



CARE & MAINTENANCE

REGULAR MAINTENANCE

Dust mop on a frequent basis and use only specifically formulated floor care products. Avoid using any harsh chemical on your floor, included but not limited to ammonia based solution, bleach, STP or Acetone.

Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish.

DO NOT USE A VACUUM WITH A BEATER BAR HEAD.

Utilize floor protectors, wide bearing and non staining glides or casters on all moveable furniture, tables or other objects that sit directly on hardwood flooring.

Use walk-off or high quality mats to protect the floor from abrasive material. Avoid using latex or rubber backed rugs.

Do not use masking tape or any other high tack tapes on floors for an extended period of time. Tapes must be removed from the floor on daily basis to avoid damaging the finish.

PREVENTIVE MAINTENANCE

Place high-quality floor mats and area rugs near outside entrances to prevent dirt, sand and other unwanted substances from being tracked directly onto flooring. Also, if you have wood flooring in your kitchen, a throw rug with a soft or felt backing should be placed in front of the sink area to catch spills and splashes.

Affix felt floor protectors on moveable furniture, including chairs, tables, sofas and etc. that sit directly on hardwood flooring.

Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.

Rearrange rugs and furniture periodically so the floor ages evenly. UV sunlight will change the color of different wood species to varying degrees.

Rubber backed rugs are not recommended as discoloration may occur due to plasticizers migrating out of some rug backings. Instead, rubber liners/pads that are made especially for rugs over hardwood floors are recommended. These liners also have holes in them for the wood to breathe and can be found at your local home improvement and some hardwood flooring stores. Dust mop regularly to prevent sand or abrasive dust build up that can scratch the floors finish.

Do not use ammonia or oil-based wax, polish, household dust treatment chemicals, abrasive cleaners, or furniture cleaners.

Do not wet mop the hardwood floor because excess moisture can cause damage to your wood floor.

Keep pets' nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains, etc.

Relative humidity should be maintained between 35% and 55% to minimize expansion and contraction of hardwood flooring. Avoid walking on floors with sharp, "stiletto" style high-heel shoes.



5 YEAR LIGHT/MEDIUM COMMERCIAL LIMITED WEAR WARRANTY

The finish of the floor board is warranted by Hennessy Wood Floors not to wear through under normal light and medium commercial use for a period of five (5) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems.

This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons.
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms.
- Hotels: Guest Rooms, Conference/Meeting Rooms
- Offices and Restaurants: Offices, Banks, Conference/ Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms.
- Institutional and Light Industrial: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls.

This 5 year limited light/medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Hennessy Wood Floors installation instructions. Proper installation includes, but is not limited to the following:
 - a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs per 1000 sq. ft. in a 24 hour period.
 - c. A polyethylene film vapor barrier must not be used

over wood subfloors. Moisture readings of wood sub floors must not exceed 11% throughout the entire installation.

- d. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 CPC spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.

2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with Hennessy Wood Floors maintenance instructions.
4. This limited warranty does not apply to water damage of any kind.
5. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being under the floor.
6. This limited warranty does not apply to Hennessy Wood Floors moldings and trims.
7. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

LIFETIME LIMITED STRUCTURE WARRANTY

The floor board is warranted to be free from manufacturing or material defects for the life of the product. If a defect should occur, Hennessy Wood Floors will arrange a credit based on the original

purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

WARRANTY COVERAGE: Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine.

THE LIMITED WEAR WARRANTY DOES NOT COVER:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, spiked or stiletto heels, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. Problems due to moisture, mildew, alkaline substances, extreme natural weather conditions, hydrostatic pressure, expansion and contraction between boards and tiles, or humidity levels. Normal indoor humidity levels should be kept between 35% - 55% throughout every calendar year.
3. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
4. Manufacturer makes no guarantee that Hennessy Wood Floor products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Wood has natural characteristics including but not limited to mineral streaks, knots, grain variations. Such natural characteristics are not considered defects and are not covered under this warranty.
6. Noncompliance with installation instructions and maintenance guidelines as recommended by Hennessy Wood Floors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, pets, high heel or golf shoes.
8. Floor covering installed in inappropriate locations is excluded from this warranty.
9. Exposure to UV light and sunlight will cause discoloration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.

HOW TO MAKE A CLAIM

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.



LIFETIME RESIDENTIAL LIMITED WEAR WARRANTY

The finish of the floor board is warranted by Hennessy Wood Floors not to wear through under normal use for the life of the product. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Hennessy Wood Floors installation instructions.

Proper installation includes, but is not limited to the following:

- a. A moisture test must be performed to determine if excessive moisture exists in the subfloor.
 - b. When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs per 1000 sq. ft. in a 24 hour period.
 - c. A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood sub floors must not exceed 11% throughout the entire installation.
 - d. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 CPC spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area.
 3. The flooring must be maintained in accordance with Hennessy Wood Floors maintenance instructions.

4. This limited warranty does not apply to water damage of any kind.
5. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being under the floor.
6. This limited warranty does not apply to Hennessy Wood Floors moldings and trims.
7. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

LIFETIME LIMITED STRUCTURE WARRANTY

The floor board is warranted to be free from manufacturing or material defects for the life of the product. If a defect should occur, Hennessy Wood Floors will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

WARRANTY COVERAGE: Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labor for repair will be covered by this warranty.

THE LIMITED WEAR WARRANTY DOES NOT COVER:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, spiked or stiletto heels, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. Problems due to moisture, mildew, alkaline substances, extreme natural weather conditions, hydrostatic pressure, expansion and contraction between boards and tiles, or humidity levels. Normal indoor humidity levels should be kept between 35% - 55% throughout every calendar year.
3. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
4. Manufacturer makes no guarantee that Hennessy Wood Floor products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Wood has natural characteristics including but not limited to mineral streaks, knots, grain variations. Such natural characteristics are not considered defects and are not covered under this warranty.
6. Noncompliance with installation instructions and maintenance guidelines as recommended by Hennessy Wood Floors. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, pets, high heel or golf shoes.
8. Floor covering installed in inappropriate locations is excluded from this warranty.
9. Exposure to UV light and sunlight will cause discoloration to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.

HOW TO MAKE A CLAIM

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.



INSTALLATION GUIDELINES

Installation is the responsibility of the Owner and Installer. Beautiful hardwood floors are a product of nature and therefore, not perfect. Our wood floors are manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be of a manufacturing or natural type. Only a qualified professional hardwood floor installer should perform your Hennessy Wood Floor installation. These guidelines should be followed carefully to ensure the proper installation of your new Hennessy Wood Floor.

PRODUCT INSPECTION

The homeowner/purchaser should compare the contents of each box to their floor sample to verify that it is the expected product. If there is any discrepancy between what was expected/purchased and the actual product received, DO NOT proceed with installation and notify the retailer immediately. Individual wood products may vary due to die lot changes in the staining process. Hennessy Wood Floors cannot honor claims due to a lack of on-site product inspection/acceptance by the homeowner/purchaser.

The homeowner and installer should perform a final inspection of the boxes to check on manufacturing and factory finish of the delivered product. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause. Hennessy Wood Floors shall not accept responsibility for the installation of flooring with visible defects. Before installing Hennessy wood floors, the installer and homeowner should verify that the jobsite and sub floor meet all Hennessy Wood Floors installation requirements as outlined here. The Hennessy Warranty does not cover flooring failures resulting from poor jobsite and/or sub floor conditions.

INSTALLATION TOOLS NEEDED

Generally the tools needed for installation are: Handsaw or power saw, hammer, crowbar, or pull bar, tape measure, pencil,

chalk line, wood or plastic spacers, tapping block, adhesive trowel, carpenter's square, urethane or polymer hardwood plank adhesive as warranted by the distributor.

PRE-INSTALLATION AND JOBSITE REQUIREMENTS

All issues involving water or moisture should be resolved prior to the installation of hardwood flooring. In fact, for any new construction or remodeling project, hardwood flooring should be one of the last items installed. The jobsite should be monitored for consistent, normal room temperature of 65° and 70° F and relative humidity of 35% and 55% and acclimate as necessary (not maintaining the temperature or humidity level will void the manufacturer warranty).

The wood floors must not be stored directly on concrete or near outside walls. Do not install Hennessy Wood Flooring in areas subject to moisture, such as bathrooms or laundry room. Hennessy hardwood flooring should only be used for interior, residential on grade or above grade, not intended for below grade use, such as basements.

Do not install Hennessy Wood Flooring over radiant heat. Engineered floors can be glued directly to concrete. Do not use a concrete sealer nor install over one. The concrete must be high compressive strength. All concrete subfloors should be tested for moisture content. Visual checks are not reliable. If moisture in concrete is detected, it is necessary to use a moisture barrier included but not limited to, PVC Vinyl sheet (with felt-backed and vinyl wear layer) or a recommended moisture retardant "sealant" product that is approved as a sealant for concrete and hardwood floor installation.

Acceptable test methods for subfloors moisture content 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 4.0 on the upper scale.
- Relative Humidity probe test with a maximum reading of 60%.

A "DRY" SLAB, AS DEFINED BY THESE TESTS CAN BE WET AT OTHER TIME OF THE YEAR. THESE TESTS DO NOT GUARANTEE A DRY SLAB.

ACCLIMATION PROCESS

Hennessy engineered wood flooring does not need to be acclimated to the job site unless there is an extreme temperature or humidity change (from humid to a dry area or vice versa). If there is a severe temperature difference, make sure to condition the cartons of wood flooring by carefully opening the end of the boxes and expose the end of the boards ONLY.

Do not open the boxes or take the planks out until the wood floor is acclimated and ready to be installed. This process may take several days. Room temperature and humidity level in the installation environment is a major part of the acclimation process. The humidity level must stay consistent during the life of the wood floor.

SUBFLOORS

The quality and preparation of the subfloor is important in installing your Hennessy Wood Floors.

The following are acceptable subfloor types: Plywood, concrete. As long as the subfloors are structurally sound, clean and free of all debris, wax, grease, paint, sealers, and old adhesives and other substances which may impair proper installation, level and flat to 3/16" per 10' and will remain dry all year round. Subfloor moisture content must not exceed 3.5% for concrete or 13% for wood or ply wood. A commercial moisture meter may be utilized for testing subfloor moisture as well.

Wood subfloor must be:

- Dry and well secured.
- Nailed down or screwed down every 6 inches along the joist to avoid squeaking.
- Leave adequate gap around perimeter.
- Leveled by sanding down high spots and filling in low spots with an underlayment patch as necessary.

Concrete subfloor must be:

- Fully cured for at least 60 to 90 days.
- Installed properly with minimum 6mm Polyfilm between concrete and ground.
- Dry all year round. Do not install over concrete if you are not sure it will remain dry.
- Tested for moisture by using moisture meter.

PREPARING FOR INSTALLATION

Undercut or notch-out door casings to fit flooring underneath by placing a piece of flooring on the subfloor as a height guide for sawing. Remove door thresholds and base moldings and replace after flooring installation. Always leave at least ½" expansion space between flooring and all walls and vertical objects. Use a hammer and tapping block and tap against the tongue to pull planks together. Never tap against the groove of the plank. When near a wall, use a crow or pull bar to close end joints. Be careful not to damage flooring edge.

STARTING INSTALLATION

For aesthetic purposes, wood flooring is often laid to the longest wall. However, owner upon the advice of the professional installer should make the final decision which direction the planks will run.

Most professional installers will begin installation next to an outside wall, which is usually the straightest wall and used as a reference point in establishing a straight working line. A good way to establish a working line is to measure an equal distance from the wall at both ends and snapping a chalk line. Measure distance from the wall at the width of the plank plus another ½" for expansion space for establishing your working line. It is advisable to dry lay a few rows before actually using glue to confirm your directional layout decision and work. Adjustment of the working line may be necessary if the outside wall or other working line reference is out of square. This can be done by scribe cutting the first row of planks to match the wall and creating a straight working line.

GLUE DOWN INSTALLATION

Use only moisture cured urethane or polymer adhesive specifically manufactured for hardwood plank installation. Use the recommended warranted adhesive for Hennessy wood floors, other brands of glue will result in the void of manufacturer's warranty.

Follow instructions for the adhesive carefully. Always allow for adequate cross ventilation when working with flooring adhesive. Follow adhesive instruction regarding proper set time before affixing wood floor planks. With a trowel at a 45-degree angle, spread recommended by the adhesive instruction.

Start at the outside wall. Once adhesive has set per instructions, lay the first row of flooring with the groove facing the wall. Continue laying flooring until adhesive is covered with flooring. Remember to always check the alignment with the working line. Be careful not to move the installed floor on the wet adhesive, use tapping block to fit the planks together. When the first

section is completed, continue by repeating process section by section until installation is complete. Cured adhesive is very hard to remove from the flooring. Do not allow any spilled or excess adhesive to remain anywhere on the surface of the wood floor.

Clean up excess or spills immediately as recommended by the adhesive manufacturer. Don't forget to stagger joints. When required use weights to hold the flooring planks on the perimeter until adhesive cures enough. Do not allow any spilled or excess adhesive to remain anywhere on the surface of the wood floor. Clean up excess or spills immediately as recommended by the adhesive manufacturer, not doing so can result in spots that will be very difficult to remove and/or could cause permanent damage to the finish of the wood.

STAPLE/NAIL INSTALLATION

Subfloor preferred is a plywood underlayment or at a minimum, 5/8" plywood. (Particle board is not an acceptable underlayment). In the case of either staple or nail (cleat), a 1½" length is recommended with the spacing every 4" – 6" along the length of the board and 1" from each end.

Follow the manufacturer's recommended air pressure on either staple or nail. It is also recommended to glue the butt ends of the boards to insure a proper and firm joint. Nail or staple down installations may be successful over existing vinyl providing:

- That the subfloor is properly attached to the joists.
- That the penetration by either method is not significantly lessened.

FLOATING FLOORS

Rubber or cork underlayment is highly recommended for a sound installation. Install the polyfilm underlayment in the same direction the wood flooring is to be installed. Extend the underlayment a few inches up the wall and cut excess prior to installing transition or any moldings.

Starting at one wall, place the first board with the groove side toward the wall. Use wood wedges against the wall to hold true to spacing and allow for a ½" expansion space at all vertical walls or obstructions. In order to ensure that end seams are not close, it is best to rack out 3 to 4 rows prior to installation. Due to the length of Hennessy boards, allow a minimum of 10" to 12" separation between end seams in the adjacent rows. Move any rows, if necessary, to ensure you are showing any noticeable joint patterns. Apply glue in the top portion of the groove along the side of each board. Use a tapping block to ensure a tight fit.

On the last row, use a pull bar to install the last piece in each row. As you install, cut the last boards in each row allowing a ½" for expansion space. After measuring, cut the board with a table saw, hand saw or jig saw. Use the pull bar to place the board into position. Leave all wedges in the floor for a minimum of 8 hours so that the adhesive will properly set. Examine the floor carefully and remove, with a damp cloth, any excess adhesive. Finally, allow at least 8 hours before traffic and 24 hours before furniture is replaced.

FINISHING THE JOB

Remove expansion spacers. Reinstall base and/or quarter round moldings to cover the expansion space. Install transitions pieces such as reducer strips and T-moldings as needed. Do not allow any foot traffic or heavy furniture for at least 24 hours. Clean and remove all dirt and debris on floor by dust mopping. Follow floor care and maintenance guide to ensure longevity and lasting beauty of your new Hennessy Wood Floors.