



Thank you very much for selecting Tesoro hardwood flooring. Tesoro is the brand name for International Wholesale Tile. We sincerely hope that your new floor will bring you the warmth, comfort and beauty that only genuine wood can provide. It is important to read ALL of the following installation, care and maintenance, and warranty instructions PRIOR to installation. Adherence to Tesoro's installation, care and maintenance, and warranty is necessary to ensure that you will get the full benefit of your flooring for years to come.

WOOD PLANK & HERRINGBONE INSTALLATION INSTRUCTIONS

Our engineered hardwood floors are acceptable for glue down, nail down, staple. A floating installation is accepted if the product is at least 5" wide and 9/16" thick. **We recommend that the installer follow all installation guidelines as set forth by the National Wood Flooring Association (NWFA.ORG) for all phases of the installation - please consult these guidelines prior to installation.**

PRIOR TO INSTALLATION—INSTALLER AND HOMEOWNER RESPONSIBILITIES

Color Variation

Wood is a natural product and will vary in color, tone and grain from tree to tree and from plank to plank. For the best visual effect, shuffle planks from several cartons. Our floors are manufactured in accordance with accepted industry standards, which permit a natural or manufacturing defect tolerance, not to exceed 5%. Tesoro cannot guarantee against color variations within a floor, or variations between samples and the installed floor.

The installer **MUST** perform a detailed product quality inspection. Material must be inspected for quality, quantity, species and color prior to installation. Ensure adequate lighting for proper inspection. If the material is not acceptable, do not install it, and contact the seller immediately. Tesoro will exchange the material in a timely fashion. Installation indicates acceptance. If a defective board is installed, Tesoro will not pay the cost of labor for repair or replacement of defect.

Acclimation and Suitability*

As relative humidity varies in different parts of the country, acclimation of the flooring prior to installation is the most important precaution to take, in order to ensure a successful installation. Proper acclimation is necessary to adapt the moisture content of the flooring to the conditions of your environment.

Doors & Windows must be installed and HVAC in service for 7 days prior to installation. Room temperature and humidity of installation area should be consistent with normal, year-round living conditions. A consistent room temperature of 65 to 80 degrees Fahrenheit and humidity range of 40-60% are recommended.

Our floors must be acclimated for a minimum of 48 hours prior to installation. Our product needs to be placed on the job site, under controlled temperature, moisture and mechanical ventilation conditions. (Please refer to NWFA guidelines.) The wood should be placed in the environment, but not directly on the floor to be installed. If placed in the area to be installed, raise product at least 4 inches off the floor to allow air flow.

*Responsibility for the suitability of Tesoro flooring and accompanying products for each individual installation, cannot be assumed by Tesoro, since Tesoro has no control over the installer's decision-making and installation needs per the job site conditions.

In addition to acclimation requirements, homeowners need to understand conditions in their part of the country, such as:

Seasons: Heating and Non-Heating

Heating season (Dry)—A humidifier is recommended to prevent excess shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat, in particular, tend to create very dry conditions.

Non-Heating Season (Humid, Wet)—Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

Subfloor Inspection and Preparation

Hardwood flooring should be one of the last items installed for any new construction or remodel project. All work involving water or moisture should be completed before hardwood flooring installations. Wood flooring may not be acceptable for full bathroom installations because of moisture associated with these areas. It is recommended not to install if moisture readings are higher than 4%. If high moisture readings persist - moisture mitigation with a premium 2-part epoxy is recommended before installation or with a concrete sealer such as SIKa MB EASY RAPID or ARDEX MC RAPID. Concrete slabs in below grade subfloors must be sealed before installation.

It is the responsibility of the installer to determine that the job-site environment and subfloors meet or exceed all applicable standards and recommendations of the construction and materials industries.

IWT TESORO IS NOT RESPONSIBLE FOR ANY ON-SITE CONDITIONS

The quality of your floor installation is dependent on quality and preparation of the subfloor.

Acceptable subfloor types with tips to prepare are below:

- CDX Underlayment Grade Plywood must be at least 5/8" thick & on max 16" O.C. Joists
- OSB must be at least 1" thick, **structurally sound & moisture content not exceeding 12%.**
- Gypcrete - **Floating installation only.**
- **Concrete - minimum compression strength of 3000 PSI and cured minimum 60-90 days**
- Existing finished hardwood flooring must be torn out. Any wood subfloor must be smooth and dry. Squeaks and popping areas should be screwed down prior to spreading adhesive. Nail or screw every 6" along joists to avoid squeaking. If not level, sand down high spots and fill low spots with an acceptable underlayment patch.
- Resilient tile and sheet vinyl (glue down only), Vinyl must be securely fastened to the subfloor with full spread adhesive. Loose laid or perimeter glued sheet vinyl must be removed. De-gloss flooring as necessary to create a good adhesive bond using an abrasive pad. Do not sand sub-surfaces such as vinyl or synthetic tiles that may contain asbestos.
- Underlayment grade particle board must be at least 18mm thick (glue down only)
- Concrete slabs (floating and glue down). On, above, or below grade installations are acceptable if installed correctly. Subfloor must be clean, dry and flat with no more slope than

1/8" every 6' or 3/16" every 10' radius. Concrete slabs must be fully cured, at least 60-90 days old, and should have a minimum 6-mil polyethylene film between concrete and ground.

- Subfloors must be structurally sound, clean, and free of all debris, staples, nails, wax, grease, paint, sealers, old adhesives, and other substances.
- Subfloor moisture content must not exceed 4.5% for Concrete or 12% for Plywood or OSB.

Wood subfloor must be:

- Clean, dry, and well secured according to ASTM F710.
- Nailed or screwed down every 6 inches along the joists to remove squeaking.
- Subfloor must be flat, high spots must be sanded down and low spots filled with a self-leveling compound. Leveling material should provide a structurally sound wood subfloor.

Concrete subfloor must be:

- Clean and free of paint, sealers, adhesives, or other debris. If present, concrete sealer must be removed by grinding and sanding.
- Fully cured for at least 60 to 90 days prior to installation.
- Dry all year round. Do not install hardwood flooring over concrete if it will not remain dry at all times.

Subfloor Moisture Testing Requirements

Moisture testing of the jobsite and subfloors is critical to a successful hardwood flooring installation. Visual checks are not reliable.

If subfloor moisture exceeds acceptable levels, the source(s) of this moisture must be corrected before the hardwood flooring is delivered to the jobsite.

Excess moisture detected in the subfloor requires the use of a moisture barrier product, including but not limited to, PVC vinyl sheet (with felt-backed and vinyl wear layer) or, for concrete subfloors, a moisture retardant product that is approved as a concrete sealant for use in hardwood flooring installation.

IT IS RECOMMENDED TO USE A CONCRETE SEALER LIKE SIKA MB EASY RAPID or ARDEX MC RAPID AND INSTALL ACCORDING TO THEIR INSTRUCTIONS, TO MITIGATE AGAINST ANY UNFORESEEN FUTURE CONCRETE MOISTURE PROBLEMS THAT COULD OCCUR.

Acceptable subfloor moisture testing methods include:

- Calcium Chloride Test. The maximum moisture transfer must not exceed 3lbs/1000 square feet with this test.
- Tramex Concrete Moisture Encounter Meter. Moisture reading should not exceed 4.5% on the upper scale.
- Relative Humidity Probe Test. Maximum moisture reading is 75%.

Concrete Subfloor Test Method Used

- _____ Calcium Chloride (ASTM F1869)
- _____ RH (ASTM F2170-02) 1869
- _____ Electronic Meter (ASTM F2659) (Tramex or equivalent) - 8 readings across the jobsite are needed per every 1,000 sf and separately photograph recorded.

Concrete Subfloor Moisture Reading

- _____ % Moisture Content of Concrete Subfloor

A “DRY” SLAB, AS DEFINED BY THESE TESTS CAN STILL BECOME WET AT OTHER TIMES OF THE YEAR. THESE TESTS DO NOT GUARANTEE A DRY SLAB. ALL CONCRETE SLABS SHOULD HAVE A MINIMUM OF 6-MIL POLY FILM MOISTURE BARRIERS BETWEEN THE GROUND AND THE CONCRETE.

Wood Subfloor Moisture Content

- _____ % Moisture Content of Wood Subfloor

Ambient Temperature Requirements

The jobsite should be evaluated for a consistent room temperature of 65° - 85° F with relative humidity levels of 35%-55%. These levels must be maintained, before, during and after installation for the life of the installed hardwood flooring.

Flooring failures that are a consequence of not maintaining required ambient temperature levels, at all times, are not covered by the manufacturer warranty.

- Ceramic tile (floating and glue down). Ceramic tiles should be securely fastened to the subfloor. If grout lines are too deep, they need to be filled. If this is a glue down installation, rough up surface with a sander or grinder and clean to remove all dust.
- Terrazzo (floating and glue down). If this is a glue down installation, the surface should be lightly sanded and cleaned with mineral spirits prior to spreading the adhesive. Allow the mineral spirits to dry prior to spreading the adhesive.

Subfloor must be prepared according to ASTM F-710 standards:

- Structurally sound. Screw down loose areas to reduce squeaking and replace water damaged or delaminated sub-flooring or underlayment.
- Clean. It should be thoroughly swept and free of all debris, free of wax, grease, paint, sealers, old adhesives and other substances
- Flat & Smooth to specifications of 3/16” within a 10’ radius. If subfloor prep work is required, “hills” should be sanded down and “valleys” filled with a premium grade spot-level patch.
- Dry and remain dry year-round. Concrete must be tested for moisture content using a non-invasive moisture meter used in accordance with ASTM F-2659 standards, or the Anhydrous Calcium Chloride test method, or a pin/probe moisture meter. If your concrete is beyond acceptable industry standards of 4% moisture, please contact a professional hardwood flooring installer to improve your subfloor to an acceptable level.
- Door casings should be undercut or notched out so flooring will fit underneath.

INSPECT YOUR FLOORING ONCE IT ARRIVES

Important steps must be taken prior to installation and is the responsibility of the Owner/Purchaser and Installer. These steps include, but are not limited to, product inspection and acceptance; proper handling and storage of the flooring/flooring cartons on-site; hardwood floor acclimation; individual plank inspection/selection and carton blending with aesthetic attention given to character, grade, color and milling variation, and with sufficient quantity on hand to complete the job.

Tesoro hardwood floors are a product of nature with naturally occurring imperfections in line with an industry accepted rate of approximately 5% of the total flooring purchased, *including but not limited to*, finish imperfections, grading and color variations, milling and general cutting waste. Individual planks may also be affected by die lot variations due to the staining process.

Product Inspection and Acceptance

It is the responsibility of the Owner/Purchaser and Installer to verify that the flooring delivered is what is expected by the Owner/Purchaser *before proceeding to installation*. This can be accomplished by randomly inspecting boards from no more than 3 different cartons.

DO NOT PROCEED TO INSTALLATION if the flooring product is not what was expected by the Owner/Purchaser. Do not continue opening cartons and do not discard cartons that were opened during inspection. Immediately notify the Tesoro retailer where the flooring was purchased that there is a problem with your flooring delivery!

During the installation process, the Owner/Purchaser and Installer should inspect and approve each piece that will be used in the flooring installation. The Installer must use reasonable selectivity and hold out or cut off pieces with defects that fall within manufacturing tolerance levels, whatever the cause.

Tesoro will not honor claims due to a lack of on-site hardwood flooring inspection and acceptance by the Owner/Purchaser and Installer.

Tesoro will not accept responsibility for the installation of hardwood flooring with visible manufacturing defects.

Handling and Storage

Once Tesoro flooring is delivered to the jobsite, inspected, and accepted by the Owner/Purchaser and Installer, the flooring cartons should be stored on a dry, flat surface with good air circulation in the area where it will be installed. Remove plastic shipping wrap and keep cartons closed. When moving or handling cartons care should be taken to prevent damage to the hardwood flooring inside.

Do not store cartons directly on concrete, in garages, basements, near outside walls or in areas where the temperature is uncontrolled. Damage caused by the improper storage and handling of the hardwood flooring product is not covered by the manufacturer warranty.

Acclimation/Conditioning Process

Wood flooring needs to reach a “moisture content equilibrium” with the surrounding environment where it will be installed. The process of reaching equilibrium is referred to as “acclimation.” Proper acclimation ensures that the wood flooring has adjusted to the area where it will be installed before installation begins:

- Always store cartons on a flat, dry surface in the area where they will be installed.
- Do not open cartons until the day of installation and protect from moisture.
- Jobsite must have a consistent room temperature of 65° - 85° F.
- Jobsite must have relative humidity levels of 35%-55% before, during and after installation.
- WMC must be within 4% of the subfloor before starting installation.

Flooring cartons must be placed in the area where they will be installed and allowed to acclimate for a minimum of 5 days.

Remove plastic wrap from flooring cartons if present, but do not open the flooring cartons or take out individual planks until acclimation has been achieved and the flooring is ready to be installed. Proper consistent temperature and humidity levels in the installation area is key to the acclimation process.

The required room temperature and humidity levels must be maintained for the life of the hardwood floor installation.

Once acclimation has been completed, the Installer should evaluate and record the moisture content of the hardwood flooring in relation to the subfloor.

ACCLIMATION MOISTURE READINGS

- _____ % Moisture Content of Subfloor
- _____ % Moisture Content of Hardwood

- _____ % Difference between Subfloor & Hardwood

The Installer should document that all pre-installation requirements have been met before proceeding to installation, *including but not limited to*, moisture testing and recording testing results using photos with location, date, time and initials of the Installer on each area of subfloor evaluated. The Owner should retain this documentation with this guide for future reference.

The National Wood Flooring Association (nwfa.org) provides a “Jobsite Checklist” to help with this task. (NWFA Installation Guidelines, Section IV, Appendix M)

INSTALLATION TOOLS

These are most of the tools needed for installation:

- Electric Power Saw, Circular Saw, Router or Jigsaw
- Wooden or plastic spacer wedges
- Chalk line
- Broom
- Hammer
- Adhesive or adhesive remover
- Handsaw
- Trowel - choose trowel size according to adhesive manufacturer’s recommendations
- Tape measure
- Moisture Testing Equipment
- Pull bar
- Painter’s Tape MADE FOR WOOD FLOORS or Equivalent (DO NOT USE ON OIL FINISHED FLOORS)
- Tapping block

For nail down or staple down installations, you will also need an air stapler/nailer compatible with the profile of the flooring material. 1 ½” to 2: nail, cleat or staple that is compatible with the profile of the flooring material.

For glue down installations, you need an approved floor adhesive with added 2-in-1 moisture barrier

For floating installations use premium wood glue for the wood floor joints.

See your flooring retailer for approved adhesives with approved 2-in-1 moisture barrier

Caution: By not using the proper tools, “puckering” may result on the face of the plank. IWT Tesoro is not responsible for problems caused by the use of improper tools or improper installation. See your flooring dealer for tool recommendations and use.

Note: Never strike the plank edges directly with a hammer—always use a wooden block to protect the edges of the boards.

LAYOUT FOR STANDARD WOOD NATURAL STAGGER DESIGN INSTALLATION

Layout should be designed to save labor and materials, as well as to enhance the appearance of the floor. Lay the floor so that the end joints are staggered at least 8 inches. Staggered or irregular joints mean less material waste and a better overall appearance. Plan the layout so that the last row of flooring (which usually needs to be cut lengthwise) is not too narrow. In some cases, it may be necessary to cut the first row as well as the last row. Allow 1/2” expansion space along all walls. Flooring should be laid at right angle to the floor joint and, if possible, in the directions of the longest dimension of the room. Use wood or plastic spacers during installation to maintain this 1/2” expansion space. Work from several boxes and “dry lay” the floor before permanently laying the floor for a more harmonious pattern. Remember, it is the installers’ responsibility to determine the expectations of what the finished floor will look like with the end user first and then to cull out pieces that do not meet those expectations.

Begin installation next to an outside wall. This is usually the straightest and best reference for establishing a straight working line. Establish this line by measuring an equal distance from the wall at both ends and snapping a chalk line. The distance you measure from the wall should be the width of a plank plus about 1/2" for expansion space. You may make a straight working line if the wall is out of straight.

You may want to dry lay a few rows, (no glue or nails). Before starting to confirm your layout decision and working line. When laying flooring, stagger end joints from row to row by at least 8". When you begin cutting the last plank in a row to fit, you can use the cut-off end to begin the next row. If cut-off end is 8" in length or less, discard and instead cut a new plank at a random length and use it to start the next row. Always begin each row from the same side of the room.

To draw planks together, always use a tapping block (a short piece of flooring), as tapping the flooring itself will result in edge damage. For best results, flip the tapping block upside down and use groove edge to tap the tongue edge of the plank being installed. Fit end joints tightly together before tapping long edges together. When near a wall, you can use a pry bar to pry close the side and end joints. Take care not to damage edge of flooring. For glue down and floating applications, use Tape approved for use on wood, to hold any pieces which might have side bow and need to be held straight and tight until the adhesive sets up. Blue Painter's Tape is not allowed and can harm finish on the floor. **DO NOT ADHERE TAPE OF ANY KIND TO OIL FINISHED FLOORS.**

LAYOUT FOR HERRINGBONE DESIGN INSTALLATION

PLEASE READ BEFORE INSTALLATION - WARNING: Installation conditions – including temperature, sun exposure and humidity – will affect this product's performance over time. For best results, room temperature and humidity of installation area must be kept consistent with normal, year-round living conditions for a minimum of one week prior to installation. All products require a specific temperature range of 60°F to 80°F with 35% to 55% relative humidity. Installation outside of these recommended ranges or over a wet subfloor will likely cause movement in the flooring, including potential shrinkage, tip-raising, gapping between pieces, cupping and face-checking. This engineered hardwood flooring MUST be installed according to the National Wood Flooring Association's (NWFA) installation guidelines and the guidelines below, in order for the Limited Warranties to be valid. The most current publication of the NWFA guidelines is available to all NWFA members and can be found at www.nwfa.org (800-422-4556) **INSTALLER'S / OWNERS RESPONSIBILITY** As a natural product, hardwood contains inherent variations in color, grain, appearance and other visual imperfections. This product is manufactured in accordance with industry standards which permit a defect tolerance not to exceed 5%. These defects may be the result of manufacturing or naturally occurring characteristics of the material. It is recommended additional 5-10% to be added to the total square footage for cutting or grading allowance when calculating the quantity of flooring required. For diagonal flooring installs, please add additional 15% for cutting or grading allowance. It is the sole and joint responsibility of the installer and owner to conduct a quality inspection of all flooring materials prior to installation. All flooring materials should be examined for quality of manufacture, finish and color. **If the product quality is deemed unacceptable, the flooring should not be used for installing. Flooring that has been installed will be deemed to have been inspected and accepted by the installer and owner. It is the sole responsibility of the flooring installer to ensure the job site, subfloor, installation tolls and materials meet or exceed industry standards.** We highly suggest using a NWFA certified flooring installer or consult the dealer you made your purchase from for an authorized wood flooring installer. **We void all responsibility for any problems arising from incorrect or improper site preparations or installations procedures.**

IMPORTANT Herringbone flooring can be installed in many different patterns as the planks are universal (not left and right) as they have one tongue and 3 grooves. Please note that some patterns will require false tongues to ensure a stable installation. **Herringbone flooring must be installed using glue down method with a vapor barrier in the adhesive only – see “Glue Down Installation” requirements below**

Clean wet adhesive from the surface of the floor frequently using the manufacturers recommended remover. Use clean towels, changing frequently to prevent haze and residue. Contact the adhesive manufacturer for adhesive removal remedies. ▪ Do not allow foot traffic on finished floor for 24 hours after installation is completed.

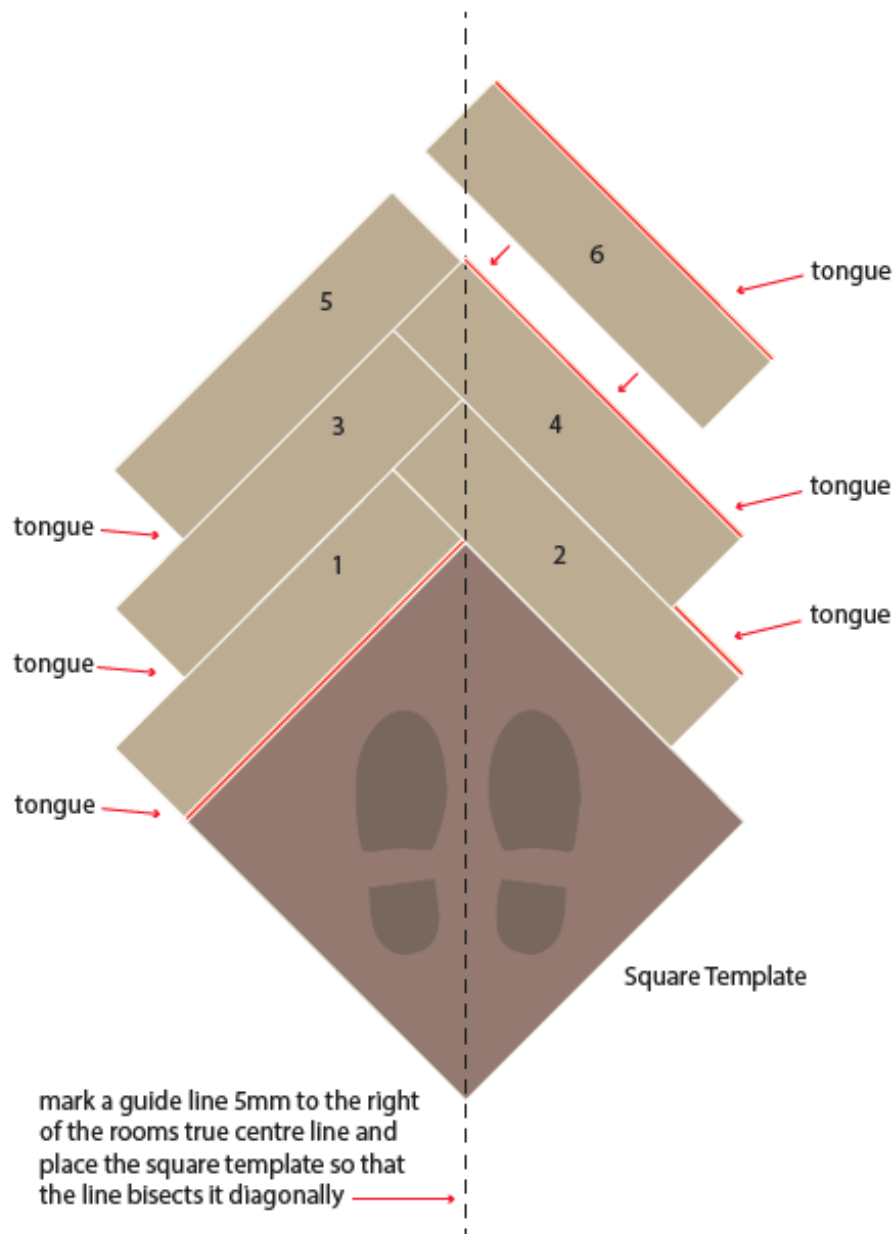
Step 1 for Herringbone Install - Setting The First Row (Refer to the diagram below)

It is important to be precise with a herringbone installation so ensuring the first row is correctly positioned and square is key. Herringbone installations should always be started at a center point and to avoid constant movement and repositioning during the installation it is easier to start from a fixed point. So an initial row should be laid and fully bonded, this row is then used to install the rest of the floor. The following method makes use of a square template to help set the first row. The template can be made from piece of plywood with sides equal to or larger than the lengths of the planks. Make sure the square is true, the diagonals of the square are of equal length. Once correctly positioned and screwed to the subfloor, the square template will provide a solid start point making it easier to move the planks into position without gaps opening up.

1. Plan the direction of the herringbone pattern, usually this will follow the length of the room.
2. Find the center of the room and use a plumb line to mark out a center line. The apex of the first row of planks will run along this line.

Note: If the center line is used to align the square template then the row apex will be offset by the depth of the tongue which is approximately 5 mm. If total accuracy is required then first find the room's center line and then mark an offset guideline 5 mm to its right and use this line to place the square template. 3. Starting close to the wall place the square template so that the offset guideline bisects square diagonally from opposite angles. Once positioned screw the template to the subfloor.

4. Working from this template will ensure the first row's apex follows the center line.
5. Standing on or behind the square template, apply adhesive with a Trowel to the area in front of the square. **Note: It is good practice to loose lay the first row to make sure you are happy with the orientation guideline and placement of the square template. Tip: It is also important to mix the blocks to ensure an even distribution of grade, grain and color variation across the finished floor.**
6. As per the diagram below, place plank 1, with tongue against the left-hand side of the square template so that the leading header is in line with the right-hand edge of the square template.
7. Place plank 2 with tongue facing away so that the grooved edge is pressed against both the header joint of plank 1 and the righthand side of the square template.
8. Repeat points 6 & 7 placing planks onto the bed of adhesive ensuring that they connect, the leading corner of the herringbone pattern should be positioned over the center line which is 5 mm left of the guideline. Tip: Use a hammer and tapping block to push the planks together, occasionally lift a block and check the adhesive has full coverage.
9. Once the first row has reached the opposite end of the room or the finish point, use a tapping block and hammer to make any adjustments while the adhesive is still wet and remove any adhesive which has not been covered. Important **Tip: Remove any adhesive spills from the face of the planks while it is wet with a damp cloth before the adhesive sets. Allow the adhesive to fully cure and this row will form a fixed point template for subsequent rows.**



Step 2 - Complete the Herringbone Installation (refer to the diagram below)

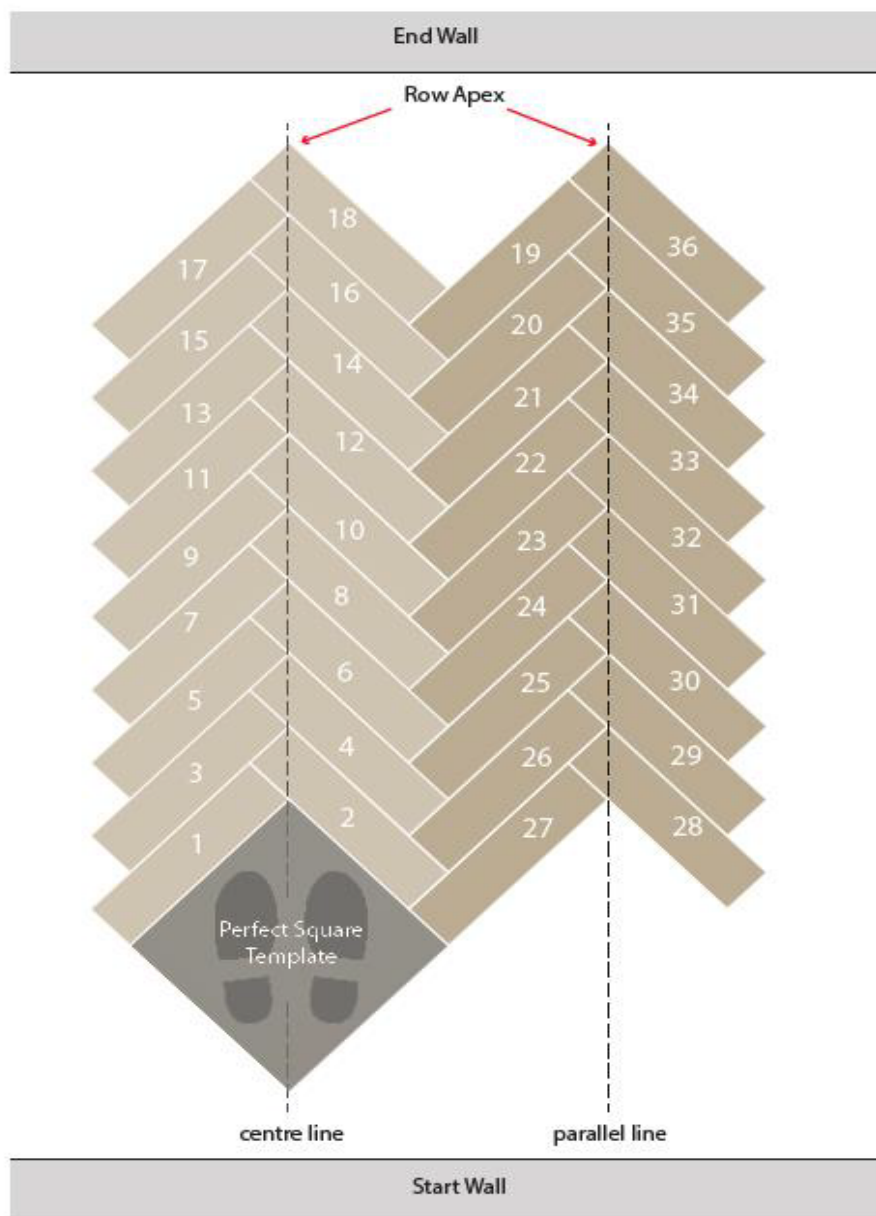
1. Working off the first row, loose lay the second row placing checking that that the apex of the second row is parallel to the center line.
2. Once you are happy to install, apply adhesive to the area adjacent to the first row.
3. Starting at the 'End Wall', install the first half of the second row in two halves. The first plank (19) should be placed so that the long-grooved edge is pressed against the header joint from the last plank in

the first row (18) and the header joint groove connects with the next section of exposed tongue the next plank (16) in the first row. Repeat this process with the first half the second row until the square template is reached.

4. Once the first half of the second row is in place there is no need to wait for the adhesive to set. The second half of the second row is installed. Beginning at the 'Start Wall' place the next plank (28) so that the long-grooved edge is pressed against the header joint of the last plank (27) and the grooved header joint connect with the exposed tongue of the next plank (26)

5. Repeat this process to fill both sides of the first row cutting planks to fit the perimeter of the room so that adequate expansion gap is maintained which can then be covered by skirting or molding.

6. A border may be installed using a plunge saw to cut away the blocks to make the required space. A groove can then be machined into the cut edge so that planks can be joined.



GLUE DOWN INSTALLATION

Make sure subfloor is tested for moisture content first and is properly prepared.

On concrete subfloors, which are on or above grade (ground level), always assume the worst even if they measure dry. We recommend taking the following installation steps;

- Test moisture content throughout the project prior to installation is required
- Do not install over any finished wood floor that is glued to concrete - remove it first
- Always sand any smooth existing terrazzo, tile or stone flooring for better bond
- Apply an industry approved sealer to the concrete first - especially to below grade installs
- Seal Concrete with Sika MB Easy Rapid or Ardex MC Rapid - follow their instructions

ADHESIVE REQUIREMENTS:

Premium brands of hardwood floor adhesive, *such as*, Bostik, Sika®, Mapei®, DriTac®, HB Fuller TEC®, etc., must be used. Moisture cured Polyurethane or Polymer adhesives are approved for Tesoro hardwood floor installation.

The use of a cheaper flooring adhesive or other brands of glue not approved for use with hardwood flooring will lead to flooring failure and void the manufacturer warranty.

Follow the instructions for the hardwood flooring adhesive carefully:

- Allow for adequate cross ventilation when working with flooring adhesive.
- Allow proper set time before affixing the hardwood floor planks.
- Use the adhesive manufacturer recommended spreading trowel.
- Spread adhesive per the flooring adhesive instructions.

Using a trowel held at a 45° angle, spread hardwood flooring adhesive as recommended by the adhesive manufacturer, starting at the outside wall.

Once the adhesive has set, lay the first row of flooring with the groove facing the wall. Use a hammer and tapping block to tap against the tongue side to pull planks together. When near a wall, use a crow or pull bar to close end joints.

Once the spread of adhesive has setup sufficiently per adhesive manufacturer's instructions, lay the first row of flooring with groove facing the wall, and continue laying flooring. Always check your working lines to be sure the floor is still aligned. Use tapping block to fit planks together, but be careful not to let installed floor move on the wet adhesive while you are working. **NOTE: DO NOT USE A RUBBER Mallet** to install flooring. Striking the surface with a rubber mallet may "burn" the finish causing irreparable damage. Always leave at least a 1/2" expansion space between flooring and vertical objects (such as thresholds and cabinets). Use wood or plastic spacers during installation to maintain this expansion space. Remember to stagger end joints from row to row at least 8" apart.

Never tap or hammer against the groove side or the end joints of the plank as doing so will damage the flooring finish, its construction, cause splintering and void the manufacturer warranty.

IMPORTANT! Adhesive/masking tape or Blue Painter's Tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.

When first section is finished, continue to spread adhesive and lay flooring section by section until installation is complete. Use a damp cloth to **IMMEDIATELY REMOVE ANY ADHESIVE** that gets on the flooring surface. If adhesive cannot be completely removed with a damp cloth, use the manufacturer's recommended adhesive remover. **NEVER** let flooring adhesive dry completely on the finished surface.

Walk each section of flooring with a smooth 75 lb roller, in order to make sure the floor is well bonded to the subfloor within the adhesive working time. Flooring planks on the perimeter of the room and on the stairs may require weight on them until adhesive cures enough to hold them down.

STAPLE/NAIL DOWN INSTALLATION

Make sure subfloor is tested for moisture content first and is properly prepared. It is recommended to glue the floor down as you are nailing it, although proper premium wood glue alone is sufficient.

Use an air stapler/nailer compatible with the profile of the flooring material (or) a stapler/nailer of your choice. Test on a sample to make sure that stapling/nailing will not cause dimpling (localized raised edges) in the finished floor. **(Note: be sure to look at the face of the installed flooring at a low angle from a distance to see if dimpling is occurring as it is hard to see when directly above the floor.)** If dimpling does occur, STOP and adjust the stapler/nailer shoe and angle/place of staple entry in order to avoid it. **Tesoro is not responsible for dimpling or improper nailing. Consult NWFA Guidelines for more detailed instructions**

Acceptable wood subfloor types:

- CDX Plywood - Minimum 5/8" thickness with floor joists of 16" on center.
- OSB - Minimum 1" thickness and structurally sound with less than 12% M.C.

Underlayment recommendation:

- Felt - 15 lbs. felt paper is recommended.

Staple installation may be successful over existing vinyl provided:

- That the subfloor is properly attached to the joists and in good condition.
- That the subfloor is not particleboard or OSB.
- That the staple penetration is not significantly lessened due to thickness of existing vinyl.

The recommended length for the 18-gauge staple is 1½" with spacing of 4" - 6" along the length of the plank and 1" from each end.

Use wood wedges at walls to maintain proper expansion space based on the material being installed at all vertical obstructions. Unless otherwise directed by the flooring manufacturer, the required expansion space between the flooring and vertical obstructions is generally equal to the thickness of the material being installed. (Example: ½" thick material requires a ½" expansion space.)

Fastener Schedules

The flooring stapler required is dependent on the type of wood floor being installed. Tesoro recommends the following for its hardwood floor products:

- Engineered T&G wood flooring (< 5/8" thick) - Use 18g, ¼" crowned staple not less than 1½" length, 3"- 4" intervals along length of each board. 1"- 2" from each end joint of every board.
- Engineered T&G wood flooring (> 5/8" thick) - Use 15.5g, ¼" crowned staple not less than 1½" length, 6"- 8" intervals along length of each board. 1"- 3" from each end joint of every board.
- Solid T&G wood flooring (3/4" thick) - Use 15.5g, ½" or 16g cleat not less than 1½" length, 8"- 10" intervals along length of each board. 1"- 3" from each end joint of every board.

Staple the first row of flooring with the groove facing the starting wall stapling in 4" - 6" spacing increments. Using a premium brand of hardwood floor adhesive, glue the joint ends of each plank for added strength, and then use a tapping block to ensure a tight bond between planks.

As each plank is stapled, check for and remove excess adhesive or spills immediately. Failure to remove excess adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.

IMPORTANT! Any plank damaged by the process of stapling should be pulled up and replaced with a new plank before proceeding. Flooring damaged during the staple installation process is not covered by the manufacturer warranty

For the first and second rows: lay first plank inside chalk line with grooved edge toward wall. Install entire first row in the same manner. Always leave at least a 1/2" expansion space between flooring and vertical objects (such as thresholds and cabinets). Use wood or plastic spacers during installation to maintain this expansion space. In order to affix the first rows, as it is difficult to get the nail gun in place next to the wall, you may wish to set these rows in mastic and glue them down rather than face nailing them and leaving unsightly nail holes which must be filled with putty to match the wood floor.

After gluing down these starting rows with manufacturer's recommended adhesive, set weight on top of these rows and allow them to set before commencing stapling/nailing the additional rows, as nailing the adjacent rows may cause the starting rows to subsequently move. Make sure the starting rows are straight and drawn tight.

Subsequent rows: Lay by using floor nailer/stapler to blind-nail top inside edge of tongue at a 45 degree angle. Nail each board every 8" and within 2" of each end. Remember to stagger end joints from row to row at least 8" apart and using a tapping block to fit boards together. It may be necessary to face-nail in doorways or tight areas where the nailer/stapler can't fit, (or glue down in these areas and weight them while the mastic sets). The last two rows will need to be face-nailed, (or glued down), in the same manner as the first two rows.

Always make sure to visually check the installed floor as you go to ensure that the stapling/nailing is not causing dimpling on the face. To ensure that plank end joints are not too close to each other in adjacent rows, it is best to rack out 3 to 4 rows as installation proceeds. In general, end-joint staggering row-to-row should be a minimum of twice the width of the flooring being installed.

When the first section is completed, continue by repeating the process, checking plank alignment with the working line, section by section until installation is complete.

When wiping up excess adhesive or spills, use a dry or damp soft cloth. Do not use harsh chemicals, *including but not limited to*, acetone, paint thinner, mineral spirits, alcohol, or other cleaning products on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.

As installation proceeds, cut the last plank in each row allowing for the required expansion space as determined by plank thickness. Use a crow or pull bar to install the last plank ensuring a tight fit.

IMPORTANT! Adhesive/masking tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.

FLOATING INSTALLATIONS ARE FOR 9/16" or 5/8" THICKNESS ONLY

Make sure subfloor is tested for moisture content first and is properly prepared according to ASTM F710 and ASTM F2659.

Make sure subfloor is tested for moisture content first and is properly prepared.

On concrete subfloors, which are on or above grade (ground level), always assume the worst even if they measure dry. We recommend taking the following installation steps;

- Test moisture content throughout the project prior to installation is required
- Do not install over any finished wood floor that is glued to concrete - remove it first
- Always sand any smooth existing terrazzo, tile or stone flooring for better bond
- Apply an industry approved sealer to the concrete first - especially to below grade installs
- Seal Concrete with Sika MB Easy Rapid or Ardex MC Rapid - follow their instructions

Floating installation method should only be used on engineered floors measuring at least 5" in plank width and minimum 9/16" thick.

A 2MM PAD & 6 MIL VAPOR BARRIER IS REQUIRED UNDER FLOATING FLOORS. A Pad that includes a waterproof vapor barrier is acceptable if it warrants the Tesoro engineered wood flooring going on top of it

Laying polyfilm: Lay at least a 6-mil vapor barrier with seams overlapped 8". Fasten seams every 18-24" with waterproof tape. Run the outside edges of film up perimeter of each wall 4". Trim after flooring installation is complete.

Laying pad: Lay underlayment pad by butting edges, not overlapping. Tape full length of the seam with waterproof tape. If using 2-in-1 Pad with Vapor Barrier, then run the outside edges of pad up perimeter of each wall 4". Trim after flooring installation is complete.
If using a pad only - leave 1/2" space between flooring and all walls and permanent vertical fixtures.

Installing the floating floor: Start first row with groove toward wall. Use premium wood glue for all joints. Glue end joints of first row by applying a small but continuous bead tongue and groove adhesive or PVAC glue to bottom side of the groove. Always leave at least a 1/2" expansion space between flooring and vertical objects (such as thresholds, cabinets, walls, etc.). Use wood or plastic spacers during installation to maintain this expansion space. Lay subsequent rows of flooring by applying glue to side and end joints and fitting planks together with a tapping block. Remember to stagger end joints from row to row at least 8" apart. Make sure to leave 1/16" space under all baseboards or quarter rounds/shoe moldings, for freedom to float - DO NOT caulk.

Clean up any wood adhesive that is on the face of the floor by using a damp rag—DO NOT allow adhesive to dry on the flooring face as it is difficult to remove without damaging the finish.

IN-FLOOR RADIANT HEAT

- The maximum allowable temperature is 80° Fahrenheit.
- System must be fully operating at normal temperature for a minimum of 21 days prior to floor installation.
- Turn the heat off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors
- Use only recommended flooring adhesive over manufacturer's recommended plywood substrate. NOTE: Only the pre-installation and structural warranties of Tesoro Hardwood Flooring are valid over radiant heat, as we cannot control the specifications stated above.
- Failure to turn the heat off may result in shortened working time of the adhesive.

- Floor temperature must not exceed **80°F (30° C)**.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void warranty.

This type of installation requires a specific construction of the plywood subfloor and the installer for such must be familiar with the NWFA recommendations.

GENERAL RADIANT HEAT INSTALLATION GUIDELINES

- Radian systems work effectively and with less trauma to the wood floor if the heating process is gradual, based on small incremental increases in relation to the outside temperature.
- Subfloors should have proper moisture tests according to testing procedures outlined by the NWFA.
- Avoid penetration of the heating element, tubing
- Concrete subfloors should be fully cured.
- With water-heated radian-heat systems, a pressure test would be performed by a qualified plumber or the system installer prior to beginning the installation of the wood flooring.
- Radiant heat is dry heat and a humidification system may be necessary to maintain wood flooring in its comfort zone. Raise temperature in 5 degree increments over a 24 hour period.

TIPS FOR AFTER INSTALLATION

- Flooring should be one of the last items installed in a project. In order to protect the floors while other trades are finishing their work, prior to final cleanup and turnover to the owner, use a clean, dry, plain uncoated cardboard with no printing or a heavy bond paper is also acceptable covering. Use Tape to hold paper edges together. Never tape the floor. Clean the floor thoroughly before laying the paper to ensure that no debris is trapped underneath. **DO NOT USE** plastic film or other non-breathing coverings as this can cause the floor to become damaged from humidity buildups.
- When covering the hardwood flooring area, the proper covering material should be overlapped 4 inches to the adjoining paper, secured with tape applied to the covering material only and then secured at perimeter walls or baseboards to prevent the covering from moving or shifting, and ensure that the tape itself, construction debris, dry wall dust and/or wet paint does not penetrate to the flooring below.
- **IMPORTANT!** Do not cover Tesoro hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard with any type of printing. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.
- Remove expansion spaces and reinstall base and/or quarter round moldings to cover the expansion space.
- Install any transition pieces you will need at this time. Allow 1/16" space under baseboards.
- If using glue-down or floating method, do not allow foot traffic or heavy furniture on floor for 24 hours.
- Before covering the hardwood flooring, it should be cleaned & vacuumed to remove grit, dust and other abrasive debris and thoroughly dry.
- Do not use a wet cloth or wet mopping to remove drywall dust as doing so will create a pasty residue that will damage the factory finish and void the manufacturer warranty.
- **IMPORTANT!** Any type of adhesive/masking/painter's tape applied directly to hardwood floor surface will damage the factory finish and void the manufacturer warranty.

CARE AND MAINTENANCE

IMMEDIATELY AFTER INSTALLING POLYURETHANE FINISHED FLOORS

- Vacuum the floor to remove dirt and debris.
- Clean the floor with a recommended cleaner.

ROUTINE MAINTENANCE

- Dust mop or vacuum your wood floor regularly using a vacuum with no beater bar.
- Periodically, clean your floor with a recommended cleaner. You never need to wax your floor.
- Do not use microfiber on a UV Cured Oil Floor. See our maintenance and care booklet specifically designed for UV Cured Oil Floors.

PREVENTATIVE MAINTENANCE

- Never clean your floor with water or a wet mop. Excess moisture may damage your floor.
- Never use any kind of wood polish or solvent-based dressing that can dull or damage the finish
- Place protective mats by doorways to keep dirt and moisture from being tracked across from your floor. Area rugs are recommended in front of sinks and tubs with a non-abrasive and non-discoloring backing.
- Install floor protectors on furniture legs & install protective floor mats under ALL rolling chairs
- Clean up spills quickly before they get sticky and dry
- Do not wear spike or high heel shoes, especially worn heels, which dent and scratch hardwood
- Keep pet's nails trimmed
- Use soft rubber castors and full size protective floor pads under all rolling chairs & furniture
- Natural floors contain organic pigments and are subject to fading when exposed to direct sunlight. Where possible, use drapery or other systems to protect you floor from excessive light.
- **IMPORTANT!** Water spills, splashes, hot oil or food debris that lands on an unprotected area of the hardwood flooring must be cleaned up immediately! Damage to the factory finish from a failure to protect it from, *including but not limited to*, water spills, hot oil and food debris is not covered by the manufacturer warranty!
- Do not use rubber backed mats as these will damage the factory finish and void the manufacturer warranty.
- Hardwood flooring that is installed in the kitchen should be protected in areas subject to cooking splatter, spills and water splashes. High quality throw rugs with a soft felt backing should be placed in front of the cooktop, oven, sink and dishwasher to protect the flooring finish.
- Only use hardwood cleaning products specifically formulated for your flooring product finish. Improper use of cleaning products will damage the factory finish and void the manufacturer warranty.
- Do not walk on the hardwood floor with sharp "stileto" style high-heel shoes.
- Do not use oil-based wax, oil soap, mineral oil, polish, or other household dusting products on Tesoro hardwood floors. Approved Bona Hardwood cleaning products are acceptable.
- Do not use a wet cloth to remove dry wall dust from the hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty. Try to vacuum all types of dust thoroughly, use soft brush as an aid.

RESIDENTIAL WARRANTY

LIMITED STRUCTURAL RESIDENTIAL WARRANTY - Lifetime

Tesoro warrants that all of our wood flooring, at the time of their original manufactured condition, will be free from manufacturing defects in assembly, dimension, grading, lamination and milling. This warranty is to the original purchaser of the goods and is not transferable.

LIMITED FINISH RESIDENTIAL WARRANTY - 25 Years

Tesoro warrants that all of our hardwood flooring, when used under normal residential traffic conditions and with proper maintenance and care, that it's surface wear layer will not completely wear through from foot traffic for 25 years. The Finish Warranty is Prorated - see Prorated Table below. These warranties are exclusive to the original purchaser of Tesoro hardwood. Hardwood flooring products may not be assigned or transferred from original owner. This residential or commercial warranty EXCLUDES damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising from hydrostatic pressure. This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use (such as rolling chairs or rolling loads), neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

ENVIRONMENTAL RESIDENTIAL WARRANTY

All components of Tesoro flooring are chosen for their responsible environmental impact. All glue used to manufacture Tesoro Hardwood Flooring product does not have harmful levels of gas emissions. This finish exceeds Floor Score requirements for harmful VOC's.

PRORATION OF RESIDENTIAL WARRANTY PERIOD

The Limited Lifetime Warranty period is prorated for replacement of material or credit according to a set formula as follows:

- Year 1-5: 100%
- Year 6-9: 80%
- Year 10-19: 50%
- Year 20-25: 20%

ALL PRODUCTS SOLD ARE COVERED ONLY BY THIS LIMITED LIFETIME WARRANTY. THE COMPANY HEREBY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY, ANY AND ALL IMPLIED WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING OR USAGE OF TRADE, AS WELL AS THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

DAMAGE OF ANY KIND IS NOT CONSIDERED WEAR, AND NOT COVERED BY THIS WARRANTY.

RESIDENTIAL WARRANTY LIMITATIONS AND EXCLUSIONS

The following list contains items or situations that ARE NOT COVERED under this warranty:

- Natural characteristics like color variations, grain variations, mineral streaks, knots, etc
- Failure to perform required pre-installation jobsite testing and preparation.

- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or spills during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65° - 85° F and relative humidity levels of 35%-55%, at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.
- Damages due to a leaky faucet or broken pipe.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive, painter's / masking tape on the flooring surface.
- Scratches from damages from sands, grits and/or debris from construction, accidents, abuse, misuse, insufficient leg protectors, improper protection while moving furniture or heavy objects, any damage from rolling chairs or wheelchairs, damage from any type of rolling loads, improper maintenance, pet claws, nails and other abrasives.
- Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect.
- Scratches or stains caused by domestic pets or other animals.
- Damages due to heavy rolling loads, *including but not limited to*, caster wheels, hospital beds, manual and/or motorized wheelchairs.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.
- Alterations or modifications of the original manufactured products, or not following all of the most recently updated NWFA installation guidelines.
- Water damage from plumbing leaks, standing water, spillage of fluids or steam cleaners.
- **IMPORTANT!** Do not cover Tesoro hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard with any type of printing. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.
- Change of shading as a result of exposure to or hidden from direct or indirect sunlight.
- Damages from not using recommended cleansers for UV polyurethane finished and oil finished wood flooring, resulting in a damaged or dull finish.
- Delamination as a result of excessive moisture in the surrounding environment and/or substrates.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.

- Damages to the flooring finish caused by, *including but not limited to*, dry wall dust, soil, dirt, construction debris and/or trade-related work.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines
- Flooring installed with visible manufacturer defects, or damaged during the installation process.
- Insect infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Downgraded Product. It does not apply to any products designated or sold as 2nds, B-grade, or Cabin grade, which is all sold "AS IS" - all AS IS sales are final with no returns.
- Wood can be photosensitive and will change color as they age or are exposed to UV light. As this is a natural occurring phenomenon, it is NOT considered a material defects and is excluded from coverage under the provisions of Tesoro Limited Warranty. You can minimize fading and discoloration by: 1) Avoiding rubber backed mats that may discolor your floor; 2) change the location of your rugs periodically. Rearrange more frequently if they are placed in front of doors and windows; 3) Use light filtering window treatments (i.e. blinds, drapes, window film) that will help prevent sunlight exposure; and 4) rearrange furniture seasonally to allow the flooring to darken and age uniformly.
- Flooring purchased online or through sellers not authorized to sell Tesoro products.

Please note: If completing a flooring extension or board replacement after the original installation has been down for a period of time, the new flooring will have a lighter appearance. As the material is exposed to natural light, it should eventually blend in with the surrounding areas. However, due to the age of your flooring, surface wear (and/or) exposure to UV light, Tesoro cannot guarantee replacement flooring will be a 100% match to your existing products. Remember that color variation is to be expected with natural products. However, should an individual be doubtful as to appearance or dimension the installer should not use this piece.

Tesoro disclaims liability for incidental or consequential damages, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, with respect to this product. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers.

Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect. Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to every product purchased. Once installed, every board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

COMMERCIAL WARRANTY

LIMITED LIGHT COMMERCIAL STRUCTURAL WARRANTY - 25 YEARS

Tesoro warrants that all of our flooring, at the time of their original manufactured condition, will be free from manufacturing defects in assembly, dimension, grading, lamination and milling for 25 years. This warranty is to the original purchaser of the goods and is not transferable.

LIMITED LIGHT COMMERCIAL FINISH WARRANTY - 3 YEARS

Tesoro warrants that all of our hardwood flooring, when used under normal light commercial traffic conditions and with proper maintenance and care, that it's surface wear layer will not wear through from normal foot traffic for 3 years Tesoro product. These warranties are exclusive to the original purchaser of Tesoro hardwood. Hardwood flooring products may not be assigned or transferred from original owner. This residential or commercial warranty EXCLUDES damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising from hydrostatic pressure. This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use (such as rolling chairs or rolling loads), neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

ENVIRONMENTAL LIGHT COMMERCIAL WARRANTY

All components of Tesoro flooring are chosen for their responsible environmental impact. All glue used to manufacture Tesoro Hardwood Flooring product does not have harmful levels of gas emissions. This finish exceeds Floor Score requirements for harmful VOC's.

GENERAL CONDITIONS

- The liability of manufacturer under this warranty shall be limited to the actual replacement cost of material and reasonable labor only.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of Tesoro.
- New or replacement hardwood flooring required to settle a claim are not guaranteed to match the existing installed hardwood flooring or retailer display samples.
- Manufacturer is not responsible for matching the hardwood flooring to other wood products, such as cabinets, stair railings, trim and moldings.

Manufacturer Inspection Rights and Claims

- Tesoro shall be allowed a reasonable time to inspect any hardwood flooring product claimed to be defective.
- Claims submitted to Tesoro must be supported with the original sales receipt.

PRORATION OF COMMERCIAL WARRANTY PERIOD

The Limited Lifetime Warranty period is prorated for replacement of material or credit according to a set formula as follows:

- Year 1: 100%
- Year 2: 80%

- Year 3: 50%

ALL PRODUCTS SOLD ARE COVERED ONLY BY THIS LIMITED LIFETIME WARRANTY. THE COMPANY HEREBY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY, ANY AND ALL IMPLIED WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING OR USAGE OF TRADE, AS WELL AS THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

DAMAGE OF ANY KIND IS NOT CONSIDERED WEAR, AND NOT COVERED BY THIS WARRANTY.

COMMERCIAL WARRANTY LIMITATIONS AND EXCLUSIONS

The following list contains items or situations that ARE NOT COVERED under this warranty:

- Natural characteristics like color variations, grain variations, mineral streaks, knots, etc
- Failure to perform required pre-installation jobsite testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or spills during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65° - 85° F and relative humidity levels of 35%-55%, at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.
- Damages due to a leaky faucet or broken pipe.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive, painter's / masking tape on the flooring surface.
- Scratches from damages from sands, grits and/or debris from construction, accidents, abuse, misuse, insufficient leg protectors, improper protection while moving furniture or heavy objects, any damage from rolling chairs or wheelchairs, damage from any type of rolling loads, improper maintenance, pet claws, nails and other abrasives.
- Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect.
- Scratches or stains caused by domestic pets or other animals.
- Damages due to heavy rolling loads, *including but not limited to*, caster wheels, hospital beds, manual and/or motorized wheelchairs.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

- Alterations or modifications of the original manufactured products, or not following all of the most recently updated NWFA installation guidelines.
- Water damage from plumbing leaks, standing water, spillage of fluids or steam cleaners.
- **IMPORTANT! Do not cover Tesoro hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard with any type of printing. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.**
- Change of shading as a result of exposure to or hidden from direct or indirect sunlight.
- Damages from not using recommended cleansers for UV polyurethane finished and oil finished wood flooring, resulting in a damaged or dull finish.
- Delamination as a result of excessive moisture in the surrounding environment and/or substrates.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages to the flooring finish caused by, *including but not limited to*, dry wall dust, soil, dirt, construction debris and/or trade-related work.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines
- Flooring installed with visible manufacturer defects, or damaged during the installation process.
- Insect infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Downgraded Product. It does not apply to any products designated or sold as 2nds, B-grade, or Cabin grade, which is all sold "AS IS" - all AS IS sales are final with no returns.
- Wood can be photosensitive and will change color as they age or are exposed to UV light. As this is a natural occurring phenomenon, it is NOT considered a material defects and is excluded from coverage under the provisions of Tesoro Limited Warranty. You can minimize fading and discoloration by: 1) Avoiding rubber backed mats that may discolor your floor; 2) change the location of your rugs periodically. Rearrange more frequently if they are placed in front of doors and windows; 3) Use light filtering window treatments (i.e. blinds, drapes, window film) that will help prevent sunlight exposure; and 4) rearrange furniture seasonally to allow the flooring to darken and age uniformly.
- Flooring purchased online or through sellers not authorized to sell Tesoro products.

Please note: If completing a flooring extension or board replacement after the original installation has been down for a period of time, the new flooring will have a lighter appearance. As the material is exposed to natural light, it should eventually blend in with the surrounding areas. However, due to the age of your flooring, surface wear (and/or) exposure to UV light, Tesoro cannot guarantee replacement flooring will be a 100% match to your existing products. Remember that color variation is to be expected with natural products. However, should an individual be doubtful as to appearance or dimension the installer should not use this piece.

Tesoro disclaims liability for incidental or consequential damages, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, with respect to this product. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers.

Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect. Prior to installation, the installer and owner should conduct a final

inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to every product purchased. Once installed, every board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

HEALTH WARNINGS

Do not sand existing resilient tile, sheet flooring, backing, or felt linings. These products may contain asbestos fibers that are not readily identifiable. Inhalation of asbestos can cause asbestosis or other serious bodily harm. Check with local, state and federal laws for handling hazardous material before attempting the removal of these floors.

Health Option 3 Caution: *Wood Dust Cutting, sanding or machining wood products produces wood dust. While wood products are not hazardous under the OSHA Hazard Communication Standard (29 CFR 1910.1200), the International Agency for Research on Cancer (IARC) and the State of California have classified wood dust as a human carcinogen. Precautionary Measures: Airborne wood dust can cause respiratory, skin and eye irritation. Power tools should be equipped with a dust collector. Use an appropriate NIOSH-designated dust mask. Avoid dust contact with skin and eyes. First Aid Measures in case of irritations: In case of irritation flush eyes with water. If needed seek medical attention. If dermatitis occurs, seek medical attention. WARNING! DO NOT MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES. Previously installed resilient floor covering products and the asphaltic or cutback adhesives used to install them may contain either asbestos fibers and/or crystalline silica. The products in this carton DO NOT contain asbestos or crystalline silica. Avoid creating dust. Inhalation of asbestos or crystalline dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm.. See current edition of the Resilient Floor Covering Institute (RFCI) publication "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures.*

TO REGISTER YOUR FLOOR FOR WARRANTY

Go to <https://internationalwholesaletile.com/resources/warranty/> to register your floor for the Tesoro Limited Warranty

FILE A CLAIM

Any claim for warranty must be made in writing within 30 days after it has been detected. Please direct all claims to the retailer where it was bought. IWT Tesoro reserves the right to have a 3rd party representative to inspect the site and product, and to be involved in the final evaluation. For more information on the factory warranty, consult the factory limited warranty at www.InternationalWholesaleTile.com . In the event of a discrepancy between the information in the Installation Guide and the Factory Warranty , the latter shall prevail.

Tesoro reserves the right to have a Tesoro representative inspect the floor, remove samples for technical analysis and request proof that pre-installation, installation and floor care and maintenance are in accordance with Tesoro requirements.

If any portion of your floor should fail with respect to applicable warranty provisions, Tesoro will repair, refinish or replace the product at its sole discretion.

We strive to use best technological advancements that improve product performance or installation techniques and methods. To confirm you have the most recent installation instructions, please visit our website at www.InternationalWholesaleTile.com

Note: This document supersedes all Installation, Floor Care & Warranty Guidelines previously distributed for Tesoro hardwood products and is subject to change without notice.

Inception date of these Guidelines : December 1, 2023

Latest Update of these Guidelines : November 1, 2025