



Dear Customer,

As part of Floorco's desire to provide great service and information, we want to provide you with the following National Wood Flooring Associates bulletin regarding hardwood flooring.

With the greater demand in wood, along with the diversity of width, thickness, finish, and species, this has created a need to clarify what you should expect from a wood floor. This may raise some questions after you read the following pages, so please feel free to contact us to discuss further.

Sincerely,

A handwritten signature in black ink that reads "David".

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WHAT TO EXPECT FROM YOUR PREFINISHED HARDWOOD FLOOR

1. Natural Variation Between Boards.

Like all things in nature, no two boards are alike. You can have varying grain patterns, mineral streaks, shading, and some knots. Some species have more of these characteristics than others. How much character you should expect also depends upon the grade of flooring chosen, as higher grades are more uniform. If the flooring has a stained finish as opposed to a clear finish, the boards will appear more uniform in color and grain. Natural color and grain is part of the beauty of hardwood flooring, and one reason it makes such a desirable addition to your home.

2. Samples from Showroom.

The samples from which you selected your floor typically exhibit less than two square feet, while your floor will typically comprise hundreds if not thousands of times that area, and again no two boards are alike. A sample has also aged for an undetermined time period and in varying degrees of exposure, while your new floor has not yet had the opportunity to do so. Do not expect a sample to exhibit all possible color and grain variation you will see in your floor.

3. High Edges (aka "overwood").

There are advantages to a factory finished floor over a site finished floor, including a thicker finish, a harder finish, and a finish warranty. One thing that you cannot do with a factory finished floor is sand the boards to the exact same level after installation. Therefore, some boards may sit slightly higher than others. This can be caused by irregularities in the floor joists, sub-floor, wood flooring, installation techniques or a combination of these factors.

4. Wood Ages with Light and Time.

All wood darkens in color with exposure to light (both natural and artificial). Some species like most exotic imports and American cherry are particularly sensitive to light, especially sunlight. Again, if the wood is stained, the darker the stain, the less apparent this aging will be. This is part of the beauty of hardwood flooring.

5. Furniture Finish.

You should not expect a furniture finish on your hardwood floors. Furniture is made of a small quantity of relatively high-grade wood, and the finishes are not typically intended for foot traffic. Flooring allows more natural grain including pores, small cracks, knots and small holes etc., and the finishes are more rough, though formulated for high traffic.

6. Maintenance and Warranties.

Only a manufacturer makes flooring, only an installer can turn it into a completed floor, and only you can maintain your flooring. You should be familiar with and observe all floor care and warranty information.



7. Gaps and Separation Between Boards.

Gaps between boards are a typical heating season issue. This is caused as your floor becomes dryer and shrinks. One way to minimize this gapping is to maintain humidity in your home. The National Wood Flooring Association recommends 35-55% relative humidity year-round.

8. Compared to Another Floor.

Just as no two floors are alike, no two houses are alike, even though they might be next door neighbors. Consider a few variables: Was the floor installed under exactly the same conditions by the same crew? Is the floor the same brand, grade, species and identical in all respects? Did the same family live the same lifestyle in both homes? Were the floors maintained in the same way? When your floor is inspected by a flooring professional, it stands on its own merits based on industry standards, not compared to another floor.

9. Cupping.

If cupping occurs, the floor has taken on moisture from any number of sources — typically from a wet basement or crawl space, a structural or plumbing problem, or too much humidity. The solution is to find the source of moisture and correct it. This may take considerable time depending on severity of the problem.

9. Putty and Filler.

Putty and/or filler are used on every hardwood floor. Unfinished floors are filled and/or puttied before the finish is applied. Since factory finished floors must be installed with the finish in place, colored putty is used to conceal any imperfections that may be observed during installation.

10. How to Inspect a Wood Floor.

Because your wood floors are intended as flooring, the accepted point of view from which to inspect a wood floor is from a standing position under normal lighting. Looking for minor imperfections on your hands and knees or at a particular angle is not a valid means of determining acceptance of a hardwood floor.

I have read and understand this form and I have received, read, and understand the Manufacturer's warranty and floor care information.

Customer/Homeowner

Date of Signature