius and 1/8" over any 6' radius. If subfloor prep work is required, "hills" should be sanded down and "valleys" filled with an underlayment patch, developed by a reputable manufacturer for use with hardwood flooring.
- ❖ Structurally sound prior to installation. Screw down loose areas to reduce squeaking, and replace water damaged or delaminated sub-flooring or underlayments.

Testing for Moisture Content

- ❖ All concrete subfloors must be tested for moisture content. Several tests are outlined below. These tests do not guarantee a dry concrete slab year round. With that in mind, a moisture barrier using a minimum of 6-mil poly film should have been established between the ground and concrete.
- ❖ 3% Phenolphthalein in Anhydrous Alcohol Solution. Do not apply solution directly to concrete surface. First, chip 1/4" deep into concrete test area and apply several drops of the solution. If any change in color is observed, further testing is required.
- ❖ Calcium Chloride test (ASTMF1869). Moisture emission should not exceed 3 lbs/1,000 square feet during a 24-hour period.
- ❖ Less than 75% RH Levels in Concrete using In-site Probes (ASTMF 2170-02)
- ❖ No greater than 5% on a Tramex Concrete Moisture Encounter meter or equivalent concrete moisture meter.
- ❖ One test must be performed every 250 square feet. Per industry standards, 0-31bs is dry, over 31bs requires moisture barrier (see below), and over 7 lbs. is too wet.
- ❖ These tests give a snapshot of moisture conditions at time of test, but do not reflect the permanent year-round condition of the substrate. If gluing down on concrete that is on or below grade, even if you believe the concrete is dry, it is highly recommended that you use a moisture barrier adhesive such as **Apac 999 3 in 1** or **Mapei 985 or 995 moisture control adhesives**.
- ❖ Check with the manufactures of the adhesive & moisture barrier you plan to use to make sure they are compatible. A concrete slab on or below grade that measures dry today may become moist in the future & cause failure.

INSTALLATION OVER RADIANT HEAT (HYDRONIC RADIANT HEAT (Water system) ONLY) (FLOATING INSTALLATION ONLY)

HEATING SYSTEM

- ❖ Maximum allowable temperature is 80° Fahrenheit.
- ❖ System must be fully operating at normal temperature for a minimum of 14 days prior to floor installation.
- ❖ The heating system must be turned off 24 hours prior to installation and must remain off for 24 hours after installation.
- ❖ **The following species are not warranted in installations over radiant heat:**
- ❖ **Smooth Acacia, Amendoim, Brazilian Cherry, Hickory, Santos Mahogany, African mahogany, Tigerwood, and other Brazilian Exotics.**
- ❖ **All Products with plank widths greater than 7 ½".**
- ❖ The subfloor should be completely dry. Moisture on a dry weight basis must not exceed 1.5% for concrete, 0.3% or less for gypsum and 6- 8% for wood subfloors.
- ❖ A vapor barrier should be installed on all concrete, stone or mineral subfloors.
- ❖ Starting 2 days after completion of installation, gradually increase the temperature over a 7-day period to normal operating level. Never allow the floor surface temperature to exceed 80° Fahrenheit.
- ❖ Maintain recommended interior humidity levels at all times, if necessary, by means of humidifiers.
- ❖ Room temperature should not vary more than 15° Fahrenheit season to season. Maintain 35-55% humidity in radiant heated rooms.
- ❖ Heating pipes must be covered with 1" of concrete or be a minimum of 1/8" below bottom of plywood subfloor.
- ❖ Under plywood subfloors, heat transfer plates or insulation must be in place.
- ❖ **Note: In wood flooring installations over Radiant Heat: Surface checking, cracking (especially at ends of Boards & around knots), shrinkage, gapping between planks & slight cupping are all expected & do not constitute a product defect.**

Note: Only the pre-installation and structural warranties of City Expressions Hardwood Flooring are valid over Radiant Heat, as we cannot control the specifications stated above.

SETUP

- ❖ In order to have sufficient material on hand, calculate area and add a minimum of 5% more flooring material to allow for cutting waste and for minor natural or manufacturing defects.
- ❖ Work out of 4 to 5 cartons at the same time to insure color and shade mix.

LAYOUT

- ❖ Layout should be designed to save labor and materials, as well as to enhance the appearance of the floor. Lay the floor so that the end joints are staggered at least 20 inches. Staggered or irregular joints mean less material waste and a better overall appearance.
- ❖ Plan the layout so that the last row of flooring (which usually needs to be cut lengthwise) is not too narrow. In some cases, it may be necessary to cut the first row as well as the last row.
- ❖ Allow 9/16" expansion space along all walls. On wood subfloors, if the subfloor is fastened to joist or trusses, the flooring should be installed perpendicular or at a 45-degree angle to the joist/trusses and in the directions of the longest dimension of the room. **Failure to provide expansion space in any single location can cause damage to the entire floor.**
- ❖ No contiguous area of installed floor should exceed 30' across the widths of the planks or 50' along the lengths of the planks. For spaces wider or longer than these dimensions, add expansion space midway through the span & cover with T-molding or other transition piece.

INSTALLATION INSTRUCTIONS (continue)

GLUE-DOWN INSTALLATION

GLUING THE PLANKS (Figure 1.1)

- ❖ To determine a straight first starting row, snap a chalk line the width of a few boards plus 9/16" expansion space from the wall. To keep first rows straight and in place, nail a straight 1"x2" or 1"x4" holding board on the chalk line.
- ❖ Make another snap line at a comfortable working distance from the holding board (about 24").
- ❖ Spread adhesive in first working area. Do not spread more adhesive than can be covered within 20 minutes. Follow the Adhesive manufactures recommendations.
- ❖ End joints should be staggered by at least 20".
- ❖ When the first section is complete, strike another parallel chalk line from the last row installed, spread the adhesive and complete the section.
- ❖ Repeat section by section until the job is finished. Remove the starting board, spread adhesive and complete the area from the starting board to the wall.
- ❖ To fit the last piece, lay it upside-down with the tongue edge parallel to the tongue edge of the piece next to it, the short end butting up against the wall. Mark the cutting line on the back of the board and cut it to the correct width (save the cut off piece for the second row). Turn it over, fit and glue it in place.
- ❖ Do not allow foot traffic on the Floor for 24 hours after installation.
- ❖ Adhesive must be a Urethane based adhesive, non-water-based adhesive, such as Apac 989 & 999 or Mapei 985 & 995.

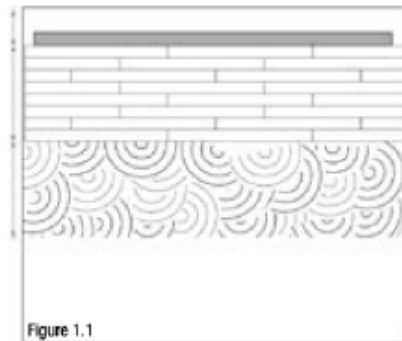


Figure 1.1

FLOATING INSTALLATION

INSTALL UNDERLAYMENTS

Install 6-mil Polyethylene vapor barrier over entire flooring surface. Overlap sheets of Polyethylene 16" and tape edges creating an airtight seal. Using 1/8" foam padding, roll out one roll at a time over vapor barrier being careful not to poke holes or otherwise damage material during installation. Run padding up walls 1" to 1.5" and secure in place with tape. Join padding sections with tape. Tape down any additional loose edges. **A "3-in-1» foam padding /moisture barrier may be substituted for Polyethylene.**

INSTALLING THE FLOOR

Boards are installed left to right with the groove side facing the wall. A stair-step pattern will be repeated throughout installation. Stagger the ends of the boards a minimum of 20 inches. Leave a minimum 9/16" expansion around all vertical objects such as walls, poles, and stairs. If starting wall is uneven, trace the contour of wall, using a scribe, onto first row of planks and cut to size.

APPLICATION OF ADHESIVE

To secure the wood floor in a floating application, the boards must be bonded with adhesive in the tongue and groove. We recommend for floating installations use **Premium water resistant T & G wood glue similar to Franklin T & G #2104.**

The glue must be applied in a continuous 1/8" bead on the upper part of groove of the tongue on both the long and short edges.

Floating the Floor

1. Roll out the first run of pad from wall to wall parallel to the starter wall. On the installed pad mark two points toward each end of the starting wall and chalk a line the full length of the wall through the marks. This is the starter line.
2. Lay the first row of flooring using only long boards. The first flooring board and the last flooring board in this row should be a minimum of 12" long and cut to provide the appropriate expansion space on each end. Apply adhesive per above. Align the tongue side of the starter row along the chalk line and engage the end joints together. Use shims along the long wall and at both ends of the row to keep the floor in place and maintain the right expansion space.
3. Lay the second and third row of flooring boards. End joints should be separated by a minimum of 8" from the adjacent row. Apply adhesive per above. Engage the end joints at the same time, aligning them and cutting at the end of each row to allow for appropriate expansion space. Continue this procedure for the third row. These three rows must have aligned straight to ensure that the rest of the installation remains straight.
4. Continue using the same procedure. If boards do not easily engage together, using a tapping block or pull-bar.
5. Avoid working on top of the installed flooring to prevent breakage of the glue joint.
6. Complete the installation by reinstalling or installing new base moldings.
7. Do not allow foot traffic on the floor for 24 hours after installation to complete.

Note: Do not install cabinets or walls on top of floating floors.

NAIL-DOWN OR STAPLE-DOWN INSTALLATION

When nailing down planks wider than 6 1/2", it is strongly recommended to use a full spread adhesive in addition to nails in order to prevent movement & squeaking.

Claims will not be accepted for movement or squeaking in floors that were nailed down without a full spread adhesive.

SUBFLOOR PREPARATION

Remove all dirt and rough areas by thoroughly cleaning, sanding and leveling. Note: Particle board is not a suitable subfloor for nail-down or staple-down installation. The clean subfloor should be covered wall-to-wall with 15 lb. rosin paper (roofing felt), overlapping 4" along the edges.

FOR NAIL DOWN INSTALLATIONS, YOU WILL NEED THE GENERAL TOOLS, PLUS

Nail Set – Tack Stapler or 1" roofing nails (for Felt).

-6-d Finish Nails or Pneumatic Finish Nailer with 1 1/4" to 1 1/2" fastener

Edge or Blind Stapler/Nailer (Manual or Pneumatic) with 1 1/2" – 2" Fasteners for Flooring 5/8" – 3/4" thick, or 1 1/4" to 1 1/2" fasteners for flooring 5/16" – 9/16" thick (always do a test plank to verify that fasteners are seating properly & not causing dimpling on the surface).

15 lb. roofing felt, #15 hardwood floor underlayment felt, or NWFA approved underlayment paper must be installed over the subfloor prior to the installation of the Eng. Flooring in order to reduce squeaks & noises created by opposing floors.

INSTALLING THE FLOOR

- ❖ After installing 15 lb. felt or NWFA approved underlayment paper per the manufacturer's instructions, measure out from the starting wall the width of one of the flooring plank plus the appropriate space for the thickness of the flooring.
- ❖ To determine a straight first starting row, snap a chalk line the width of a few boards plus 9/16" expansion space from the wall. To keep first rows straight and in place, nail a straight 1 x 2 or 1 x 4 holding board on the chalk line.
- ❖ For nailer or stapler, use correct shoe based on thickness of flooring. Use pneumatic staplers with correct shoe base for the thickness of the product. (Powernail® Model 200 Pneumatic Powernailer.) Set the compressor pressure to recommended PSI and adjust accordingly using a "practice" board. Check for surface and tongue damage before proceeding with installation. Manual Model 250 Powernailer can also be used.
- ❖ Begin installation with several rows at a time, tightening boards as necessary to reduce gaps before fastening. Nail/staple each board placing fasteners every **4" – 6" and 2" – 3"** from the ends. Stagger end joints by at least 8". Avoid "H" patterns where the joint is adjacent to another end joint in the second to last row. The last 1- 2 rows will need to be face nailed where clearance does not allow blind nailing with stapler or brad nailer. Brad nail or face nail on tongue side. If the final row is less than 1" width, it should be edge-glued to the previous row, before installation. The two joined rows can be face nailed as one board.
- ❖ Go back to the starting wall, remove the starting block and complete final rows using 6d nails, counter sunk and filled.

ALL INSTALLATIONS: COMPLETING THE JOB

- ❖ Remove spacer wedges.
- ❖ Cover all expansion gaps along walls and vertical protrusions with baseboard, quarter round or other suitable moldings.
- ❖ Clean, sweep and vacuum installed flooring before use.
- ❖ Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.

CAUTION: WOOD DUST

PROPOSITION 65 WARNING:

This product produces wood dust when cut, sanded or machined. Wood dust is considered a carcinogen by State of California.

Precautionary Measures: Airborne wood dust can cause respiratory, skin, and eye irritation. Power tools should be equipped with dust collector. Use an appropriate Niosh-designated dusk mask. Avoid dust contact with skin and eyes.

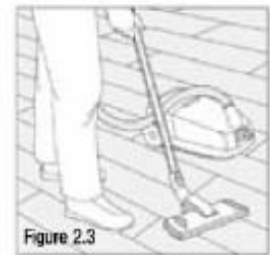
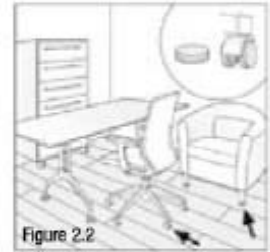
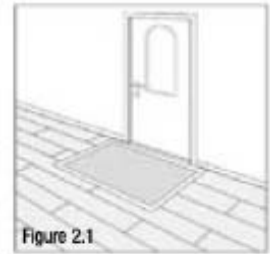
First Aid Measures in case of irritations: In case of irritations: In case of irritation flush eyes water. If needed seek medical attention. If dermatitis occurs, seek medical attention.

CARE AND MAINTENANCE GUIDE

PREVENTIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventive maintenance steps:

- ❖ Use floor mats at all entrances to help keep dirt and moisture from being tracked in (Figure 2.1). Area rugs are recommended in high traffic areas and all sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- ❖ To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment (Figure 2.2).
- ❖ Use soft rubber castors for rolling furniture (Figure 2.2).
- ❖ Do not wear high heel shoes or shoes that need repair while walking on your hardwood floor. Some types of high heel shoes can severely damage the surface of any floor covering.
- ❖ Maintain a healthy humidity range at 35%- 55%, which could require either a humidifier or a dehumidifier and maintain ambient temperatures of 60 – 80 F.
- ❖ Certain regions within North America have extreme changes in humidity levels that can affect all wood floors.
- ❖ Quickly wipe spills floor to protect from excess liquid. Never wet or damp mop your wood floors.
- ❖ Water can cause damage to your wood floor.
- ❖ Regularly swept or vacuumed floors will almost eliminate any need to “clean”, the floor with cleaning product. But when a cleaning product is needed, we suggest only “Hardwood specific, non-oil based cleaner. Cleaning products should be sprayed on to the sponge mop or hand towel never on to the floor itself. Do not use wax or other house hold cleaning agents on your floor.
- ❖ Never use steam cleaners on your wood floors. This will force moisture into the wood and cause damage.
- ❖ The Sun’s UV rays can change the color of your floor. Use protective window coverings to protect Hardwood floors from excessive heat during periods of direct sunlight.
- ❖ Occasionally move furniture and carpets around & reduce intense light source to minimize color contrast.



REGULAR MAINTENANCE

Do not let sand, dirt and grit build up on your floors.

Dust, sweep and vacuum floors regularly (Figure 2.3)

For cleaning, use a hardwood floor cleaner specified for pre-finished polyurethane coated hardwood floors.

RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES

EXCLUSIVE WARRANTY

City Expressions Hardwood Flooring is produced from the finest raw materials and manufactured with the highest quality control standards.

City Expressions Hardwood Flooring is produced according to strict manufacturing and environmental standards. Our confidence in this product is reflected by the extension of this full residential warranty to the original purchaser of City Expressions Hardwood Flooring.

PRE-INSTALLATION WARRANTY

City Expressions warrants that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed, and quantities over the 5% defect tolerance can be returned to the original place of purchase for replacement at no cost to you. Wood is a natural product, containing natural variations in color, tone and grain. We do not warrant against natural variations in color within the floor or variations between samples and the installed floor.

LIFETIME STRUCTURAL WARRANTY

Each City Expressions Hardwood Flooring plank is engineered using the most advanced flooring technology available. We guarantee that this product is free from defects in lamination and milling, and will remain free of these defects for as long as you own your residence. In the unlikely event of delamination, warping, or cupping of the product because of manufacturing defects, City Expressions will replace or repair the defective flooring pieces at no cost to you.

FINISH WARRANTY

City Expressions Hardwood Flooring is protected with a Urethane finish. We warrant that there will be no wear-through of the finish for the amount of years indicated. Your specific product finish warranty life will appear on the carton, our website or other product literature. This warranty applies only to residential installations, provided the recommended installation and maintenance procedures are followed.

ENVIRONMENTAL WARRANTY

All components of City Expressions Hardwood Flooring are chosen for their responsible environmental impact. All glue used to manufacture City Expressions Hardwood Flooring product does not have harmful levels of gas emissions. The finish does not release any harmful solvents, formaldehyde or heavy metals. Carb 93120 compliant for formaldehyde phase 2.

RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES

EXCLUSIONS TO WARRANTY

The following will void this warranty:

- ❖ Improper Installation. Instructions must be followed including the requirement that the subfloor must be dry before installation.
- ❖ Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
- ❖ Extreme Conditions. The humidity level in the home must be in the 35%- 55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Improper use of Radiant Heat.
- ❖ Excessive swelling, cupping and gapping caused by mildew and moisture fluctuations outside the range of 35%-55%.
- ❖ Damage due to radiant heat subfloors.
- ❖ Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, pebbles or sand or other items that may scratch, indent or damage the floor.
- ❖ Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, and leaking plumbing, overflowing sinks or similar water damage.
- ❖ Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- ❖ Claims made on pieces of flooring installed with visible defects or pieces installed with excessive color/grain variations. Do not install materials with visible defects, as they will not be covered by warranty. Please see installer's responsibilities.
- ❖ Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material will not be considered defects.
- ❖ Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor. Squeaky, creaky or noisy floors are not covered by warranty.
- ❖ Natural changes in color from exposure to Natural and UV light. Exotic wood species will darken in color with exposure to these types of light.
- ❖ Gloss reduction is not considered surface wear.
- ❖ Damage to the coating caused by tape or other adhesive.
- ❖ Noises (squeaks, Etc.) associated with anything other than the miss-manufacture of the flooring.
- ❖ Deficiencies related to subfloor/floor joist assemblies, not limited to, uneven subfloor surfaces, floor deflection, voids in subfloor.
- ❖ Natural expansion & contraction resulting in separation between boards or damage caused by excessive high or low humidity.
- ❖ Minor cracks, checking, or separation caused by expansion & contraction due to seasonal changes.
- ❖ Downgraded Product. It does not apply to any products designated or sold as B-grade or Cabin grade, which is sold "as is".
- ❖ NOTE: You and your installer are responsible to inspect flooring prior to installation. We accept no responsibility for liabilities, claims or expenses, including labor costs, where flooring with visible defects has been installed.

City Expressions Hardwood Flooring excludes and will not pay consequential or incidental damages under this warranty. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while City Expressions Hardwood Flooring is willing to repair or replace defective goods. Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights, which may vary from state to state.

WARRANTY SERVICE

To obtain service under this warranty, contact your Retailer.

07/27/16