

Wood Flooring International's Recommendations to the Installer

For installing ¾” thick un-finished solid wood flooring

MEETING THE END USER'S EXPECTATIONS:

It is the installer's responsibility to make sure in advance of installation that the end user's expectations, for how their completed floor will look, will be satisfied by the actual flooring and finish to be installed.

Background - Wood is a natural material with great variation in grain and color within any species. No two pieces are the same. That is the beauty of using wood - it is not plastic or vinyl. All woods, in varying degrees, are sensitive to light and/or oxygen and change color as they age and develop a patina. In addition, different finishes will dramatically alter the look of the same piece of wood. This is especially true with imported species.

While we in the trade may know all the above, many times the buyer/end user does not. In many cases, we don't even know how the buyer made their flooring choice. By taking the time in advance to provide the end user with a clear understanding of what their completed floor will look like, the chance of subsequent disappointment is drastically reduced. Here is a checklist to be followed to avoid such problems:

- 1) How did the buyer make their choice of this floor? From an actual floor? From a showroom panel? From a photo? From samples? Please ask to see the samples or photos from which this type of flooring was chosen.
- 2) Did they choose a grain selected or color sorted floor? If so, was that selection specified when buying the material? Ask to see the control samples from which the selection was specified and compare it to the flooring on site?
- 3) Next, show them the full range of color/grain variation to be found in the actual flooring you have on hand. Make sure they are happy with this selection or find out that perhaps they want some of the range of color/grain graded out prior to installation.
- 4) Educate them as to what color their floor will be when freshly sanded as well as what color it will age to. Refer to Wood Flooring International's Technical Wood Properties for specie specific details. You can even leave some of the finished flooring samples in direct sunlight for a day or two just to show them how their floor changes in color. (Be sure to cover part of these samples with an opaque material to show the "before & after effect.")
- 5) If site finishing this floor, you should sample the buyer with some of the flooring finished with the actual stain/finish you will be using on their installation. This will insure they are happy with the final color, gross levels, and overall look of the finished product you will be providing them - (see WFI's Finish Recommendations).

Congratulations! You have now aligned the expectations of the buyer with the reality of what you are able to deliver. This will avoid the "after the fact this floor doesn't look like the samples" complaint. And, with imported woods, because people are not as familiar with the species, there can be misunderstandings especially when a customer has chosen a floor just from a few samples and then they find that the whole floor has greater variation.

THE INSTALLER'S RESPONSIBILITY IN INSPECTING THE WOOD FLOORING PRIOR TO INSTALLATION:

Milling/Grade/Handling Defects

Occasional defects in wood flooring sometimes do occur. The installer has the final responsibility to cull out visible defects prior to installation. Visible defects are defects that can be detected by sight, either in the face, in the milling, or in the finish of the flooring which become apparent during installation.

Standard trade practices allow up to 5% of the pieces to contain milling/grade defects. In addition there may be some handling defects. Typically, when your flooring order is placed, an extra 7% should be added to the actual square footage needed as allowance for on-site cutting waste as well as occasional miss manufactured or off-grade flooring.

Should an installer find a recurring problem or waste to excessive, please stop immediately and contact Wood Flooring International (856) 764-2501 to review the problem before proceeding. DO NOT install flooring with visible defects. The installer is the final judge of acceptable quality. Therefore, once the flooring has been installed, you have deemed it acceptable. Wood Flooring International shall not be responsible for any costs associated with repairing or replacing flooring installed with visible defects.

Extremes in Color/Grain

Even after getting the buyer to accept the full range of color and grain in the flooring being installed as suggested above, it is still the installer's responsibility to cull out any excessively varied pieces of flooring. These pieces should then be used in inconspicuous spots only, or not at all. This will avoid causing the customer from justifiably objecting to a completed floor in which one lone "rogue" piece was set right in the middle of a room, with this piece varying greatly in color/grain from all its neighbors.

PREPARING AN INSTALLATION PLAN:

Each installation should be individually pre-planned specifically for your job site's unique set of conditions. This is perhaps the most important part of any installation. If the planning is not done correctly, your floor may subsequently fail. As only the installer can determine whether the job site's specific environmental conditions and sub surfaces are correct for the product being installed. WFI declines any responsibility for product failure resulting from job-site environmental deficiencies.

THE INSTALLATION'S PERMANENT RECORD:

The Installer is advised to keep a permanent record of every installation, (monitoring moisture content is the principal area of focus, given its potential to cause post installation problems). We suggest the following information is recorded as part of the Permanent Installation Record:

- We have enclosed a copy of our *UPON RECEIPT OF YOUR ORDER* form/checklist which we request that you review upon receipt of your order and record the info requested.
- Take daily relative humidity & temperature readings while you are on site working and record them.
- Take sub-floor moisture content readings and record them.
- Take additional moisture content readings from existing exposed wood elements on the job site, which are already well equalized, and record them.
- Decide on the target, equalization moisture content point, which you plan the flooring to reach prior to its installation. This target is arrived at after taking into account all the above readings, your knowledge of the local area and at what % flooring typically equalizes to in this locale and any other site specific factors such as heating/ventilating systems.
- Take readings of the flooring's moisture content upon arrival and record them after comparing them to the readings provided by WFI on the packing list at the time of shipment.
- Should you decide the flooring needs to be equalized up or down prior to installation, then a daily record should be kept of the flooring's moisture content readings so you can monitor the flooring's movement towards the target equilibrium point you planned for the specific site.
- Record how the floor was installed including such information as:
 - 1) What the subfloor is constructed of:
 - 2) If the flooring is nailed, then what nails and what nailing pattern was used.
 - 3) If, in addition to nailing a construction adhesive was used, then what type was used and on what centers was it spread.
 - 4) If glued, then what mastic was used and what trowel size.
 - 5) If laid on top of foam/paper/cork, then what type was used.

Tip: Use of a quality moisture meter is recommended when testing for moisture content. The best type of meter to use is a two pin; electric resistance type meter outfitted with a slide hammer electrode and insulated pins. Use of the insulated pins allows you to take both surface and core readings to see whether the wood is losing or gaining moisture. We do not recommend meters which only light up in a "range of moisture content", as they are too inaccurate. A domestic meter manufacturer is Delmhorst Industries (800) 222-0638. There are also numerous foreign manufacturers of quality meters. All good meters also have tables to "species" correct the readings to the exact electrical resistance that the type wood you are reading has. (Call Wood Flooring International at 856-764-2501 for details) Most of these meters also have attachments available for measuring the moisture content in concrete subfloors.

For testing the relative humidity and temperature on site, to arrive at the proper equilibrium point for the job site, we recommend a combined relative humidity and temperature meter, which is available from any Radio Shack store for about \$20.

UPON RECEIPT OF YOUR ORDER PLEASE READ THIS IMMEDIATELY!!

Thank you for selecting a floor from Wood Flooring International. You have chosen one of the world's most beautiful woods for your installation. In order to insure your complete satisfaction; please take the time to review this checklist before commencing installation.

PLEASE CHECK FOR THE FOLLOWING UPON RECEIPT OF YOUR ORDER

WFI's Packing List w/moisture content readings – Did you receive a Copy of Wood Flooring International's Packing List along with your order?

YES

If not, please call Wood Flooring International at 856-764-2501 and we will fax you a copy of the moisture content readings taken at the time your flooring was shipped.

WFI's Install/Finish/Safety Recommendations – Did you receive a copy?

YES

If you did not receive your copy of Wood Flooring International's Install/Finish/Safety Recommendations, please contact Wood Flooring International immediately at 856-764-2501, as it is critical to follow these instructions to insure a good installation.

Good Condition - Did the flooring arrive in good condition?

YES

Upon receipt of your order, please inspect the flooring and packaging for any signs of handling or even more important, water damage. If there is any visual damage, please note it in writing on the delivery ticket which the trucking company requests you to sign at the time delivery. Material damaged in transit is the responsibility of the carrier and a claim for any damages will have to be made directly to the trucking company. The flooring should then be unpacked and any damaged materials set aside and a claim lodged with the carrier for the value of the damaged goods. Wood Flooring International will be glad to assist you in making a claim with the carrier.

Quantity - Did you get everything you ordered?

YES

Please match what was received against what you ordered. Any shortages should be duly noted on the trucking company's delivery ticket and Wood Flooring International should be notified immediately.

Product – Did you get the correct Wood Species, Flooring Style, Size, and Grade and Finish you ordered?

YES

If not, please contact Wood Flooring International immediately.

Moisture Content - Please take several moisture meter readings of the flooring upon receipt and list them below. Please compare them to the readings provided by Wood Flooring International on the packing list included with your order.

YES - Moisture Content Reading are acceptable.

If the readings are high and there is a major discrepancy, please contact Wood Flooring International immediately; as the flooring may have gotten wet in transit and a claim will have to be lodged with the carrier.

Moisture Readings

_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____