



Guide & Warranty

Warranty: This warranty is valid only to the original purchaser(s) of the flooring and is non-transferable. Any damage caused to the flooring or finishes due to the following will void this warranty.

Acclimation: Wood acclimates every day to its environment. All interior wood flooring products must be installed into an area where the relative humidity is controlled to a level between 35% and 60%. Hardwood is “hygroscopic” meaning that it will absorb and release moisture throughout its lifetime when humidity levels change in your home. Relative Humidity conditions less than 35% will result in hardwoods flooring losing moisture content and changing in dimension. Dimensional changes in the wood can result in structural changes in your floor ranging from gaps developing between the planks (too dry) to “cupping” of the planks (too humid). Seasonal humidity condition may cause your hardwood to show minor changes in width or to creak or make crackling sounds when walked on. These changes indicate changes in humidity and are a natural occurrence within all wood species. Wood flooring must acclimate at least 5 to 7 days prior to installation.

Installation: Proper industry recommended installation procedures must be followed, including a dry sub-floor before installation. For plank flooring (3” & wider) there should be no more than 2% difference (no more than 4% difference for strip flooring less than 3” wide) in moisture content between properly acclimated wood flooring and subflooring materials. The moisture content for a concrete subfloor must be 4% or less. The warranty is considered void if the sub-floor does not comply with industry standards for hardwood floor installation.

Storage: The product must be transported and stored in a dry environment. No exposure to moisture of any type should be permitted. Do not store on concrete surfaces.

Damage: This warranty does not cover damage caused by moisture penetration, flooding, or leaking plumbing or appliances. Installation of defective planks is not covered under warranty if installer installs material that has not been properly inspected for flaws in the wood, milling or finish before installation. Any planks determined to have any defects in kiln dried moisture content, visual or milling imperfections must be set aside and returned for full replacement at no cost as long as the material has not been cut, nailed/stapled, re-milled or altered in any other way. This warranty does not include the cost of labor if the original installation is done by anyone other than a professional installation contractor. This warranty will not cover the installation or replacement costs of material that was not properly inspected before installation for visual or structural defects that are eventually rejected by the end user or their agent. This warranty does not apply to products sold or represented as “seconds”, “clearance” or “as is”.

Manufacturing & Structural Warranty: NMH warrants to the original purchaser that its flooring has been properly kiln dried and milled within NWFA standards. Moisture level of product will be within 6-8% upon leaving NMH facility.

Exclusions from Warranty: NMH does not cover scratches, indentations or damage to the floor caused by negligence or damage from the following: abrasives, water, spiked heel shoes, pebbles/sand, misuse, pets, natural wood discoloration, changes in color due to sunlight exposure, improper maintenance, insufficient humidity or moisture, insufficient damage protection under furniture, wet mopping, erosion, insects, abuse, poor workmanship by installer, bumps/dimples created by nailing machine, cleats or staples, extreme environmental conditions, excessive humidity or moisture, alterations to original products, failure to follow recommended wood floor installation, care or maintenance guidelines.

Resource Information: www.nwfa.org/technical-resources

Initial/Date: _____/_____

Care and Maintenance Guidelines

- All wood flooring should be cleaned using floor cleaner specifically designed for wood flooring.
- Areas where there is extremely high traffic must be kept clean and free of any debris that may cause an abrasive wearing action on the finish.
- Spilled water must be dried up immediately. Wipe up spots and spills immediately.
- Maintain proper humidity conditions within your home. It is recommended that humidity levels stay in the range between 35-60% throughout the year.
- Place doormats at entrances to help reduce dirt, stones, gravel and sand from damaging your wood flooring.
- Pet nails will damage hardwood flooring finishes if the pet is active and the nails are sharp/hard.
- Use adequate floor protection (felt pads) under all furniture and chair legs, in order to ease their movements and to prevent scratching the floor.
- Sharp and pointed objects can cause damage to your floor.
- Do not wet-mop a wood floor. Standing water can dull the finish, damage the wood and leave a discoloring residue.
- Avoid walking on wood floors with cleats, sports shoes and high heels.
- Do not slide heavy furniture on wood flooring when moving it. It is best to pick up the furniture completely to prevent scratches.
- Use a humidifier throughout the winter months to minimize gaps or cracks.

HARDWOOD FLOORING AND WATER DO NOT PLAY WELL TOGETHER!

Hardwood flooring is like a sponge, when it absorbs moisture it expands in width and when it depletes moisture it contracts in width. To avoid the damage associated with expansion (cupping, buckling, compression fractures) and contraction (gapping, checking) you MUST control the quantity of moisture that comes into contact with your hardwood floor.

Expansion is caused by anything classified as “wet”. The list of “wet” items includes but is not limited to:

- Water supply line failures
- Drain line failures
- Sink or toilet overflows
- Heavy or repeated spilling
- Pet urine or drool
- Wet mopping
- High humidity level of the living environment
- High humidity level below the living environment
- Flooding of basement or crawlspace

Contraction is caused by anything classified as “dry”. The list of “dry” items includes but is not limited to:

- Low humidity level of the living environment
- Low humidity level below the living environment

Improper humidity control is the most common cause of hardwood floor damage. For best results, maintain a relative humidity level between 35-60% (both above and below the floor).

We also strongly recommend the use of a stand-alone Hygrometer even with very sophisticated HVAC systems for two reasons: 1) A Hygrometer is a good backup to ensure your HVAC system is operating properly. 2) Confusion exists between settings and readings on some HVAC systems.

