



## 9/16" ENGINEERED ELEGANCE SPEC SHEET

Specifications: 9/16" x 3 1/2" – 5" x Random Lengths

Edge: Micro Beveled (.5mm) on all 4 sides

Gloss Level: Low

Grade: Select & Better

Construction: Multi Layer Exotic Hardwood Plywood Substrate (7 Cross Layers) 7/16" + Top Layer Precious Hardwood 1/8"

Finish: 10 layers UV Cured + Aluminum Oxide

Packing Carton Size: Various

Warranty: Residential Limited Lifetime Structural + 50 Year Limited Residential Finish Warranty

### WISTERIA LANE ENGINEERED ELEGANCE HARDWOOD FLOORING INSTALLATION INSTRUCTIONS

#### Glue, Staple / Nail Down, or Floating Installation

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN INSTALLING. IMPROPER INSTALLATION WILL VOID WARRANTY

Inspect ALL materials carefully BEFORE installation. Wood is a natural product containing variations in color, tone and graining. Variation in color is to be expected in a natural wood floor. Always check planks for defects under good light conditions. It is the customer and installer's responsibility for final inspection PRIOR to installation. This Warranty DOES NOT cover materials with visible defects once they are installed. Also check that the channel is clean and free of debris.

Wisteria Lane Engineered Elegance Hardwood Flooring can be installed over most sub-floors, and are engineered to be dimensionally stable, making them suitable for installation over all grade levels. See information and installation guidelines below.

#### **ATTENTION – INSTALLER/OWNER RESPONSIBILITY**

Inspect ALL materials carefully BEFORE installation. Wood is a natural product containing variations in color, tone and graining. Some variation in color is to be expected in a natural wood floor. Even though our product goes through many inspections before it leaves the plant, it is the customer and installer's responsibility for final inspection prior to installation. Wisteria Lane warranties DO NOT cover materials with visible defects once they are installed.

#### **TOOLS**

Broom or vacuum, 3M blue tape, tape measure, utility knife, hammer, pry bar, chalk line, hand saw or jig saw, nylon/plastic tapping block, hardwood flooring cleaner, miter saw, moisture meter, eye protection, straight edge.

#### ***Extra Tools Needed for Glue Down:***

Recommended flooring adhesive, 3/16" x 1/4" x 1/2" x 5/16" trowel

#### ***Extra Tools Needed for Staple Down:***

Bostitch Floor Runner (S3297-LHFZ) using 1" Bostitch staple (or equivalent equipment recommended by your flooring retailer) or Power Nailer – 50C nailer using 1 1/2" power cleats (use the 3/8" or 1/2" adapter as appropriate) (or equivalent equipment recommended by your flooring retailer), compressor, inline regulator.

Caution: Improper use of a power nailer can mark the surface of the flooring.

## **JOBSITE CONDITIONS**

It is the responsibility of the installers/owner to determine if the jobsite sub-floor and jobsite conditions are environmentally and structurally acceptable for wood floor installation. Wisteria Lane does not accept responsibility for wood failure resulting from or connected with sub-floor, subsurface, jobsite damage or deficiencies after flooring has been installed.

## **SUB-FLOOR PREPARATION AND RECOMMENDATIONS FOR ALL INSTALLATIONS**

### ***Concrete Sub-Floors***

New concrete slabs require a minimum of 60 days curing time before covering them with a wood floor. Concrete sub-floors must be dry, smooth (level with 3/16" in a 10 foot radius, 1/8" in a 6" radius) and free of structural defects. Hand scrape or sand with a 20 grit #3-1/2 open face paper to remove loose flaky concrete. Grind high spots in concrete and fill low spots with a Portland based leveling compound (min. 3,000 p.s.i.). Concrete must be free of paint, oil, existing adhesives, wax, grease, dirt and curing compounds. These may be removed chemically or mechanically, but do not use solvent-based strippers under any circumstances. The use of residual solvents can prohibit the satisfactory bond of flooring adhesives. It is important to ensure a proper bond between the adhesives and the concrete, and planks or strips.

Wisteria Lane Engineered Elegance Hardwood Flooring may be installed on-grade, above grade, as well as below grade where moisture conditions do not exist.

To ensure a long lasting bond, make sure that the perimeter of the foundation has adequate drainage and vapor barrier.

### ***Wood Sub-Floors***

Wood sub-floors need to be well nailed or secured with screws. Nails should be ring shanks and screws need to be counter sunk. The wood sub-floor needs to be structurally sound and dry. They should not exceed 12% moisture prior to installation. If the sub-floor is single layer, less than 3/4" thick, add a single cross layer for strength and stability (minimum 5/16" thick for a total 1" thickness). This is to reduce the possibility of squeaking. Wood sub-floors must be free of paint, oil, existing adhesive, wax, grease, dirt and urethane, varnish, etc. Underlayment grade OSB (not the wax side) is also suitable sub-floors. Particleboard is not an acceptable sub-floor for staple or nail down installation but can be used as a sub-floor in glue-down installations. When installing over existing wood flooring, install at right angles to the existing floor.

**It is essential that crawl spaces are dry. Crawl spaces must be a minimum of 24" from the ground to underside of joists. A vapor barrier must be established in crawl spaces using 6 mil polyethylene (poly) like Tyvek® film with joints overlapped and taped.**

### ***Sub-floor Moisture Check***

On, and below-grade applications are susceptible to moisture and should be tested for moisture prior to installation in several locations within the installation area.

Using a quality moisture meter, measure the moisture content of both the sub-floor and the Wisteria Lane Engineered Elegance Hardwood Flooring. **Sub-floors must not exceed 12% moisture content and the difference between the sub-floor and the Wisteria Lane Engineered Elegance Hardwood Flooring cannot exceed 4%.**

On concrete floors, concrete should be properly cured and thoroughly dry before installation can be started. Wisteria Lane Engineered Elegance Hardwood Flooring should not be applied to a concrete base unless the concrete is sufficiently dry, for example when assessed according to the requirements of ASTM F 1869-04, it should show a moisture reading not greater than 3.0lbs./1000sq.ft. in a 24 hour time period.

Information regarding the construction of the sub-floor should first be obtained, as many factors can affect the readings taken. Concrete sub-floors must be thoroughly cleaned of all foreign matter, which is preferably carried out using a suitable mechanical method. Solvents must not be used to remove oils, greases etc as the contaminants may be absorbed into the concrete; at a later date they may migrate back to the surface, producing an adhesive failure.

Moisture testing of both new and old concrete sub-floors is required before installation. A calcium chloride test (moisture test) following ASTM F 1869-04 procedures is essential on all concrete floors. This test should be performed in several areas: the perimeter of the room, at columns, and wherever else moisture might occur. The moisture level from the concrete should not exceed 3.0lbs./1000sq.ft. in a 24 hour time period. If the concrete exceeds the moisture limitations, the installation should not proceed until the problem is corrected. To correct any sub-floor problems concerning moisture, use an appropriate moisture barrier. After remediation, always retest to ensure that the problem has been corrected. A moisture test indicates the conditions at the time of testing only.

## **STAND ALONE STATEMENT REGARDING MOLD AND MILDEW**

Issues concerning mold and mildew are gaining increased attention from both the residential and commercial property owners, as well as the public at large. In virtually all situations, if there is a mold issue, there is an excessive moisture issue. In order to prevent, control, or remediate mold and mildew, one must first identify, evaluate and eliminate the source of excessive moisture.

Prior to removing an existing floor or installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the area where the flooring is to be removed or installed, the source of the problem should be identified and corrected before proceeding with the flooring work. Visible signs of mold or mildew, such as discoloration, can indicate the presence of mold or mildew on the subfloor, on the underlayment, on the back of the flooring and sometimes on the floor surface. If mold or mildew is discovered during the removal or installation of flooring, all flooring work should stop until the mold or mildew problem (and any related moisture problem) has been addressed. Before installing the new flooring, make sure 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.

To deal with mold and mildew issues, you should refer to the U.S. Environmental Protection Agency (EPA) guidelines that address mold and mildew. Depending on the mold or mildew condition present, those remediation options range from cleanup measures using gloves and biocide to hiring a professional mold and mildew remediation contractor to address the condition. Remediation measures may require structural repairs such as replacing underlayment and/or subfloor contaminated with mold or mildew as a result of prolonged exposure to moisture.

The EPA mold guidelines are contained in two publications: "A Brief Guide To Mold, Moisture and Your Home" (EPA 402-K-02-003) and "Mold Remediation in Schools and Commercial Buildings" (EPA402-K-01-001). Appendix B of the "Mold Remediation in Schools and Commercial Buildings" publication describes potential health effects from exposure to mold, such as allergic and asthma reactions and irritation to eyes, skin, nose and throat. These publications can be located on the EPA's website at [www.epa.gov/iaq/molds/](http://www.epa.gov/iaq/molds/)

### ***Sub-Floors other than Wood or Concrete***

Terrazzo tile and any other hard surfaces that are dry, structurally sound and level, as described above, are suitable as a sub-floor for Wisteria Lane Engineered Elegance Hardwood Flooring installation. As above, the surface must be sound, tight and free of paint, oil, existing adhesives, wax, grease and dirt. Terrazzo and ceramic tile must be abraded to assure adhesion.

Note: Perimeter glued resilient vinyl and rubber tiles are unacceptable underlayments and must be removed

### **WARNING:**

**Do not sand, dry sweep, dry scrape, drill, saw, bead blast, or mechanically chip or pulverize existing resilient flooring, backing, lining felt, asphalt :cut-back" adhesive, or other adhesive. 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 is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content.**

RFCI's Recommended Work Practices for Removal of Resilient Floor Covering are a defined set of instructions addressed to the task of removing all resilient floor covering structures.

### **NOTICE:**

Various Federal, State and Local government agencies have regulations governing the removal of in place asbestos-containing material. If you contemplate the removal of a resilient floor covering structure that contains (or is presumed to contain) asbestos, you must review and comply with all applicable regulations.

Resilient Floor Covering Institute  
401 East Jefferson Street, Suite 102  
Rockville, MD 20850  
(301) 340-8580

### ***Radiant Heated Sub-floors***

Before installing over a radiant-heated floor, turn off heat and wait until the floor has reached room temperature. After installing the floor, return the heat to the previous setting.

Caution: The slab surface must never exceed 85°F in temperature.

### ***Acclimating the Flooring in Geographical Areas Prone To High Levels Of Relative Humidity***

In geographical areas prone to higher levels of relative humidity, it is recommended that your Wisteria Lane Engineered Elegance Hardwood Flooring be allowed to acclimate to the environment of the installation site. Open each carton completely, breaking the seal of the inner plastic to properly allow the flooring to acclimate to the installation site. Keep the opened cartons in a horizontal position in the room for a minimum of 7 days prior to installation.

### **PREPARATION**

Remove all moldings and wall-base and undercut all door casings with a hand or power jig saw using a scrap piece of flooring as a guide.

### ***“Racking the Floor”***

Whether you choose to install the floor with glue, nails, or staples, start by using random length planks from the carton or by cutting for to five planks in random lengths, differing by at least 6”. As you continue working across the floor be sure to maintain the 6” minimum between end joints on all adjacent rows. Never waste material, use the left over pieces from the fill cuts to start the next row or to complete a row.

Note: When installing a pre-finished wood floor be sure to blend the wood from several cartons to ensure a good grain and shading mixture throughout the installation.

### ***Wet-Lay or Dry-Lay Glue Down Installation Guidelines***

Caution: Whether you choose to install using the wet or dry method follow all guidelines set by the adhesive manufacturer as well as Wisteria Lane. By not adhering to the guidelines you can void your flooring warranties.

### ***Step 1 – (Wet-Lay Method)***

Select a starter wall. It is recommended to start the installation along an exterior wall; it’s more likely to be straight and square with the room. Measure out from the wall the width of two planks plus ¼” and mark each end of the room and snap your chalk line.

### ***Step 2***

Spread an appropriate flooring adhesive from the chalk line to the starter wall using the recommended trowel (3/16” x ¼” x ½” notch). It is important to use the correct trowel at a 45° angle to get the proper spread of adhesive applied to the sub-floor, which will produce a proper and permanent bond. Improper bonding can cause loose or hollow spots. Note: Change the trowel every 2000 to 3000 square feet due to wear down of the notches. This assures you always get the proper spread of adhesive.

### ***Step 3***

Install the first row of starter planks with the tongue facing the starter wall and secure into position. Alignment is critical and can be achieved by top nailing the first row with finishing nails (wood sub-floor), or sprig/pin nails (concrete sub-floor). This prevents slippage of the planks that can cause misalignment.

Note: The planks along the wall may have to be cut to fit since most walls are not straight.

### ***Step 4***

Once the starter rows are secure, spread 2-1/2 to 3 feet of adhesive the length of the room. (Never lay more adhesive than can be covered in approximately 2 hrs.)

Place tongue into groove of plank or strips and press firmly into adhesive. Never slide planks or strips through adhesive. Use a tapping block to fit planks snug together at side and butt-ends.

Test for proper bond by occasionally lifting a board and looking for good coverage (90%), then replace it into the adhesive.

Clean any adhesive off the surface before it cures.

Use 3M Blue Mask Tape to hold planks securely in place as you are installing and continue the process throughout the installation. Use caution when using a rubber mallet to butt material together, it can damage the finish. Note: Never work on top of the flooring when installing with the wet-lay method.

### ***Step 1 – (Dry-Lay Method)***

Start by selecting your starter wall and measure out from the wall 35 3/4". This will allow adequate working space. Snap chalk line.

### ***Step 2***

Apply adhesive from the chalk line out 2' – 3'. Allow adhesive to flash as per its instructions. Appropriate flash time is based on the temperature and humidity.

Secure your starter rows with a straight edge. Install planks and secure with 3M Blue Mask Tape as you continue throughout your installation. If you must work on top of the newly laid flooring use kneeling board.

Once the remainder of the floor has been installed, go back to the beginning and remove straight edges and spread adhesive on the remainder of the open sub-floor, allow glue to flash for the appropriate time, and lay flooring as instructed. Remember that the planks closest to the wall may need cutting to fit due to irregularities along the wall. Use a flooring adhesive that does not require the floor to be rolled.

### ***Clean Up***

Clean up flooring adhesive as you go. Adhesive that has cured on the surface of the flooring can be difficult to remove and will require a specific flooring adhesive remover recommended by your retailer. Once the floor is completed, clean the flooring with an appropriate hardwood flooring cleaner.

Light foot traffic is allowed after 12 hours but wait 24 hours after installation to remove the 3M blue masking tape. Once the tape is removed, clean any adhesive residue left from the tape with an appropriate adhesive remover.

### ***Staple or Nail Down Installations***

Wisteria Lane Engineered Elegance Hardwood Floors may be installed over wood sub-floors using staples or nailing cleats.

When installing Wisteria Lane Engineered Elegance Hardwood Flooring by nailing or stapling, it is necessary to use the proper type of flooring stapler or nailing gun.

### ***Recommended Staplers and Nailers***

Bostitch Floor Runner (S3297-LHFZ) using 1" Bostitch staple, or equivalent equipment recommended by your flooring retailer.

Power Nailer – 50C nailer using 1 1/2" power cleats (use the 3/8" or 1/2" adapter as appropriate) or equivalent equipment recommended by your flooring retailer.

### ***Step 1***

You must staple or nail 1" – 2" from the ends and every 4" – 6" along the edges. This will help insure a satisfactory installation. It is best to set the compressor PSI at 80 – 85 lbs. to keep the staples from going through or breaking the tongues. Improper stapling techniques can cause squeaks in the floor.

Adjustments may be necessary to provide adequate penetration of the nail or staple into the nail bed. You want it flush in the nail pocket. Use a scrap piece of flooring material to set tools properly before installations.

### ***Installing 6 Mil Polyethylene***

Install the polyethylene parallel to the direction of the flooring and allow a 3" overhang, at the perimeter. Make sure each run of polyethylene overlaps the previous run by 3" or more.

### ***Layout the Job***

Measure out from the ends of your starting wall the equivalent of 1 flooring planks width + 1/2" and mark both ends. Where possible lay the flooring at 90° angles to the floor joists. Make a chalk line along the starting wall using the marks you made.

### ***Beginning Installation***

Place the planks with the tongue facing away from the wall and along your chalk line. Use brads or small finishing nails to secure the first starter row along the wall edge 1" – 2" from the ends and every 4" – 6" along the sides. Counter sink the

nails and fill with appropriate filler that blends with the flooring. Place the nails in a dark grain spot in the board. The base board molding will cover the nails when installed after completion of the installation.

Blind nails at 45° degree angle through the tongues. It will be easier if you pre-drill the holes in the tongues. Nail 1" – 2" from the ends and every 4" – 6" along the sides. It will be necessary to blind nail the next 2 rows. A Stanley BT35 brad nailer with 1" – 1 3/8" brads (or equivalent equipment recommended by your flooring retailer) can also be used to blind nails without pre-drilling.

Continue the installation. Nail or staple the flooring 1" – 2" from the ends and every 4" – 6" along the edge tongues.

### ***Floating Installation***

Please ask your flooring retailer for instructions and suitability for your specific application of floating floor installation.

### ***Final Touches***

Install the proper trim molding at the doorways to achieve the transition and along the walls.

Complete the job, by using an appropriate flooring filler that blends with the installed flooring to fill any gapping along the joints and clean the finished floor with an appropriate hardwood flooring cleaner in the manner described below.

### **Post Installation**

For installations in rooms with operating HVAC systems it's essential to maintaining a consistent relative humidity of 35%-55% at all times. Should there be a need to turn the HVAC system off, it's recommended that you operate a suitable humidifier (or dehumidifier) during all hours the HVAC system is turned off to minimize the expansion and contraction of your hardwood flooring.

## **COMMON SENSE CARE**

It is important to keep your hardwood floors free from dirt, water, food, grease, and other spills which can damage the floor or finish.

Periodically clean floors using a leading brand of cleaner made for prefinished hardwood floors (follow directions on bottle). Do not use ammonia or oil-based wax, polish, abrasive cleaners, or furniture cleaners. Make sure to install floor protectors under furniture, chairs or other items that may sit directly on your hardwood floor to help prevent scratches, scarring, and dents. Regularly sweep, dust mop and/or vacuum to keep dirt and grit from dulling the shine and scratching the finish. Wipe up all spills promptly with a soft, dry cloth. Avoid walking on floors with sharp, stiletto high heel shoes or shoes with soles in need of repair.

**CONGRATULATIONS on your new Wisteria Lane® hardwood floor! If you have any further questions or comments regarding exotic hardwood flooring, please contact our technical department at 1-808-842-7100.**

## **CARE AND MAINTENANCE**

Prefinished floors from Wisteria Lane™ provide superior wear and stain resistance. Even so, simple routine care and maintenance will help protect your floors and ensure years of hassle-free enjoyment and natural beauty. For unfinished flooring, follow specific care and maintenance instructions provided by finish manufacturer.

### **Cleaning**

- Sweep, vacuum, or dust mop regularly to prevent sand or abrasive dust build up that can scratch the floor's finish.
- Blot up spills immediately with a damp cloth.
- Periodically clean floors using a leading brand of cleaner made for prefinished hardwood floors (follow directions on bottle).
- Do not use ammonia or oil-based wax, polish, abrasive cleaners, or furniture cleaners.

## Protecting

- Place high-quality floor mats and area rugs near outside entrances to prevent dirt, sand and other unwanted substances from being tracked directly onto flooring.
- Support heavy furniture and appliances with wide-bearing glides or casters.
- Affix felt floor protectors on movable furniture, including chairs, tables, and sofas, that sit directly on hardwood flooring.
- Whether you operate an HVAC system or not, whenever securing all windows and doors tightly to a room with hardwood flooring installed (with no ventilation for extended periods of time) e.g., going on vacation, its recommended that you operate a suitable humidifier (or dehumidifier) to maintain relative humidity between 35%-55% at all times in order to minimize the expansion and contraction of your hardwood flooring.
- Avoid walking on floors with sharp, “stiletto” style high-heeled shoes.
- Keep pet’s nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1” continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and UV rays accelerates the oxidation and aging of hardwood. This causes hardwood to fade or darken. We recommend you rearrange rugs or furniture periodically so that your floor ages evenly.
- Your floor will wear more evenly if you use area rugs in heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.).
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

## LIMITED LIFETIME STRUCTURAL WARRANTY – EFFECTIVE 3/31/09

Wisteria Lane warrants that its Engineered Elegance Hardwood Flooring will be free from manufacturing defects and, for the life of the product, when used under normal household conditions\*, will not:

- Buckle
- Warp
- Twist
- Separate at the plies due to glue bond failure

\*“Normal household conditions” means those daily activities commonly associated with residential use.

## LIMITED FINISH WARRANTY FOR RESIDENTIAL USE – EFFECTIVE 3/31/09

Wisteria Lane warrants that its Engineered Elegance Hardwood Flooring’s factory applied 10 Layer UV + Aluminum Oxide Finish, when used under normal household conditions\*, will not wear through or peel for a period of 50 years from the date of purchase when used under normal traffic conditions.

\*“Normal household conditions” means those daily activities commonly associated with residential use.

## **LIMITED FINISH WARRANTY FOR COMMERCIAL USE – EFFECTIVE 3/31/09**

Wisteria Lane warrants that its Engineered Elegance Hardwood Flooring factory applied 10 Layer UV + Aluminum Oxide Finish, under commercial use, will not wear through or peel for 3 years from the date of purchase.

## **LIMITED PRE-INSTALLATION REPLACEMENT WARRANTY – EFFECTIVE 3/31/09**

Prior to installation, Wisteria Lane will replace any Wisteria Lane Engineered Elegance Hardwood Flooring plank which is deemed defective. Simply return the plank to your Wisteria Lane retailer, and you will be given a replacement.

## **REMEDIES AVAILABLE TO YOU**

If your floor fails to perform as stated in the applicable Limited Warranty, Wisteria Lane will, at its option, (i) repair without charge the affected planks to conform to the warranty; or (ii) replace the affected planks without charge with planks of equal value and/or quality, excluding the cost of transportation, storage, and installation.

Replacement planks are warranted hereunder only for the remaining term of the original warranty and are not warranted to match in color grain or gloss with your existing floor.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH HEREIN.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, WISTERIA LANE WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY WISTERIA LANE COVERING THIS PRODUCT.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

## **IF YOU HAVE A WARRANTY CLAIM**

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

If you need additional assistance or wish to file a claim, simply call Wisteria Lane Customer Care at 1-877-391-6724. Proof of purchase is necessary (store receipt) to verify all warranty claims.

Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.

You may also write to us at:

Wisteria Lane Customer Care

500 Alakawa Street #105



Honolulu, Hawaii 96817

Email: care@WisteriaLaneFlooring.com

For your reference, fill in the following information and keep this sheet handy:

Wood Species: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Retailer where you purchased your Wisteria Lane Hardwood Floor: \_\_\_\_\_

\_\_\_\_\_

Store Name: \_\_\_\_\_

Store Phone Number: \_\_\_\_\_

**LIMITED WARRANTY EXCLUSIONS AND CONDITIONS – EFFECTIVE 3/31/09**

- Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to “seconds” or “off goods”.
- The Limited Warranties do not cover the cost of moldings or accessories, apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives, inadequate, uneven or irregular sub-flooring or improper sub-floor preparation.
- The Limited Warranties do not cover gapping of planks.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover planks that have been installed with obvious visual defects.
- The Limited Warranties do not cover noises, such as popping, crackling or squeaking.
- The Limited Warranties do not cover damage caused by insects.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - damage resulting from failure to follow floor care instructions.
  - marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets.
  - damage caused by burns, flooding, fires and other accidents.
  - damage caused by abuse (i.e. dragging objects across the floor without proper protection)
  - wear caused by pebbles, sand and other abrasives.

- damage caused by caster wheels or vacuum cleaner beater bars.
- use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as “non-staining.”
- failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- For purposes of the Limited Finish Warranty for Residential Use “wear through” means complete loss of the Wisteria Lane wear layer.
- The Limited Warranties do not cover variations of color, shade of texture of the floor you purchase from those shown on samples or photographs.
- Use of Wisteria Lane Engineered Elegance Hardwood Flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor’s finish. This condition, known as “checking,” is not covered by the Limited Warranties.

COPYRIGHT ©2005-2011 WISTERIA LANE