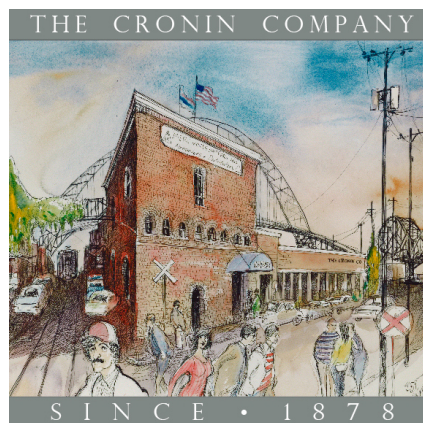


The Cronin Company

P.O. Box 2924

Portland, OR 97208



The Cronin Company
Radiant Heat Policy
July 12, 2015

This memorandum serves as a shift in policy on hardwood floor installations over Radiant Heated Subfloor Systems.

The Cronin Company will allow and facilitate radiant heat warranties from specific manufacturers to be provided to our customers! This again, is a shift in policy that excluded radiant heat warranties to be facilitated by The Cronin Company.

For a Radiant Heat Warranty from a manufacturer to be in effect from The Cronin Company the following guidelines MUST be followed.

1. A whole house humidification system MUST be installed, functional and in use prior to installation and throughout the life of the floor.
2. A FIDBOX or similar temperature and relative humidity recording device MUST be installed, functional and operational throughout the life of the floor.
3. Specific manufacturer's installation instructions MUST be followed precisely. In situational circumstances when the manufacturer's installation instructions do not specifically outline a detail, then the installer must default to the NWFA Installation guidelines on Radiant Heat Installations. (see NWFA Installation Guidelines; Appendix H)
 - a. Each manufacturer has different guidelines for maximum subfloor or surface temperature and range of relative humidity! NOTE THE SPECIFIC GUIDELINES FOR EACH PRODUCT AND POST THEM IN THE HOME AFTER EACH INSTALLATION.
4. A Radiant Heat Registration Form must be filled out and filed with The Cronin Company within 30 days of Cronin Invoice, or proof that installation took place after 30 days of invoice

If the above criteria are NOT in place, The Cronin Company will deny any claim of hardwood flooring that is installed over radiant heat.

HARDWOOD FLOORS INSTALLED OVER RADIANT HEATED SUBFLOOR SYSTEMS ARE SUBJECT TO THE FOLLOWING CHANGES AND ARE NOT CONSIDERED WARRANTY ISSUES. THE FOLLOWING ARE EXAMPLES OF SUCH CHANGES, BUT NOT LIMITED TO: END GAPS, CRACKS, SURFACE CHECKING, SIDE GAPS (SHRINKAGE), COLOR CHANGE, WARPING, DELIMINATION AND CUPPING CAN AND SHOULD BE EXPECTED WHEN HARDWOOD FLOORING HAS BEEN INSTALLED OVER RADIANT HEAT SUBFLOOR SYSTEMS.

Radiant Heated Subfloor Systems are an excellent system and are designed specifically to have slight and gradual changes in temperature. A gradual change in temperature of 5 degrees should take place over a 24 hour period. Sudden and drastic changes in temperature and relative humidity can and WILL have serious consequences to the look and structure of a hardwood floor. Exposure to temperatures and Relative Humidity outside of the specific ranges provided by the manufacturer can and WILL have similar consequences to the structure and look of a hardwood floor.

PORTLAND 503-226-3508 503-226-4066 fax 5230 North Basin Portland, OR 97217	TACOMA 253-473-1797 253-473-2138 fax 2320 South 78 th St. Tacoma, WA 98409	SEATTLE 253-796-3528 253-796-3522 fax 6306 South 231 st St. Kent, WA 98032	EUGENE 541-485-6280 541-485-1274 fax 2601 West 5 th #B Eugene, OR 97402	MEDFORD 541-772-5968 541-772-5956 fax 1101 Fisher Ave. #A Medford, OR 97504	BEND 541-388-4084 541-388-7845 fax 63051 Corporate Pl. #3 Bend, OR 97701	SPOKANE 509-535-1797 509-535-1877 fax 3200 E Trent, Bldg 2A Spokane, WA 99202	ANCHORAGE 907-562-2272 907-562-2338 fax 7120 Old Seward Anchorage, AK 99518
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