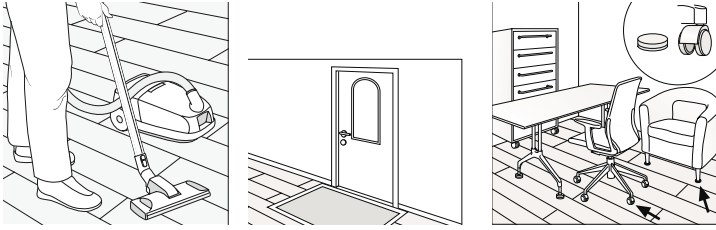


FLOOR CARE GUIDE



PREVENTATIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventative maintenance steps for your hardwood floor.

- Use floor mats at all entrances to help keep dirt and moisture from being tracked in. Area rugs are recommended in high traffic areas and at sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment.

- Use soft rubber castors for rolling furniture.
- Remove high heels or shoes that need repair. Some types of high heel shoes can severely damage the surface of any floor covering.
- Maintain a healthy humidity at 40–60%. Certain regions within North America have extreme changes in humidity levels that can affect all wood floors. To maintain the humidity at the healthy range of 40–60%, it may require either a humidifier or a dehumidifier.

REGULAR MAINTENANCE

- Do not let sand, dirt and grit build up on your floors.
- Dust, sweep and vacuum floors regularly.
- For normal cleaning use a sponge mop with clear water, squeezed very dry. **DO NOT wet mop your hardwood floor.**
- For heavier cleaning, use hardwood floor cleaner specified for polyurethane coated hardwood floors with a sponge or sponge mop. Hardwood floor cleaner is available at most local hardware stores. **Never use wax!**

See your dealer for recommended maintenance and floor care products for polyurethane finished hardwood flooring.

RESIDENTIAL/COMMERCIAL WARRANTIES

EXCLUSIVE LIFETIME WARRANTY

This flooring is produced according to strict manufacturing and environmental standards. Our confidence in the product is reflected by extension of this full residential warranty to the original purchaser.

PRE-INSTALLATION WARRANTY

We warrant that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed and can be returned to the original place of purchase to be replaced at no cost to you.

RESIDENTIAL/COMMERCIAL LIFETIME STRUCTURAL WARRANTY

We guarantee that this product is free from defects in lamination and milling and will remain free of these defects for as long as the original purchaser owns the residence or commercial flooring. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, we will replace or repair the defective flooring pieces at no cost to you.

RESIDENTIAL FINISH WARRANTY

We warrant that there will be no wear-through of the finish for 25 years in residential installations provided the recommended maintenance procedures are followed.

COMMERCIAL FINISH WARRANTY

We warrant that there will be no wear-through of the finish for 3 years in commercial installations provided the recommended maintenance procedures are followed.

NO-BUCKLE MOISTURE WARRANTY

We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with the installation instructions and the adhesive manufacturer's application instructions.

ENVIRONMENTAL WARRANTY

All components of this flooring are chosen for their responsible environmental impact. This flooring product does not harm the environment throughout its complete life cycle from production through disposal. All woods are from professionally managed "sustained yield" forests. All glues used within this flooring are MR LFE "E1" standard. The acrylic finish does not release any harmful solvents, formaldehyde or heavy metals.

EXCLUSIONS TO WARRANTY

These warranties are exclusive to the original purchaser and may not be assigned or transferred. This is a residential warranty only and exclusions include damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising as a result of hydrostatic pressure.

THE FOLLOWING ARE EXCLUDED FROM THIS WARRANTY:

- Improper Storage, Handling or Installation. Installation instructions must be followed. Subflooring must be dry and properly installed.
- Improper Adhesives. Damage caused by use of water based adhesives over sheet vapor barriers or sound insulation.
- Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.

- Extreme Conditions and Surface Checking. The humidity level in the home must be in the 30%–50% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Dramatic variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
- Gapping of Planks. This warranty does not cover gapping caused by natural expansion and contraction, improper seating of planks during installation or by mastic memory.
- Abuse or Misuse. This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.
- Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks or similar water damage.
- Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Radiant Heat. Only low temperature radiant heating systems which are regulated to never exceed 80°F at the wood surface may be used. If surface area is allowed to exceed 80° all warranties are void. Only Float-In installations are acceptable for Radiant Heat subfloors.
- Natural variations. Wood is a natural product, containing natural variations in color, tone and grain. We do not warrant against natural variations in color within the floor nor variations between samples and the installed floor. Variations may also develop over time because of varying exposure to sunlight or UV light.

Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods; installation of flooring with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers or adhesives; squeaking, popping or cracking by any cause other than the mismanufacture of the tongue or groove.

In the event that there is a claim against this warranty, the manufacturer will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor. The manufacturer excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinish or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B-grade which is sold "as is." There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while the manufacturer is willing to repair or replace defective goods. Some states do not allow the exclusion of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

Warranty Service

To obtain service under this warranty, contact your dealer.

REV: 3.17-1061.2