



PEACHEY

HARDWOOD FLOORING

The Beauty of Nature. Perfected.

209 SAWMILL ROAD • REEDSVILLE, PA 17084

(717) 667-9373

Thank you for your recent purchase of Peachey custom hardwood flooring. Our artisans take great pride in producing some of the finest hardwood flooring in North America. Each board is individually handcrafted with an attention to detail that brings out the finest characters found in nature. Our flooring is a product of skilled craftsmen who have an eye for beauty and a passion for the highest quality. We hope that your custom floor exceeds your expectations and enhances the beauty, warmth and enjoyment of your home for generations.

Enclosed in the packet you will find:

- 🍑 Peachey Promise
- 🍑 Installation
- 🍑 Maintenance
- 🍑 Basics of Humidity
- 🍑 Contact Information
- 🍑 Limited Warranty Flooring Products

We sincerely appreciate your business and hope that we have the opportunity to serve you again.

Don Coleman, President & CEO

Peachey Hardwood Flooring



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WELCOME TO YOUR NEW
CUSTOM HARDWOOD FLOORING

A PROUD MEMBER OF:
NATIONAL WOOD FLOORING ASSOCIATION



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PeacheyHardwoodFlooring.com

THE PEACHEY PROMISE

At Peachey, we believe in the beauty of old-world craftsmanship and the tradition of superior customer service. It's why we stand behind every board that carries the Peachey name with our exclusive Peachey Promise, a guarantee of quality, service, beauty and performance.

A promise to support the communities that surround us and hire the finest craftsmen in the region.

To provide customers with a virtually limitless collection of hand-crafted, made-to-order hardwood flooring designed to provide a lifetime of elegance and performance.

To deliver on time, every time.

To never confuse quality with quantity, yet always remain competitively and affordably priced.

To hold ourselves to the highest personal and professional standards, and craft products that exceed industry standards.



INSTALLATION

INSTALLATION

Peachey Hardwood Flooring should be installed and cared for according to NWFA guidelines that can be found here:

www.PeacheyHardwoodFlooring.com/NWFA-Installation-Guidelines

We recommend using a NWFA Certified Professional for the best installation results. A list of active Certified Professionals in your area can be found here:

www.woodfloors.org/certified-professional-search.aspx

PREVENTING YOUR HARDWOOD FLOORING FROM CUPPING OR CROWNING

Professional installation using NWFA standards, maintaining a humidity level between 35%-55% at all times, and caring for your floor according to our standards will reduce the possibility of cupping or crowning. Wood is still a living thing that absorbs and desorbs water as it is exposed to humidity. Wood will shrink and swell with these humidity changes, however following the guidelines should minimize these changes within acceptable levels.

High humidity can be controlled through air conditioning to some degree and if that isn't sufficient, a dehumidifier may need to be installed.

Low humidity can be controlled with a humidifier, typically mounted to a furnace in modern forced air homes. In larger homes, a steam humidification system may be required, which adds steam humidity to the house regardless of whether the furnace is running or not.

For further information on installation and humidity, please consult our website. In addition, we have archived a more detailed NWFA technical article on Wood and Moisture that can be found under our FAQ section.

MAINTENANCE

CLEANING YOUR HARDWOOD FLOOR

Peachey Prefinished Hardwood Flooring is best cleaned with a clean, slightly damp cloth or mop.

Harsh chemicals, oil soap, vinegars or other cleansers should never be used on oil or varnish prefinished floors. If your floor becomes soiled, add a small squirt of mild liquid dish detergent to a bucket of warm water and scrub gently to help remove the stain.

Another approved solution is Simple Green, which is available from us. It's concentrated and must be diluted per the directions on the container – diluted 30:1, 30 parts water to 1 part Simple Green. It can then be put in a Bona Hardwood Floor Spray Mop Premium and lightly squirted on the floor for spot cleaning or the whole floor. The Bona floor cleaner that comes with the mop **SHOULD NOT** be used on our finish.

Contact us to obtain these cleaning and maintenance products.

PROTECTING YOUR HARDWOOD FLOOR

We recommend putting felt pads at the bottom of all pieces of furniture that are placed on your custom hardwood floor to help prevent marks or scratches from furniture.

BASICS OF HUMIDITY & YOUR NEW FLOOR

HUMIDITY CONTROL IS THE SINGLE MOST IMPORTANT FACTOR TO ENSURING LONG-TERM SATISFACTION WITH YOUR FLOOR

You've looked around for that perfect floor: species, grain, color, width, distressing, quality, and price. All are important factors when choosing a floor. There are a few very important questions to discuss with your installer and a few words of advice from your manufacturer that will ensure your lifelong satisfaction with the performance of your floor.

HARDWOOD FLOORING IS STILL A LIVING THING

Hardwood flooring captures all of the beauty of nature from when it was part of a living hardwood tree. After the tree is harvested and turned into flooring, it's still "living" each and every day. The vessels and fibers in a living tree carry nutrients to the tree to help it grow, but they also absorb and desorb moisture within your home after the lumber is turned into flooring. Hardwood flooring is unique in its beauty but also unique in how it is affected by moisture. Without adequate humidity control, hardwood flooring will likely grow and shrink in ways that could adversely affect the long-term beauty of your flooring.

CHECKING TEMPERATURE AND HUMIDITY LEVELS BEFORE INSTALLATION IS CRITICAL

Most flooring will move along the width of the board with typically little expansion or contraction lengthwise or along the thickness of the board. Peachey Hardwood flooring is manufactured to strict NWFA (National Wood Flooring Association) standards. These standards prescribe milling tolerances for width of $\pm .005$ " for flooring up to 3 1/4" and $\pm .008$ " for flooring over 3 1/4". The moisture content standard is between 6% and 10% with a 5% allowance for pieces outside of that standard to a maximum of 12%.

The moisture content of Peachey Hardwood Flooring is carefully controlled throughout the process and it leaves our factory within NWFA tolerances. However, once the flooring is put on the truck for delivery, it is subjected to a host of various conditions that can adversely affect the moisture content.

Hardwood flooring needs to be properly acclimated to the environment in which it is installed.

The subfloor should be moisture checked by a professional and the level recorded. The moisture content of plank hardwood flooring and the subfloor should be *no more than 2 percentage points different*. If the subfloor moisture content is 10%, the flooring should be between 8 – 12%.

If the moisture content is greater or less, the installer must resolve the difference prior to installation, typically through proper acclimation of the floor or by installing moisture barriers. Acclimation is not a matter of time but is a factor of matching the humidity levels between the subfloor and flooring using a properly calibrated moisture meter. Plank flooring also requires a felt paper moisture retarded to be installed between the flooring and the subfloor. In cases where the flooring is installed below grade or directly on concrete, engineered flooring is required to prevent moisture issues.

PROPER HUMIDITY CONTROL THROUGHOUT THE SEASONS

The living environment in your home affects the performance of your floor. Hardwood tends to expand during periods of high humidity and shrink during periods of low humidity. In the warm, humid summer months, humidity levels are high and can be partially controlled with air conditioning. During the cold winter months, the heating in our homes and the dry outside air tend to reduce humidity and cause wood to shrink.

Humidity levels must be maintained between 35 – 55% and temperature between 60-80 degrees year-round.

WHAT HAPPENS TO HARDWOOD FLOORING WHEN HUMIDITY LEVELS CHANGE

Let's take a typical example of 5" Red Oak plank floor that was installed at 8% average moisture content, 70 degree temperature and 50% relative humidity level in the home.

The "change coefficient" or degree of movement of Red Oak is .00369" per inch, per point of moisture content. If the temperature stays at 70 degrees but the relative humidity level in the home drops from 50% to 20%, the moisture content in the flooring drops from 9.2% to 4.5%...a 4.7 percentage point drop. The result?

4.7 percentage points X .00369 change coefficient = .017343

Multiply that by the width of the board = .017343 X 5 inches = .0867" or about 3/32" per board.
Across a 16' wide room, that's a total of nearly 1 3/8" of potential movement.

Humidity control becomes even more critical with wider flooring. In our extreme example above, 8" plank flooring would move almost 1/2" per board and a total of 8" or one entire board width in the 16' room.

Wood species, HVAC systems, subfloor material and flooring width can all affect dimensional changes.

HOW TO CONTROL HUMIDITY

High humidity can be controlled through air conditioning to some degree and if that isn't sufficient, a dehumidifier may need to be installed.

Low humidity can be controlled with a humidifier, typically mounted to a furnace in modern forced air homes. In larger homes, a steam humidification system may be required which adds steam humidity to the house regardless of whether the furnace is running or not.

For further information on installation and humidity, please consult our website. In addition, we have archived a more detailed NWFA technical article on Wood and Moisture that can be found under our FAQ section.

You can also contact one of our flooring experts in person or by phone.

All the way to the floor

Flooring is usually dried to the national average moisture content expected in use so that shrinkage and swelling are minimized and buckling or large gaps between boards does not occur. However, the careful drying and manufacturing of wood flooring cannot entirely prevent an unsuccessful installation.

Manufacturers who have controlled storage may control the moisture content of the wood up until the point it is placed on the truck for delivery. Various parts of the country have EMCs that range from the dry, desert areas of the Southwest (under 5 percent EMC) to the moist areas along the Gulf of Mexico (over 10 percent EMC). Additionally, a wide range of relative humidities can be experienced between individual job sites in the same locale, such as an ocean-front or lakeside home versus one that's a few miles inland.

Many manufacturers record moisture-meter readings before the flooring leaves the facilities, and such readings are attached to invoice and packing lists. The use of moisture meters, from manufacturing to distribution to installation, is discussed on page 15.

Dimensional stability

When flooring manufacturers and distributors talk about relative stability of various wood flooring species, they are referring to how a floor "moves" once it is put down.

The numbers in the accompanying chart were developed by the Forest Products Laboratory of the U.S. Department of Agriculture. They reflect the dimensional change coefficient for the various species, measured as tangential shrinkage or swelling within normal moisture content limits of 6-14 percent. Quartersawn wood will usually be more dimensionally stable than plainsawn.

The dimensional change coefficient can be used to calculate expected shrinkage or swelling. Simply multiply the change in moisture content by the change coefficient, then multiply by the width of the board.

Example: A red oak (change coefficient = .00369) board 5 inches wide experiences a moisture content change from 6 to 9 percent — a change of 3 percentage points.

Calculation:

$$3 \times .00369 = .01107 \times 5 = .055 \text{ inches.}$$

In actual practice, however, change would be diminished in a complete floor, as the boards' proximity to each other tends to restrain movement.

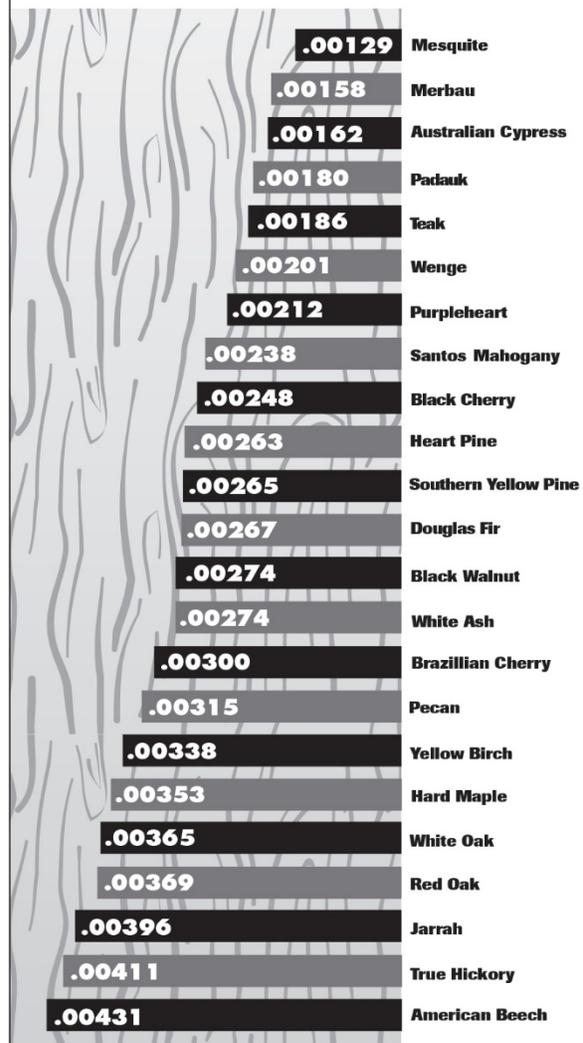
For a more complete discussion of dimensional stability, see NWFA Technical Publication No. A200: Wood Species Used in Wood Flooring. Write to NWFA at 233 Old Meramec Station Rd., Manchester, MO 63021.

GROWING BOARDS

How much can temperature and humidity affect the dimensions of a hardwood floor? Take a look at one 5-inch red oak plank board:

- 1) Within "normal living conditions" (say, an interior temperature of 70 degrees and a relative humidity of 40 percent), the board has a moisture content of 7.7 percent and is 5 inches wide.
- 2) If the relative humidity falls to 20 percent, the moisture content of the board will be 4.5 percent, and the same 5-inch board will shrink by .059 inches. Across 10 feet of flooring, that could translate to as much as 1.4 inches of shrinkage.
- 3) If the humidity rises to 65 percent, the board's moisture content would be 12 percent and the same 5-inch board would expand by .079 inches. Across 10 feet of flooring, this could translate to 1.9 inches of expansion.

DIMENSIONAL CHANGE COEFFICIENT FOR 23 COMMON WOOD SPECIES



Source: Wood Species Used in Wood Flooring

VISIT OUR WEBSITE

www.PeacheyHardwoodFlooring.com

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SHOW OFF YOUR NEW FLOOR

OUR CRAFTSMEN WHO MADE YOUR FLOOR DON'T OFTEN GET THE CHANCE TO SEE THEIR WORK INSTALLED.

WE WOULD LOVE TO SEE PICTURES OF YOUR NEW FLOORING INSTALLED IN YOUR HOME.

PLEASE SHARE PICTURES WITH US BY EMAIL OR ON ANY OF OUR SOCIAL MEDIA ACCOUNTS AND YOU MAY SEE YOUR PHOTOS SHARED BY US, UNLESS SPECIFIED OTHERWISE.



Sales@PeacheyFloor.com

LIMITED WARRANTY FLOORING PRODUCTS

WHAT IS COVERED

Peachey Wood Products, a division of Coleman Wood Products Corporation (hereinafter "PWP") warrants to the original purchaser ("Purchaser") that, for the period of time set forth in the following sentence, under normal use and service conditions, PWP finished solid wood and engineered wood flooring products ("Products") shall be free from material defects in grading, milling and finish workmanship and materials. The term of such warranty shall be ten (10) years from the date of original purchase for a residential application, and three (3) years from the date of original purchase for a commercial application. If a defect occurs within the warranty period, Purchaser shall notify PWP in writing and, upon confirmation by an authorized PWP representative of the defect, PWP's sole responsibility shall be, at its option, to either replace the defective item or refund the portion of the purchase price paid by Purchaser for such defective item (not including the cost of its initial installation).

For purposes of this warranty, a "residential application" shall refer to the sale of the Products installation in an individual residence, and a "commercial application" shall refer to the sale of the Products other than for an individual residence.

With respect to a residential application, this warranty may be transferred one (1) time, within the ten (10) year period beginning from the date of original purchase by the Purchaser, to a subsequent buyer of the residential property upon which the PWP Products were originally installed. With respect to a commercial application, this warranty is freely transferable to subsequent buyers of the property upon which the PWP Products were originally installed.

HOW TO MAKE A CLAIM

To make a claim under this limited warranty, Purchaser, or the transferee, shall send to PWP, within the warranty period referred to above, (1) a description of the Products and claimed defect, (2) proof of purchase, (3) dated proof of professional installation, and (4) dated proof of environmental conditions at the time of installation consisting of moisture tests of the subfloor and Products, to the following address:

Peachey Wood Products
Attention: Warranty Service
209 Sawmill Road
Reedsville, PA 17084

WHAT IS EXCLUDED

This warranty does not apply to Products sold or represented as "seconds" or "close-out material". PWP does not warrant and is not responsible for any PWP Products which are not installed by a professional installer.

PWP does not warrant against and is not responsible for, and no implied warranty shall be deemed to cover, any condition attributable to: (1) improper installation of PWP Products and/or failure to abide by National Wood Flooring Association guidelines (which are available from PWP upon request); (2) storage use of PWP Products beyond normal use and service conditions, or in an application not recommended by PWP's guidelines and local building codes, including but not limited to use in environments having a relative humidity less than 35% or greater than 55%, direct exposure to water from plumbing leaks or other sources and use in any outdoor installation; (3) any act of God (such as flooding, hurricane, earthquake, lightning, etc.), environmental condition (such as air pollution, mold, mildew, etc.), staining from foreign substances (such as dirt, grease, oil, etc.), or normal weathering (defined as exposure to sunlight, weather and atmosphere which will cause any colored surface to gradually fade, chalk, or accumulate dirt or stains); (4) variations or changes in color of PWP Products; (5) improper handling, storage, cleaning (including by use of abrasives), abuse or neglect of PWP Products by Purchaser, the transferee or third parties; or (6) ordinary wear and tear and damage caused by shoes, furniture, pets and/or insect infestation (occurring after manufacturing).

No person or entity is authorized by PWP to make and PWP shall not be bound by any statement or representation as to the quality or performance of PWP Products other than as contained in this warranty. This warranty may not be altered or amended except in a written instrument signed by PWP and Purchaser.

THIS WARRANTY SHALL NOT COVER AND PWP SHALL NOT BE RESPONSIBLE FOR COSTS AND EXPENSES INCURRED WITH RESPECT TO THE REMOVAL OF DEFECTIVE PWP PRODUCTS OR THE INSTALLATION OF REPLACEMENT MATERIALS, INCLUDING BUT NOT LIMITED TO LABOR AND FREIGHT.

UNDER NO CIRCUMSTANCES WILL PWP BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER SUCH DAMAGES ARE SOUGHT IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE AND STRICT LIABILITY) OR OTHERWISE, AND PWP'S LIABILITY WITH RESPECT TO DEFECTIVE PRODUCTS SHALL IN NO EVENT EXCEED THE REPLACEMENT OF SUCH PRODUCTS OR REFUND OF THE PURCHASE PRICE, AS DESCRIBED ABOVE.

Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from State to State or Province to Province.