



Thank You

We appreciate the opportunity to craft your personalized work of art

Thank you for choosing Carlisle to define your aesthetic vision. It is our responsibility to provide you with a thoughtful, educational process which clearly reflects the value of your investment. Our craftsmen have slowly and carefully revealed the beauty in every piece of timber that has touched their hands, resulting in a final floor that is both uniquely extraordinary and made personally for you. We are committed to ensuring your final installed product is the ultimate floor you envisioned when you first began your flooring search, which is why we put this handbook together for you.

In the pages that follow, you will find helpful tips and tricks to guide you through the delivery, installation, and maintenance of your floor. We hope this handbook provides the information you need to proactively prepare for the final steps of your Carlisle journey, but rest assured we are always just a phone call away. We take great pride in the relationships we form with our clients and look forward to providing exceptional service to you every step of the way.

It is Carlisle's general recommendation that site conditions, material acclimation, and installation requirements should defer to the guidance provided by the National Wood Flooring Association (NWFA) and can be verified at <https://www.nwfa.org/>.



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Tips For A Successful Delivery

Delivery

The ship date of the flooring order will be set in advance. When it comes time to receive your handcrafted, custom-made wide plank floor, we will contact you with the details of your delivery.

Please Let Us Know

- Many of our clients prefer a delivery appointment, rather than an eight-hour delivery window. If your floor is shipping via Common Carrier, please ask your Design Consultant or Sales Coordinator about our Timekeeper delivery service, which guarantees a specific date and appointment time frame for your delivery.
- We take pride in maximizing the raw timber into extraordinary lengths in your floor. Average orders will yield planks up to 12' long, with some being 14' or 15' long! Please let us know if there are any elevators or length restrictions on your order, and we will cut the planks to required size prior to shipping.
- If you prefer to have the crate(s) dropped at the jobsite intact, instead of hand offloading, please ask about forklift and flatbed availability.
- Our truck sizes range from 28-53' long and can weigh upwards of 44,000 LBS. Please let us know if a truck this size cannot easily access your jobsite, and we will be happy to source a smaller vehicle that can accommodate your project needs.
- We have small box trucks, small flatbed trucks, enclosed trucks, standard size flatbeds, and everything in between (availability will depend upon your location). Please let us know if there is a certain style that works best for your project.

Getting Ready

- You will receive the freight carrier and tracking information, if available, at the time of shipment.
- Carlisle will provide you with an estimated time frame for transit. All shipments are subject to inclement weather delays, traffic congestion, shipment consolidation, and multiple stops along the route, which may affect your final delivery date or time.
- Your flooring will arrive in custom-built crates. For solid flooring, the crate dimensions may vary up to 192" x 44" x 30", while for engineered flooring, the dimensions may vary up to 156" x 44" x 36". Each crate can hold as much as 1,200 SF and weigh as much as 4,200 LBS.
- We generally do not recommend delivery in heavy rain. We would prefer to reschedule your delivery appointment for better weather to ensure the best delivery experience. If you do experience light rain showers or snow flurries you may offload the boards with the back of the planks facing up and wipe the back of the boards with a white cloth. If you do choose to accept delivery during heavy rain, your boards may absorb more moisture and could risk cupping or crowning as a result.

When it Arrives

- Sign the freight carrier's Bill of Lading only if you have received everything listed. Though it is very rare, damages may occur during shipment and must be documented on the Bill of Lading.
- You will need tin snips and a crowbar to disassemble the crates, and gloves to handle the planks.
- Delivery is a great time to review the spectacular planks you just received. We recommend sorting as you unload and setting aside the most striking planks, which you will want to feature, front and center in the room, separating them from the shorter boards you will likely reserve to start or finish a run.
- The driver is not insured to enter the buildings so it will be most helpful to have additional hands to assist with the break down of the crates and transportation of the planks into the buildings. Most of our clients partner with their contractor or installer to manage the unloading and review the planks.
- You will be responsible for disposing of the protective wrapping and crating materials used to package your floor.

What You Will Need For Delivery



TIN SNIPS



CROWBAR



WORK GLOVES



EXTRA HANDS

Have Questions? Call us directly @ 800-595-9663 or email us at support@wideplankflooring.com.



WHAT IS ACCLIMATION?

Acclimation is the process during which your floor naturally absorbs or releases moisture in order to align with the relative humidity of its new environment. Carlisle floors are handcrafted to perform best within a relative humidity of 30%-50% per the guidelines of the National Wood Flooring Association. If your home environment will maintain relative humidity levels outside this range, we recommend consulting your installer for guidance on proper acclimation.

If acclimation is deemed necessary by your installer, please be advised of the following best practices for successful acclimation. For more information contact your Design Consultant.

ACCLIMATION – BEST PRACTICES

When unloading your floor, be sure to set aside any planks that have unique character or striking color, as these boards should be reserved to highlight distinctive areas of the floor with high visibility. It can also be helpful to sort the planks by length at this stage, since shorter boards are typically used to start and finish each row.

You will want to stack and separate your planks so they acclimate to the conditions of their new environment. It is very important to allow the planks to take on, or give off moisture as needed in order to match the eventual “live-in” conditions. When done correctly, the acclimation process helps reduce plank movement once the floor is installed.

For proper acclimation, be sure air can circulate around all sides of the planks. We recommend using kiln-dried hardwood lath strips to separate the boards and promote even airflow.

MOISTURE TEST

- Moisture is the single greatest environmental factor that will influence the performance of your floor.
- If you have a wood subfloor, the moisture content should not measure higher than 12% prior to installing the floor.
- If you have a concrete subfloor, it should not measure more than 3-4 lbs. of emission before you start installing the floor.
- Your finished floor and subfloor must be within 2-3% of each other prior to beginning the installation process.
- Make sure to document your “Average Moisture Content in Flooring” on your Jobsite Inspection List, on pages 15-17 of this book.

Installing To The Subfloor

Choose a qualified installer for your new Carlisle floor. We have provided a checklist of critical variables that should be clearly understood prior to starting your installation (please see the Jobsite Inspection List on pages 15-17. Most installers will have their own checklist procedure, but if there are any questions regarding this process your Design Consultant will be happy to review our recommendations directly with your installer.

When installing a random-width floor, keep in mind that it's meant to flow naturally, not follow a fixed pattern. For the best result, separate the widths into piles and stagger the boards randomly as you install.

It is recommended to keep some clean, white rags and mineral spirits handy in the event that glue gets on the face of the planks. Wipe up the adhesive immediately to prevent it from curing or marring the board.

When installing and finishing your floor, white-soled shoes, shoe covers or socks should be worn to help reduce the potential for scuffing the boards or leaving unintended marks on the face of the boards.

PLYWOOD

When installing over a plywood subfloor, use a combination of blind nails and construction adhesive; they will work in tandem to firmly attach your floor to the subfloor while allowing for some flexibility with seasonal changes.

Adhesive manufacturers such as Wakol, PL Premium or Bostik are recommended brands and can be found at most local hardwood stores. It is ultimately up to the installer to use his or her discretion to determine the appropriate application method and adhesive supplies for the flooring being installed.

Make sure to document your "Subfloor Information" on your Jobsite Inspection List, on page 17 of this book.

CONCRETE

When installing over a concrete subfloor, it is recommended to use a full spread adhesive which will work in tandem with an appropriate moisture barrier to mitigate excessive moisture rising from the subfloor.

Use an appropriate trowel and spread-rate when applying the adhesive. Please refer to the specific adhesive/moisture-barrier system installation recommendations provided by the adhesive manufacturer to ensure optimum performance.

After the boards have been properly positioned into the adhesive and the butt-end joints are flush, Carlisle recommends placing 5-gallon buckets filled with (unopened dry wall compound, flooring adhesive, sand, etc.) over the joints until the adhesive sets. This helps prevent misalignment of the end-joints.

Installing To The Subfloor (Cont'd)

Your installer may determine it necessary to strap the boards together to keep them from shifting while the adhesive sets. This method also allows for the boards to be pulled tightly together at the side-joints which will eliminate any small gaps that may otherwise be present.

Adhesive manufacturers such as Wakol, Sika or Bostik are recommended brands and can be found at most local hardwood stores. It is ultimately up to the installer to use his or her discretion to determine the appropriate application method and adhesive supplies for the flooring being installed.

Make sure to document your "Subfloor Information" on your Jobsite Inspection List, on page 17 of this book.

RADIANT HEAT

Our floors can be installed over a variety of radiant heat systems. While you are not limited to using a specific system type, your architect and/or heating professional can help you determine the best choice for your project. There is no single installation method required for wide plank floors over radiant heat; the approach will depend on conditions unique to your job site, the selected heating system, and the Carlisle floor you've chosen for your home.

Prior to acclimation and installation, the radiant heat system should be installed and operational for at least 30 days. If your radiant heat system includes concrete and/or gypcrete you must make sure it is 100% cured prior to acclimation and installation. Your installer should use the proper moisture cure test to verify this.

Your flooring should be properly acclimated to the environment before you begin installation. Make sure to consult your installer and plan for the seasonal adjustment of your radiant heat system throughout the year.

PROTECTING PREFINISHED FLOORS DURING INSTALLATION

We recommend that flooring should be the last item installed in the home whenever possible. If there is ongoing work on the jobsite, you can protect prefinished floors by temporarily covering them with a floor and surface protection product, such as RAM Board. It is extremely important to keep any surface protection product super clean, and to tape all seams, so that no debris or particles end up between the surface protection and the flooring. If dirt or debris gets trapped between the two while people are walking around it can create tiny scratches in the surface of the boards.

Any covering should be taped, using a low-adhesion tape, to base or shoe moldings. Do not tape to finished flooring. When taping paper or sheets together, tape them to each other, not to the floor.



Have Questions? Call us directly @ 800-595-9663 or email us at info@wideplankflooring.com for assistance.



Finishing Your Floors

PREPARATION

Prior to beginning any stain or finish application, we recommend that you vacuum the floor thoroughly. It is ideal to also vacuum every surface in the room that could potentially hold dust, including doors, walls, mantles, windowsills and lights.

It is Carlisle's recommendation to read the manufacturer's label for all appropriate application methods. The complete finish system (optional stain, primer, and top coats) should always be tested on additional "attic stock" or in an inconspicuous area of the room prior to beginning any application to ensure satisfactory results.

It is recommended to thoroughly stir each product before use, and also throughout the application process, to ensure a consistent finish.

Proper air cross ventilation in the room is critical for both air quality and satisfactory aesthetic results.

One fan should be pulling air into the room and another fan should be pushing the air out, while remaining aware of dust particles and debris. A ceiling fan is a great option to encourage air circulation but does not always provide enough air flow. Required site conditions are on average between 60 to 80 degrees Fahrenheit and 35% to 55% humidity levels. Dry time should always err on the side of caution, as attempts to expedite the finishing process before the application coats have properly cured can result in lap marks, bubbling, or other abnormalities in the appearance.

For safety, it is recommended to use rubber gloves, goggles and a safety mask. While a damp paper towel may be enough to wipe up spills, the use of mineral spirits, turpentine, or paint thinner will come in handy in any areas requiring minor clean up.

Floor Finishing Guidelines

Before beginning your floor finishing please contact your Design Consultant for specific recommendations for your particular floor. These guidelines are just a guide. Unique conditions present within your home and/or with your specific flooring may alter the finishing process tips shown in the guidelines below. It's always advisable to test the proposed finishing process on a small, out-of-the-way area of the floor. This allows you to trial the finishing method and confirm it will achieve the desired appearance. Better to work out the potential “kinks” in a closet or on leftover wood vs. the main entry of the house.

STAIN [OPTIONAL]

Our stains have been custom-formulated in a new water-based technology that allows for minimal raised grain in the wood as well as enough open time to apply and wipe off excess stain. They are highly pigmented which requires the stain to “set up” for a few minutes before it can be wiped off. Due to the pigmentation, it is also important to constantly stir the stain so the pigments do not settle to the bottom of the stain can.

Custom colors requiring a stain recipe or formula should be used as a starting point and may require on-site adjusting as needed to reach the desired look.

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step One	Stain		1 Hour	Apply the stain with an 8-12" lambswool applicator block and pad, wait 1-2 minutes before you begin wiping excess stain off with a circular buffing motion.
Step Two				Once most of the excess stain is removed, do a final wipe down the length of the board, moving in line with grain.
Step Three			12-24 Hours	Minimum air dry time and will depend on the humidity, cross ventilation, and overall environment.

CLEAR POLYURETHANE APPLICATION

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step One	*EasyPrime	1	6-8 Hours	Stir well. Apply using a 3/8" nap roller, Microfaser 100-200 Roller, T-bar or White Paint Pad. This will “seal” the stain onto the boards, before any finish is applied. This step helps reduce the appearance of lap marks and encourages the bonding tendency of the finish to the wood floor. It is recommended to allow a dry time of 6-8 hours before applying your first coat of finish.

*Optional in some applications; Invisible Protect may be substituted in place of EasyPrime in some applications as well.

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step Two	Polyurethane	1	6-8 Hours	Apply using a 3/8" nap roller, Microfaser 100-120 Roller, T-bar or White Paint Pad. You can apply 2nd coat after 6-8 hours or once dry. Intermediate sanding is not required if next coat applied within the first 24 hours.

If more than 24 hours of dry time elapses between any of the coats applied, you MUST lightly abrade the floor with a screen, pad or in some cases light sand paper before applying next coat to ensure adhesion.

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step Three	Polyurethane	1	6-8 Hours	Repeat Step Two. Upon applying the final coat, the floors may be subject to light use (such as foot traffic in white cotton socks) after 24 hours but will not be ready for full use for up to 5 days. Felt pads or some other means of protection should be used under furniture legs.

AMBER [TUNG OIL + POLYURETHANE] APPLICATION

Although Tung Oil is a natural product the odor can be somewhat strong. It is important that the areas where Tung Oil will be used are well ventilated.

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step One	Waterlox Original Sealer & Finish (Product # TB 5284)	1	24 Hours	Using a lambswool applicator, apply generously. Coverage is 500/SF per gallon. Draw the oil the direction of the planks with very little pressure. Tung Oil has a natural ability to flow, level and absorb into the wood. Do not need to scrub or mop into the floor. Lightly sand or buff between 1st and 2nd coats to knock off high spots or roughness. Carefully clean off the dust and sanding before applying next coats.
Step Two	Waterlox Original Sealer & Finish	1	24 Hours	Repeat Step One. Poor ventilation, high humidity or cool temperatures may increase dry times. Softer woods such as Pines will require up to four coats.
Step Three	Polyurethane	1	6-8 Hours	Apply using a 3/8" nap roller, Microfaser 100-120 Roller, T-bar or White Paint Pad. You can apply 2nd coat after 6-8 hours or once dry. Intermediate sanding not required if next coat applied within the first 24 hours.

If more than 24 hours of dry time elapses between any of the coats applied, you MUST lightly abrade the floor with a screen, pad or in some cases light sand paper before applying next coat to ensure adhesion.

Step Four	Polyurethane	1	6-8 Hours	Repeat Step Three.
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TUNG OIL APPLICATION

Although Tung Oil is a natural product the odor can be strong. It is important that the areas where Tung Oil will be used are well ventilated. If you cannot ventilate the area, you may want to choose another product.

APPLICATION	PRODUCT	# COATS	DRY TIME	TIPS/TRICKS
Step One	Waterlox Original Sealer & Finish	1	24 Hours	Using a lambswool applicator, apply generously. Coverage is 500/SF per gallon. Draw the oil the direction of the planks with very little pressure. Tung Oil has a natural ability to flow, level and absorb into the wood. Do not need to scrub or mop into the floor. Lightly sand or buff between 1st and 2nd coats to knock off high spots or roughness. Carefully clean off the dust and sanding before applying next coats.
Step Two	Waterlox Original Sealer & Finish	1	24 Hours	Repeat Step One. Poor ventilation, high humidity or cool temperatures may increase dry times. Softer woods such as Pines will require up to four coats.

We recommend buffing in between 2nd and 3rd coats to knock down any bumps or debris trapped in finish.

Step Three	Waterlox Original Sealer & Finish or Waterlox Original Satin	1	24 Hours	Repeat Step One. Do not need to lightly sand or buff the last two coats.
Step Four	Waterlox Original Sealer & Finish or Waterlox Original Satin	1	24 Hours	Repeat Step One. Do not need to lightly sand or buff the last two coats. The Original Sealer & Finish will fully cure to a sheen level of 50-55° while the Original Satin Finish will fully cure to a sheen level between 20-25°. The Original Satin Finish can only be used as a FINISH coat after the original Sealer & Finish has been applied. Talk with your Design Consultant to determine which steps will require Satin Finish to obtain the look you want.

Maintaining Your Floors

PETS ON PLANKS

We know that for many homeowners, pets are family—and your floors should be able to live with them too. Our wood floors are crafted to handle the rhythm of everyday life, including the occasional paws and playtime. While our finishes are durable, real wood is a natural material and will reflect signs of use over time. Scratches, pet-nail marks, and/or small dents are normal characteristics of wood flooring. These marks often enhance the floor’s natural beauty and tell the story of a well-loved home.

To help protect your floors, we recommend using welcome mats at entryways to capture dirt and grit, and placing area rugs or runners in high-traffic zones or where pets frequently travel. Keeping your pet’s nails trimmed and promptly wiping up any spills or accidents with a damp cloth will help maintain the finish and appearance of your floor. If wear becomes visible over time, touch-up kits or a professional recoat can easily refresh the look.

With a few simple steps, your floors will gracefully age alongside your family—paws included.

CLEANING PREFINISHED, NATURALS, AND WATER-BASED FLOORS

If Carlisle Prefinish or a water-based finish was chosen, we recommend using a standard wet mop with LOBA Hardwood Floor Cleaner for everyday cleaning and LOBA Remover for tougher spots. Contact us directly at **800-595-9663** to purchase or if you have questions.

Carlisle does not recommend the use of steam mops/cleaners. Any other cleaning methods or products other than the recommended LOBA products should be tested in a small, inconspicuous area before being used on the entire floor. Contact the cleaner manufacturer directly for the appropriate cleaning recommendations.

When cleaning your floor, water should be applied moderately versus soaking the floor, and for best results mop in the direction of the grain in the floor. The water should evaporate without ever soaking into the wood. If excessive moisture is applied to your wood floor and allowed to stand, the wood may absorb the water and swell. Standing water and/or an increased moisture content may result in cupping or damage to the finish of the floor.

CLEANING A TUNG OIL FINISHED FLOOR

If Tung Oil was chosen, we recommend using a standard wet mop with Waterlox Original Cleaner Concentrate for everyday cleaning. Contact Waterlox directly at 800-321-0377 to purchase or if you have questions.

Carlisle does not recommend the use of steam mops/cleaners. Any other cleaning methods or products other than the recommended Waterlox products should be tested in a small, inconspicuous area before being used on the entire floor. Contact the cleaner manufacturer directly for the appropriate cleaning recommendations.

When cleaning your floor, water should be applied moderately, versus soaking the floor. The water should evaporate without ever soaking into the wood and creating potential troubleshooting issues. If excessive moisture is applied to your wood floor and allowed to stand, the wood may absorb the water and swell. Standing water and/or increased moisture content may result in cupping or damage to the finish of the floor.

TOUCH-UPS & RECOATS

As your floors age it may be appropriate to touch up small areas over time. You can contact us directly at **800-595-9663** for a touch-up kit consisting of color-based stain pens.

If the area is larger than a small scratch you may want to rely on any remaining boards or “attic stock” to replace the plank(s). You may also opt to tape off individual boards and recoat them. You may purchase the necessary finish and speak with a Design Consultant to determine what is best for your floor.

Should you wish to recoat your entire floor, Carlisle offers a Dustless Recoat Kit, which requires no sanding and is suitable for prefinished, naturals, and water-based finishes. The kit covers approximately 400/Sq. Ft. per box and may be purchased directly at **800-595-9663**.





MAINTAINING YOUR INTERIOR

RELATIVE HUMIDITY

Many regions of the United States experience seasonal changes in the weather, which typically results in drier interior environments during the colder months. To properly maintain the beauty and health of your flooring, it's very important to be aware of the relative humidity in your home. Monitoring and controlling the relative humidity during dry times can greatly affect a variety of things—from your own health to the performance of your floor. We'll leave your health to the medical experts, but when it comes to flooring, we are the experts and want to offer simple guidance to ensure the health of your floor.

The driest winter home environments in New England are typically those heated with wood and lacking humidity controls. The interiors of these homes may have relative humidity levels as low as 10%, which is as dry as the Mojave Desert. Most wood floor warranties suggest that the ideal environment is between 30-50% Relative Humidity (RH). If you fall below that range for extended periods of time, you will see excessive gapping in a solid floor and the potential for splitting in an engineered floor. This is not a defect of the product; it is simply what happens when wood loses too much of its inherent moisture and dries out.

Carlisle's Recommended 4 Steps to a Happy Floor:

01 - Prevent

Cold, outside winter air from entering your home by reducing excessive ventilation leaks. Old windows are often major leakage sites, as are recessed lights and other holes in ceilings and floors. With less cold air moving into your home, the easier it is to maintain a higher RH.

02 - Monitor

Buy an inexpensive RH monitor to measure how your home responds to the temperature changes, so you can easily identify when levels are low, and your home needs a little additional moisture. A simple Hygrometer can be purchased for less than \$20 and it will tell you everything you need to know about your specific RH levels.

03 - Maintain

Your interior with a RH range of 30-50%.

04 - Adjust

If you find it challenging to maintain the recommended RH range, add moisture with a humidifier. From a single-room humidifier to systems designed for the entire home, adding moisture does more than just help your floor. Appropriate RH helps preserve all wood in your home, precious art work and can help you stay healthier!

Time To Share

Thanks again for choosing us to partner with you on your recent project. It's been quite a journey, and we'd love to know that you're every bit as satisfied with your new floor as we were honored to create it for you.

If possible, please take a moment to describe your experience with us. And since a picture is worth a thousand words, we'd love to see some photos of your finished flooring to share and inspire others. You can email them to support@wideplankflooring.com, or post them to our public social channels (if that's more your style!)



Facebook

<https://www.facebook.com/carlislewideplankfloors>



Pinterest

<https://www.pinterest.com/carlislewpf/>



Instagram

<https://www.instagram.com/carlislewideplankfloors/>



LinkedIn

<http://www.linkedin.com/carlisle-wide-plank-floors>



Jobsite Inspection List

(This form is to be completed by your Contractor/Builder) Are you ready for your delivery? Here are three simple questions to help you determine “yes” or “not yet”:

1. Is the building enclosed?
2. Are all wall coverings painted and dry?
3. Are the heating/cooling units up and running for 30+ days so that the building is at normal living conditions for temperature AND humidity?

GENERAL JOBSITE INFORMATION

Owners Name _____

Phone Number _____ Email _____

Jobsite Address _____

City/State _____

Installer or General Contractor _____

Installer or GC Phone _____ Jobsite Visit Date/Time _____

DELIVERY AND ACCLIMATION

Original Delivery _____

Date _____

Was your floor stored on-site, as received, in its original packaging? YES NO

If your floor was stored on-site, as received, how long did it remain in storage, in its original packaging?

Original Date _____ Open Date _____ Duration _____

Average moisture content in floor (prior to acclimation) _____ %

Date Acclimation Began _____ Date Installation Began _____

Total Days of Acclimation _____

Average moisture content in floor (after acclimation) _____ %

TYPE OF JOB (CHECK ALL THAT APPLY)

Residential Commercial New Construction Remodel

Access to Freight Elevator YES NO N/A

Max Board Length Allowance_____

Maintenance Co/Building Superintendent_____

Contact Phone Number(s)_____

Date Acclimation Began_____ Date Installation Began_____

Total Days of Acclimation_____

Average moisture content in floor (after acclimation)_____ %

FOOT TRAFFIC

High Average Low

INTERIOR

Thermostat Setting_____ Humidistat Setting_____

Relative humidity in the air-space Hygrometer_____ % Sling Psychrometer_____ %

HVAC units operable YES NO If no, date to be operational _____

Type of Heat Radiant Baseboard Radiator Forced Air Electric Gas

Insulated YES NO

Relative Humidity Controls YES NO

Moisture Control System YES NO

EXTERIOR

Building is Over Basement Crawl Space Slab



Warranty

Please visit wideplankflooring.com/warranty



CARLISLE

800.595.9663
wideplankflooring.com



PLEASE RECYCLE