



Frequently Asked Questions

GETTING TO KNOW HARDWOOD

What are the advantages of hardwood flooring?

Wood floors are an investment to your home, adding lifelong value. Long lasting, durable, and aesthetically pleasing, wood flooring comes in a plethora of options helping you turn your house into a home.

Customers love it!

- Wood flooring has one of the highest customer satisfaction ratings of all the flooring options.

A distinct appearance and feel that enhances any décor

- Wood floors are known for the ability to warm up and greatly enhance the look of any room.
- Wood floors can be produced with many textures, colors, and finishes to match any customer's taste.

Easy cleaning with low yearly maintenance cost

- Wood floors can be easily cleaned by simply vacuuming or sweeping, and periodically damp mopping with an approved wood floor cleaner.
- Due to the new practice of screening and recoating, wood flooring has one of the lowest yearly maintenance costs over its useable lifetime.

Hypoallergenic

- Great for families who have allergies or asthma.
- Carpet can trap and store pollens, fertilizers, chemicals and pesticides when tracked into the home from the bottom of your shoes. Wood floors do not.

Longest usable life span

- Quality wood floors can be refinished, giving them a life span of 50+ years.

The most environmentally friendly flooring option

- Wood floors are currently the only 100% sustainable flooring options large enough to handle our growing needs.
- Hardwood trees re-grow naturally and wood flooring is biodegradable.
- Wood floors are carbon neutral.

Resale value

- Wood floors can add value to the home when appraised.
- Homes with wood floors sell faster and for more money, according to the National Association of Realtors.

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GETTING TO KNOW HARDWOOD (continued)

How can I bridge the cost difference between hardwood and carpet?

Less waste with wood floors

- Quality wood floors have only about 5% waste. Rolled goods such as carpet and vinyl, without patterns, tend to have about 10-15% waste. Patterned goods can increase up to 25% waste. With hardwood having 7-20% less waste than rolled goods, adding in the waste factor to the total cost of rolled goods (like carpet) often moves carpet and vinyl into the same price range as a real wood floor.

Moving from all carpet to wood floors in high-traffic areas

- Sometimes home owners may be replacing the carpet in the whole house when only the high-traffic areas are worn out. They may be thinking that they have to replace the bedroom carpet so it matches the new hallway carpet.
- If the carpet is still in good condition in the bedrooms, we suggest holding back on these rooms and use the money savings for more important high-traffic areas.
- This strategy may allow you to move up to a hardwood floor in the living room, dining room and hallway. Sometimes, this can even be done for less money than you had budgeted to spend on a whole house of carpet.

Cost over time – Carpet is dramatically more expensive over time

- Although carpet may have a cheaper initial cost, customers will end up losing all of that savings due to carpet cleanings, re-stretchings, and eventually having to replace it in a few years, especially if they follow the manufacturer's recommended cleaning schedule in order to maintain their warranty.
- Low yearly maintenance costs make wood floors a good choice for long-term value.

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GETTING TO KNOW HARDWOOD (continued)

Can I install wood flooring in a bath or utility room?

It is not recommended to install wood flooring in areas where there are high humidity levels or standing water, like a full bath or utility room. If installed in such an area, irreparable damage could occur and is not covered under the manufacturer's warranty.

Can I install wood flooring in an exterior porch?

It is not recommended to install wood flooring in areas where it would be exposed to the elements. It must be installed in rooms that are finished out with windows, doors, insulated walls, and have a permanent heating and cooling system.

Can I install wood flooring in the cabin?

Wood flooring can be installed in a cabin as long as the heating and cooling systems are fully functioning and the minimum temperatures and humidity levels are maintained according to the care and maintenance guides year round.

Is hardwood a good choice for homes with pets?



Pets should not be a deterring factor when selecting a wood floor. Larger pets, such as dogs, will have a different impact on the floor than smaller pets, like cats. Choosing a hardwood floor with a hand scraped or distressed finish may be more suitable for your needs. Depending on what kind of pets reside in your home, you may consider a species of hardwood with a higher Janka rating that will be more resistant to the impact of claws on wood. Regularly trimming pet nails will help reduce the chance of dinging up your floor and quickly cleaning up any spills will ensure that no lasting damage occurs.

What is the Janka hardness test?

The Janka hardness test is used to measure the amount of pressure wood flooring can withstand before denting. This test is completed by calculating the force required to embed a 11.28mm steel ball halfway into a wood sample. The higher the Janka rating the higher resistance to denting the wood possesses. The same species of wood will have different Janka ratings depending on the way it was manufactured. Knowing the Janka rating for your wood will assist you in selecting the right flooring to match your lifestyle.

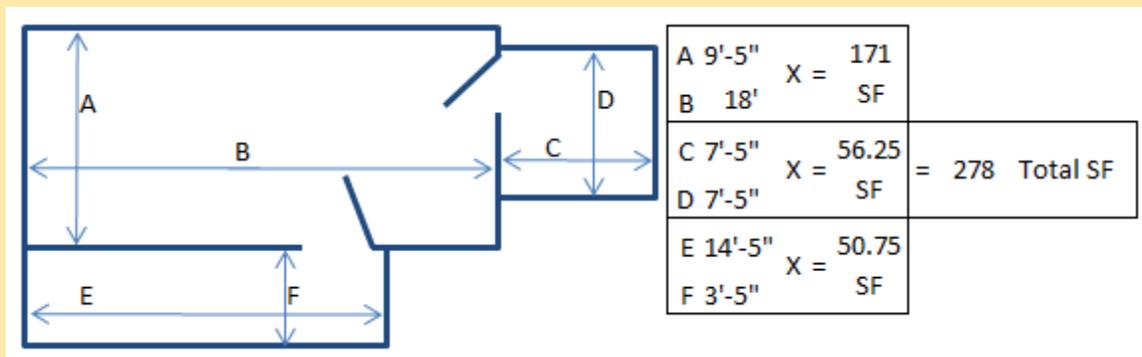
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GETTING TO KNOW HARDWOOD (continued)

How do I figure the square footage of my rooms?

When measuring for wood flooring it may be easier for some to visually block out or separate the rooms and measure them separately. For example: If the closet is attached to a bedroom, measure wall to wall both directions of the bedroom and then measure the closet wall to wall both directions and so on. Draw out a diagram of the floor plan and write the measurements down for each room. When all rooms are measured, multiply the length by the width for each room. Add all of these totals together. You will need to add additional material to this amount for cuts, culled wood, and extra for future repairs.

Example:



How much extra should we add to the total square footage for waste?

The waste factors below are only a guide. Job site/home conditions and personal taste may vary. Always inspect every plank prior to installation. The recommended waste factor for 1st quality flooring products is 5% of the total job. **Important: Adding additional materials to the total square footage of the entire job can allow you to be more selective with the actual flooring that is installed. The additional waste factors below are only recommendations. If you are concerned about:**

- Color, graining, and or knots : add an additional 2-4%
- Board lengths: add an additional 1-2%
- Small cut up rooms with lots of vertical objects: add an additional 1-2%
- Installing on a diagonal: add an additional 5-10%

Frequently Asked Questions

GETTING TO KNOW HARDWOOD (continued)

Should I hire someone to install my floor, or can I do it myself?

Choosing to install your own wood floor is a great way to save on labor costs but may create a headache if you are inexperienced. There are different ways for installing each unique type of flooring. Some installation methods are more challenging than others and are not recommended for a beginner Do-It-Yourself project. Make sure you gather all the facts about your wood flooring, substrate, installation methods, and installation requirements before deciding to do it on your own.

I am remodeling my house, when should I install my floor?

To minimize potential damage, it is recommended that wood flooring be installed last. There is a lot of wear and tear associated with remodels from the added traffic to your living space. Construction tools are heavy and will leave scratches and dents on new flooring, if not properly handled. Manufacturer warranties do not cover damage caused during installation.

Can wood flooring be installed before the painting is completed?

No! All painting needs to be completed prior to the wood flooring being delivered to the job site/home. Most all paints are water based. The average 1800 SF home can use up to 20 five gallon buckets of primer and paint. There is an extreme amount of moisture that is given off by the paint as it is applied. If this occurs and there is damage the manufacturer warranty will be void.

Does the installation method matter?

Yes! The installation method recommended by the manufacturer will vary from product to product. If flooring is installed using a method that is not approved by the manufacturer the warranty will be breached. The sub-floor will also impact which installation method to use.

Where do I find the installation guides?

Installation guides can be found on www.NationalFlooringProducts.com under printable PDFs. A copy is also included in every customer care kit and the installation instructions inside each product box.

Where do I find the care and maintenance guides?

Care and maintenance guides can be found on www.NationalFlooringProducts.com under printable PDFs. A copy is also included in every customer care kit and inside each product box. Always follow the guidelines set by the manufacturer.

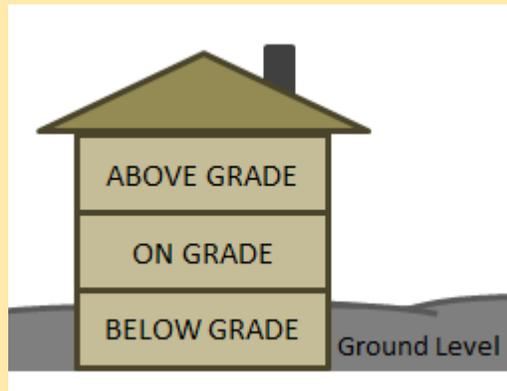


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GETTING TO KNOW HARDWOOD (continued)

What does “ON”, “ABOVE”, or “BELOW” GRADE mean?

The term “GRADE” refers to the home’s exterior ground level. “ON GRADE” specifies that the floor will be installed at or on ground level. “BELOW GRADE” indicates below ground level, basements for example. “ABOVE GRADE” refers to the flooring being installed above ground level, second stories of a building for example.



On what GRADE can I install my wood flooring?

- **Solid Flooring** can only be installed on wood sub-floors that are ON or ABOVE GRADE. Solid wood flooring should never be installed BELOW GRADE as it is very reactive to excessive water/humidity.
- **Engineered Flooring** can be installed BELOW, ON, or ABOVE GRADE substrates.

Why does it matter what GRADE a floor is installed on?

Wood flooring constantly reacts to its environment. The flooring expands and contracts in response to water/humidity. Each of these factors are greatly influenced by how close the substrate is to ground moisture. When installed BELOW GRADE there is a higher chance that the wood flooring will encounter water from leaks or by the substrate, absorbing extra moisture from the ground. Prolonged exposure to excessive water/humidity levels can be a source of serious damage to unprotected wood flooring products, causing them to warp or swell.

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Does National Flooring Products carry residential warranties?

We provide only first quality goods that are backed by a full manufacturer warranty. Warranties are based upon the products you purchase. The finish warranties can range from 15-50+ years. The structural warranties range from 15 years to lifetime. Exact details can be obtained upon request. This information is also included in every box of flooring and in our National Flooring Products customer care kit.

Does National Flooring Products carry commercial warranties?

Commercial warranties are based on selected products and what type of application. If the product is approved for commercial use the commercial warranty can range from 3 – 10 years.

Can I buy directly from National Flooring Products?

Wood flooring has many technical aspects that must be addressed by professionals and we want to ensure that the customer will always receive first quality products with expert advice thus protecting the manufacturer warranty. National Flooring Products only sells to approved flooring retailers with a physical store front. We do not offer our products to online retailers that sell strictly over the internet.

How do I get a sample?

Retailers can obtain a sample by completing the sample order form found on our website and sending it in by fax or email. If you are a customer who is interested in purchasing our products, we will assist you in finding retail stores in your area to acquire a sample through them.



Sample Size 18" x 18"



Sample Backside