



RECEIVING

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Great emphasis is to be placed on proper receiving practices of Lacrosse Hardwood Flooring products. Material should never be unloaded from flatbed trucks during inclement weather, nor should freight tarps be removed prior to immediate unloading.

It is the responsibility of the receiving party to thoroughly inspect the condition of the tarps and material prior to removing product from the carrier's equipment. Each unit should be checked for shipping damage, visible moisture and accuracy of product before unloading. Make detailed notes of damage on the Bill of Lading, photograph any issue and request a signature from the delivery driver referencing damage prior to unloading. Do not sign the Bill of Lading until the material has been accepted by the receiving party. Failure to document damage on the Bill of Lading before unloading will void all claims of shipping damage.

ALL products are sold FOB, Westby, Wisconsin, USA. As requested, freight arrangements are provided as a "pre-pay and add" service to our customers. Whereby, ownership of product is transferred from Lacrosse Hardwood Flooring to the receiving party at the time and location of loading. It is imperative that the receiving party verifies the products they are receiving have not been damaged or altered in any way during transit through proper inspection.

If a dispute ensues between the receiving party and the carrier, relative to damage or paperwork accuracy, contact Lacrosse Hardwood Flooring immediately for assistance.

WAREHOUSING

Upon receipt into your warehouse, each unit should be tested with a properly functioning and accurately calibrated, drive-in-pin moisture meter. A minimum of 3 readings should be documented for each unit of flooring received. Drive in pins should be placed into the bottom surface of the flooring, parallel to the grain to establish the correct reading. Document all readings on the packing list next to the corresponding tag number for each unit. Documentation of this inspection should be kept on file with the receiving party for a period of not less than 2 years.

Take all means necessary to insure proper warehousing and storage to protect the integrity of Lacrosse Hardwood Flooring products. Warehouses properly fitted with functioning humidification and dehumidification equipment is recommended for hardwood flooring storage. Exterior doors should be kept closed when possible to protect material from climate conditions.



Store flooring in a well ventilated location away from surface moisture, doors and other potential sources of water or excessive humidity that could damage the material.

Always practice FIFO inventory procedures to insure the shortest possible residency time for hardwood flooring.

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Prior to loading for delivery, moisture readings should be measured and documented on the warehouses picking ticket or customer receipt. If the subject floors moisture content is below 6.00% or above 9.00% take proper steps to insure the material is within the correct range for installation.

JOB SITE DELIVERY

It is the responsibility of the distributor, builder, home owner, flooring contractor and retailer to insure the job site is correctly prepared for the delivery, acclimation and installation of hardwood flooring.

Hardwood flooring should only be delivered in enclosed vehicles or on vehicles under well maintained shipping tarps that protect the product from any inclement weather.

Prior to job site delivery, verify and document that the HVAC system is installed and functioning properly. Verify and document that all exterior doors, windows, roofing and siding installation is complete. Avoid delivery to job sites where drywall mudding and priming has not been completed or has been completed within 10 days of delivery. Avoid delivery to job sites where basement and garage concrete floors have not been poured or have been poured within 10 days of delivery.

At the time of delivery, the delivering party is to document the moisture content of the subfloor at a rate of one drive in pin reading per 50 square feet of the surface area receiving hardwood flooring. These readings should be documented on the delivery ticket and kept on file by the delivering party for no less than two years.

Document the current temperature and relative humidity in the installation environment on the delivery ticket and keep on file for no less than two years.

It is well advised to write in permanent marker the current temperature, relative humidity and sub floor moisture content readings on the inside of the HVAC duct work at each vent site during delivery to create a permanent record of these readings on the jobsite.

ACCLIMATION

Prior to installation, Lacrosse Hardwood Flooring should be acclimated to correct living conditions on the jobsite for a period of not less than 7 days. Correct acclimation consists of setting the HVAC system to the expected living conditions for that environment. Lay out the bundles of hardwood flooring in a single layer within the rooms the flooring will be installed.



Open the bundle banding to allow proper environmental exposure to each board in each bundle. Bulk stacking of hardwood flooring does NOT constitute acclimation.

To determine proper installation Moisture Content, find the average between the regions high and low seasonal Equilibrium Moisture Content. The result of this finding is the recommended installation EMC for Lacrosse Hardwood Flooring.

Failure to properly accumulate hardwood flooring may result in excessive expansion or shrinkage, structural damage and distortion. Failure to properly acclimate, voids all performance expectations and assurances of quality.

SUBFLOOR MOISTURE

Prior to mechanical or chemical fastening of Lacrosse Hardwood Flooring, moisture content readings should be verified with a drive in pin meter at a rate of one reading per 50 square feet of subfloor surface area to receive hardwood flooring. One moisture content reading per 50 square feet of hardwood flooring should also be verified prior to installation. The subfloor moisture content should be within 4% of the acclimated moisture content of the hardwood flooring for flooring 3.25" wide and narrower. For flooring wider than 3.25", there should be no more than 2% difference in moisture content between the subfloor and the hardwood flooring to be installed. Documentation of the moisture readings of the subfloor and hardwood flooring should be kept on file by the installation party and home owner for a period of not less than 2 years.

SUBFLOOR CONSTRUCTION

Truss/joist spacing will determine the minimum acceptable thickness of the subfloor material but should consist of a minimum single panel thickness not less than .71875" or thicker, using Exposure 1 (CDX) certified tongue & groove subfloor or better, plywood or certified tongue & groove Oriented Strand Board.

Subfloor panels should conform to U.S. Voluntary Product Standard PS1-07, Construction and Industrial Plywood and/or US Voluntary PS2-04 and/or Canadian performance standard CAN/CSA 0325.0-92 Construction Sheathing. Other CSA standards also apply.

Subfloors should be glued and screwed to structural members consisting of approved local building code products and installation guidelines such as framing grade joists, flooring I-joists or floor trusses. Proper bridging between structural members should be correctly installed using local building code schedules and the truss/joist manufacturer's recommendations.

For installation using mechanical fasteners of 1.50" or longer, the subfloor should be flat within .25" in 10 feet or .1875" within a 6 foot radius.



If areas of the subfloor exceed the above stated flatness specification, sand the high spots and/or level the low spots with leveling compound approved for use under hardwood flooring. It is the builder and home owner's responsibility to provide a subfloor that meets or exceeds these standards for acceptable hardwood flooring installation.

Subfloor should be clean, dry, flat, structurally sound and free of squeaks and protruding fasteners. Inspect the subfloor for squeaks or movement. If identified, repair the movement or squeak prior to installing hardwood flooring. Protruding fasteners should be driven into the subfloor.

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Refer to the subfloor panel manufacturers recommendations for panel expansion gaps and spacing.

VAPOR BARRIER AND GRADE INSTALLATION

Installation of Lacrosse Hardwood Flooring is limited to; on or above grade construction. Installation of material below grade is not recommended. If the use of mechanical fasteners is planned for installation, always use a quality vapor barrier. Aqua-Bar is recommended by Lacrosse Hardwood Flooring as the preferred vapor barrier. Vapor barrier must meet or exceed the approved ASTM D4869 or UU-B-790, Grade D standards. Refer to the vapor barrier manufacturer's recommendations for coverage, overlap, fastening and application schedules.

INSTALLATION

Lacrosse Hardwood Flooring recommends that our products be installed by licensed, insured, trained hardwood flooring professionals who are certified by the National Wood Flooring Association.

It is the responsibility of the flooring installer and/or contractor to verify they have received the correct product prior to installation. Open several bundles to insure the width, species and grade are correct before proceeding with installation. If the product does not appear to be correct or you suspect any issue, stop, do not proceed with installation and contact your distributor or Lacrosse Hardwood Flooring immediately.

Hardwood flooring must only be installed perpendicular to structural joist members. Stagger end joints a minimum of 6" apart for strip flooring, 10" apart for 4" and 5" wide flooring and 10" or more for flooring 6" wide or wider. Avoid "H" joints and "stair step" joint placement.

Barbed mechanical fasteners no less than 1.50" in length should be placed every 6" to 8" with a minimum of 2 fasteners in each board. Spacing of fasteners should be within two inches on each side of an end-match joint but not directly against the end-match.

For large rooms it is recommended that one expansion gaps be placed in the floor for every twenty lateral feet of hardwood flooring. An expansion gap of .75" should be left around the perimeter of the floor that is later covered with trim and base shoe.



Insure that pneumatic nail guns are functioning according to nail gun manufacturer's standards and within the PSI limits recommended by the nail gun manufacturer. Inspect guns regularly to insure proper seating of fasteners.

For installation of products 5.00" and wider, is it recommended that both chemical and mechanical fasteners be used to adequately adhere hardwood flooring directly to the subfloor. If chemical fastening is planned, do not install a vapor barrier over the subfloor.

INSTALLATION INSPECTION

It is the responsibility of the installer to inspect the flooring during the installation process. Once the product is fastened to the subfloor it constitutes acceptance of the product as is, where is.

ENVIRONMENT & CONDITIONS

Hardwood flooring is hydrodynamic and will acclimate to the conditions it is exposed to. It is important to monitor and manage the environment that affects a hardwood floor so that it is maintained within NWFA acceptable environmental standards for solid hardwood flooring. Insure your HVAC system is functioning correctly. If you suspect your HVAC is malfunctioning, contact a licensed professional immediately.

REAL OR PRECEIVED WARRENTY

Because of the nature of distribution and installation, it is impossible for Lacrosse Hardwood Flooring to guarantee the performance of our product once it is shipped from the manufacturing facility. Experience, skills and abilities of flooring installers and distributors vary, therefore, Lacrosse Hardwood Flooring is not responsible for product once in the possession of other parties.

Lacrosse Hardwood Flooring guarantees the products we manufacture are within tolerance, grade and specifications at the time of shipping from our facility.

Lacrosse Hardwood Flooring is a member in good standing of the National Wood Flooring Association, the Lake States Lumber Association and the National Hardwood Lumber Association.