

## **CFS SOLID HARDWOOD FLOORING WARRANTIES AND FLOOR CARE GUIDE**

The CFS warranties described below are for the original purchaser, are not transferable, and are subject to the procedures, limitations, disclaimers, and exclusions set forth herein. The CFS warranties cover only approved product applications as recommended by CFS. The warranties are only valid when the CFS Solid Hardwood Flooring products are used under normal, residential household conditions, with the exception of the light commercial finish warranty, providing all products are installed and maintained according to the CFS Solid Hardwood Flooring Installation Instructions, Exceptions and Required care and maintenance instructions are strictly followed .

### **LIMITED LIFETIME RESIDENTIAL STRUCTURAL WARRANTY**

CFS Solid Hardwood Flooring will be free of manufacturing defects for 95% of the total flooring purchase for each individual job. This limited manufacturing defects warranty remains in effect for the life of the flooring. The remaining 5% of the flooring purchase is subject to the industry standard 5% defect allowance, used under normal residential use, and providing that proper installation, required climate control, and recommended care and maintenance procedures are followed. The recommendations and exceptions are listed below.

### **LIMITED 50-Year Residential Finish Warranty**

CFS warrants that the finish layer of CFS Solid Hardwood Flooring will not release from the surface or wear through to the decorative wood surface in a total area in excess of 5% of the total surface of the job site for 50 years from the date of purchase, used under normal residential use, where recommended installation procedures, and all required care and maintenance procedures are followed. This warranty applies to all CFS Solid Hardwood Flooring products when installed in normal residential household conditions.

**Exception for Light Commercial (pre-approved installations only)**

### **LIMITED 3-YEAR LIGHT COMMERCIAL FINISH WARRANTY**

CFS warrants to the original purchaser that its finish layer will not wear through or separate from the decorative wood surface for a period of 3 years from the original date of purchase. Finish wear through is defined as 100% finish loss over a at least 5% of the total installation. This 3 Year Light

Commercial Finish Warranty is subject to the same limitations and exclusions provided in the CFS Solid Hardwood Flooring Warranty and Floor Care Guide, and apply ONLY TO CFS Solid Hardwood Flooring products when used in the light commercial locations. All Light Commercial Installations must be pre- approved by CFS prior to final sale in order for the Limited 3 Year Light Commercial Warranty to be valid.

*The Following list of Light Commercial Locations, but not limited to this list , are Excluded and will not be approved: Restaurants, Lodging, Dining areas, Commons, Malls, Public Schools and Universities, Health Care Facilities where maintenance requires general mopping procedures and the use of specialized cleaning processes that are not suitable to be used for maintaining hardwood flooring. These locations do not qualify for Light Commercial Flooring Warranties and will not be approved.*

### **CFS DOES NOT WARRANT SOLID HARDWOOD FLOORING PRODUCTS INSTALLED OVER RADIANT HEAT SYSTEMS.**

#### **Warranty Exclusions**

**Do not install CFS Solid Hardwood Flooring Below Grade or in Basements below Ground Level**

#### **Exclusions- Unapproved Installation Processes Resulting in Failure and Noise**

This CFS Solid Hardwood Flooring Warranty is valid only if the flooring has been installed in accordance with instructions that accompany the product, provided after the purchase, and are present on the company website and customer support sites. The flooring must be installed only in areas of approved use and all required installation instructions and care and maintenance procedures are strictly followed. This warranty excludes the installation of flooring with defects that are visible prior to installation, problems related to noise from improper installations, use of unapproved adhesives resulting in failure of adhesive bonds, improper use of unapproved staples and staplers, Unapproved nails and nailing tools, installation over unapproved concrete and wood substrates, and loose substrates. This warranty excludes all issues related to noise, hollow sounds, cracking sounds, pops, and squeaks that may occur at any time throughout the life of the floor.

### **Exclusions - Finish Damage and Gloss Reduction**

The CFS Solid Hardwood Flooring Warranty excludes damage caused by tapes and or adhesives, indentations, scratches, or damage caused by misuse, negligence, damage from toys, accidents, fire, erosion, natural disasters, insects, pet accidents, untrimmed pet nails, damaged high heel shoes, taps, sports spikes, pebbles, sand, and other abrasives. Damage as a result of lack of proper cleaning and maintenance, insufficient protection from chairs, furniture and appliances, and damage from the use of rollers and wheels on unprotected flooring is not warranted. Unauthorized alteration or repairs to the manufacturer's original finish will void any and all warranties. This includes sanding, top coating, recoating, or refinishing of the factory applied finish. Gloss reduction, even if the flooring is properly maintained, as a result from use over time, is considered normal and is not considered as 100% loss of the total finish layer. Reduction or change of gloss is not covered under this warranty.

### **Exclusions- Exposure to Water, Moisture, and unapproved cleaning and maintenance chemicals**

This CFS Solid Hardwood Flooring Warranty will not be valid when CFS Solid Hardwood Flooring is installed Below Grade, in Basements that are below ground level, or in humid areas or areas that have drains, including bathrooms or outdoor installations. Damages from rain, snow, mud and sand resulting from being installed directly adjacent to unprotected exterior entrances, walls, water migrating through the subfloor, concrete slab, or from any source; damages from leaking or broken plumbing, landscape watering, irrigation, fire, floods, or standing water during or after construction. Environments exposed to seasonal Relative Humidity moisture levels outside 35% to 55% Relative Humidity necessary to properly maintain the flooring. Damage from hydrostatic pressure or moisture migration resulting from an improper concrete slab installation are not warranted.

Do not use a wet mop, steam cleaner, steam mop, Swiffer style duster or Swiffer style spray applicator to clean your floor. Never allow the floor to become flooded or allow cleaner to be applied directly to the flooring surface during the cleaning process. Never apply wax, shine treatments, floor polish, furniture polish, dust treatments, ammonia, window cleaners, oil soaps, citrus based cleaners, or use any

cleaners not specifically designed to clean hardwood flooring to your hardwood floor.

### **Exclusions- Visual Aspects, Color and Character, Matching Samples**

Grain patterns and color variations created in wood are unique to each individual board. Naturally occurring wood characteristics such as mineral streaks, knots, variations in grain, textured scrapes, and color are not considered defects. Your newly installed floor may vary from samples or images shown and these variations are not covered by the CFS Solid Hardwood Flooring Warranty.

### **Exclusions- Exposure to light sources and viewing angles**

All Hardwood Flooring will undergo changes to color and shade due to the effects of prolonged exposure to sunlight, and other light sources, and these changes in color and shading are not warranted. Area rugs and other furnishings should be moved occasionally as they block sunlight and may give the appearance of discoloration under the rug. Changes in shading and color, as a result of exposure to light sources are not considered as a flooring defect by the Hardwood Flooring Industry. Defects that are visible only in certain lighting conditions or viewing angles other than a standing position in normal lighting are excluded and are not covered under the CFS Solid Hardwood Flooring Warranty.

### **Exclusions- Textures, Edge Treatments, Splintering**

Scraping of the hand scraped Solid flooring is performed manually and will vary in regard to texture or appearance. Individual Scrapes vary in texture and color is not considered defects. Splintering of hand scraped Solid hardwood flooring may occur during the decorative scrape process or as a result of damage from the installation process. Splinters may also appear throughout the life of the floor as a result of repeated exposure to water as a result of excessive mopping, or sustained exposure to relative humidity outside the recommended levels of 35% to 55% RH. Flooring with visible splinters and excessively rough edges should be discarded or trimmed off, and must not be installed. If rough edges and splintering resulting from decorative scraping are discovered after installation occurs, the flooring should be repaired by the installer before the final inspection and acceptance of the installation. Flooring found to be affected by splintering after installation may be repaired by gluing the splinters back in place instantly with clear CA Cyanoacrylate (superglue), or gently trimming away the splinter with a chisel point razor

blade and subsequently recoloring with a matching stain pen or putty stick – available at most home centers. Touch up and repair of splintered boards, rather than replacement of individual boards or the entire flooring area, is considered to be standard practice in the flooring industry as a repair option. Special Edge Treatments such as "French Bleed" are colored and textured in a separate process prior to the application of wear surface and final gloss coatings. The treated darkened edges (Bleed) are below the plane of the wear and gloss coatings and therefore do not directly come into contact with normal surface traffic. Although the Decorative Edges are not subject to damage from wear, the edges may be damaged by repeated mopping and exposure to water, use of unapproved cleaning chemicals, and unapproved cleaning methods. The resulting damage may result in fading, color change, or color loss and is not considered a result of a manufacturing defect. Recoloring of the damaged edges with a matching stain pen will restore the original appearance and aesthetic effects of the Special Bleed edges.

#### **Exclusions - Confirmation of Color Match, Style, Quality and Pre Installation Requirements**

Also, issues related to species variance, age, character, and color changes due exposure to sunlight or other light may keep new or replacement flooring from matching existing flooring installations or flooring samples and is not covered by this warranty.

All CFS Solid Hardwood Flooring must be inspected and found to satisfactorily match the original sample and be subsequently approved by the original purchaser prior to installation. All flooring, found during pre-inspection, that does not satisfactorily match the original sample, or considered be defective by the person installing the flooring, should be presented to the place of purchase for inspection and possible replacement, PRIOR TO INSTALLATION. Flooring exhibiting visible defects (on the face of the flooring) must be noted by the installer and must not be installed. Defective material in excess of 5% of the total job should be reported prior to installation so that replacement flooring may be obtained prior to the completion of the installation.

Installation constitutes acceptance of the flooring. No warranty or and cost reimbursements will be offered for appearance-related claims such as grade, color, or visible manufacturing defects, after the flooring products has been installed.

#### **Installations and Special Discounted Flooring**

All installations must comply with the procedures outlined in the CFS Solid Hardwood Flooring Installation Instructions, which can be found online at [www.cfscorporate.com](http://www.cfscorporate.com).

Any alteration of original manufactured flooring is not allowed and is not covered under this warranty.

Unauthorized Alteration or repairs to the manufacturer's original flooring will void any and all warranties. This includes sanding, top coating, recoating, or refinishing of the factory applied finish. Gloss reduction is not considered surface wear and it is not covered under this warranty.

Flooring sold as Cabin Grade, Seconds, off-grade, flooring sold "as-is", or any other flooring not including in the list of warranted items are not covered by the CFS Solid Hardwood Flooring Warranty.

The sole obligation and liability of CFS is to touch up, repair, refinish, or replace at CFS's option, flooring defects covered by this limited warranty. Only CFS Solid Hardwood Flooring that is professionally installed may be eligible for labor cost reimbursement.

#### **Exclusions- Compensation**

This CFS Solid Hardwood Flooring Warranty excludes, and will not allow for reimbursement of consequential or incidental damages. This means any loss, expense, inconvenience, or damages to anything other than the flooring that may occur as a result from warranted defects in the installed flooring.

Only a qualified hardwood flooring installer should attempt to repair extensive damage to an installed hardwood floor.

If the flooring was not professionally installed, CFS reserves the right to cover the cost of replacement materials only. Consequential or incidental damages associated with any warranty claim are excluded and will not be paid. CFS will not pay costs associated with relocation during the repair process such as hotel, meals, or moving and storage of furniture.

#### **Claims Process**

This document is the complete and exclusive statement of the CFS Solid Hardwood Warranty, and supersedes all other preexisting expressed and/or statutory warranties.

During the warranty period, should you have any problems with your floor, please contact the authorized CFS dealer

where the product was purchased within 30 days from the date the problem occurs. Dealers and flooring owners are not authorized to make final decisions regarding repair or replacement of flooring without the consent of CFS. CFS has the exclusive right to make any decisions regarding warranty coverage or take any action regarding repairing or replacing defective flooring material. Contact CFS for written approval concerning all potential claim related issues PRIOR to attempting the repair, removal, or replacement of a flooring product. In the unlikely event that any portion of your flooring should be found defective with respect to the provisions of the warranties, CFS, after complete review of all issues, at its discretion, only to the original purchaser, will repair, refinish, or replace such defective portion with the same product or one of equal value. In the unlikely event that CFS is not able to correct the failure after a reasonable number of attempts, CFS will refund to the original purchaser, if requested, the purchase price for that portion of the floor that is determined defective by this warranty.

#### **TO FILE A CLAIM:**

The purchaser should contact the retailer where the CFS Solid Hardwood Flooring was purchased within 30 days from the discovery of the defect. In some cases the retailer may be able to correct your problem. If a resolution cannot be reached, the dealer will take the appropriate steps to communicate the problem to CFS. If, for any reason, you need to contact CFS you may choose to do so, however, CFS will work with your retailer only to determine the cause of the issue (if your retailer is no longer in business, see the details below).

#### **CFS Corporation**

**Attn: Claims Department  
3371 Martin Farm Road  
Suwanee, GA 30024**

**Call us at - 1-800-220-7112**

**E-mail us at - [warrantyclaims@cfscorporate.com](mailto:warrantyclaims@cfscorporate.com)**

Claims must be filed in writing at the above address (or e-mail) within the warranty coverage period. Proof-of-purchase (sales receipt) is required to verify all warranty claims. CFS reserves the right to have the floor inspected by company personnel or a NWFA certified inspector and when necessary, remove portions of the affected flooring for technical analysis.

#### **Use of Certified Independent Hardwood Flooring Inspectors (must be Certified by NWFA only)**

For all claims – if either party cannot determine if the issue is caused by a manufacturing defect, the retailer or end user may elect to hire an independent NWFA Certified Flooring Inspector to inspect the job and provide their conclusions and suggestions for a remedy. Only inspections from a NWFA certified inspectors will be recognized by CFS. All other inspections may be determined to be invalid. If the affected flooring problem is determined to be a manufacturing defect, the end user and retailer should agree on requested settlement from CFS prior to submitting to CFS. If a settlement is reached regarding a claim, all parties must sign the CFS Claim Approval Form as their acknowledgment of the settlement agreement. CFS will review the claim and all supporting documents provided. If CFS agrees with the requested settlement, CFS will submit the claim approval form (which will spell out the settlement in detail – including all approved expenses and other settlement requests). Both the customer and retailer should sign and return the letter to CFS. Once the settlement agreement is signed by all parties and received, a Credit Memo will be issued to the original retailer. CFS reserves the right to acquire, for technical analysis, pieces of the defect to provide to the manufacturer for quality control purposes. If retailer is no longer in business, the end user may contact CFS directly to determine a corrective action. If no corrective action can be obtained, the end user may elect to hire an independent third party NWFA inspector to determine if it is necessary to proceed with the claims process. To present a claim to CFS, documentation must include proof of purchase of CFS Flooring (sales receipt from the place of purchase, a photo of the information located at the end of a carton of material), a detailed list of expected expense reimbursements, and settlement requests will be needed as well as the inspection report detailing the findings.

Upon review of claim and CFS approves the claim, CFS will then proceed to repair or replace your flooring as provided in this warranty. If your floor is no longer available, CFS may choose to replace or repair your floor with a comparable product. CFS will reimburse all inspection fees paid by the purchaser on claims if the product failure was determined to be caused by a manufacturing defect. The receipt for inspection expenses must be included in the settlement request.

## Claims Jurisdiction

The parties hereby submit to the jurisdiction and venue of the Superior Court of Gwinnett County and the United States District Court for the Northern District of Georgia in the event of a dispute arising from or relating to this Agreement. The parties agree that any dispute, controversy or claim arising out of or in connection with, or relating any way to, the warranties contained herein or the purchase, use, installation, delivery or condition of the flooring products warranted hereby, shall be filed in, and exclusively litigated in, the Superior Court of Gwinnett County, Georgia or the United States District Court for the Northern District of Georgia.

## SOLID HARDWOOD FLOOR CARE AND MAINTENANCE

Clean loose dirt and grit from the floor using a microfiber dusting pad (such as available in the Bona floor care kit), broom, or vacuum (without the beater bar activated and not in motion). Use of Hand held Broom or vacuum with non-mechanized dusting attachments is recommended for cleaning Smooth, beveled edge, and Hand Scraped floors. Immediately wipe up food or liquid spills with a soft damp cloth. For cleaning use only an approved product designed for cleaning hardwood floors (such as Bona Hardwood Floor Cleaner with a microfiber or terry cloth cleaning pad).

Do not use a wet mop, steam cleaner, steam mop Swiffer style dust mop or spray applicator to clean your flooring. Never allow the floor to become flooded or allow cleaner to be applied directly to the flooring surface during the cleaning process.

Apply Bona Hardwood Flooring Cleaner (available at most flooring centers) or similar industry recommended hardwood flooring cleaner designed specifically for prefinished hardwood flooring directly to a Microfiber or Terry Cloth Mop Applicator in order to lightly dampen the cloth applicator and proceed to clean the hardwood flooring in sections, (approximately 4 ft. X 4 ft. areas) in sequence until the total flooring surface is cleaned. For best results, a dry white towel should be used to towel dry each section before proceeding to the next area.

Never apply wax shine treatments, floor polish, furniture polish, dust treatments, ammonia, window cleaners, oil soaps, citrus based cleaners, or any cleaners not specifically

designed to clean hardwood flooring to your hardwood floor. Keep all pet's nails trimmed.

Pet nails that are not properly trimmed and are allowed to come into contact with the hardwood flooring can potentially exert the equivalent of several thousand pounds per square inch of direct pressure to the flooring surface. This intense pressure may scar or scratch the wear surface and permanently indent the underlying hardwood layer.

Use plywood or Masonite to protect the flooring when rolling heavy loads such as appliances, furniture dollies, or furniture with attached wheels or legs across the flooring. Never drag anything across the flooring. Install proper floor felt protectors, 1" in diameter or larger, on all points that contact the flooring on all furniture and chairs. Avoid heavy impacts, spiked high-heels, and rotational loads. Have a professional repair any areas of the flooring that become damaged. Minor damage to your hardwood floor can be repaired by using a color fill putty stick or touch-up stain pen available at most Home Centers. These products can be closely matched to the color of your floor and, when properly used, provide satisfactory results. Refer to the CFS Solid Hardwood Flooring Installation Instructions at [www.cfscorporate.com](http://www.cfscorporate.com) or contact [support@cfscorporate.com](mailto:support@cfscorporate.com) for more information on the Recommended Care and Maintenance for your flooring.