



Chelsea Plank Flooring®

Manufactured By Frame Hardwoods, Inc. In Chelsea, Michigan



2009 OWNER'S GUIDE AND WARRANTY (Effective date October 1, 2008) Residential installations only

Chelsea Plank Flooring® and Restoration Series Plank™ are solid hardwood floors that are ¾" (19mm) thick. Both Chelsea Plank flooring and Restoration Series Plank are fully finished floors that need no additional finishes or coating applied.

This guide will help provide you with the knowledge of our products necessary to extend the useable life of the flooring for generations if the care and maintenance procedures are followed. Hardwood flooring has been used for hundreds of years. Solid Hardwood floors, very similar to our products, were installed in European castles and homes over 400 years ago and are still in use today.

Our products are manufactured using solid hardwood planks that originated in North American hardwood forests. North American forests have been verified as a Sustainable Resource by the United States Forest Service. Our finishes are all VOC free and our facility is inspected and classified by the Michigan Department of Environmental Quality as free from any emissions or pollutants that would be harmful to our environment.

Finished hardwood flooring is made up of 2 components:

- 1) The base component of hardwood flooring is solid Kiln Dried (KD) hardwood lumber. KD hardwood lumber is a 100% product of nature. The solid wood portion of our flooring contains no additives, adhesives, glues, or any other chemical product.
- 2) The second component is an Ultra Violet (UV) cured finished coating. The finish on our product is called Titanium Tuff SSR Flex. It is a complex formulation of urethanes and polymers designed to bond to the surface of the hardwood and provide you with years of service provided you follow the required maintenance procedures included in this guide.

Chelsea Plank Flooring is intended to be installed as an interior finished floor covering. All interior wood flooring products must be installed into an area where the relative humidity is controlled to a level between 35% and 60%. The closer the range between these levels is maintained, the lower the impact that humidity will have on your flooring. Hardwood is "hygroscopic" meaning that it will absorb moisture and release moisture throughout its lifetime when humidity levels change in your home. Hardwood lumber has been kiln dried to a moisture content of between 6%-8%. This level has been determined to be the most stable range to use for interior applications and has been used as a guideline for hundreds of years. Relative Humidity (R.H.) conditions less than 35% will result in hardwood flooring losing moisture content and will shrink in width as well as to become more susceptible to surface cracks. Relative Humidity conditions over 60% will result in the wood increasing its moisture content and changing its 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 conditions may cause your hardwood flooring to show minor changes in width or to creak or make crackling sounds when walked on. These normal occurrences are indications of changes in humidity. If they persist

over several days, the humidity in your home has changed and is causing the planks to swell against one another. If you do not lower the interior relative humidity, the planks may develop cracks in the finish due to this compression.

Interior Relative Humidity must be monitored using a hygrometer or a humidity gauge. Interior relative humidity must be controlled by having a dehumidifier available for use to remove excess humidity during periods where the interior relative humidity exceeds 60%. A humidifier should be installed to add moisture during periods where the interior relative humidity is lower than 35%.

Hardwood flooring must not be stored or installed in an area where the relative humidity exceeds 60% or is lower than 35%. Hardwood flooring should not be delivered or stored on a job site until the humidity levels have been stabilized to the exact levels that the area will be permanently maintained at. Once it has been determined that the area where hardwood flooring will be installed is at a stable humidity level (between 35% and 60%), all subfloor surfaces must be checked to make sure that the moisture content of wood subfloors is less than 12%. For concrete subfloors, the moisture content must be 4% or less. This must be checked with a digital gauge that has pins that can be inserted into the wood or concrete or an RF measuring device specifically designed to check concrete for moisture content. Check several areas paying close attention to any areas where moisture/rain/water may have been allowed to accumulate. Inspect any basement or crawl space areas to insure that they also have relative humidity conditions less than 65%. High humidity in a basement or crawl space will eventually migrate into walls and floors above or adjacent to the area.

General hardwood flooring installation must follow NWFA guidelines regarding subfloor requirements, fastener specifications, vapor barrier applications, moisture testing and acclimation.

REQUIRED INSTALLATION, CARE AND MAINTANENCE GUIDELINES

- Chelsea Plank Flooring must be kept free of dirt, gravel, or any other debris to avoid scratching, embossing, or denting the finish or the wood substrate.
- Pet claws will damage hardwood flooring finishes if the pet is active and the claws are sharp/hard.
- Any furniture, tools, or appliances with hard feet, sharp edges, or rollers must be padded to prevent contact with the hardwood floor.
- Spilled water must be dried up immediately.
- ***Flooring should be cleaned with a floor cleaner that is specifically designed for use on factory finished hardwood or laminate flooring.*** Since very few forms of dirt or spilled liquids will bond to the finish, mild cleaners are all that should be used for normal cleaning. Heavy usage of concentrated cleaners, abrasive cleaners, improper use of cleaners or using cleaners that are not specifically designed for factory finished urethane floors will result in a residue build up that will be difficult to remove and will cause your flooring to develop a dull appearance. Test any proposed cleaner on a small area 1st and allow to thoroughly dry. Inspect area for acceptable appearance before continued use.
- ***Walk off mats should be placed at entrances to trap dirt and gravel.*** These mats should be cleaned frequently. Walk off mats or area rugs should be inspected and dried if they trap water or liquids. Trapped water may enter the flooring through the joints and result in swelling or buckling of the planks.
- Install a high capacity dehumidifier into the basement area and set operating level to maintain a humidity level in the basement of less than 60%. Make sure unit is drained into a sump to allow it to freely operate as needed. Air conditioning is not a substitute as it is not set to serve as a dehumidification unit at all times.
- 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. This type of wear is not covered by our warranty.

LIMITED CONDITIONAL WARRANTIES FOR SOLID WOOD PLANKS AND FINISH MATERIAL

This warranty is limited to replacement of defective product and does not include installation or replacement installation labor.

The hardwood material used to make Chelsea Plank Flooring or Restoration Series Plank is warranted for the life of the floor to have been properly kiln dried and milled to properly fit together at the time of manufacturing. Any planks that

are determined by the installer to have any defects in kiln dried moisture content, visual imperfections or milling defects should be set aside and returned to the manufacturer for full replacement at no cost as long as this material is returned before it has been cut, nailed, stapled, re-milled or altered in any other way. Wear or damage from heavy traffic, buckling, cupping, cracking, shrinkage or any other condition that occurs after the flooring has been installed, is not covered by this warranty.

Customer's or customer's agent's acceptance of this product for installation is the final acceptance of product quality.

The Titanium Tuff SSR Flex finish applied to Chelsea Plank Flooring and Restoration Series Plank is warranted for 35 years against wear-thru to the wood substrate provided that the above maintenance, industry standard installation, and care requirements are followed. Damage caused by improper care, storage, inadequate cleaning, abuse, cupping, buckling, cracking that develops after installation, dents, scratches, or heavy wear patterns are not covered under this finish warranty. Problems caused by improper installation or installation of planks that would be rejected by the final user for any reason, are not covered by this warranty. This warranty applies to residential applications where the purchaser is the sole owner of the dwelling and occupies the residence as a primary year-round home. This warranty is not transferable to another party.

There are no warranties which extend beyond the description on the face hereof. These warranties are given in lieu of all other warranties. There is no warranty of merchantability or fitness for any particular purpose except the express warranties on the face of this document. The manufacturer excludes all warranties implied by law or implied by fact which are not expressly set forth on the face of this document. The manufacturer excludes and will not pay any consequential or incidental damages. Repair, refinish, or replacement is the sole remedy. This warranty is valid only to the original purchasers of the flooring and is not transferable.

Procedure for 3rd party inspections regarding customer complaint resolutions and concerns.

Our industry is overseen by the National Wood Flooring Association (NWFA). This independent organization offers certified hardwood flooring inspection services for any hardwood flooring that is performing improperly or objectionably. The NWFA is the only organization recognized as having the knowledge to inspect and thoroughly document problems, causes and cures regarding hardwood flooring and its installation. This service is a 3rd party service that is required to resolve any complains between Frame Hardwoods, Inc. and the final consumer. Failure or refusal of the customer to make use of these services of the NWFA will void this warranty and bar any claims. This service is to be paid for by the complaining party at the time of inspection. All costs of that service will be refunded to the consumer if the inspection determines that Frame Hardwoods, Inc. products were defective with respect to this warranty. Both parties agree to be bound by the findings of an NWFA certified inspection.

Refer to <http://nwfa.org> for a listing of certified industry professionals.

Frame Hardwoods reserves the right to replace or refinish any portion of the flooring that is determined to be less than our manufactured standards or tolerances. Frame Hardwoods cannot guarantee that all flooring finishes or colors will be available indefinitely and we reserve the right to discontinue any product at any time.