



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

ALSTON HARDWOOD FLOORING SUPPORT PACK

CAREFULLY READ OVER THE ENTIRE INSTRUCTIONS BEFORE PROCEEDING WITH ACTUAL INSTALLATION. IF YOU DO NOT ACCEPT THE TERMS AND CONDITIONS OF THIS WARRANTY, PLEASE DO NOT INSTALL ALSTON FLOORING.

(Please check for details on our website www.AlstonFlooring.com for up-to-date information and changes)

Pre-Installation Satisfaction Guarantee

ALSTON has adopted the highest possible manufacturing standards for its premium floors well within the limitations of the natural materials, and, based on the accepted standards in the industry defect tolerances and variances of maximum 5% allowed. These allowances cover either natural defect within the raw-materials themselves, and/or defects that may take place in working specifically with natural materials. Within 30 days of purchase, **PRIOR TO INSTALLATION**, the Installer/Owner should perform a detailed product quality inspection. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance of quality, grade, workmanship, surface-finish, color, and visual aspects of ALSTON's floorings prior to installation. The responsibility is also applicable during his/her/their absence from the location of the installation(s). The installer must also utilize the product selectively and methodically. Floor material must be carefully checked and judged prior to installation; **never install any damaged or visually defective boards**. If for any reason the flooring is not acceptable at the time of final inspection, **please DO NOT install the flooring** and contact the seller or ALSTON immediately and we will exchange the material until you are 100% satisfied. However, once any boards are installed, even with defects, they are deemed as accepted by the User/Installer/Homeowner.

Installation General Guidelines

Pre-Installation

Your expert installer should evaluate the jobsite before the ALSTON hardwood flooring is delivered. This includes detecting and correcting possible jobsite and subfloor issues that might affect the hardwood flooring once it is delivered and installed. ALSTON also recommends that the Owner remove valuables from the installation area, including but not limited to, artwork mounted on walls, fragile decorations, and other personal items. ALSTON INC. is not liable for losses and damages, accidental or otherwise, caused by the Installer and/or sub-contractors. *ALSTON's manufacturer warranty does not cover flooring failures resulting from a failure to perform required pre-installation and installation procedures, including but not limited to, Owner/User/Installer negligence, accidental or otherwise.*

Jobsite Conditions

Owner/User and Installer are responsible for ensuring that exterior grading is complete with surface drainage offering a minimum drop of 3" in 10' to direct exterior water sources AWAY from the structure where the flooring will be installed. Owner/User and Installer should ensure that the "grade" where the hardwood flooring will be installed is appropriate for its construction:

- ALSTON patented Hybrid Engineered hardwood floors are approved for below-grade, on-grade, above-grade installation. Below-grade installations require a floating installation method.

The jobsite should be enclosed and climate-controlled. HVAC systems must be fully operational with a consistent room temperature of **65°F - 85°F** and relative humidity levels of **35%-55%** for **minimum of 3 days** (72 hours) before the flooring is delivered or installed. ALSTON hardwood floors are not recommended for use in areas subject to repeated moisture exposure and possible water overflow areas such as kitchen, bathrooms and/or laundry rooms.

To eliminate potential trade-related damage, ALSTON recommends that its hardwood flooring be one of the last jobs completed. Drywall taping, wall painting and other "wet" work should be completed and thoroughly dry prior to installation of hardwood flooring.

Subfloors Conditions

The quality and preparation of the subfloor is critical to the successful installation of ALSTON hardwood flooring. Subfloors must be structurally sound, clean and free of all debris, staples, nails, wax, grease, paint, sealers, old adhesives and other substances that may prevent a successful installation. Subfloors should **be level and flat to 3/16" per 10'** and must remain dry all year round. Subfloor moisture content must not exceed 3.5% for Concrete or 12% for wood, plywood or OSB/Particleboard.

Acceptable Subfloor Types

1. CDX Plywood
2. OSB/Particleboard – Must be structurally sound. (Only Floating or Glue Down installation methods are recommended)
3. Concrete – Must be over 60 days old and with a minimum compression strength of 3000 PSI.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Wood subfloor must be:

- Clean, dry and well secured.
- Nailed or screwed down every 6 inches along the joists to remove squeaking.
- Level and flat to $\frac{3}{16}$ " per 10' with high spots sanded down and low spots filled with a leveling compound. Leveling material should provide a structurally sound subfloor.
- Properly test and document moisture content prior to flooring installation. Make sure subfloor moisture content is within 4% of the flooring products.

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 days prior to installation.
- Installed properly with minimum 6-mil poly film moisture vapor barrier between concrete and ground.
- Level and flat to $\frac{3}{16}$ " per 10' with high spots sanded down and low spots filled with a leveling compound. Leveling material should provide a structurally sound subfloor.
- Concrete should be dry all year round. Do not install hardwood flooring over concrete if it will not remain dry at all times and with moisture content must not exceed 3.5%.
- Properly test and document concrete moisture content prior to flooring installation.

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 or moisture barrier adhesive that is approved as a concrete sealant for use in hardwood flooring installation.

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%.

Please record and keep records of the following readings

Concrete Subfloor Test Method Used*

- Calcium Chloride (ASTM F1869)
- RH (ASTM F2170-02) 1869
- Electronic Meter (Tramex, Wagner or equivalent)

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 ply film moisture barriers between the ground and the concrete.

Wood Subfloor Moisture Content*

- % Moisture Content of Wood Subfloor at time of install (to be within 4% of the flooring products)

Ambient Temperature and Relative Humidity Requirements

The jobsite should be evaluated for a consistent room temperature of **65°F- 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 and RH levels, at all times, are not covered by the manufacturer warranty.*

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Once Your Flooring Arrives

Important steps must be taken prior to installation and is the responsibility of the Owner/User & 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 variation and milling variation, and with sufficient quantity on hand to complete the job that includes the waste factor.

ALSTON hardwood floors are a product of nature with naturally occurring imperfections in line with an industry accepted standard 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. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance prior to installation.

Product Inspection and Acceptance

It is the responsibility of the Owner/User & Installer to verify that the flooring delivered is what expected by the Owner/User *before proceeding to installation*. This can be accomplished by randomly inspecting boards from 2-3 different cartons.

- **DO NOT PROCEED TO INSTALLATION** if the flooring product is not what was expected by the Owner/User.
- Do not continue opening cartons and do not discard cartons that were opened during inspection. Immediately notify the ALSTON retailer where the flooring was purchased that there is a problem with your flooring delivery! Once any floorboards are installed, even with defects, they are deemed as accepted by the User/Installer/Homeowner. ALSTON INC. will not accept responsibility for the installation of hardwood flooring with visible manufacturing defects once the floor boards are installed.
- During the installation process, the Owner/User & Installer is recommended to 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.
- ALSTON INC. can not honor claims due to a lack of on-site hardwood flooring inspection and acceptance by the Owner/User & Installer.

Handling and Storage

Once ALSTON flooring is delivered to the jobsite, inspected and accepted by the Owner/User & Installer, the flooring cartons should be stored on a dry, flat surface with good air circulation in the area where it will be installed. 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 Process

Natural wood flooring material 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. ALSTON requires a minimum of 72 hours of onsite acclimation time before installation.

- Always store cartons on a flat, dry surface in the area where they will be installed.
- No need to open cartons until the day of installation and protect from moisture.
- Jobsite MUST have a consistent room temperature of **65°F- 85°F**.
- Jobsite MUST have relative humidity levels of **35%-55%** before, during and after installation.
- Wood subfloor Moisture Content must be within 4% of the flooring products before starting installation.

Flooring cartons must be placed in the area where they will be installed and allowed to acclimate for a minimum of 3 days (72 hours). 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 are the keys 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/Owner 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)

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

INSTALLATION

INSTALLATION CONSTITUTES ACCEPTANCE of the hardwood flooring product and assures that all pre-installation requirements outlined here have been satisfied.

Installation is the responsibility of the Owner/User and Installer. Only an experienced, licensed/certified hardwood floor installer should perform your ALSTON hardwood floor installation. NWFAs Certified Hardwood flooring installers normally provide a period of warranty of their installation work. Installation and jobsite related failures are not covered by the manufacturer warranty.

For best results, ALSTON recommends that its hardwood flooring is installed by a National Wood Flooring Association (NWFAs) Certified Professional: (nwfa.org)

Planning and Layout

For aesthetic purposes, hardwood flooring is often laid to the longest wall. However, the Owner/User, in consultation with the Installer should make the final decision which direction the planks will run before proceeding to installation. ALSTON also recommends staggering plank end joints at minimum of 10"-12" during installation to achieve an overall random appearance, but other patterns can be employed if so desired by the Owner/User and is the responsibility of the Installer.

Regarding Cabinets and Kitchen Islands

Wood flooring should NEVER be installed under cabinets or kitchen islands. Doing so will void the manufacturer warranty.

IMPORTANT! The Installer should blend planks from different cartons to ensure an aesthetically pleasing color and shade mixture throughout the installation area.

Starting Installation

The tools generally needed for installation are: Handsaw or power saw, hammer, crowbar or pull bar, tape measure, pencil, chalk line, wood or plastic spacers, tapping block, carpenters square, adhesive trowel and a quality adhesive approved for hardwood flooring.

- Installation should begin next to an outside wall, as it 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.
- Undercut or notch-out door casings to fit flooring thickness 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 1/2" expansion space between flooring and all walls and vertical objects.
- Measure the distance from the wall at the width of the plank plus another 1/2" for an expansion space when establishing your working line. It is advisable to dry lay a few rows before proceeding installation to confirm your directional layout decision and working line. 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, creating a straight working line.
- Installation of wood flooring over a raised foundation/crawl space will require a black 6 mil plastic membrane to cover the entire exposed dirt area under the crawl space and please ensure adequate crossed ventilation vents are not blocked.
- Please refer to "Special Instructions for "Installations Over Radiant Heat Systems" for wood installation over radiant heat.

Glue Down Installation Method

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, a moisture barrier or special adhesive with build-in moisture barrier should be utilized.

Acceptable Subfloors

- CDX Plywood
- OSB/Particleboard – Must be structurally sound.
- Concrete – With a minimum compressive strength of 3000 PSI

Adhesive Requirements

Only use ALSTON approved **Urethane** based flooring adhesive for hardwood flooring. The use of a cheaper flooring adhesive other than Urethane based flooring adhesives may lead to flooring failure and void the manufacturer warranty. Please follow the instructions provided by the adhesive manufacturer(s) carefully.

- Allow for adequate cross ventilation when working with flooring adhesive.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

- Allow proper set time before affixing the hardwood floor planks.
- Use the adhesive manufacturer recommended size/type spreading trowel.
- Spread adhesive per the flooring adhesive instructions provided by the adhesive manufacturer.

IMPORTANT! Only use 3M OCBT tapes (Orange Core Blue Tape for Delicate Surfaces). Other Adhesive/masking tape applied directly to hardwood floor surface and also OCBT tape left on the floor surface for more than 24 hours may damage the factory finish and void the manufacturer warranty.

Starting Installation

1. Using the proper size/type trowel, held at a 45° angle, spread hardwood flooring adhesive as recommended by the adhesive manufacturer, starting at the outside wall.
2. Once 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.
3. Never tap against the groove side or the end joints of the plank as doing so will damage the flooring finish and void the manufacturer warranty.
4. Use wood wedges at walls to maintain the required 1/2" expansion space from the hardwood flooring plank.
5. 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. Allow a minimum of 10" to 12" between end joints in adjacent rows.
6. 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.
7. Be careful not to shift the installed floor on the wet adhesive. If needed, weights can be used to hold flooring planks in place at the perimeter until the adhesive cures.
8. *As each plank is laid, check for and remove excess flooring adhesive or spills immediately. Failure to remove excess flooring adhesive or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.*
9. When wiping up excess T&G glue or spills, use a dry or damp soft cloth. Do not use harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.
10. As installation proceeds, cut the last plank in each row allowing for the required 1/2" expansion space. Use a crow or pull bar to install the last plank ensuring a tight fit.
11. Leave the 1/2" expansion wedges in place until the flooring adhesive is fully dry.
12. Do not allow foot traffic for at least 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.

Finishing the Job

- Remove the 1/2" expansion spacers from the perimeter.
- Install or reinstall base and/or quarter round moldings to cover the expansion space.
- Install transition pieces such as reducer strips and T-moldings as needed.
- Clean and remove all dirt and debris from your new floor by dry dust mopping.
- Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new ALSTON Hardwood Floor.

IMPORTANT! Adhesive/glue that comes in contact with the surface of the finished floors will damage the finish and needs to be cleaned up with a clean towel before it dries. Once dried, the use of adhesive/glue removal products on finished floors, including but not limited to, acetone and paint thinner, could damage the finish. *ALSTON INC. will not be liable for damages that are the result of a failure to prevent adhesive/glue exposure or the use adhesive/glue removal products.*

It's a good idea to save a few extra boxes of the materials in case of accidental damage. Planks can be replaced or repaired by a flooring professional.

Staple-down or Nail-down Installation Method

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, a moisture barrier should be in place.

Acceptable Subfloor Type

- Minimum of 5/8" thick CDX Plywood

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

- Staple or nail installation may be successful over existing vinyl, but not SPC products, provided:
 - That the subfloor is properly attached to the joists and in good condition.
 - That the subfloor is NOT particleboard or OSB or Particleboard.
 - That the staple or nail penetration is not significantly lessened due to thickness of existing vinyl.

Underlayment Recommendation

- Felt paper
- Cork
- Underlayment padding less than 1.5mm thick

IMPORTANT!

- ❖ Test, adjust and maintain correct air pressure for pneumatic nail gun so nails/staples do not break the Tongue on the flooring planks.
- ❖ The recommended length for the staple or nail is 1-1/2" with a spacing of 4" – 6" along the length of the plank and 2" from each end.
- ❖ Any plank damaged by the process of stapling or nailing, should be pulled up and replaced with a new plank before proceeding.
- ❖ Flooring damaged during the staple or nail installation process is not covered by the manufacturer warranty.
- ❖ Only use 3M OCBT tapes (Orange Core Blue Tape for Delicate Surfaces). Other Adhesive/masking tape applied directly to hardwood floor surface and also OCBT tape left on the floor surface for more than 24 hours may damage the factory finish and void the manufacturer warranty.

Warranty limitations for Staple-Down or Nail Down Installations: Our hardwood flooring products are not recommended to be Staple-down or nail-down to OSB/Particle subfloors. Only Plywood subfloor is allowed using staple/nail down methods. Some squeaking, crackling or popping noises is to be expected due to subfloor movements when stapling or nailing the flooring over plywood substrate.

Starting Installation

1. Use wood wedges at walls or obstructions to maintain the minimum required 1/2" expansion space from the hardwood flooring plank.
2. Staple or nail the first row of flooring with the groove facing the starting wall stapling or nailing in 4 to 6-inch spacing increments. Using a quality T&G glue product, glue the joint ends of each plank for added strength if desired, and then, use a tapping block to ensure a tight bond between planks.
3. *As each plank is stapled or nailed with a spacing of 4" – 6" along the length of the plank and 2" from each end, check for and remove excess T&G glue or spills immediately. Failure to remove excess T&G glue or spills from the flooring surface will damage the factory finish and void the manufacturer warranty.*
4. 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. Allow a minimum of 10" to 12" between end joints in adjacent rows.
5. 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.
6. When wiping up excess T&G glue or spills, use a clean, dry or slightly damp soft cloth while the glue is still wet. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so may damage the finish and void the manufacturer warranty.
7. As installation proceeds, cut the last plank in each row allowing for the required 1/2" expansion space.
8. Use a crow or pull bar to install the last plank ensuring a tight fit.

Finishing the Job

- Remove the 1/2" expansion spacers from the perimeter.
- Install or reinstall base and/or quarter round moldings to cover the expansion space.
- Install transition pieces such as reducer strips and T-moldings as needed.
- Clean and remove all dirt and debris from your new floor by dry dust mopping.
- Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new ALSTON Hardwood Floor.

It's a good idea to save a few extra boxes of the materials in case of accidental damage. Planks can be replaced or repaired by a flooring professional.

Floating Installation Method

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, a moisture barrier should be in place.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Acceptable Subfloors

- CDX Plywood
- OSB/Particleboard – Must be structurally sound
- Concrete – With a minimum compressive strength of 3000 PSI (6mil poly film is required)

Underlayment Recommendations

- Rubber
- Cork
- Foam Padding not more than 2mm thick.

IMPORTANT!

- ❖ Please ensure to leave a minimum of 1/2" expansion space for the entire perimeter
- ❖ Only use 3M OCBT tapes (Orange Core Blue Tape for Delicate Surfaces). Other Adhesive/masking tape applied directly to hardwood floor surface and also OCBT tape left on the floor surface for more than 24 hours may damage the factory finish and void the manufacturer warranty.
- ❖ Leave expansion space wedges in place for a minimum of 8 hours to allow the T&G glue to fully dry.
- ❖ Do not allow foot traffic for a minimum of 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.

Starting Installation

1. Begin by laying the first row of flooring with the groove side facing the starting wall.
2. Use a hammer and tapping block to tap against the tongue side to pull planks together to ensure a tight fit. When near a wall, use a crow or pull bar to close end joints.
3. Never tap against the groove side or the end joints of the plank as doing so will damage the flooring finish and void the manufacturer warranty.
4. Use wood wedges at walls or obstructions to maintain the required 1/2" expansion space from the hardwood flooring plank.
5. 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. Allow a minimum of 10" to 12" between end joints in adjacent rows.
6. Apply **continuous bleed** of quality T&G glue in the top portion of the groove along the side and end joints of each plank to ensure a strong bond between them. Also apply small amount of T&G glue 4-6 apart on the exposed Tongue side of the plank.
7. *As each plank is installed, check for and remove excess T&G glue or spills immediately. Failure to remove excess T&G glue or spills from the flooring surface before it dries will likely damage the flooring finish and void the manufacturer warranty.*
8. Use 3M Orange Core Blue Tape for Delicate Surfaces to tape the boards in place until the T&G glue is dry but no more than 24 hours.
9. When wiping up excess T&G glue or spills, use a clean, dry or slightly damp soft cloth while the glue is still wet. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so may damage the finish and void the manufacturer warranty.
10. As installation proceeds, cut the last plank in each row allowing for the required 1/2" expansion space. Use a crow or pull bar to install the last plank ensuring a tight fit.

Finishing the Job

- Remove 3M Orange Core Blue Tape for Delicate Surfaces from the top of the boards within 24 hours.
- Remove the 1/2" expansion spacers from the perimeter.
- Install or reinstall base and/or quarter round moldings to cover the expansion space.
- Install transition pieces such as reducer strips and T-moldings as needed.
- Clean and remove all dirt and debris from your new floor by dry dust mopping.
- Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new ALSTON Hardwood Floor.

It's a good idea to save a few extra boxes of the materials in case of accidental damage. Planks can be replaced or repaired by a flooring professional.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Special Instructions for Installations Over Radiant Heat Systems

All required pre-installation testing and preparation must be completed before proceeding. If moisture problems were detected during the pre-installation phase, an approved moisture barrier must be in place.

It is the Owner/User & Installer's responsibility to ensure that the hydronic radiant heat system is installed and operating properly per the radiant heat manufacturer instructions. Please make sure the system is not on the same circuit for other floor covering types (that may allow higher temperatures) before proceeding to the hardwood floor installation. Radiant Heat Systems must be designed and controlled specifically for hardwood flooring by the system manufacture, and include an outside temperature probe and thermostat, and also surface temperature controls. Uses of a humidification system are required to maintain an in-door room temperature of **65°F -85°F** and indoor relative humidity of **35% - 55%** at ALL times to avoid excessive drying of the wood flooring. In addition, the surface temperature of the floor should never exceed **82°F**. Throughout the life of the floor, only 3 to 5 degrees daily increments can be used when adjust system temperature for either upward or lower adjustments. Failure to do so will cause excessive heat damage and shrinkage in the hardwood flooring and void the manufacturer warranty. Flooring failures due to improperly installed hydronic radiant heat systems are not covered by the ALSTON manufacturer warranty.

Approved ALSTON Hardwood Flooring over Radiant Heat

- Oak and Walnut products only

Approved Radiant Heat Type

- Hydronic radiant heat systems only

Installation Method

- Floating installation method with T&G glued only

Acceptable Subfloors

- CDX Plywood
- Concrete – With a minimum compressive strength of 3000 PSI

Underlayment Recommendation

- Cork
- Underlayment padding less than 1.5mm thick

Approved Hydronic Radiant Subfloor Systems

- Aluminum Hangers
- Channel Aluminum Board
- Sleeper Systems
- Lightweight Thermal Mass Concrete with minimum 3000 PSI compressive strength
- 1-1/8" T&G Warm board

Heating Control Requirements

Radiant heat installations must have a heat control system that helps maintain a constant baseline temperature and prevents overheating. Radiant heat surface temperatures that exceed **82°F** degrees will damage the hardwood flooring and void the manufacturer warranty.

ALSTON requires that an exterior probe and thermostat be installed and working at all times. Unlike conventional heating systems that switch on as needed, radiant systems work most effectively with hardwood flooring if the heating process is gradual with small, incremental increases in relation to outside temperature.

Radiant Heating System Acclimation Process

- Newly installed Radiant heated systems should be fully tested and running on a set temperature between 65°F – 72°F, for a minimum of 4 weeks prior to flooring delivery; acclimation and installation.
- Previously installed systems should be fully pressure tested, properly maintained, and set to room temperature (65°F – 72°F), for at least 7 days prior to flooring delivery; acclimation and installation.
- Use an incremental control strategy that brings the subfloor through temperature changes gradually. This incremental strategy should include the unit being turned on at least 3 days prior to installation at a temperature of 70°F degrees; then, raised to 82°F degrees for a period of 4 more days. The installation site should be aired out every day to allow excess humidity to exit the structure.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

- Once the radiant heat acclimation process is complete and the flooring is ready to be installed, turn off the radiant heat system 24 hours prior to installation and remain off in the installation zone for the duration of the installation period
- Check wood sub floors to ensure the moisture content is less than 12% using an accurate wood moisture meter.
- The pH level of concrete subfloors should register between 6 and 9, on a 14 point pH scale.

Special Requirements – Under Floor Heat Sensors

*As a condition of the product warranty, approved under floor heat sensors (available from ALSTON) **MUST** be installed under the flooring. In the event of a claim, these under floor sensors will be used to determine whether excessive heat levels were applied to the floor. A minimum of ONE (1) under floor sensor per 200 sqft of flooring should be used for each job. Place sensors directly onto subfloor surface prior to installing any vapor barrier or underlayment. Spaced sensors evenly around the installation areas and near the electrical outlets for easy retrieval. It is important that the sensors must be installed as follows:*

1. Wrap each of the sensors in plain white paper. Make sure the white paper completely covers the sensors.
2. Fold a 48" length of duct tape in half lengthwise, enclosing the paper wrapped sensors at one end. Ensure duct tape completely encloses the sensors. Make note of the sensor's position in the duct tape strip.
3. Place duct tape strip with enclosed sensors directly on the subfloor. Sensors must be installed face down with number side facing the subfloor. Position duct tape strips so that they run perpendicular to the wall and sensor is approximately 45" out of the wall. Leave 2-3" of tape extending up the wall so it will be covered by the flooring & moldings and easy to retrieve. To aid recovery, position strip so tabs are near electrical outlet.
4. Record the exact locations of installed sensors on a diagram. Keep this record in a safe place with product receipt and warranty registration form. In the event of a claim, a copy of this diagram must be given to the manufacture.
5. Proceed with installation of flooring according to our floating installation instructions.

Preparing for Installation over Radiant Heat Systems

*Radiant heating systems create a dry heat that can lower interior humidity levels. Use of a humidification system is required. ALSTON recommends adding a separate humidifier to the HVAC system to ensure that environmental conditions are maintained with a temperature of **65°F- 85°F** and Relative Humidity of **35%-55%** at ALL times. In addition, the surface temperature of the floor should never exceed **82°F**.*

Installer should test the hydronic heating system and check that all radiant heat requirements have been met before proceeding to installation:

- Hydronic Radiant Heat System
- Hybrid Oak or Walnut Product
- Floating Installation Method
- Exterior Thermostat and Probe Installed
- Sensor Attached to Heating Unit
- Radiant Heat Acclimation Completed
- Separate HVAC Humidifier
- Radiant Heat System Working Properly
- ALSTON approved under-floor Heat Sensors, ONE (1) sensor per 200 sqft Installed

Starting Installation

1. Begin by laying the first row of flooring with the groove side facing the starting wall.
2. Use a hammer and tapping block to tap against the tongue side to pull planks together to ensure a tight fit. When near a wall, use a crow or pull bar to close end joints.
3. Never tap against the groove side or the end joints of the plank as doing so will damage the flooring finish and void the manufacturer warranty.
4. Use wood wedges at walls or obstructions to maintain the required 1/2" expansion space from the hardwood flooring plank.
5. 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. Allow a minimum of 10" to 12" between end joints in adjacent rows.
6. Apply continuous bleed of quality T&G glue in the top portion of the groove along the side and end joints of each plank to ensure a strong bond between them. Also apply small amount of T&G glue 4-6 apart on the exposed Tongue side of the plank.
7. *As each plank is installed, check for and remove excess T&G glue or spills immediately. Failure to remove excess T&G glue or spills from the flooring surface will damage the flooring finish and void the manufacturer warranty.*
8. Use 3M Orange Core Blue Tape for Delicate Surfaces to tape the boards in place until the T&G glue is dry but no more than 24 hours.
9. When wiping up excess T&G glue or spills, use a dry or damp soft cloth. Do not use paint thinner or harsh adhesive-removing chemicals on the hardwood flooring surface as doing so will damage the finish and void the manufacturer warranty.
10. As installation proceeds, cut the last plank in each row allowing for the required 1/2" expansion space. Use a crow or pull bar to install the last plank ensuring a tight fit.

IMPORTANT!

- ❖ NEVER let the wood flooring surface temperature be above 82°F.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

- ❖ Operate the radiant heating system at the lowest possible temperature required to achieve a comfortable living environment. A lower heat setting will also ensure a more even heating throughout the zone.
- ❖ Once installation is complete, turn the radiant heating system on immediately to achieve further acclimation of the flooring to the installation site. Avoid dramatic temperature changes by bringing the temperature up gradually in 3°F -5°F daily increments.
- ❖ Leave expansion space wedges in place for a minimum of 8 hours to allow the T&G glue to fully dry.
- ❖ Do not allow foot traffic for a minimum of 8 hours and allow a minimum of 24 hours before heavy furniture is moved onto the hardwood flooring.
- ❖ Only use 3M OCBT tapes (Orange Core Blue Tape for Delicate Surfaces). Other Adhesive/masking tape applied directly to hardwood floor surface and also OCBT tape left on the floor surface for more than 24 hours may damage the factory finish and void the manufacturer warranty.

Finishing the Job

- Remove 3M Orange Core Blue Tape for Delicate Surfaces from the top of the boards.
- Remove the 1/2" expansion spacers from the perimeter.
- Install or reinstall base and/or quarter round moldings to cover the expansion space.
- Install transition pieces such as reducer strips and T-moldings as needed.
- Clean and remove all dirt and debris from your new floor by dry dust mopping.
- Follow "Floor Care and Maintenance" instructions to ensure the longevity and lasting beauty of your new ALSTON Hardwood Floor.

It's a good idea to save a few extra boxes of the materials in case of accidental damage. Planks can be replaced or repaired by a flooring professional.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

PROTECTION DURING CONSTRUCTION OR REMODELING

Installation of flooring should start only after the jobsite has been cleaned and cleared of other trades. However, if other trades are working at the jobsite, or afterwards, the flooring should be completely covered by a clean, dry, plain uncoated cardboard or heavy bond paper a floor protector to help protect the finish of the floor.

Before covering the hardwood flooring, it should be cleaned to remove grit, dust and other abrasive debris and thoroughly dry.

When covering the hardwood flooring area, the proper covering material should be overlapped 4 inches to the adjoining paper, secured with masking 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.

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.

Please be aware that Adhesive/masking tape applied directly to hardwood floor surface might damage the factory finish and void the manufacturer warranty.

IMPORTANT! Do not cover **ALSTON** hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

FLOOR CARE & MAINTENANCE GUIDELINES

ALSTON hardwood floors have been produced with great attention to ensure the best possible quality and workmanship. The longevity of any hardwood flooring products is directly related to the proper installation and the commitment to appropriate care and maintenance. It should be realized that wood is a natural product with all its own natural variations of grains, colors and characteristics, which are perfectly normal with any wood product. Wood is also a living material, which reacts to changes of the climate and surroundings. During summer's high humidity, the wood absorbs moisture and expands. In winter, when the surrounding is heated, humidity drops, the wood releases its humidity, and shrinks and contracts. Therefore, it is necessary that the humidity in the room, wherever any hardwood flooring is installed, must be maintained at the level of **35%-55%** by the use of a humidifier and / or dehumidifier; and the room temperature is kept between **65°F-85°F** by heating or air-conditioning system. These conditions are good simultaneously for human health as well as for the well-being of the hardwood floorings. If the humidity and temperature variation is more than the recommended settings (summer/winter) and no counter-measure is taken, it may cause problems and damages to the flooring, which are not covered by the Warranty.

Preventive Floor Care

- Regularly sweep or vacuum the floor to prevent sand or other abrasives from accumulating and scratching the finish.
- Place high-quality floor mats or area rugs with a soft felt backing near entrances and high traffic areas to prevent loose dirt, debris and other abrasive substances from being tracked directly onto flooring surface. 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.
- Apply felt furniture pads to movable furniture, including but not limited to, chairs, tables, sofas and heavy furniture to protect the hardwood factory finish. It is recommended that barrel-type cater wheels or flat wide wheels be used.
- The claws from pets can actually scratch concrete, not mentioning wood floor. Keep pet nails trimmed and filed in order to minimize scratches and indentations. Also cover high-wear areas with throw rug where the pets tend to frequent as their claws can damage the floor.
- Avoid excessive sunlight or artificial light to fall directly on the surface for an extended period of time. UV rays and intense light may cause color changes on the wood's surface. This is a natural and normal phenomenon in wood and not covered under the warranty.
- No Spike or high-heeled shoes should be worn onto the floor. Such footwear can produce dynamic loads in excess of 1,800 pounds per square inch, even when worn by someone of slight or average build.
- Never use products such as oil-soap, traditional wax, mineral oil, polish or other household cleaners or dusting products or steel wool for cleaning on hardwood floors.
- Do not allow cosmetic lotions or other oil-based products to come in contact with the wood finish.
- Avoid using water and vinegar, soap-based cleaners, or wax on your hardwood floor as they can dull or leave a film on the finish.
- Do not wet mop hardwood floors. Avoid using mops/machines that introduce steam or external liquid to the floor as excess moisture will damage the finish and void the manufacturer warranty.
- Do not use a wet cloth to remove dry wall dust from the oil finish hardwood flooring as doing so will result in a pasty residue that will damage the flooring finish and void the manufacturer warranty.
- Only use hardwood floor cleaning products specifically formulated for oil finish hardwood flooring. The use of cleaning products not intended for oil finish hardwood flooring will damage the factory finish and void the manufacturer warranty!

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!

Regular Care

- Daily cleaning to remove debris from the flooring surface should be done with a soft Microfiber Mop or a soft broom, vacuum cleaner (raised beater or suction type) to remove any sand or dirt to avoid abrasion and scratches.
- Wipe and dry up spills, hot oil/cooking splatter or other moisture immediately. Never allow water to stand on the floor surfaces for any length of time.
- Use *Bona-X Wash & Care Floor Cleaner* spray along with the Microfiber Mop Set to clean areas that have become soiled. Spray a small amount of cleaner on a soft dry cloth, then wipe to remove marks and dirt. This cleaner will not leave streaks or a film and can be used as often as desired.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

- Do not use harsh cleaning products, *including but not limited to*, ammonia, acetone, alcohol, paint thinner, bleach, STP, abrasive cleaners or furniture cleaners on hardwood floors.

IMPORTANT! Do not use products containing alcohol on ALSTON hardwood flooring. Most general cleaning products contain alcohol as a drying agent and by its chemical nature will damage the factory oil finish and void the manufacturer warranty.

Heavy Duty Cleaning and Rejuvenation

High traffic or commercial flooring areas that become heavily soiled require deeper cleaning and oil finish rejuvenation periodically. *Bona's Spot Remover & Rejuvenating* is an excellent product and can be used for this purpose.

- Use a soft broom, vacuum cleaner (raised beater or suction type) or a soft Microfiber Mop to remove any sand or dirt.
- Remove loose debris and clean with *Bona-X Wash & Care Floor Cleaner Spray*.
- Apply a small amount of *Spot Remover & Rejuvenating Solution* to a soft cloth or scotch pad and gently rub to remove dirt from the flooring surface.
- Remove excess solution with a moist (not wet) microfiber cloth or the sponge side of the scotch pad.
- Repeat this procedure for all flooring areas that require rejuvenation.

Scratches and Finish Touch-Up

ALSTON's exclusive Factory matching Touch-Up Stains may be used to cover and blend gouges and surfaces scratches. Please contact your retailer for stains matching your floor color.

Board Replacement

Damaged planks can be Individually replaced by a NWFA Certified Professional. Please contact your retailer/installer if such service is needed.

Recoat/Refinish

After some years when the hardwood floor requires a recoat or refinishing, ALSTON Floors, Inc. recommends using the services of an NWFA Certified Professional. (nwfa.org)

IMPORTANT! Adhesive glue or tape that is used or left on the surface of the floor will damage the factory finish and void the manufacturer warranty. The use of any adhesive glue or tape removal product to remove adhesive glue or tape residue left on the surface of an oil finished floor, *including but not limited to*, acetone and paint thinner, will damage the factory finish and void the manufacturer warranty. Alston Inc. will not be liable for damage caused by the use of adhesive glue or tape on its oil finish hardwood flooring, and/or adhesive glue or tape removing products used to remove their residue.

***It's a good idea to save a few extra boxes of the materials in case of accidental damage. Planks can be replaced or repaired by a flooring professional.**

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

HARDWOOD FLOORING RESIDENTIAL WARRANTY

Pre-Installation Guarantee

ALSTON has adopted the highest possible manufacturing standards for its premium floors well within the limitations of the natural materials, and, based on the accepted standards in the industry defect tolerances and variances of maximum 5% allowed. These allowances cover either natural defect within the raw-materials themselves, and/or defects that may take place in working specifically with natural materials. Within 30 days of purchase, **PRIOR TO INSTALLATION**, the Installer/Owner should perform a detailed product quality inspection. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance of quality, grade, workmanship, surface-finish, color, and visual aspects of ALSTON's floorings prior to installation. The responsibility is also applicable during his/her/their absence from the location of the installation(s). The installer must also utilize the product selectively and methodically. Floor material must be carefully checked and judged prior to installation; **never install any damaged or visually defective boards**. If for any reason the flooring is not acceptable at the time of final inspection, **please DO NOT install the flooring** and contact the seller or ALSTON immediately and we will exchange the material until you are 100% satisfied. However, once any boards are installed, even with defects, they are deemed as accepted by the User/Installer/Homeowner

Limited Lifetime Structural Warranty

ALSTON INC. warrants that its hardwood flooring products at the time of their original manufactured condition will be free from manufacturing defects for the lifetime you own the floor. Manufacture defects would include defects in assembly, dimension, grading, lamination, and milling. Furthermore, ALSTON INC. warrants its hardwood flooring products, when properly installed with a quality Urethane based flooring adhesives/sealer system (use of non-urethane based adhesives will void this warranty) and in accordance to our installation instructions, the flooring will not warp, twist or cup, nor delaminate, for the lifetime you own the floor provided that the flooring is not subjected to excessive, extended contact with moisture or water; and provided that all installation instructions and precautions are adhered to. It should be carefully noted however that wood is a living material, which reacts to climatic changes. In high humidity wood absorb moisture and expand, in low humidity wood release moisture, shrink and contracts. It is the responsibility of the end-user to provide stable humidity between 35-55% by the use of a humidifier/dehumidifier (depending on the climatic condition) to get the expected performance of the product. Any deformation on the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this Warranty.

Limited 50 Years Residential Finish Warranty

ALSTON INC. will warrant under normal residential conditions and uses, and providing that our care and maintenance guidelines are strictly followed, that our factory finish will not wear through or peel off for FIFTY (50) years from the date of installation. Finish wear through is defined as 100% finish removal over at least 5% of the area of the total installed flooring. Gloss reduction and surfaces scratches in the finish are not considered surface wear therefore are not covered under this Warranty. In the unlikely event that our finish wears through or peels off of the hardwood flooring, ALSTON INC. will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area; or (3) refund the purchase price prorated over the remaining years of this limited warranty, for the affected area only.

Moisture and Bonding Warranty

ALSTON INC. warrants its hardwood flooring products, when properly installed with a quality Urethane based flooring adhesives /sealer system, and maintained according to our instructions, will not delaminate, cup, buckle or warp due to normal acceptable Sub-floor moisture. We will repair or replace, at ALSTON INC.'s sole discretion, a portion or the whole floor for one-time damages done due to Sub-floor moisture problems. Other types of flooring adhesives systems are not tested with our products and could produce undesirable results, therefore, are NOT recommended for the installation of our products. Use of flooring adhesives systems not recommend by ALSTON will void this warranty policy.

Regarding All Warranty Protections

If in the unlikely event of product non-compliance with the above stated warranties, ALSTON, at its sale discretion, will repair, refinish or replace such portions with the same product or another product of equal value of the original purchase. ALSTON INC. shall not be responsible for any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products. If we are unable to correct the failure after a reasonable number of attempts, ALSTON INC. will refund the cost of replacement of materials ONLY for the portion of the floor that fails.

Warranty regarding to Labor Costs

ALSTON INC. provides the following Limited Warranties for residential uses, which extend to the original end-User only (and to no other User or transferee) from the date of purchase of its hardwood floorings when installed in full-compliance to the manufacturer's installation instructions, precautions and maintenance procedures, and utilized within environmental preconditions in which they are expected to perform. ALSTON INC. may

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

reimburse actual label costs in the form of store credit as such on the removal, refinishing or replacement of the hardwood flooring products. No cash/check payment will be issued under any circumstances.

Warranty limitations for Staple-Down or Nail Down Installations

Our hardwood flooring products are not recommended to be Staple-down or nail-down to OSB/Particle subfloors. Only Plywood subfloor is recommended using staple/nail down methods. Furthermore, our products are not warranted against squeaking, crackling or popping noises when using staple-down or nail-down installation methods. Some squeaking, popping, or crackling is to be expected due to subfloor movements when stapling or nailing the flooring over plywood substrate. In addition, our flooring is not warranted against staples or nails pullout from the subfloor.

This Warranty DOES NOT cover Purchases over the Internet

ALSTON INC. sells our products through authorized retailer outlets only. ALSTON INC. will not honor any warranty claims for any products purchased over the Internet, nor will we accept any returns for such products.

EXCLUSIONS

ALSTON INC. 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. This is the complete and exclusive statement of the warranty from ALSTON INC., and is in lieu of all other express and/or statutory warranties. Some states do not allow the exclusion of limitation of incidental or consequential damages, so this limitation/exclusion may not apply to you.

Any ALSTON flooring sale that has been misrepresented by the retailer/seller, including but not limited to, returns, off-color, or manufacturer defect resale, are not covered by this manufacturer warranty.

Wood will readily exchange their molecular moisture according to the relative temperature/humidity of the surroundings. These changes in different climates settings cause some boards to expand and contract and develop minor surface cracks due to low relative humidity (dryness). Minor seasonal checking or cracking on limited boards are inherent of all the wood products, thus are NOT warranted. It is essential to keep a consistent room temperature of **65°F -85°F** and relative humidity levels of **35%-55%** at ALL times. Use of a humidifier/ dehumidifier may help to maintain the proper humidity level of the environment and minimized seasonal checking.) In addition, all non-engineered (Solid) flooring products may consequently experience some minor separation between boards at different times during the year due to temperature/humidity changes. This is an act of nature so it is not covered by the warranties.

Gapping, shrinkage, squeaks, popping or crackling noises and/or structural subfloor related issues are not covered under this warranty. The warranties do not cover damages/failures as result of uneven subfloors. The warranties do not cover scratches or indentations arising from accidents, abuse, misuse, insufficient protection on furniture and from heavy objects. Dents and scratches or claw marks made by pets, spiked or stiletto high-heel shoes, sand, pebbles and other abrasives are considered abuse and are not covered. The warranties do not cover damages caused by negligence, wheel chairs, impact from objects, insects, water leaks/saturation, excessive heat and "green-house" effect. Mold growth and related issues are NOT covered under the warranties.

The warranties also do not cover damages caused by natural weather conditions such as but not limited to: freeze, heat, sun light, rainfall, tornadoes, floods, erosions, landslides, hurricanes, wind, earthquakes and other natural disasters. Fading or color discoloration caused by exposure to sun light is not covered. Color variations, grain variations, mineral streaks, and small knots, etc... in wood flooring are also natural occurrence due to wood species, age, characteristics of flooring and exposure to sunlight. For these reasons, we cannot guarantee that new and/or replacement flooring will match exactly with the display samples and/or existing installed floors.

The warranties do not cover damages arising from improper maintenance and failure to follow ALSTON's maintenance instructions. The warranties do not cover construction-related damages, and installation procedures and/or improper alterations, modifications of the original manufactured products. The warranties do not cover floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or exterior applications. The warranties do not apply to seconds, off-quality, or "as-is" goods.

This Limited Warranty is not transferable, not assignable and it extends only to the original User. ALSTON Flooring material purchased through Internet is NOT covered under this warranty.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Customer Service & Claims

Save Your Original Receipt!

Save your original purchase receipt to protect your flooring warranty! Document your purchase and save this information for future reference. Make sure that you have recorded the following information:

- Date of Purchase
- Product Name & SKU
- Seller/Retailer Name
- Seller/Retailer Address
- Seller/Retailer Phone
- Sub-Floor Moisture Records
- Photographs if any

Customer Service

Please contact ALSTON INC. at +1(909) 287-0668 between 8:00am – 4:30pm Pacific Standard Time should you have any questions or concerns regarding your flooring,

Claims

If in the unlikely event that you ever need to file a claim on a floor, please make sure that the all claims must be made in writing and within the warranty coverage period. Claims need to be filed first with the ALSTON INC. authorized Dealers/Retailers where the original purchase was made within 30 days after any defects has been detected. The original purchase receipt as well as the written job site pre-installation documentation, including Sub-Floor Moisture Records, Claim Form must accompany all claims. Also please include photographs, if any, of the failed floor.

If the retailer is unable to satisfy the claim, please contact ALSTON INC. in writing at:

ALSTON INC.
Warranty and Claims
21491 Ferrero Pkwy
City of Industry, CA 91789
Tel: +1(909)287-0668 Email: Info@AlstonInc.com

ALSTON INC. reserves the right to have an ALSTON 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 ALSTON requirements. If any portion of your floor should fail with respect to applicable warranty provisions, ALSTON INC. will repair, refinish or replace the product at its sole discretion.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

HARDWOOD FLOORING COMMERCIAL WARRANTY

Pre-Installation Satisfaction Guarantee

ALSTON has adopted the highest possible manufacturing standards for its premium floors well within the limitations of the natural materials, and, based on the accepted standards in the industry defect tolerances and variances of maximum 5% allowed. These allowances cover either natural defect within the raw-materials themselves, and/or defects that may take place in working specifically with natural materials. Within 30 days of purchase, **PRIOR TO INSTALLATION**, the Installer/Owner should perform a detailed product quality inspection. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance of quality, grade, workmanship, surface-finish, color, and visual aspects of ALSTON's floorings prior to installation. The responsibility is also applicable during his/her/their absence from the location of the installation(s). The installer must also utilize the product selectively and methodically. Floor material must be carefully checked and judged prior to installation; **never install any damaged or visually defective boards**. If for any reason the flooring is not acceptable at the time of final inspection, **please DO NOT install the flooring** and contact the seller or ALSTON immediately and we will exchange the material until you are 100% satisfied. However, once any boards are installed, even with defects, they are deemed as accepted by the User/Installer/Homeowner

Limited Lifetime Structural Warranty

ALSTON INC. warrants that its hardwood flooring products at the time of their original manufactured condition will be free from manufacturing defects for the lifetime you own the floor. Manufacture defects would include defects in assembly, dimension, grading, lamination, and milling. Furthermore, ALSTON INC. warrants its hardwood flooring products, when properly installed with a quality Urethane based flooring adhesives/sealer system (use of non-urethane based adhesives will void this warranty) and in accordance to our installation instructions, the flooring will not warp, twist or cup, nor delaminate, for the lifetime you own the floor provided that the flooring is not subjected to excessive, extended contact with moisture or water; and provided that all installation instructions and precautions are adhered to. It should be carefully noted however that wood is a living material, which reacts to climatic changes. In high humidity wood absorb moisture and expand, in low humidity wood release moisture, shrink and contracts. It is the responsibility of the end-user to provide stable humidity between 35~55% by the use of a humidifier/dehumidifier (depending on the climatic condition) to get the expected performance of the product. Any deformation on the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this Warranty.

Limited 25 Years Wear Layer Warranty

ALSTON INC. warrant to the original User that our hardwood flooring, will not wear through the top of the product veneer within TWENTY FIVE (25) years from the date of installation.

Light Commercial Traffic Limited 5 Years Finish Wear Warranty

ALSTON INC. warrants to the original User that our hardwood flooring, when used under light commercial traffic conditions, providing that our care and maintenance care guidelines are strictly followed, that our factory finish will not wear through or peel off of the hardwood flooring for FIVE (5) years from the original date of installation. Finish wear through is defined as 100% finish removal over at least 5% of the area of the total installed flooring. Gloss reduction and surfaces scratches in the finish are not considered surface wear therefore are not covered under this Warranty. In the unlikely event that our finish wears through or peels off of the hardwood flooring, ALSTON INC. will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area; or (3) refund the purchase price prorated over the remaining years of this limited warranty, for the affected area only. NOTE: Heavy commercial traffic usages are not recommended with our flooring (e.g. schools, hospitals, offices, airport terminals, train stations, department store aisles or industrial floors) and therefore are not covered under this warranty.

Moisture and Bonding Warranty

ALSTON INC. warrants its hardwood flooring products, when properly installed with a quality Urethane based flooring adhesives /sealer system, and maintained according to our instructions, will not delaminate, cup, buckle or warp due to normal acceptable Sub-floor moisture. We will repair or replace, at ALSTON INC.'s sole discretion, a portion or the whole floor for one-time damages done due to Sub-floor moisture problems. Other types of flooring adhesives systems are not tested with our products and could produce undesirable results, therefore, are NOT recommended for the installation of our products. Use of flooring adhesives systems not recommend by ALSTON will void this warranty policy.

Regarding All Warranty Protections

If in the unlikely event of product non-compliance with the above stated warranties, ALSTON, at its sale discretion, will repair, refinish or replace such portions with the same product or another product of equal value of the original purchase. ALSTON INC. shall not be responsible for any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products. If we are unable to correct the

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

failure after a reasonable number of attempts, ALSTON INC. will refund the cost of replacement of materials ONLY for the portion of the floor that fails.

Warranty regarding to Labor Costs

ALSTON INC. provides the following Limited Warranties for residential uses, which extend to the original end-User only (and to no other User or transferee) from the date of purchase of its hardwood floorings when installed in full-compliance to the manufacturer's installation instructions, precautions and maintenance procedures, and utilized within environmental preconditions in which they are expected to perform. ALSTON INC. may reimburse actual label costs in the form of store credit as such on the removal, refinishing or replacement of the hardwood flooring products. No cash/check payment will be issued under any circumstances.

Warranty limitations for Staple-Down or Nail Down Installations

Our hardwood flooring products are not recommended to be Staple-down or nail-down to OSB/Particle subfloors. Only Plywood subfloor is recommended using staple/nail down methods. Furthermore, our products are not warranted against squeaking, crackling or popping noises when using staple-down or nail-down installation methods. Some squeaking, popping, or crackling is to be expected due to subfloor movements when stapling or nailing the flooring over plywood substrate. In addition, our flooring is not warranted against staples or nails pullout from the subfloor.

This Warranty DOES NOT cover Purchases over the Internet

ALSTON INC. sells our products through authorized retailer outlets only. ALSTON INC. will not honor any warranty claims for any products purchased over the Internet, nor will we accept any returns for such products.

EXCLUSIONS

ALSTON INC. *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. This is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Some states do not allow the exclusion of limitation of incidental or consequential damages, so this limitation/exclusion may not apply to you.*

Wood will readily exchange their molecular moisture according to the relative temperature/humidity of the surroundings. These changes in different climates settings cause some boards to expand and contract and develop minor surface cracks due to low relative humidity (dryness). Seasonal checking or cracking are inherent of all the wood products, thus are NOT warranted. (Use of a humidifier/ dehumidifier may help to maintain the proper humidity level of the environment and minimized seasonal checking.) In addition, all non-engineered (Solid) flooring products may consequently experience some minor separation between boards at different times during the year due to temperature/humidity changes. This is an act of nature so it is not covered by the warranties. The warranties do not cover scratches or indentations arising from accidents, abuse, misuse, insufficient protection on furniture, improper maintenance. Dents and scratches or claw marks made by pets, spiked heels, sand, pebbles and other abrasives are considered abuse and not covered. The warranties do not cover damages caused by negligence, insects, water saturation, excessive heat and "green house" effect. The warranties also do not cover damages caused by natural weather conditions such as but not limited to: fading or discoloration caused by exposure to sun light, rainfall, tornadoes, floods, erosions, landslides, hurricanes, earthquakes and other natural disasters. Color variations, grain variations, mineral streaks, and small knots, etc... in wood flooring are also natural occurrence due to wood species, age, characteristics of flooring and exposure to sunlight spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. For these reasons, we cannot guarantee that new and/or replacement flooring will match exactly with the display samples and/or existing installed floors. The warranties do not cover damage arising from failure to follow ALSTON INC., maintenance and installation procedures and/or improper alterations, modifications of the original manufactured products.

This Limited Warranty is not transferable, not assignable and it extends only to the original User. ALSTON Flooring material purchased through Internet is NOT covered under this warranty

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com



Since 1996

ALSTON INC.

Quality . Beauty . Longevity .™

Customer Service & Claims

Save Your Original Receipt!

Save your original purchase receipt to protect your flooring warranty! Document your purchase and save this information for future reference.

Make sure that you have recorded the following information:

- Date of Purchase
- Product Name & SKU
- Seller/Retailer Name
- Seller/Retailer Address
- Seller/Retailer Phone
- Sub-Floor Moisture Records
- Photographs if any

Customer Service

Please contact ALSTON INC. at +1(909) 287-0668 between 8:00am – 4:30pm Pacific Standard Time should you have any questions or concerns regarding your flooring,

Claims

If in the unlikely event that you ever need to file a claim on a floor, please make sure that the all claims must be made in writing and within the warranty coverage period. Claims need to be filed first with the ALSTON INC. authorized Dealers/Retailers where the original purchase was made within 30 days after any defects has been detected. The original purchase receipt as well as the written job site pre-installation documentation, including Sub-Floor Moisture Records, Claim Form must accompany all claims. Also please include photographs, if any, of the failed floor.

If the retailer is unable to satisfy the claim, please contact ALSTON INC. in writing at:

ALSTON INC.
Warranty and Claims
21491 Ferrero Pkwy
City of Industry, CA 91789
Tel: +1(909)287-0668 Email: Info@AlstonInc.com

ALSTON INC. reserves the right to have an ALSTON 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 ALSTON requirements. If any portion of your floor should fail with respect to applicable warranty provisions, ALSTON INC. will repair, refinish or replace the product at its sole discretion.

ALSTON INCORPORATED

21491 Ferrero Parkway • City of Industry, CA 91789 • U.S.A. • Tel (909) 287-0668 • www.AlstonFlooring.com
www.AlstonInc.com