

LIMITED RESIDENTIAL FLOORING WARRANTIES

Environmental Commitment and Renewable Resources

Please Read This Entire Book Carefully

This booklet contains the warranty and maintenance information, plus common sense warranty exclusions that you'll need to know to maintain your limited warranty and to keep your new floor looking beautiful for years to come.

Floor Care and Maintenance

Remember, like any floor covering, our factory finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your floor. The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **Do not use a vacuum with a beater bar head.**
2. Remove spills promptly using a soft cloth and cleaning products recommended.
3. **Never** wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring and damage resulting from these actions will not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners. See section on **Improper Maintenance**.
4. They recommends the R2X Hard Surfaces Flooring Cleaner with a terry cloth mop. Always vacuum the floors prior to using R2X™. **Do not** allow excess cleaner to remain on the floors surface as this may permanently damage the wood fiber.
5. **Important:** Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by nonrecommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoatability.
6. **Do not** use 2 in 1 cleaners with polish that may contain acrylics or urethane polish to restore gloss – damage resulting from the use of these products will not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pets' nails trimmed, and paws clean and free of dirt, gravel, grease, oil, and stains.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1" wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color change during the aging process. These warranties do not cover damage from the sun and its UV rays.
13. Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
14. Maintain the proper Relative Humidity in your home between 35% - 55%.

Radiant Heat Guidelines

Selected this brand engineered products are approved over radiant heated subfloors provided that the floors are installed in strict accordance with the installation guidelines pertaining to radiant heated subfloors. The products approved for use over radiant heat MUST be designated as radiant heat approved with the radiant heat logo on the actual sample board. Products without this logo are NOT recommended for use over radiant heat and are NOT warranted for this application.

The following guidelines must be applied throughout the life of the floor in order to reduce the affects of radiant heat on engineered wood floors. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. The approved engineered products can only be installed over radiant heated subfloors using the installation methods approved.



The temperature and humidity levels described below must be maintained otherwise any damage resulting from such failure to maintain will not be covered under warranty. After the flooring is installed, slowly raise the temperature to the preferred comfort level (over at least 5 day time frame) beginning two days after installation or at the onset of colder weather conditions.

- The radiant heat system must be controlled and the surface temperature of the flooring must never be allowed to exceed 82°F.
- The proper humidity level (35%-55%) must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring.
- Seasonal gapping should be expected.
- Surface checking can be expected if the proper humidity level is not properly maintained between 35-55% R. H. or if the floor's surface temperature exceeds 82°.

LIMITED WARRANTIES

Limited Lifetime Structural Warranty

Limited Warranty for Residential Finish Wear

Who is Covered Under these limited Warranties?

Warranty Process

Warranty Exclusions

Warranty Disclaimers

