

JOHNSON PREMIUM HARDWOOD FLOORING

FARMHOUSE MANOR SPC RIDGID CORE PLANK FLOORING

INSTALLATION GUIDELINES

ALWAYS CHECK www.johnsonhardwood.com FOR THE LATEST INSTALLATION, WARRANTY AND MAINTENANCE INSTRUCTIONS. IT IS THE RESPONSIBILITY OF THE INSTALLER TO ENSURE THAT THE MOST CURRENT DOCUMENTS ARE USED DURING INSTALLATION OF JOHNSON HARDWOOD FLOORING PRODUCTS.

General Guidelines

1. The space where flooring is to be installed shall be fully enclosed and the permanent HVAC system shall be operational at 60° - 80° Fahrenheit (18° to 26° Celsius) for 5 days before installation, during installation and for the life of the installation. Note: Maintaining an optimum temperature of 70° F and relative humidity of 35 – 55% is highly recommended. *Avoid dramatic and large temperature increases.*
2. Johnson Hardwood recommends acclimation of our Farmhouse Manor series for 24 hours prior to installation to ensure the product is at equilibrium with the installation environment.
3. Farmhouse Manor floating floors can withstand temperatures as high as 140°F for short periods of time, but as a general rule, the flooring should be protected from direct sunlight and not exposed to direct sunlight for extended periods of time by use of blinds, drapes or suitable window coverings or be in use in areas of large amounts of direct sunlight exposure.
4. Doorways and archways 6 feet or less in width must have a suitable “T” molding installed as control joint to allow for normal product movement between rooms. A minimum of 5/16” gap is to be allowed on either side of the installed track for the molding.
5. “IMPORTANT” follow installation illustration guidelines which are located on the last page of these guidelines.
6. This product cannot be installed with full spread adhesives.
7. Farmhouse Manor floating flooring is designed to be installed as a “floating” floor. Do not secure individual planks to the subfloor with mechanical fasteners or adhesives. Always undercut all doorjamb. Do not install cabinets or kitchen islands on top of Farmhouse Manor floating floors.
8. Use of a small, soft bristle brush to clean the joints prior to locking will ensure that there is no debris which will cause stressing or failure of the joint after interlocking the pieces together.
9. Use care when installing wall moldings and transition strips to not fasten through flooring planks, as this can cause impingement of the floor, which can/will cause the floor to buckle and/or separate. In addition, do not apply caulking between the bottom of the base board and/or shoe trim molding and the surface of the floor, as this can result in buckling and/or separating of the planks due to a buildup of compression, and/or contraction related stresses.
10. The flooring planks are best cut in the following ways: a VCT or laminate cutter; a sabre saw with a fine-tooth wood cutting blade; a 12” power miter saw with a shallow or negative kerf blade, similar or equal to a plastics cutting blade. As for rip cutting, use a table saw with a cutting blade diameter of 10 to 12”. Note: The cutting teeth of the blade should be comprised of carbide, and should have a minimum of 90 cutting teeth.

SUBFLOOR INFORMATION

Approved Substrates

The following are approved substrates for installation of Johnson Hardwood Farmhouse Manor flooring. See the next section for proper testing and substrate preparation prior to installing your Johnson Hardwood floorcovering.

- **All substrates regardless of composition must be smooth and flat to within 3/16" (4.75mm) or achieve an "F32" rating by use of mechanical grinding/sanding or suitable Portland cement-based patching and leveling compounds.**
- APA registered underlayment, sanded face exterior grade with minimum rating of C-C plugged face
- APA registered exterior grade plywood sanded face C-C plugged, sanded face or better
- Single layer Sturd-I-Floor rated panels (minimum 23/32" thickness) with sanded face.
- APA rated OSB or Particle Board, 3/4" minimum thickness if single layer. Must be properly fastened, free of moisture and visible defects. Ensure proper gapping at seams and no ledging exists.
- Properly prepared and well bonded existing resilient floor covering
- Cement Terrazzo, Epoxy terrazzo, ceramic tile, marble – must be properly prepared; all grouts are patched with appropriate patching compounds or leveler.
- Certain metal floors – all gaps are patched with appropriate patching compounds or leveler.
- Old adhesive residue- must be properly prepared with embossing leveler
- Radiant heated floors where heat does not exceed 85°F (29°C)

The following are not approved substrates for installing Farmhouse Manor flooring:

- Foam, rubber, cork or other soft underlay pad
- Rubber, cork or asphalt tiles
- Textured or cushion backed resilient flooring
- "Sleeper" floor systems
- Plywood floors that have been installed directly over a concrete slab
- Luan and mahogany-type plywood panels
- Masonite™ or other hardboard underlayment
- CCA (pressure treated), oil treated or other coated plywood
- CDX or other plywood with knots or open defects
- Underlayment made of pine or other soft woods
- Hardwood flooring
- Paint, wax, oil, grease, residual adhesive, mold, mildew, and other foreign materials that might prevent loose-lay planks and tiles from natural movement
- Other uneven or unstable substrates.

Substrate Preparation

All substrates must be properly prepared and tested according to the following guidelines.

1. Concrete Subfloors

Although Johnson Hardwood Farmhouse Manor flooring is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus-all of which can contribute to an unhealthy indoor living environment. Use of a suitable vapor barrier is recommended.

- a. Concrete slab construction shall be in accordance to industry standards for specification related to concrete mix design, curing methods and drying times to prevent moisture problems.

- b. On-grade and below-grade slabs should be installed with a suitable vapor retarder directly underneath the concrete slab.
 - c. New concrete shall be properly cured and dried prior to the installation of floor covering. Curing agents, surface hardeners and other membranes or compounds shall be mechanically removed immediately after initial cure to allow the slab to properly dry before installation. Approximately 30 days per 1" of slab thickness.
 - d. Concrete substrates should be properly prepared according to ASTM F710-11, *Preparing Concrete Floors to Receive Resilient Flooring*.
 - e. All concrete substrates, regardless of grade or age of slab, must be properly tested using one of the methods outlined below for warranty to apply. Acceptable test method is the ASTM F 2170 In Situ Relative Humidity. Testing shall be conducted according to the relevant ASTM documentation and instructions of the manufacturer of the testing equipment. Consult Johnson Hardwood Technical support for RH values greater than 80%.
 - f. Concrete Alkalinity / pH Test shall be conducted in accordance with ASTM standards. Acceptable level of pH in the substrate is 7.
2. Wood Subfloors
- a. All wood substrates shall be prepared according to ASTM F1482-04 *Installation and Preparation of Panel Type Underlayments to Receive Resilient Flooring*.
 - b. All wood panels for use under Johnson Hardwood Farmhouse Manor flooring must be smooth, flat, structurally sound and free of deflection.
 - c. A combination of wood subfloor and panel underlayment construction shall be a minimum of 1" in total thickness.
 - d. There shall be at least 18" of well-ventilated air space (i.e., 1 ½ vents per each 100 SF of crawl space area) beneath all wood subfloors. Crawl spaces shall be insulated and protected by a suitable vapor barrier consisting of 6 mil "black" polyethylene sheeting overlapping the seams a minimum of 12" followed by sealing the seams completely using 3" wide clear packing tape. Note: Make sure to run the poly sheeting a minimum of 4 to 6" up the stem walls.
 - e. Wood subfloors installed directly on concrete or over "sleeper" joist systems are **not** acceptable for use under Johnson Hardwood (farmhouse Manor) Flooring.
 - f. Panels designed as suitable underlayment shall be at a minimum ¼" in thickness, dimensionally stable, fully sanded face to eliminate grain texture or show through, and have a written manufacturer's warranty and installation instructions.
 - g. Panels shall be installed according to manufacturer's instructions regarding stapling pattern, sanding and filling of joints, and acclimation to installed environment.
 - h. Johnson Hardwood will not cover or accept responsibility for joint telegraphing, either as a "ridge" or "valley"; grain or texture telegraphing; discoloration of finished flooring due to materials used for filling of voids and defects in the face of the underlayment
 - i. Unacceptable substrates shall be covered using a ¼" or thicker panel underlayment recommended for commercial use. Follow underlayment manufacturer's installation instructions fully.
3. Gypsum and Lightweight Cellular Concrete Substrates
- Gypsum and lightweight concrete subfloors and substrates should be in accordance with the listed standards.
- a. Gypsum surfaces shall be in accordance with and properly prepared according to the appropriate ASTM specifications as listed in the above Reference Section.

- a. Conduct a surface porosity test to ensure that the surface is properly sealed. If the water is quickly absorbed stop the installation and contact Johnson Hardwood Technical Services at 1-800-910-3047 or tech@johnsonhardwood.com.
 - b. Check moisture content of the gypsum substrate via the appropriate method according to the ASTM Standards listed above. Moisture content of the subfloor/substrate shall not exceed the adhesive requirements or 75% RH or 3 lbs./1,000 sqft./24 hrs. MVER. When using the D4263 Test Method no discoloration of the surface should be found.
 - c. All patching compounds shall be recommended for use with gypsum, gypcrete or lightweight cellular concrete surfaces by the patching compound manufacturer. Follow the manufacturer's instructions regarding mixing, use and application.
4. Existing resilient flooring must be single layer only, be firmly bonded to the substrate, flat and smooth with no curling edges or loose seams. Must not be of a cushion back, loose-lay, or perimeter bonded floor.
5. Old Adhesives
- a. Adhesive residue shall be properly prepared prior to the installation of Johnson Hardwood Farmhouse Manor Flooring. It is recommended that mechanical scraping or grinding be used as a primary means of removing old adhesive residue.
 - b. Residues include, but are not limited to carpet, vinyl, VCT, and or wood flooring adhesives.
 - c. Black cutback/asphalt adhesives shall be scraped by hand to remove any loose patches, trowel ridges and puddles so that only a thin residue layer remains. This layer shall then be properly covered using a Portland based patching compound properly mixed with the manufacturer's recommended latex/acrylic additive. **NOTE: SEE THE BELOW WARNING!!!**
 - d. Do not use chemical adhesive removers.

WARNING!

DO NOT SAND, DRY SWEEP, BEADBLAST, SHOTBLAST OR USE ANY OTHER MECHANICAL MEANS TO PULVERIZE EXISTING TILE FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT-BACK" OR ANY OTHER ADHESIVES. THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND/OR CRYSTALLINE SILICA. AVOID CREATING DUST. INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY TRACT HAZARD. SMOKING BY INDIVIDUALS EXPOSED TO ASBESTOS FIBERS GREATLY INCREASES THE RISK OF SERIOUS BODILY HARM. UNLESS POSITIVELY CERTAIN THAT THE PRODUCT IS A NON-ASBESTOS CONTAINING MATERIAL, YOU MUST PRESUME IT CONTAINS ASBESTOS. REGULATIONS MAY REQUIRE THAT THE MATERIAL BE TESTED TO DETERMINE ASBESTOS CONTENT.

6. Other substrates
- a. Cement terrazzo, epoxy terrazzo flooring, stained or painted concrete and metal floors may be suitable for installation. However, most will need to be prepared with a suitable Portland-based cement patching compound, see manufacturer's recommendations for use and preparation of subfloor.
 - b. Ceramic, porcelain, marble and granite tiles are suitable and must be properly bonded with intact grout joints and free of cracks or loose tiles. Surface of tile and grout joints should be free from sealers, coatings, dirt and contaminants. Properly prepare the surface of tiles by grinding any high areas and using a suitable Portland-based leveling compound and primer to fill in all low areas. Follow leveling compound manufacturer's recommendations for surface preparation and application of product.

- c. The following are not suitable substrates for installation of Johnson Hardwood (Farmhouse Manor) Flooring: rubber, cork, or asphalt tiles; and any other material covered in the sections above and listed as unsuitable.
- d. Unsuitable substrates should be covered with an approved ¼" wood underlayment or suitable Portland-based cement leveler or patching compound. Always follow the manufacturer's recommended practices when covering an existing substrate.

Installation and Layout

Farmhouse Manor floating flooring is designed with a Unilin Angle Tap tongue and groove inner-locking mechanism. Please refer too, and follow the installation process and procedures as illustrated in the installation guidelines.

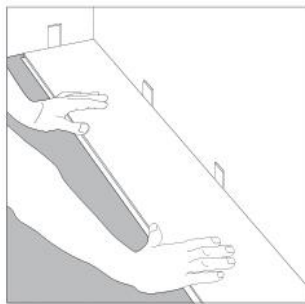
2. Layout

- a. Install flooring perpendicular to direct sunlight sources, including large windows, doors, etc.
- b. It is important to balance the layout of the plank format. Proper planning and layout will prevent narrow piece widths at wall junctures. Determine layout to prevent having less than a half the width or very short length pieces.
- c. Determine the center of the room by measuring each end wall and marking the center of the wall. Chalk a line across the points and measure to determine the center point. At a right angle to the chalk line, using the center point, chalk another line out to the other walls.
- d. Be sure to allow for a 5/16" spacing along all walls when determining your starting plank width. On rooms greater than 900 ft² (83.6 m²) or runs longer than 35 feet (9 meters) control joints with a suitable T-molding must be installed with a minimum of 5/16" (8mm) gap between the sides of the T-molding.
- e. Dry lay a section of plank from the center line to one wall to determine that the pattern is centered and fit. Border cuts should be measured and should not be less than half the width of a plank. If the cut row falls under these conditions, adjust the first row at the center line to make the centerline match the centerline of the row of planks.

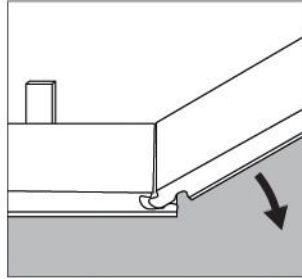
After Installation

- 1. Be sure planks are set, flat and have tight edges.
- 2. In the event that the plank flooring is not the last portion of the construction project, the floor must be protected from construction traffic and damage. Utilize a reinforced fiber protective board or a heavy kraft paper (min. 60 lbs.) and cover the floor. Note: When taping the paper together, NEVER tape directly to the floors surface, but rather tape the paper to the paper using 3M 2080 Blue masking tape.
- 3. Initial maintenance
 - a. Wait 5 days after installation is completed and thoroughly clean the floor using a neutral pH cleaner.
 - b. If necessary, a slow (175 rpm) buffer can be utilized with a white, non-abrasive pad to remove heavier deposits.
 - c. Rinse the floor thoroughly and allow to dry.
- 3. Daily and weekly maintenance
 - a. Sweep, vacuum or dust mop the floor as needed to remove dust loose dirt and grit. In high traffic areas this may be a daily or twice daily procedure. Use only vacuums that do not have bristle beater bars or metal heads.
 - b. Clean liquid spills immediately to prevent the possibility of stains, slips or falls.

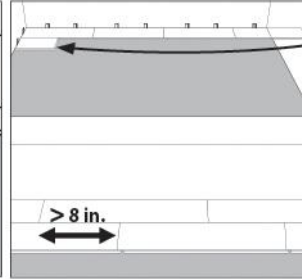
- c. Damp mop the floor as needed to remove dirt and stains. Use a neutral pH cleaner and a white pad if needed to remove ground in dirt. Soft bristle brushes can also be used on flooring with embossed surfaces.
4. Preventative steps
- Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the floor, be sure the mats have a non-staining back. Rubber mats are also not recommended over Johnson Hardwood flooring products.
 - Furniture shall have protective glides of at least 1" in diameter to minimize the chance of indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.
 - Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard and/or resilient surface flooring.
 - Protect the floor from direct sunlight by using appropriate window coverings.
 - Use chair mats at desks to protect the floor from damage due to chair legs or casters.
 - Periodically clean caster wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
 - Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the flooring.



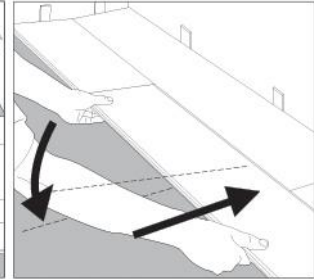
Step 1: Begin installation working from left to right. Insert 1/4" wide spacers at ends and edges where planks meet wall.



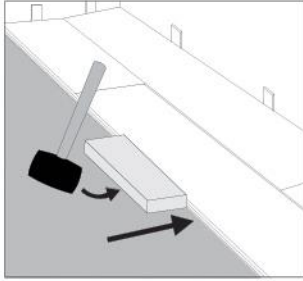
Step 2: Lock short end of plank by inserting tongue into groove at an approximate 30 degree angle and drop into place. Continue this process throughout the installation.



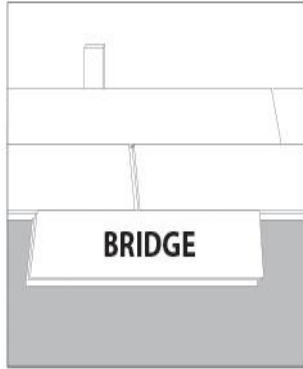
Step 3: Use the remaining plank from your cut piece to begin the next row (you will repeat this process throughout the installation). Note: It is recommended that you space end-joints by a minimum of 8 inches.



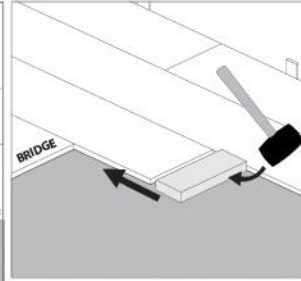
Step 4: Lock long edge of plank by inserting tongue into groove at an approximate 15 degree angle and drop into place. Next slide toward end of previously installed plank until the tongue touches the groove.



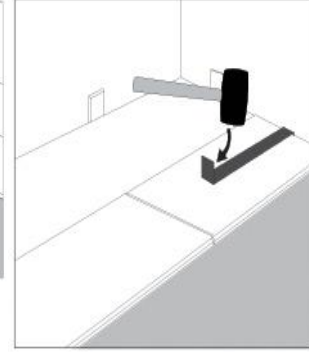
Step 5: IMPORTANT! Use a hammer and tapping block to tap the long edge of the plank to ensure a tight fit. Note: Tapping block should be a minimum of 10" to 12" long. It is important to note that any/all gapping can/will compromise the locking system.



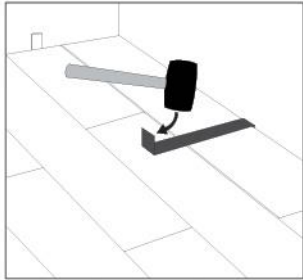
Step 6: Attach a scrap piece of floor to bridge gap between ends of planks.



Step 7: Tap end of plank with hammer and tapping block to lock ends of planks together. Remove support bridge and continue with this method until you have completed installing the row. Note: **BE SURE TO TAP ON EDGE OF VINYL SO AS NOT TO DAMAGE LOCKING PROFILE.**

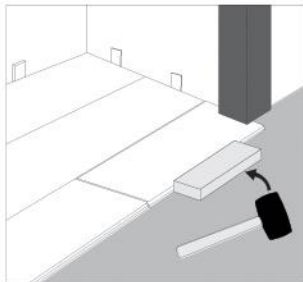


Step 8: Use hammer and pull bar to lock final piece in row. Insert spacer at end of row. Continue installation to final row.

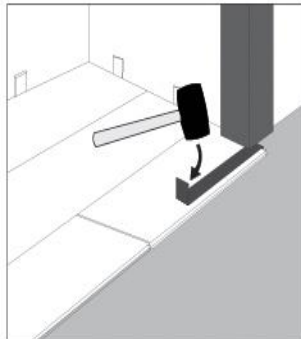


Step 9: Use hammer and pull bar to lock long edges of planks on final row.

INSTALLING UNDER DOOR JAMBS:



Step 1: Undercut door jamb to provide space to allow plank to slide freely. Tap long edge with hammer and tapping block to lock long edge.



Step 2: Use hammer and pull bar to draw in and lock short end of plank.

MAINTAINING AND PROTECTING YOUR FLOOR

- As with any fine floor covering, care should be taken when moving heavy furniture or appliances back into the room. Use wood panels to protect the floor when rolling heavy appliances back into place.
- Proper floor protectors should be used under any furniture which is regularly moved, or which is heavy and may dent the floor.
- Non staining, non-rubber backed protective mats should be used under rolling office chairs, and any rolling furniture/carts need to have wide, flat wheels.
- Protective walk off mats should be used at all exterior doors.
- Oil and petroleum based driveways can stain vinyl floors. Do not track petroleum based products onto a Waterfront floor.
- Sweep or vacuum the floor regularly to remove dirt/grit. Do not use a vacuum with a revolving beater bar.
- Farmhouse Manor should be regularly cleaned with a low PH cleaner such as Bona Professional Series Stone, Tile & Laminate Cleaner. Follow manufactures instruction.

JOHNSON PREMIUM HARDWOOD FLOORS

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STATEMENT OF WARRANTY

General Terms:

This warranty document covers Johnson's Farmhouse Manor SPC Rigid Core Plank Flooring when applied in a residential or light to medium commercial setting.

Johnson Hardwood branded Commercial products when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Johnson Hardwood warranties cover the cost of material for the period of the warranty and reasonable labor costs only when and if a professional flooring installer was paid to install the original material. Labor will be paid according to the following schedule located under Terms of Limited Lifetime Warranties. D.I.Y products are not covered under this warranty.

Johnson Hardwood reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring.

Johnson Hardwood reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. Johnson Hardwood at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation.

Johnson Hardwood branded Rigid Core vinyl products when installed in any commercial setting, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.

Warranty Periods for Johnson Hardwood Vinyl Products

- ❖ Limited Lifetime Structural Warranty
- ❖ Limited Lifetime Residential Wear Warranty
- ❖ Limited Lifetime Waterproof Warranty
- ❖ Limited Lifetime Pet Proof Warranty
- ❖ Limited 10-Year Commercial Wear Warranty

Limited Lifetime Structural Warranty:

Johnson Hardwood warrants that the Farmhouse Manor SPC Rigid Core Plank Flooring will be free from manufacturing or material defects for the life of the product. Should a problem attributable as a manufacturing defect develop after the flooring is installed, Johnson Hardwood will verify the validity of the manufacturing defect. Upon determination of a manufacturing defect, Johnson Hardwood will authorize a credit based on the original purchase of the product, which will be good toward the purchase of a replacement. When a defective product is installed, credit applies only to material, and does not include labor, since it is the responsibility of the installer to determine suitability of material prior to installation.

Manufacturing Defect Warranty:

Johnson Hardwood warrants that the Farmhouse Manor planks will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. If such defect occurs, upon verification of the defect by Johnson Hardwood, repair or replacement of the affected area of installed flooring will be authorized by Johnson Hardwood.

Wear Warranty:

Johnson Hardwood warrants that the installed product will not wear through to the printed film layer, stain or fade under normal use as follows:

Limited Lifetime Residential Wear Warranty: covered for the lifetime of the original purchaser and is transferable one time from the original point of sale and installation.

Limited 10 Year Medium Commercial Wear Warranty: covered for a period of 10 years from the date of purchase.

Vinyl wear through is defined as 100% vinyl layer wear-through that exposes the core material, or that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use, over a minimum of 3% of the total installation. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning. (Gloss reduction or surface scratches are not considered surface wear.)

Limited Lifetime Waterproof Warranty:

- Johnson Hardwood Farmhouse Manor SPC Rigid Core plank flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Johnson Hardwood's Waterproof (moisture) warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the flooring plank is structurally impugned, resulting from exposure to water, Johnson Hardwood will authorize a pro-rated credit based on the terms outlined below in the section titled "Terms of Limited Lifetime Warranties". This warranty is transferable one time from the original point of sale and installation.

This Limited Lifetime Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

The Limited Waterproof Warranty does not cover:

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank.
- Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

Limited Lifetime Pet Proof Warranty:

Johnson Hardwood warrants that your Farmhouse Manor SPC Rigid Core plank flooring will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Lifetime Pet Proof Warranty does not cover:

- Any urine, feces, or vomit stains other than from a pet (domestic cat or dog)

Terms of Limited Lifetime Warranties:

- Johnson Hardwood will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Johnson Hardwood reserves the right to select and supply similar Johnson Hardwood materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out, fading, and staining. Claimants who received settlement may not claim again and no additional replacement floors will be supplied.
- Alternatively, a refund (or pro-rated credit) of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase:
 - Within 1-2 years - 100%
 - Within 3-5 years - 70%
 - Up to year 10 - 50%
 - After 10 years – 25%
- The costs of professional labor within the approved labor charges put forth by Johnson Hardwood, provided that the labor is performed according to Johnson Hardwood guidelines and standard industry practices. Labor must also be provided by a certified professional flooring installer. Labor will be paid according to the following schedule:
 - Within 1-2 years – 100% of reasonable labor costs for reinstall
 - Within years 3-5 – 70% of reasonable labor costs for reinstall
 - Up to year 10 – 50% of reasonable labor costs for reinstall
 - After 10 years – labor costs are not included

Johnson Hardwood Warranty Program Limitations:

- This warranty is transferable one time from the original point of sale and installation.

- Manufacturing defect must be reported within 3 months from the date of purchase.
- This warranty covers only properly installed and maintained floors, according to Johnson Hardwood guidelines and accepted industry practices.
- For products sold as “Do-It-Yourself” or cash-n-carry sales, no reimbursement for labor costs will be provided.
- Johnson Hardwood excludes and will not pay for any **consequential or incidental damages** under this limited warranty.
- Johnson Hardwood will not pay for the loss of time, inconvenience or other incidental expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.
- This warranty does not cover the exclusions indicated on the package.
- Johnson Hardwood reserves the right of final judgment and may refuse claims in certain instances.
- Johnson Hardwood reserves the right to modify or withdraw the warranty at any time.

This Johnson Hardwood Limited Warranty Program does not include the following:

- **Installed with obvious manufacturing defects (see Limited Lifetime Structural Warranty Terms).**
- **Products that have not been properly acclimated according to the Johnson Hardwood Guidelines.**
- Improper installation or product not installed according to Johnson Hardwood installation guidelines and accepted industry practices.
- Use of adhesives for installing Farmhouse Manor SPC Rigid Core Plank Flooring.
- Damage caused during installation by use of improper tools, non-rubber mallets or hammers, adhesives, tape, etc.
- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects.
- Cuts, scratches, gouges and indentations, punctures caused by sharp objects.
- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.
- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires and other disasters.
- Staining or changes in color caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation; fading or staining caused by use of rubber mats.
- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage from doors.
- Mold and mildew growth caused by excessive moisture in the environment or substrate.
- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 85°F.

- Color variations (due to use of natural components), exposure to UV light and/or sunlight, and age of material.
- Different from samples or printed material in shade, color or embossing. (Color inconsistency between samples, replacement product, or illustrations and actual product is not a manufacturing flaw).

No person, representative, employee, or agent not employed by Johnson Hardwood is authorized to modify or change the warranty statements made in this document.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Claim Filing

To file a claim, contact your retailer or distributor (retail accounts only) to obtain the necessary paperwork. Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling. You may also contact Johnson Hardwood direct at 1-800-910-3047 for further information and filing.