



Care and Maintenance Tips

Hardwood floors naturally show signs of wear over time. Following these precautions and maintenance routines will extend the beauty of your floor over the years.

- Place mats in front of all home entrances to keep dirt, sand, grit and water off the floor.
- Sweep or vacuum regularly to rid the floor of dust and grit that can scratch the finish.
- Maintain UV Oil or Oxidative Oil finished products with regular soap oil or cleaner and re-fresher / maintenance oil coat. Consult our authorized seller or retailer for recommended maintenance products.
- Remove shoes with spiked or damaged heels before walking on the floor to prevent scratches and dents.
- Keep pets' claws trimmed, paws clean and free of dirt or soil.
- Apply felt pads under any furniture with hard legs to prevent scratches and to ease movement. Always keep pads clean and regularly check and replace as necessary.
- Move heavy furniture or large appliances across the floor by placing them on a mat and sliding them smoothly.
- Use rugs in high wear areas such as room entries and stair landings.
- Flooding the floor or using a wet-mop (or other liquid products) can cause severe damage and may void the warranty.
- Wipe up spills immediately with a damp cloth.
- UV rays from direct sunlight accelerates the oxidation and aging of materials. This may change the color of the floor.
- Periodically rearranging the furniture will allow the floor to age evenly.
- HVAC systems must be in place and operational to maintain a consistent room temperature near 75° F (24° C) and relative humidity of 40% to 60% RH.

Limited Warranty

Our products are designed with exceptional durability and quality in mind, and our warranty will back up your investment. However, to protect your new floor throughout the years, it is imperative that your floor is installed and maintained properly and that the relative humidity conditions in your home are well maintained.

Structural Lifetime Warranty:

We warrant our engineered pre-finished hardwood flooring against any manufacturing defects caused by improper milling, assembly, grading, and finish coating. This warranty applies only to the original purchaser and installation site and is not transferable.

"Structural Lifetime Warranty" means that our engineered hardwood flooring products will remain free from delamination (separation between plies), buckling, warping, twisting, cupping or crowning in normal environmental conditions.

"Normal Environmental Conditions" means that heating and ventilation systems shall be designed to maintain interior relative humidity level between 40% to 60% RH all year round.

Whenever this warranty is applicable, our liability shall be limited to replacing, or repairing the defective flooring board(s) due to manufacturing defects in excess of the 5% accepted industry norm, material only. Damage due to transportation, storage, installation, extreme indoor conditions (heat, dryness, or moisture), extreme sunlight exposure, or any other causes are not covered.

Exposure to excessive heat, dryness or moisture may cause damage to your engineered hardwood flooring. It is natural that some minor contraction and expansion may occur due to the wood's inherent properties. These occurrences will self-correct with seasonal climate change and/or when suggested normal environmental conditions are maintained. Over time, natural color change may also occur on your hardwood flooring, which is not considered as defect.

Finish Warranty:

We warrant to the original purchaser that the factory applied surface finish will not wear through or separate from the wood in the original installation site for a period of:

- 25 (twenty five) years from the date of purchase, for UV Lacquer finish
- 3 (three) years from the date of purchase, for UV or Oxidative Oil finish when used under normal residential traffic conditions

These warranties apply on the condition that regular and preventative maintenance have been carried out as recommended in this guide. (See special maintenance instruction for Oxidative Oil finish)

Our finish warranty excludes any indentations, scratches or surface damage caused by lack of proper maintenance, misuse, improper modification, negligence, accidents, erosion, spike heeled shoes, sand, grit, other abrasives, water spill, wet mopping, insufficient prevention and/or protection, and any normal deterioration due to wear and/or exposure such as fading due to sunlight exposure.

"Surface wear" is defined as readily visible wear on at least 10% of the surface area. Gloss reduction is not considered surface wear.

The application of floor care products other than those especially recommended for use on our pre-finished flooring may damage your floor and void the warranty. To obtain Warranty Service, the end-purchaser shall contact our authorized seller or retailer within 30 (thirty) days after the defect is discovered. Original proof-of-purchase, Bill of Sale or other original documents must be retained and presented when demanded.