



# NRF DISTRIBUTORS INC.

The Northeast's Largest Distributor of  
CARPET • CUSHION • VINYL • CERAMIC TILE • HARDWOOD • LAMINATE FLOORING • SUPPLIES & ACCESSORIES  
VISIT US AT: [WWW.NRFDIST.COM](http://WWW.NRFDIST.COM)

September 25, 2012

## MISSION STATEMENT

We, the employees of NRF Distributors Inc. are dedicated to the idea that quality is total customer satisfaction.

Through the total involvement of all NRF employees, we will strive to do everything right the first time, every time

We are committed to providing services and products that exceed the expectations of our customers.



Dear Valued Dealer,

Enclosed is a general information packet containing helpful information regarding to the proper Installation and Maintenance of Wood Flooring.

If you have any questions on the enclosed information please feel free to contact your NRF Wood Sales Representative or a member of our Claims Department.

We thank you for your continued support.

Mailing Address: P.O. Box 2467, Augusta, ME 04338-2467  
485 Old Belgrade Road (Corporate Office & Roll Goods)  
& 78 Gabriel Drive (Palletized Goods), Augusta, Maine  
Phone: 1-800-NRF-DIST (1-800-673-3478)

# INSTALLER REPORT

## STANDARDS FOR INSTALLATION

Customer's Name: \_\_\_\_\_

Installation Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Installation Company: \_\_\_\_\_

Installer's Name \_\_\_\_\_

Installer's Signature: \_\_\_\_\_

Installation Date: \_\_\_\_\_ Phone: \_\_\_\_\_

- Please read and understand all installation instructions for product to be installed in the home. Proper installation is crucial to a successful job.
- Before Installing wood flooring, the installer must ensure that the house has been heated for at least one week at 70 degrees.
- Relative humidity in the home should be between 35% and 55%.
- Boxes to be installed should be brought to the home for proper acclimation, this ranges from 24-48 hours prior to the scheduled installation.
- Sub-floor moisture readings should be taken the day of installation. The readings should be recorded on the customer invoice for future reference. The wood flooring being installed must be within a 2% tolerance of the sub-floor. (i.e. flooring reads 7% moisture, the sub-floor 9%) If the sub-floor exceeds these moisture conditions the flooring **SHOULD NOT BE INSTALLED**.
- Wood flooring should be installed in accordance with all manufacturer instructions.
- Careful inspection of all boards should take place prior to installation. If the board is defective **DO NOT INSTALL**. If the Board is nailed by the installer it is deemed as acceptable. No future claims may be filed concerning these planks.
- The installer is the last inspection point. It is up to you to ensure a successful installation.

**These are general guidelines for solid pre-finished wood installations. Please review with your installers to ensure they understand these general terms for installations.**

# CARE AND MAINTENANCE GUIDELINES FOR WOOD FLOORS

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1. Sweep or vacuum your wood floor at least twice a week. This helps prevent build up of abrasive dust. Use a soft bristle brush broom or felt vacuum. Do not use beater bars with your vacuum. Keep your wheels free from dirt and abrasive material.
2. Rugs or door mats should be placed outside and inside doorways leading to the hardwood. You should consider using runners and area rugs in traffic areas. Place rugs in front of all wet areas. Wipe all spills with a soft cloth as they happen. If water or spills are not removed immediately it may cause damage.
3. **Never** wet mop or damp mop. Excessive water will cause crowning or swelling. Standing fluids can dull finish, damage wood, and leave stains which will void warranties.
4. Do not use Pine Soap Cleaners, Lemon Oil, Oil Soap, Chlorine Bleach or Ammonia based cleaners. , they may scratch or dull the floor finish. The use of NON-Approved cleaners will void warranty.
5. Use floor protectors on all furniture legs. Do not slide heavy object across floor. Keep your pet's toe nails trimmed. Do not walk on hardwood with spike heels, cleats, sport shoes. This will cause scratching and denting.
6. **Hardwood is a natural product. It will expand and contract with moisture changes and humidity levels. Excessive moisture will cause swelling and could result in cupping or cracking. A lack of moisture will cause shrinkage or gapping. Recommend humidity levels year round at 35% to 55%. The use of humidifiers during winter and dehumidifiers during the summer will ensure these levels.**
7. Wood changes colors with age. Natural and UV rays such as sun light will speed up the aging process. Warranties do not cover damage due to light exposure. Moving furniture and rugs occasionally will ensure the wood ages evenly.

I have read and understand these guidelines and any questions pertaining to them have been answered to my satisfaction.

\_\_\_\_\_  
\_\_Date

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
\_\_Sales Representative Signature