

FLOOR CARE GUIDE & GUARANTEE

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Common Sense Care & Maintenance

Immediately: Blot up spills or spots with a lightly damp (well- wrung) cloth.

Frequently: Vacuum or sweep your floor daily to prevent dirt, dust and grit from scratching or dulling its finish.

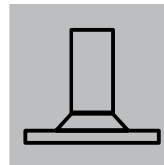
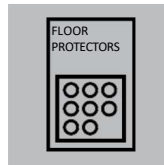
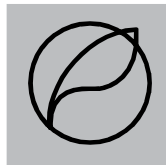
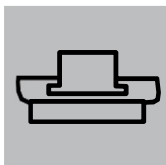
Periodically: To help extend the life of a floor and to remove all cloudy residue or dulling dirt-film layers, clean it regularly with pH neutral Wood Cleaner.

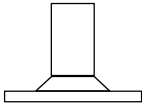
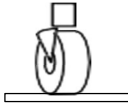
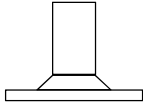
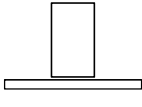
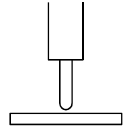
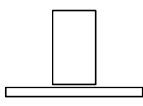
Floor Care Tips

DO	DON'T
Support furniture and heavy appliances with wide-bearing, non-staining glides or casters.	Do not wax the floor, use conditioners, acrylic waxes, or ammonia-based cleaners.
Move appliances and furniture into place by sliding them slowly over the floor on a clean piece of carpet (turned upside down), or on Masonite with the smooth side down.	Do not use steel wool on the floor.
Place a quality door mat at the entrance of your home to help protect your floor from abrasive dust and grit and to help save unnecessary clean-up tasks.	Do not use soap, vinegar or detergent solutions on the floor and never use a wet mop or pour water directly onto the floor.
Maintain normal interior humidity levels. Flooring requires a relative humidity range of minimum 30%, maximum 60%.	Do not use hardwood floor cleaning machines or steam cleaners.
Place area rugs in high - or concentrated - traffic areas to make long-term maintenance easier and less expensive.	

Added Protection

Once your floor is installed nothing is more discouraging than discovering dents or scratches that could have been easily prevented. Because wood is a product of nature, it can be dented or scratched by sharp appliances and heavy loads on furniture legs. Some furniture manufacturers place small- bearing metal or plastic domes, or hard rollers on furniture legs that can cause damage to a wood floor. Combat this potentially damaging problem by using wide-bearing and non- staining glides and casters and by placing floor protectors beneath the feet of all furniture legs.



Floor Protection			
Recommended	 <p>Right: Wide Bearing Surfaces Save Floors</p>	 <p>Right: Rubber Rollers Save Floors</p>	 <p>Right: Use Flat Bearing Surfaces</p>
Not Recommended	 <p>Wrong: Remove Small Metal Domes</p>	 <p>Wrong: Hard Rollers Mark Floors</p>	 <p>Wrong: Small Bearing Surfaces, Plastic Domes</p>

Accidents Can be Remedied

PROBLEM	SOLUTION
Food/drink stains & spills.	Wipe with lightly-damp (well-wrung) cloth and/or Wood Cleaner.
Tar, asphalt, gummy substance, ink, lipstick, carbon, scuff marks, etc.	Wipe with pH neutral Wood Cleaner; clean any remains with mineral spirits. Re-apply oil to area as needed.
Surface wear, low luster levels.	Consult a flooring professional, assistance is available.

Residential Guarantee

When a residential floor has the highest quality in the industry, it should come with a strong guarantee. We provide a comprehensive residential guarantee for 30 years covering your flooring.

Installation Guarantee

We guarantee our flooring for long-lasting performance. This warranty applies to 5/8" (15mm) residential flooring, provided the floors are installed according to guidelines (see Installation Guide) using an approved application.

Structural Guarantee

Our hardwood floor quality is more than skin deep and we extend our residential warranty to cover the structural integrity of every board. All our hardwood flooring is processed using a sophisticated bonding system with each plank constructed under intense heat and pressure to ensure quality.

In the unlikely event that the bonding or other structural aspect of a plank fails within the first year following installation, we will, at our option, either repair or replace the defective plank free of charge. If failure occurs more than one year after installation, we will replace the defective plank, exclusive of the costs of removal, reinstallation, or refinishing.

See Exclusions and Liability Limitations Below.

Moisture Protection Guarantee

Our floors are specifically designed to withstand the effects of normal moisture or dryness. They are built with a cross-layered base, making them extremely stable. If installed and maintained in strict accordance with our instructions (see Installation Guide & this Floor Care Guide), we guarantee our floors against damage caused by normal moisture and arid conditions. Should our flooring fail under normal moisture conditions, we will, at our option, repair or replace the damaged flooring one time, exclusive of the costs of refinishing. See Exclusions and Liability Limitations below for normal conditions and other exclusions and limitations.

Radiant Heat Performance Guarantee

Our hardwood floors are designed to perform in radiant-heated hardwood flooring applications - ideal for cold climate areas. If installed and maintained in strict accordance with our instructions (see Installation Guide & this Floor Care Guide), we will extend its normal Structural Guarantee and Moisture Guarantee to its residential flooring products in radiant heat applications. Guarantee extends only to float-in applications. See Exclusions and Liability Limitations below.

Resurfacing Guarantee

A wood floor's greatest asset is its ability to be refinished to look like new - an impossibility with carpet, vinyl, plastic laminates, or ceramic tile. We believe so strongly in our products that we guarantee that, when used under normal residential conditions and in accordance with our Floor Care Guide, 5/8" residential flooring may be resurfaced up to two (2) times by sanding and replacing it with a new compatible finish.

In order to qualify, each resurfacing must be performed by qualified persons knowledgeable in refinishing techniques and no one resurfacing may result in the removal of more than 1/32" of the existing surface. We in no event warrant your ability to remove or alter coloration or remove dents, scars or scratches and, of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Surface Guarantee nor the Moisture Guarantee apply. Other exclusions apply. See Exclusions and Liability Limitations below.

Exclusions

Our warranties described above will not apply and we will not in any way be liable in the event of:

- A.** Improper Installation. Performance of the flooring is highly dependent upon proper installation. Accordingly, installation must be in strict accordance with the instructions and recommendations found in the Installation Guide. Failure to install the flooring in strict accordance with Installation Guide shall void all guarantees and warranties, express and implied.
- B.** Improper Maintenance. Maintenance must be in strict accordance with the instructions and recommendations found in the Floor Care Guide. Failure to maintain the floor in strict accordance with the Floor Care Guide shall void all guarantees and warranties, express and implied.
- C.** Normal Environmental Conditions. Our products are warranted to perform in what we consider to be normal residential applications. Any exposure to excessive heat or moisture may cause damage to the flooring and is not covered by warranty regardless of cause or source. Damage caused by environmental conditions outside of tolerance specified in the Installation Guide and Floor Care Guide are excluded from all warranty coverage.
- D.** Misuse. As well as we make our flooring, we cannot be expected to, and will not, assume responsibility for damage caused directly or indirectly by misuse, abuse, accident or use that is not consistent with our Installation Guide or our Floor Care Guide. Accordingly, no warranty, expressed or implied, is provided for any damage due to inadequate care or other causes noted in our Installation Guide or our Floor Care Guide including, without limitation, stains, damage caused by heavy items, by impact, scratches, scarring, denting, extreme heat, damage from moisture caused by wet mopping, spills or standing water, etc.
- E.** Alterations/Repairs. Alterations to any product will void any and all expressed or implied warranties, including merchantability or fitness for particular purpose. No warranty is provided to cover repairs (unless and only to the extent performed under warranty by the manufacturer) or resurfacing and repairs or replacements (even by the manufacturer) shall not extend warranty period. Wood is a natural product therefore we cannot guarantee a match to existing stained or natural colored floors.
- F.** Reinstallation. In the event that manufacturer is obligated, or elects, to replace or reinstall warranted planks, the manufacturer shall in no manner be obligated to provide for or incur the costs of removing or reinstalling the defective flooring or resurfacing or refinishing the replaced or surrounding flooring or to provide for the cost thereof unless and to the extent expressly provided in the Warranty Description, above. No obligation to replace or repair shall extend to any subfloor materials, adhesives, supplies, or other items consumed during removal, installation, or refinishing.
- G.** Normal Variances. Wood is a natural and living product and variations in color, grain pattern and/or texture normally occur in the original materials and are not defects and no warranty shall apply thereto. Installed flooring will change in

coloration overtime, and this is also a natural characteristic of wood products for which no warranty is provided.

Exposure of all or portions of the installed flooring to direct sunlight may cause variations in color, and such variations in color are not covered by warranty.

This warranty applies to our residential flooring products and covers only such products purchased on or after the date set forth above. The warranty is not transferable and is extended only to the original consumer purchaser and for the original installations. All warranties expire upon sale, transfer or relocation of the installed product or installation location.

Liability Limitations

The above statement of warranty is the only warranty, expressed or implied, provided by the manufacturer for its name brand residential flooring products for residential applications involving light to normal traffic conditions. No warranty is provided for installation of residential flooring products in industrial or commercial applications.

Except as stated herein, no other warranty, express or implied, is provided, including any warranty of fitness for a particular purpose. No retailer, installer, dealer, distributor, agent or employee has authority to increase the scope or alter the terms or coverage of this warranty. No agreement to repair or replace shall in any event act to extend the period of coverage of any warranty provided.

In no event shall the manufacturer be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use the inability to use its products or from any form of special, indirect, incidental, or consequential damages, including, without limitation, lost profits, emotional, multiple, punitive or exemplary damages (see below) or attorney's fees, even if the manufacturer or its representatives have been advised of the possibility of such damages before sale. In no event shall the manufacturer be obligated to cover the costs of old or new materials other than our flooring products (e.g. mastic, etc.) even if recommended by the manufacturer, and any warranty thereto is limited to the warranty, if any, provided by the original manufacturer. In no event shall liability exceed the amount received upon distribution for the defective materials at issue. Any claim for warranty coverage must be made within 2 months of the date upon which the defect first became known or first should have been discovered.

All claims must be made in writing, initiated by your Authorized Dealer. Please note, however, that in order to make any claim under this warranty, written evidence of the purchase date and the identity of the original purchase and installation location must be provided and without such proof, no warranty coverage will apply. We strongly suggest that you keep this information together with the Installation Guide, this Floor Care Guide and your receipt in a safe and secure location.

This warranty gives you specific legal rights and you may have other rights which may vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or incidental, consequential, emotional distress or punitive damages, and in such event, the exclusions and limitations set forth above shall be deemed altered to the least extent possible to be enforceable. Accordingly, some of the above limitations may not apply to you.