BAVARIAN MILL Gold

BAVARIAN MILL Gold

NATIONAL FLOORING PRODUCTS

BAVARIAN MILL GOLD COMPLETE TECHNICAL GUIDE

INSTALLATION | MAINTENANCE | WARRANTY

For the most accurate and updated information please check our online version at www.my-nfp.com.

nwfa National Wood Flooring Association

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BAVARIAN MILL GOLD INSTALLATION GUIDE

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Prop 65 Warning: Drilling, sawing, sanding, or machining wood products generates dust, a substance known to the state of California to cause cancer. Use caution during the removal or sanding of existing flooring or other building materials as these may contain hazardous fumes, chemicals, or generate harmful dust. Check the substrate for any health hazards. Always wear safety equipment and approved an dust mask.

For the most up-to-date installation, maintenance, and warranty requirements, please visit www.my-nfp.com. All warranties are based on installation and maintenance guides published on our website at the time of installation.

The intended end user and the installer should have a clear understanding of the expectations of the color, installation, and layout of the flooring. Carefully inspect the products before installation for any milling, dimensional, or visual defects. If the flooring supplied does not satisfy the customer, do not proceed with the installation. The decision not to proceed must be made within the first 10% or 100 sq. ft. of the flooring boxes opened, whichever comes first. Open boxes exceeding this amount will not be eligible for return.

[01] GENERAL JOBSITE/HOME CONDITION

ONLY INSTALL FLOORING IN ROOMS UNDER ADEQUATE LIGHTING CONDITIONS. TAKING THIS IMPORTANT STEP ALLOWS FOR GREATER VISIBILITY AND WILL HELP YOU AVOID COSTLY INSTALLATION MISTAKES.

Important: The requirements listed below are considered standard practices for the flooring industry and are required by most building codes. Following these simple guidelines will greatly extend the life of any fixture in the jobsite/home. Local building codes may vary and will prevail.

- It is the responsibility of the jobsite/homeowner's designated installer to inspect flooring prior to installation. Inspect every plank for inconsistency with the finish, texture, milling, color, graining, tongue and groove integrity, and dimensions. Also, check the suitability of the flooring product to its environment. Flooring products installed with pre-existing defects or that were incorrectly acclimated CANNOT be claimed after installation.
- Verify there are enough materials to complete the job with a minimum of 2% or one box of extra (whichever is greater) for future plank replacements.
- Allow a minimum of 5% waste for culling, shipping damage, and on-the-job waste.
- Drainage from roofs, rain gutters, and other sources of moisture around the jobsite/home must be directed away from the site.
- If there is a crawl space, make sure there is at least 18" clearance from the dirt to the bottom of the beams. Remove all cardboard from the concrete walls, pillars, and footings, as it will trap and hold moisture. The entire crawl space must be covered with a minimum of 6 MIL plastic (puncture resistant) with all seams overlapped 18" and fully sealed with a moisture proof tape.
- To prevent excessive moisture buildup, all crawl spaces must have a minimum of 1.5 sq. ft. of ventilation for every 100 sq. ft. of crawl space at the exterior of the house for cross ventilation, or an air exchanger will be needed. It may be necessary to install temperature/humidity activated exhaust fans to create air movement in the crawl space.
- All exterior doors, windows, drywall, painting, and venting must be properly installed prior to the delivery of the flooring to the jobsite/home. Do not store in exterior sheds, garages, or rooms that are not temperature controlled.
- All heating and cooling systems are required to be installed and functioning for at least 14 days before the installation begins.
- Use a hygrometer that reads temperature and RH (relative humidity) to check jobsite/home heating and cooling systems. They must be able to maintain a minimum of 35 to 55% RH and 65 to 80°F before and during the flooring installation. Post installation, the temperature must be maintained between 60 to 80°F.
- Small humidifiers are not capable of properly maintaining the humidity levels in large jobsites/homes. Local heating and cooling air service contractors can provide information for automatic humidifiers/dehumidifiers that work with the pre-existing heating and cooling systems.
- Solid hardwood flooring is not recommended to be installed in any area of the jobsite/home that has extreme temperature and moisture fluctuations. For example: saunas, hot tub/pool rooms, green houses, exterior porches, or garages. The manufacturer does not warrant against these types of moisture related issues or related damages under their warranty.

[02] IN-FLOOR RADIANT HEAT SYSTEMS RADIANT HEAT REQUIREMENTS FOR SOLID WOOD

Note: Solid wood flooring CANNOT be installed over in-floor radiant heat, unless it is clearly marked as approved for in-floor radiant heat. It is the jobsite/ homeowner's and installer's responsibility to check with the manufacturer for a current list of approved wood products that are warranted for in-floor radiant heat installations.

Note: If the solid wood is approved for In-floor radiant heat, all NWFA wood installation guidelines must be followed..

- In-Floor Radiant Heat Systems: At no time during the life of the floor should the boiler setting exceed 110 degrees Fahrenheit, or the sub-floor surface temperatures ever exceed 80 degrees Fahrenheit. It is recommended that the surface temperature stickers (heat sensors) be installed under the wood floor, directly over the in-floor radiant heat source for every 300 SF installed. These temperature stickers can be used to validate the surface temperature is never exceeding 110 degrees.
- Operate the in-floor radiant heat systems for at least 14 days prior to the wood flooring being installed. All moisture in the substrate must be evaporated off. This will also ensure all systems are in good running condition.
- The in-floor radiant heat systems CANNOT be installed directly below the wood flooring. It must be embedded a minimum 1/2" in the concrete, gypcrete (if using a subfloor sleeper system), or installed under the wood sub-floor. This will ensure the radiant heat is evenly distributed across the substrate before the heat comes into contact with the wood flooring.

[03] MOISTURE SPECS FOR SOLID WOOD

IMPORTANT: One of the leading causes of wood flooring failures is moisture level inconsistency and/or rapid swings in temperature on the jobsite/home. Wood flooring performs best when installed in a room with moisture levels in the air between 35% to 55% relative humidity, with air temperatures ranging between 65 to 80 degrees Fahrenheit. The humidity level and air temperature will also greatly impact the wood's performance life of the furniture, cabinets, doors, and trim work.

DUE TO WOOD'S UNIQUE GRAIN STRUCTURE AND DENSITY, SOME MOISTURE METERS WILL NOT PROPERLY TEST ALL TYPES OF WOOD FLOORING. IT IS CRITICAL TO USE ONLY APPROVED MOISTURE METERS THAT HAVE BEEN PROPERLY CALIBRATED FOR YOUR PARTICULAR WOOD FLOORING AND ENVIRONMENT. INEXPENSIVE LUMBER TESTERS ARE USUALLY NOT ADEQUATE FOR TESTING WOOD FLOORING. THESE TYPES OF METERS CAN GIVE AN INACCURATE READING. PLEASE CONTACT A PROFESSIONAL FLOORING INSTALLER TO VERIFY YOUR MOISTURE METER IS APPROVED FOR TESTING WOOD FLOORING. FOLLOW THE MOISTURE METER MANUFACTURER'S INSTRUCTIONS ON HOW TO PROPERLY CALIBRATE AND USE THE METER. IT IS HIGHLY RECOMMENDED THAT ALL MOISTURE TESTING BE DOCUMENTED WITH PHOTOGRAPHS.

HOW TO TEST MOISTURE CONTENT OF SOLID WOOD FLOORING AND WOOD SUB-FLOORS:

- Using an approved pin or electromagnetic moisture meter, test both the wood sub-floor and wood flooring for moisture content labeled in percentages. The wood sub-floor and wood flooring should test within the same ranges as the highlighted area on the EMC chart shown below (usually between 6% to 10%, but never exceeding 12% moisture content).
- It is recommended to test multiple pieces of the wood flooring inside every box and a minimum of every 300 ft2 of the wood sub-floor. Pay special attention to exterior walls and areas around plumbing fixtures.
- It is not recommended to install wood flooring over any wood sub-floor that tests above 12% moisture content. If the moisture content is above 12% check for possible sources of moisture from sources such as leaking plumbing fixtures or poor venting from the crawl space.
- Solid wood flooring moisture content must be dried down within 2% of sub-floor moisture content before installation begins (follow the EMC chart).

Equilibrium Moisture Content (EMC) Chart

	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
30° F	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
40° F	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
50° F	1.4	2.6	3.6	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.3	11.2	12.3	13.4	14.8	16.4	18.4	20.9	24.3	26.9
60° F	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	8.6	9.4	10.2	11.1	12.1	13.3	14.6	16.2	18.2	20.7	24.1	26.8
70° F	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	8.5	9.2	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
80° F	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	8.3	9.1	9.9	10.8	11.7	12.6	14.2	15.7	17.7	20.2	23.6	26.0
90° F	1.2	2.3	3.4	4.3	5.1	5.9	[illegible]					10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
100° F	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6

From the U.S. Dept. of Agriculture "Wood Handbook - Wood as an Engineering Material"

Accepted ranges for moisture content of wood sub-floors & flooring.

HOW TO READ THE EMC CHART:

- Test the air for temperature and humidity levels in the room in which the flooring will be installed. The horizontal row on the top of the chart below is the humidity ranges. The vertical column on the far left is the temperature range. Where the two meet is what the general moisture content of your flooring should be.

IMPORTANT: This is only a guide and is subject to change. Consult a flooring professional to address any concerns.

[04] ACCLIMATION TIPS FOR SOLID WOOD

IMPORTANT: Wood flooring comes in two distinct construction types, solid and engineered. These different construction types can also be packaged and manufactured differently. Be sure to read the manufacturer installation guides inside each box for its particular requirements on acclimation. The information below is only a general guide until you receive the actual boxes of wood.

General acclimation tips: When the moisture content of the substrate is documented and it is acceptable for wood flooring, deliver the wood flooring to the jobsite/home. Test the wood flooring planks with an approved moisture meter. Write the wood flooring moisture content on the back of the planks. After 48 hours, check the planks to see if the moisture content is increasing or decreasing. Document these changes on the back of the planks. Repeat these steps until the wood planks have achieved an equilibrium point, neither gaining nor losing moisture. Once the solid wood planks test within the acceptable range (within 2% of the substrate), it can then be installed.

- Wood flooring will usually acclimate while in the box if there is no plastic covering the wood flooring or the box. Some wood flooring products are wrapped in plastic to protect the materials from absorbing moisture in transit or in storage. If the wood flooring or the box is wrapped in plastic, remove it once the product quality, color, and application are approved by the end user. This will allow the wood flooring to acclimate properly.
- Always acclimate the wood flooring in the temperature-controlled room where it will be installed.
- Wide plank wood flooring generally takes longer to acclimate than narrower planks. Wide plank wood flooring has a greater chance of shrinkage or expansion issues if it is not properly acclimated.
- Run a humidifier/dehumidifier as needed to maintain proper humidity levels. Keep relative humidity in the air between 35% to 55% for at least one week before the delivery of the wood flooring.
- Avoid loading wood flooring into the jobsite/home when it is raining. If the boxes of wood flooring get wet, it can extend the amount of time it takes for the wood flooring to acclimate.
- Never cover wood flooring before, during, or after installation with any type of plastic or tar paper. It must be allowed to breathe. Use only breathable materials like construction paper to protect a wood floor.
- The boxes of wood flooring need to be elevated a minimum of 4" off the concrete substrate during the acclimation period.
- Keep the stacked boxes/loose planks of wood flooring a minimum of 3" apart to allow air circulation around the boxes.
- Installing wood flooring before it has properly acclimated will greatly increase the chances of plank shrinkage, squeaking or popping issues, and may void your warranty.
- Propane heaters are not an approved source of heat and can give off extreme amounts of moisture and do not provide a reliable and consistent source of heat. The manufacturer warranty will be voided if the jobsite/ home's heating and cooling system were not fully operational at least two weeks prior to installation.

[05] MOISTURE RETARDER REQUIREMENTS

- If installing on approved solid wood over radiant heating systems, be sure to only use moisture retarders that are approved for in-floor radiant heat systems. Check with local building codes and the manufacturer of the radiant heat systems for recommendations. Important: It is not recommended to use any moisture retarder that is oil or tar based over any type of in-floor radiant heat substrate, unless it is clearly marked suitable for radiant heat as these may give off toxic fumes.
- Nail/Staple down method: If the nail/staple down method is being used, it is recommended to use a silicone vapor shield to cover the entire substrate.
- Aquabar "B" underlayment can be used as a vapor retarder but not recommended over radiant heat.

[06] APPROVED SUBSTRATES FOR SOLID WOOD FLOORS

THE MANUFACTURER WILL NOT WARRANTY SOLID WOOD FLOORING INSTALLED OVER CONCRETE OR GYPCRETE; HOWEVER SOME ADHESIVE MANUFACTURERS MAY PROVIDE A SEPARATE WARRANTY.

PLYWOOD OR OSB/CHIPBOARD:

- Solid wood flooring can be installed over wood sub-floors that are ON or ABOVE GRADE.
- Do not fasten wood flooring directly over an ACQ grade plywood sub-floor. ACQ grade plywood has corrosive properties that will break down fasteners. To ensure proper sub-floor construction for nail/staple down installations, verify the plywood or OSB sub-floor is exterior grade with a TECO or APA certification stamp.
- Wood sub-floors (when walked on) must not exceed 1/4" deflection over a 6' span. If it does, this condition must be corrected before the installation begins. The sub-floor will not stiffen up after the wood flooring is installed.
- Fix all squeaks coming from the wood sub-floor prior to installation. Use wood screws, minimum of 2-1/2" lengths, fastened every 6" through the wood sub-floor into the joist. Squeaks from wood sub-floors will not go away after the new wood floor has been installed.
- Acceptable minimum wood sub-floor thickness is determined by the distance between the joists/trusses.
- Subfloors over joist systems: Must be TECO or APA subfloor grade CDX plywood/OSB.
- The joist span cannot exceed 16" on center when using 5/8" CDX plywood or 3/4" 40lb OSB, or 19.2" on center when using 3/4 plywood or 3/4" 40lb OSB, or 24" on center when using 7/8" plywood or 1" 40lb OSB.
- Solid wood flooring can be installed over wood plank sub-flooring under 3-1/4" wide. It must be properly installed with vertical deflection under 1/4" over a 6' span. If the wood planking has lippage or any type of crowning or buckling it must be sanded smooth and CANNOT have any dips or rises exceeding 3/16" over 10' or 1/8" over 6'. If there is, and it is not corrected prior to the wood installation, the manufacturer warranty will be voided.
- Do not nail/staple or glue down new wood flooring over any existing wood plank flooring wider than 3-1/4". If the wood plank flooring is wider, properly fasten a new 5/8" thick plywood layer over the top. Install the wood floor directly over the new plywood.
- Fix all squeaks coming from the wood planks prior to installation. Use wood screws, minimum of 2-1/2" lengths, fastened every 6" through the wood planks into the joist. Squeaks from plank substrates will not go away after the new wood floor has been installed.

PARTICLE BOARD AND MDF SUB-FLOORING:

- **Important:** It is not recommended to fasten or glue solid wood flooring down over particle board sub-floors. Either remove the particle board or install new 5/8" thick plywood over the particle board. Install the new wood floor over the new plywood.

[07] GENERAL SUBSTRATE CONDITIONS FOR SOLID WOOD

- All substrates must be flat and free of dust, loose particles, paint, drywall compound, and structurally sound.
- If leveling of the substrate is required, use only cement-based leveling compounds. Be sure to follow the leveling compound manufacturer's installation guidelines.
- Sand and/or flatten the substrate to within 3/16" dip or rise over 10' or 1/8" dip or rise over 6' for all nailed/stapled, floated, and glued down installations. Important: hand-held angle grinders with special cupped diamond grinding wheels and vacuum attachments can be rented or purchased from your local rental or home building center. This system works well with any type of substrate. Use precautions when sanding any surface. Check the substrate for any health hazards. Always wear safety equipment an approved dust mask.

[08] SOLID HARDWOOD WASTE FACTOR

Important: Adding additional materials to the total square footage of the entire job can allow you to be more selective with the actual wood flooring that is installed.

- The additional waste factors below are only recommendations. If you are concerned about:
- Color or graining: add an additional 2-4%
- Board lengths: add an additional 1-2%
- Small, cut up rooms with lots of vertical objects: add an additional 1-2%
- Installing on a diagonal: add an additional 5-10%

IMPORTANT: Be extremely careful when nailing over radiant heating systems as improper fasteners or usage of tools may pierce the sub-floor, puncturing the heating element.

- The waste factors above are only a guide. Jobsite/home conditions and personal taste may vary. Always inspect every plank prior to installation. When practical, use cut pieces with at least one factory end joint to start or end the next row. This practice will reduce waste. The recommended waste factor for first-quality flooring products is 5% of the total job and 10% with a job that has angled walls.

[09] APPROVED INSTALLATION METHODS FOR SOLID WOOD

TONGUE AND GROOVE METHOD:

- Solid wood floors can be installed using the nail/staple down installation methods. In some cases, solid wood flooring can be installed using the nail/staple/glued method when using the TuffGrip WGA Glue Assist.

NAIL/STAPLE-DOWN METHOD

NOTE: Never nail/staple-down or fasten flooring over the top of any underlayment pad, cushion, or foam.

- Approved fasteners for 1/2" to 3/4" thick solid wood flooring nailed/stapled down:
  - Staples, 7/16" or 1/2" crown,15.5 or 16 Gauge (check tool specs), minimum 1-3/4" up to 2" long.
  - Cleats, "T" or "L",15.5 or 16 Gauge (check tool specs), minimum 1-3/4" up to 2" long.
- When fastening down a wood floor, fastener spacing needs to be 1-1/2" from the ends of the plank and every 8"- 10" along the tongue. Fasten a minimum of two staples into every plank shorter than 10".
- Adjusting the head of the fastener tool and/or air pressure will ensure the fastener is not set too deep or too high in the tongue. Failing to do so will create a loose, squeaky floor. Be careful not to break the tongue. If the tongue is broken during installation, replace the plank.
- When nailing/stapling down wood flooring, leave at least a 1/2" expansion gaps around every row end, and 1/2" expansion gaps around the row widths.
- Working off the longest straight wall, snap a chalk line parallel with the wall that is equal to the width of the wood flooring, plus enough room for the expansion gap. Use blocks of the flooring to maintain the proper expansion gap around all vertical objects coming off the floor (including walls). Keeping the tongue facing out, nail/staple down the first row while using the snapped line as a guide. This will ensure a solid and straight platform to install the next rows against. Once the wood floor installation is complete, remove all spacers or blocks that were used to maintain the expansion gap.
- Clean and adjust the nailer/stapler base plate regularly to ensure it does not damage the finish of the flooring.

GLUE DOWN WITH NAIL ASSIST

- Solid wood flooring CANNOT be installed over concrete or gypcrete substrates unless it is clearly marked approved for concrete substrates. It is the jobsite/ homeowner and installer's responsibility to check with the manufacturer for a current list of approved wood products that are warranted for concrete or gypcrete installations.

ALL BOND AND MOISTURE WARRANTIES COME SOLELY FROM THE ADHESIVE AND SEALANT MANUFACTURERS. THIS INSTALLATION METHOD SHOULD ONLY BE PERFORMED BY EXPERIENCED WOOD FLOORING INSTALLERS.

USE ONLY URETHANE-BASED ADHESIVES APPROVED FOR SOLID WOOD FLOORING. NEVER USE ANY WATER-BASED ADHESIVES.

- Approved adhesives: TuffGrip 90, TuffGrip Unlimited, and TuffGrip WGA Glue Assist. All adhesive bond warranties come solely from the adhesive manufacturer. Be sure to follow all adhesive manufacturer guidelines, trowel sizes, and suggestions. Most flooring manufacturers require that the adhesive is adhered to a minimum of 100% of the bottom of the wood flooring. Periodically check to make sure the trowel notches are clean and are not worn out.
- Verify with the adhesive manufacturer to make sure the jobsite/home substrate is approved with their adhesives.
- When gluing down wood flooring over wood sub-floors, remove any paint, dust, or drywall compounds.
- During the wood installation, roll the new floor with a soft 100-150lb. roller while the adhesive is still active and again within 45-60 minutes.
- Leave at least a 1/2" expansion gap around every row end and 1/2" expansion gap around the row widths.
- When nailing and gluing the hardwood in place, the adhesive should cover 100% of the back of the plank. To have nail assist, follow the nailing schedule in Section A "Nail/Staple-Down Method."
- Working off the longest straight wall (this is usually an outside wall), snap a chalk line parallel with the wall that is equal to the width of the wood flooring, plus enough room for the expansion gap. Use blocks of the flooring to maintain the proper expansion gap around all vertical objects coming off the floor (including walls). Keep the tongue facing out and glue 3-5 rows down while using the snapped line as a guide. Keep the planks tight with a clamp system and/or green/blue 3M/Scotch Tape model #2080 (it has an orange core). Clean all adhesive residue off the wood floor before it dries. Allow the first rows to dry for a minimum of one hour before installing additional rows. This will ensure a solid and straight platform to install the next rows against. Once the wood floor installation is complete, remove all spacers or blocks that were used to maintain the expansion gap.
- Clean all adhesive residue off the wood floor before it dries. Removing dried adhesive from the top of the wood surface may damage the finish. Be sure to follow the manufacturer guidelines on adhesive removers.

[10] INSTALLATION TIPS FOR HOW TO IMPROVE THE LOOK OF YOUR WOOD FLOOR

Important: Install your wood floor under good lighting conditions. Examine each plank carefully. Contact the dealer immediately if the material is not acceptable. Materials installed with visible defects are not covered under warranty. The manufacturer will not assume any responsibility for installed materials.

- Before installation begins, use a jamb saw to undercut all door casings and vertical objects coming off the floor. To achieve the correct height, combine a piece of the underlayment padding and wood flooring together to use as a guide for the saw. Be sure to clean out all debris from under the jambs. This will allow the flooring to slide underneath the object for a clean professional look.
- When installing wood floors, try to avoid installing short boards in the middle of the floor. Use these boards for closets, under appliances, and starter/end cuts.
- When ready to install, open up and work with at least five boxes at a time. Check for any defects and thoroughly mix the planks to avoid groupings of similar colors, sizes, and graining. Be sure to stack the planks on a flat surface to reduce plank warping.
- Planks generally show fewer seams and imperfections if it is installed lengthwise into the light.
- Avoid "H-Seams" in the wood flooring for cosmetic and structural reasons. "H-Seams" are when two wood flooring end joints are laid parallel to each other within three rows.
- Stagger end joints more than 6" from each other for both cosmetic and structural reasons.
- The room will seem longer whichever direction the wood flooring is laid lengthwise.
- To avoid trims not matching the shade or graining of the floor, match wood planks up to the trims before installation begins and set those pieces aside. Install these trims up against the matching wood planks.

[11] HOW TO PROTECT WOOD FLOORS DURING AND AFTER INSTALLATION

- After each section of flooring has been installed and thoroughly cleaned, cover the floor with breathable construction paper (FortiBoard). Do not apply the tape directly to the surface of the flooring. as It may damage the finish.
- During construction, vacuum the floor as often as possible to keep the floor free of dirt and construction debris. Never use a beater brush.
- If drywall repairs or any type of sanding is needed, thoroughly cover the floor. These types of dust and grit can damage the floor's finish and are very difficult to remove if it gets into the joints. Do not wet mop these types of dust. Always use a vacuum without a beater brush to remove any construction dust if needed.
- Before furniture goes onto the new floor, apply approved 3/16" thick heavy-duty felt pads under all furniture feet.
- Furniture with metal or hard plastic rollers or casters are NOT APPROVED for use on solid flooring.
- Never roll or drag anything heavy over the new floor. It will make indentations or scratches in the surface. When moving objects always use a soft-tire dolly, a carpet piece turned upside down, or an air-sled.

CARE AND MAINTENANCE GUIDE

Please thoroughly review all care and maintenance guides before the new flooring is cleaned. Using the wrong type of floor cleaner can severely damage the floor's finish. These guides can be found online at www.my-nfp.com.

GENERAL MAINTENANCE:

- The predominant cause of damage to a floor's finish is abrasion from dirt and grit. It is important to use walk off mats at entrances and doorways and non-staining floor protectors under heavy furniture, chairs, and tables.
- Visit www.rugpadusa.com for rug cushions. Use rugs that are made specifically for Solid hardwood floors. Shake them out regularly. Place rugs in any area where water is in use, such as sinks or a pet's water dish.
- To prevent the floor from overheating or trapping moisture, never cover the flooring before, during, or after installation with any type of non-breathable or excessively thick rugs, mats, solid surface items, plastic, or mattress laid directly onto the floor. It must be allowed to breathe.
- Always apply heavy-duty felt furniture pads (at least 3/16") to all furniture feet.
- Metal and hard plastic casters are not approved for use on SPC floors and may void your warranty.
- Over time, floors may begin to lose their brilliance and require an application of floor polish. Frequency and location will depend on the traffic the floor undergoes. A good quality floor polish like "Hilway Direct" can provide up to a year of protection in high traffic areas. Please visit www.hilway.com for information.
- Oil or petroleum-based products can stain flooring surfaces. Do not track asphalt-driveway sealer, motor oil, wood stains, or similar products onto the solid hardwood floor covering.
- Any flooring may become slippery when wet. Immediately wipe up wet areas from spills and be careful walking on any newly cleaned floor while it is wet.

PET GUIDE:

Protecting the beauty of your floor can be easy, even with pets. Follow these simple guidelines to keep your flooring in good condition while having indoor pets.

- Clip your pet's nails regularly. If you can hear the nails clicking on the floor, they need to be trimmed.
- Wipe up any pet waste/vomit as quickly as possible. These accidents, if not properly cleaned up or left for long periods of time, are harsh and can damage the finish.
- It is recommended to use natural fiber rugs or a riser to keep water bowls off the floor.
- If your pets are hyper and like to run and slide across the floor, it is recommended to place rugs in these areas to protect the floor.

APPROVED CLEANING METHODS:

- Vacuum (WITHOUT BEATER BRUSH), dry mop, or sweep your floor at least once a week or more if needed. Do not let sand, dirt, or grit build up. It will act like sandpaper, and abrade and dull the finish. ZEP Neutral Floor Cleaner applied with microfiber pads with a terry cloth cover is the recommended way to clean your floor. The best method of removing dirt and grit is vacuuming with a soft brush attachment on your vacuum.
- After all dirt and grit particles have been removed (using a vacuum, dry mop, or broom) lightly spray a mist of the cleaner over a 4' x 6' area of your floor or directly on the cleaning cloth. Thoroughly clean the floor surface and dry if needed. Finish one area before moving onto the next. Repeat the process until the floor is clean. When the ZEP cleaning cloth becomes soiled, rinse with water, thoroughly wringing out the cloth. Once the cleaning cloth becomes excessively soiled, launder and reuse. Excessively soiled cleaning cloths will cause streaking and can abrade the floor. Cleaning Solid hardwood flooring with any type of wood polishes, Murphy's Oil Soap, Mop & Glo, furniture polishes, acidic cleaners (ammonia/bleach) will damage the finish and will void the manufacturer warranties. Always follow the installation and maintenance located on our website.

DO NOT USE A VACUUM WITH A BEATER BRUSH. DO NOT USE RUBBER BACKED OR NON-VENTILATED RUGS. THESE TYPES OF RUGS CAN TRAP MOISTURE OR STAIN THE FINISH AND CAN SEVERELY DAMAGE THE FLOOR.

BAVARIAN MILL GOLD WARRANTY INFORMATION

WHO IS COVERED?

All warranties in this Limited Warranty are given only to the original retail purchaser (end user) of the product. For the warranty to take effect, the wood flooring must be paid for in full and used for personal residential use. Wood purchased for resale is not covered. This warranty does not cover any wood products installed in rentals, nonresidential, or commercial locations. All warranties are non-transferable.

REGISTER AT WWW.MY-NFP.COM UNDER THE "REGISTER MY FLOOR" TAB

WHAT IS COVERED?

- The limited warranties are subject to the wood flooring product applications, limitations, disclaimers, and exclusions described below and are effective for floors purchased after May 1, 2008. All warranties begin from the date of retail purchase.

TERMS OF MANUFACTURE WARRANTY

- Warranty durations and types will vary depending on the flooring products purchased. Please see the specific warranty found on every sample label or www.my-nfp.com for warranty duration. All warranty claims must be received in writing. The term of warranty is based on the receipt date of the purchase. All credits or replacement material will be arranged by the manufacturer.

STRUCTURAL AND FINISH (LIMITED LIFETIME WARRANTY)

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed by a licensed installer and all installation requirements were fully met.
- Year 2: Repair or replacement of faulty material with 50% of labor up to maximum labor rate, if professionally installed by a licensed installer and all installation requirements were fully met.
- Years 3-4: Repair or replacement of faulty material with 25% of labor up to maximum labor rate, if professionally installed by a licensed installer and all installation requirements were fully met.
- Years 5+: Repair or replacement of faulty material only, if professionally installed and all installation requirements were fully met. The percentage covered will be prorated after the 4th year. For example, for a professionally installed product, that is covered by a Limited Lifetime warranty, the manufacturer will repair or replace 5/25th (or 80%) of the defective product only.

STRUCTURAL

- We warrant to the original retail purchaser that the wood flooring in its original manufactured condition will be free from defects in lamination and assembly for the warranty period. Please see the warranty found in every box of the wood flooring. Warranty durations will vary depending on the wood flooring products purchased.

FINISH

- We warrant to the original retail purchaser that the finish on the surface of the wood flooring product will not wear through and the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines for the length of the warranty (ex: 3 year, 25 year, lifetime.) The guidelines provided by National Flooring Products in the care and maintenance guide are not intended to be an exclusive list. Please note that gloss reduction, scratches, chips in the finish or on edges of the planks, (caused by installation damage) and dents are not covered under the warranty and are expected to occur over time. Specific types of wood with a high gloss finish will tend to show scratches and dents more easily.

QUALITY ASSURANCE

- We warrant that the covered wood flooring products meet our quality standards. You or your installer should carefully inspect the products before installation for any milling, dimensional, or visual defects. Since wood is a natural product, there will be natural variations in color, tone, hardness, texture, and graining that are not covered by this warranty. This pre-installation warranty expires upon installation.

WHAT ARE THE CONSUMER'S RESPONSIBILITIES UNDER THIS WARRANTY?

- To be covered under the manufacturer warranty you need to retain your sales slip and all documents related to the wood flooring purchase. The wood flooring must be properly installed in accordance with our installation instructions. The manufacturer strongly advocates the use of licensed, experienced installers for best results. If using a professional wood flooring licensed installer, you may be asked for the name and license number when submitting a claim. You must also keep your proof of pre-installation moisture test results as we may request this information from you when submitting a claim under this warranty.
- The installer/owner of the pre-finished wood flooring has the final inspection responsibilities as to the grade, manufacturing, texture, color, graining, dye lot, and factory finish. They must use reasonable selectivity and hold out or cut off pieces with glaring defects, whatever the cause. Use of the manufacturer care products or wax sticks for defect correction during installation should be accepted as normal procedure. When prefinished flooring is ordered, 5% must be added to the actual footage needed as allowance for cutting, waste, and mismanagement. Should an individual piece be doubtful as to grade, manufacturing, texture, color, graining, dye lot, shipping damage, factory finish, those defect materials shall not be more than 5% of total. Wood flooring color variations or darkening are a natural occurrence and may be due to exposure to sunlight. Wood samples will not always exactly match the wood flooring received. Inherent variations in grain or color are not considered as manufacturing defects.
- Maintenance must be properly performed as needed in accordance with the manufacturer care and maintenance guidelines.
- To ensure repairs can be made in the future it is required that a minimum of 2% of the floor be kept in unopened boxes in a temperature-controlled room. This 2% can be used by the manufacturer for plank replacement as needed.

WHAT IS THE MANUFACTURER'S RESPONSIBILITY UNDER THIS WARRANTY?

- PRE-INSTALLATION - If any of the covered events occur within the warranty period, the manufacturer will recoat, refinish, fill, or furnish comparable flooring (manufactured by us and of similar pricing, and quality) for either the repair of the defective area or the replacement of the floor, at manufacturer's sole discretion. Wood floors that were professionally installed correctly will be eligible for labor cost reimbursement up to $3.50 per square feet. On wood floors that need to be repaired or replaced, the manufacturer may hire an installer/repairman of the manufacturer's choice and pay all reasonable labor costs up to the maximum allowable per square foot limit for direct repairs within the first five (5) years of the warranty period or the length of the warranty period, whichever is less. If the wood floors were installed incorrectly by a non-licensed installer, the manufacturer assumes no responsibility for any labor cost associated with such repairs or replacement. In the event that we are unable to correct the problem after a reasonable number of attempts or if the replacement or repairs fail in the same manner a second time, we will refund the portion of the purchase price for the section of failed flooring. These warranties do not include removal or replacement of cabinets, electrical fixtures, plumbing fixtures, handrails, transitions above 4" in height, furniture, or any other fixtures of the job site/home. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defects by inspection and have samples removed for technical analysis.

WHAT IS NOT COVERED UNDER THIS WARRANTY?

- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters.
- Damage caused by negligence, accidents, misuse, abuse, or man-made disasters.
- Damage caused by vacuum cleaner beater bar or hard heads (see care and maintenance guidelines).
- Damage caused by appliances, furniture, and casters (see care and maintenance guidelines).
- Damage caused by cutting from sharp objects (see care and maintenance guidelines).
- Damage caused by the use of NON-APPROVED cleaning products or methods such as: wax, oil soaps, wood polish, alkaline products, any abrasives, wet or steam mopping, etc.
- Construction or installation related damage. (ex: chips, dents, scratches, or fastener bulging)
- Reduction in gloss, scratches, or indentation due to sand, pebbles, other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
- Color, shade, or texture variations between samples, printed color photography, or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products which you wish to match such as: cabinets, stair railings, or trim.
- Fading or color change due to UV rays from natural sunlight (see care and maintenance guidelines).
- Any wood flooring cleaned with steam or wet mops.
- Deficiencies related to sub-floor/floor joist assemblies, sub-floor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the sub-floor.
- Noises (squeaking, popping, crackling, etc.) associated with subfloor movement.
- Staple or nail pullout from sub-flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks, and knots.
- When you receive the wood flooring products, you must thoroughly inspect all flooring products in each carton ordered before permanent installation. The manufacturer is not responsible for any labor or damages incurred by delivery delays, wood product not matching samples, wrong product, dye lot (mismatch), installation, or job site conditions. The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins.
- The wood flooring must have always been stored and acclimated properly in the temperature-controlled room where it is to be installed. For example: No long-term storage in pool rooms, unheated garages, out-house, shed, enclosed trailers, or attics.
- The wood products must be installed in accordance with all manufacturer installation guidelines.
- Seasonal checking caused by natural expansion and contraction resulting in cracks, checks, separation between boards, or damage caused by low or excessive humidity. Due to inherent characteristics of exotic wood, fine cracks may develop in the face of the wood. These cracks will not take away from the beauty and performance of your floor but can be minimized by following the relative humidity guidelines of 35% to 55% maintained year-round inside your home.
- The warranty does not apply if the wood products are installed with NON-APPROVED wood floor adhesives. DO NOT use any adhesives that contain any water. All bond and moisture related warranties come solely from the manufacturer of the adhesive and moisture retarders. The wood manufacturer is not liable for bonding or moisture related warranted failures.
- Wood floors installed without an approved moisture barrier on excessively moist substrates with a moisture content above 3 pounds per 24 hours per 1,000 square feet are not covered under the warranty. In addition, prior to installation, the installer should make certain that subfloors are properly inspected for moisture conditions according to the NWFA guidelines. (www.nwfa.org) All moisture testing must be documented with photos.
- The warranty DOES NOT cover wood flooring products installed over in-floor radiant heating systems unless the particular product has been specifically approved and the correct installation method was used for over in-floor radiant heating systems. The in-floor radiant heating system must meet all requirements specified in the NFP and manufacturer installation guidelines. Seasonal checking (small cracks in the finish) or gapping between boards may occur on any wood floor installed over an in-floor radiant heating system and is not considered a defect.
- All wood flooring damage caused by in-floor heating elements not embedded in the substrate.
- Commercial installations, unless otherwise noted pre-installation.
- Damage caused from excessive moisture coming from any source that exceeds the substrate/subfloor maximum moisture content levels set by the manufacturer in this guide.
- Motorized wheeled objects or wheelchairs exceeding a total of 300 pounds of rolling weight, which are not covered under the terms of this warranty.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, ground moisture, flooding, wet mopping, steam mopping, damage, or unapproved cleaning agents.
- Installation defects, including but not limited to, installations made: (I) upon improper acclimation; (II) in violation of applicable state or local housing or building codes, or (III) by non-licensed installers, (IV) contrary to written instructions furnished with the product.
- The warranty does not apply to products designated as "BARGAIN," "CABIN GRADE," "SECONDS," "CLOSE-OUT," "DISCONTINUED," OR "NON-STANDARD." SUCH PRODUCTS ARE SOLD "AS IS."
- NOTE: THE PURCHASER AND THE INSTALLER CHOSEN TO INSTALL THE FLOOR ARE RESPONSIBLE TO INSPECT THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

EXCLUSIONS FROM THIS WARRANTY INCLUDE

- NO RETAILER, DISTRIBUTOR, MANUFACTURER, EMPLOYEE, OR SALES AGENT REPRESENTATIVE HAS THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMER, OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES. WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES UNDER OUR WARRANTIES. MEANING ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. OUR LIMITED WARRANTIES CONSTITUTE THE ONLY EXPRESSED WARRANTIES FOR THE PRODUCT PURCHASED.
- YOUR EXCLUSIVE REMEDY AND THE MANUFACTURER'S SOLE LIABILITY FOR ANY CLAIM, WHETHER IN TORT, CONTRACT, OR BREACH OF WARRANTY, SHALL BE LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND OF THE APPLICABLE PURCHASE PRICE OF THE DEFECTIVE GOODS AS SPECIFIED HEREIN.

IN NO EVENT AND FOR NO CAUSE WHATSOEVER, INCLUDING ANY BREACH OR DEFAULT BY NEGLIGENCE, SHALL THE MANUFACTURER HAVE ANY OTHER LIABILITY (INCLUDING WITHOUT LIMITATION INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES) OR ANY MONETARY LIABILITY TO YOU IN EXCESS OF THE CONTRACT PRICE OR PRICES OF THE PERTINENT PRODUCTS IN QUESTION.

- FOR CERTAIN PRODUCTS ANY OR ALL DISPUTES ARISING OUT OF MANUFACTURER'S WOOD FLOORING PRODUCTS OR THIS WARRANTY SHALL BE SUBJECT TO MANDATORY AND BINDING ARBITRATION IN LOS ANGELES, CALIFORNIA, PURSUANT TO THE RULES OF THE AMERICAN ARBITRATION ASSOCIATION. ANY TRIALS BY JURY ARE EXPRESSLY WAIVED.
- THIS WARRANTY DOES NOT APPLY TO DISCONTINUED ITEMS, CLOSE OUT ITEMS, OR ITEMS SOLD "AS IS." ALL SUCH PRODUCTS ARE SOLD "AS IS" AND SHALL NOT HAVE ANY WARRANTY OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, ANY EXPRESS WARRANTIES, IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY (EXPRESS OR IMPLIED), WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE (EXPRESS OR IMPLIED), OR ANY OTHER WARRANTIES REQUIRED BY LAW OR FACT.
- SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR LIMITATIONS ON HOW LONG THE IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.
- THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.
- TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCTS, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

WHAT SHOULD THE CONSUMER DO IF THERE IS AN ISSUE WITH THEIR WOOD FLOOR?

In the event of a claim, please contact the retailer where the wood flooring products were purchased. The retailer will fill out all claim forms and notify National Flooring Products. Claims may take up to 90 days to process. A National Flooring Products representative will contact the homeowner to schedule any inspections and repair work if the manufacturer deems the claim warranted.
Please keep all your pre-installation and post-installation receipts including but not limited to your sales receipt, pre-installation moisture test, photos, installer's name, phone number, and license number. Information regarding the claimed defect, date, and proof of purchase must be provided.

PRODUCT DISCLAIMER

Real wood flooring is a natural product with resulting variations in graining, hardness, color, tone, sheen levels, and texture. Tuffcore Vinyl and Laminate products are made to look like wood flooring and are manufactured to resemble natural products with the same variations in graining, color, tone, sheen levels, and texture. National Flooring Products has attempted to the best of its ability to provide reliable representation of of all of its products and their features, but cannot be held liable for these variations. National Flooring Products has provided pictures as a courtesy to our customers and due to the nature of photography and digital representations we cannot guarantee that the physical product will look exactly like the pictures or the images contained within the website or on any printed media. It is recommended to obtain an actual sample of the product prior to ordering. It is the customer's responsibility to inspect all flooring prior to installation for any visible natural variations or pre-installation manufacturer defects. Installations of the flooring with any visible defects constitutes acceptance of these defects and cannot be claimed under any warranty after installation. All warranties are provided solely by the manufacturer of the product, not all products are manufactured by National Flooring Products. In the event of a claim, the National Flooring Products' customer service team will assist the customer, but it is ultimately between the customer and the manufacturer to resolve. All transitions, vents, stair treads, and risers have a one-year finish manufacturer warranty from the date of purchase. Any transitions, vents, or special items that are installed or altered in any way are not eligible for return or credit. All sales of special-order items are final.

GENERAL DISCLAIMER

National Flooring Products has attempted to the best of its ability to provide accurate information on all marketing media and informational documents. To our knowledge, the information contained within the website and all published documents are correct. By exploring and using this information, you agree not to hold National Flooring Products liable for using this information. National Flooring Products shall in no way be held liable for any damages resulting from, coming out of, or in relation to the use of the information. Pictures and related documents may contain technical inaccuracies or typographical errors. National Flooring Products reserves the right to make changes, additions,and removal of any documents, information, or graphics in this website at any time without notice. All information provided on this website is copyrighted and may not be reproduced without written consent. The manufacturer reserves the right to modify or change the color, shade, gloss, sheen, or texture of its products at any time without notice. Such changes do not constitute a manufacturing defect and are not covered under this warranty.© 2026

NATIONAL
FLOORING PRODUCTS

INSTALLATION | MAINTENANCE | WARRANTY

For the most accurate and updated information, please check our online version at www.my-nfp.com.