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Solid Wood Flooring Maintenance Guide and Warranty



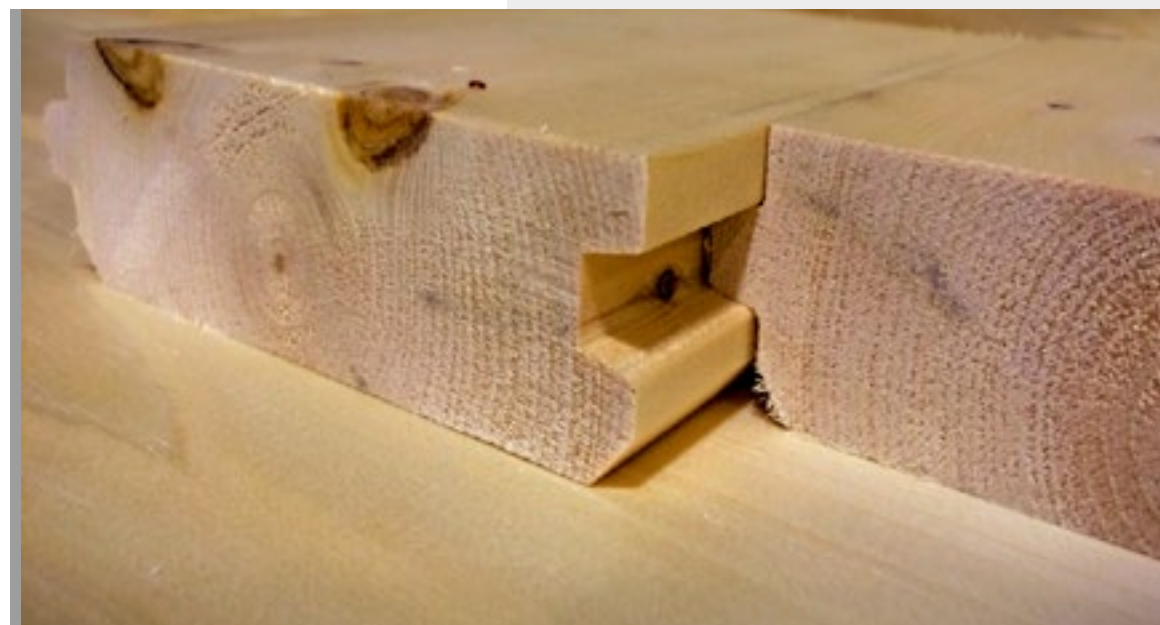
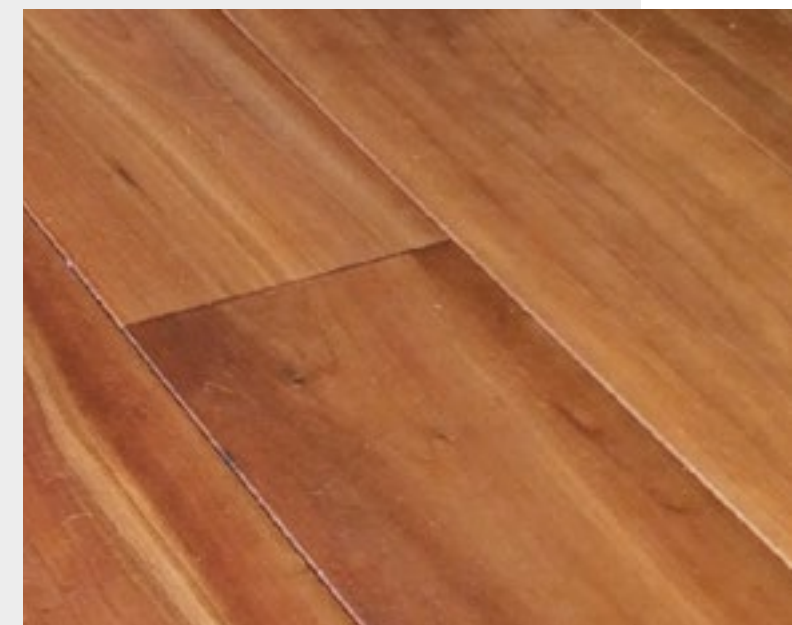
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Maintenance Guide

Installing solid wood flooring can help to create classical elegance, charm and warmth in your home. No substitute offers the quality and advantages of this natural material. In addition, its durability and resilience make solid wood one of the most economical flooring choices. Good maintenance is key to conserving the lasting beauty of your floor. A few simple prevention actions will allow you to take advantage and appreciate your floor for many years.





Maintenance (cont...)

1. Regularly sweep and vacuum with a soft-bristled, flexible brush to eliminate dust and abrasive material that could scratch the floor.
2. Before washing a varnished floor ensure that the surface is free of dust. Use a clean microfiber mop that is washable: abrasive particles could scratch the varnish. Machine wash the microfiber cover frequently.
3. Spray the cleaning product directly on microfiber mop to ensure that it is completely wet before proceeding to wipe the floor with a back and forth motion in the direction of the wood grain.
4. Never use a soaking mop or a steam cleaner. Steam cleaners produce excessive humidity and heat that could lead to warping and other damage to wood flooring. Excessive water can cause irreversible damage to the wood strips and lead to the need for replacements.
5. It is important to use a maintenance product designed for the type of finish on the floor. A cleaning product for a varnished floor will not

be appropriate for an oiled floor and vice versa. Solid wood floors should be cleaned with a product that is non-abrasive, easy to use and should not leave any trace of residue or require rinsing. An ideal product should dry rapidly and not emit volatile organic components (VOCs). Volatile organic components are substances in a gaseous state in the atmosphere. Many of these substances contribute to photochemical reactions responsible for the formation of tropospheric ozone. Others, such as benzene and formaldehyde are considered to be toxic with negative effects on human health.

6. Never wash a solid wood floor with water and vinegar as vinegar will have an oxidizing effect on the finish.

7. Use as little water as possible when washing a varnished floor. Do not use wax, oil-based soap, detergent or other cleaning products containing citrus oils, or silicon based products designed for other surface types. Such products could tarnish the finish or leave a greasy film on the surface that will be difficult to remove.

Maintenance (cont...)

8. Never use 2 in 1 cleaners containing acrylic or other urethane based polishing products.

9. Avoid using scouring powders or cleaning pads containing metal.

10. To clean resistant stains, apply a small amount of cleaning product on a damp cloth and rub lightly. Then completely dry the surface. Never apply a cleaning product directly to a varnished surface as this may result in serious damage.

11. All liquid spills on the floor should be wiped up and dried as soon as possible in order that the liquid is not absorbed by the wood fibers. To clean a liquid spill that has already dried, use a scrubbing pad moistened with the recommended cleaning product for the finish type of your floor.

12. Place mats at the exterior entrances and at the entry of individual rooms in order to prevent humidity, dirt and sand from being distributed throughout your home. Rubber, plastic or foam-backed mats or mats composed of heavy dense materials can block air circulation and capture humidity and abrasive materials. Anti-slip pads, installed under mats, are a preferred option.

13. In the kitchen, place mats in front of the sink, the dish washer and work stations in order to protect the floor from dropped utensils, water detergent and food splashes and splatters.

14. Felt pads glued under the legs of chairs and other furniture will prevent scratches and other floor damage.

15. Replace plastic castors under furniture with large rubber or flexible polyurethane castors.

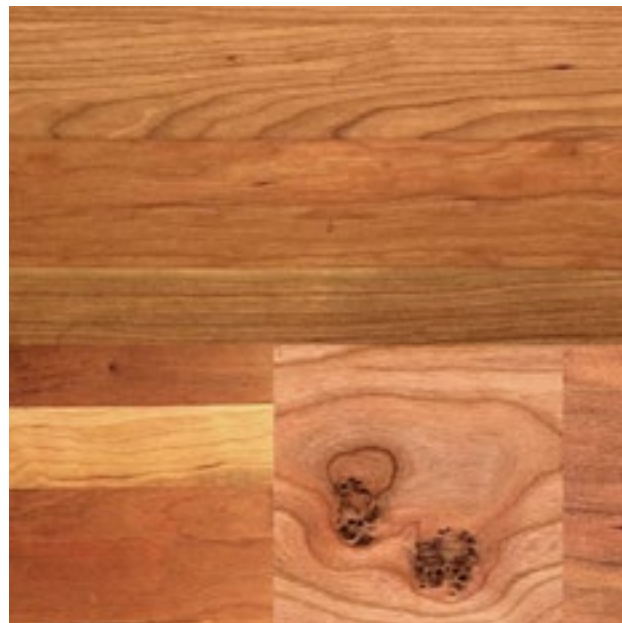
16. When moving a heavy piece of furniture, avoid dragging it across the floor which can leave permanent marks on the wood. Lift the furniture above the floor or place it on a soft blanket or mat to transfer it to the new location.

17. High-heeled shoes can mark and rapidly damage a solid wood floor.

18. Regular clipping of pets' claws will help to preserve your floor.

19. Place waterproof dishes under plants to avoid accidental spills or leaks. Choose pots with waterproof glazing rather than those made of porous ceramic where water seepage is possible.





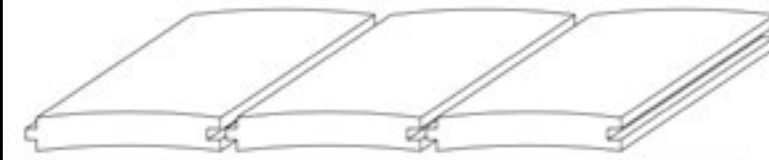
Maintenance (cont...)

20. It is important to control the relative humidity in the house in the range between 40 and 60 %, in order to stabilize movement of the wood strips as much as possible. A hygrometer can be used to directly measure the relative humidity and indicate if the air is in the proper humidity range. A humidifier or dehumidifier can be used to adjust the relative humidity depending on the requirement. Note that wood species with a tighter grain, such as maple, expand more in the presence of moisture.

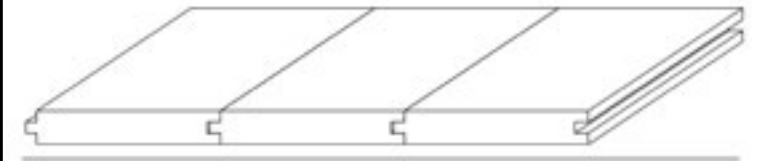
21. To maintain stability of a solid wood floor room temperature should be in the range of 18°C to 22°C. Maintaining this temperature range may require the use of heating, air conditioning or ventilation.

22. Avoid temperature increases or decreases of a radiant heat system by more than 2.8°C per day when turning the system on and off.

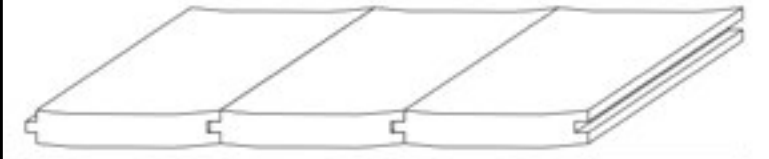
23. As much as possible, protect the floor from direct sunlight or intense light sources. Bleaching from sunlight is a natural phenomenon. Colour changes are strongest in light-coloured woods. In order to have uniform colour change, occasionally move mats and furniture and reduce direct light sources.



35% relative humidity and below = Convex cupping



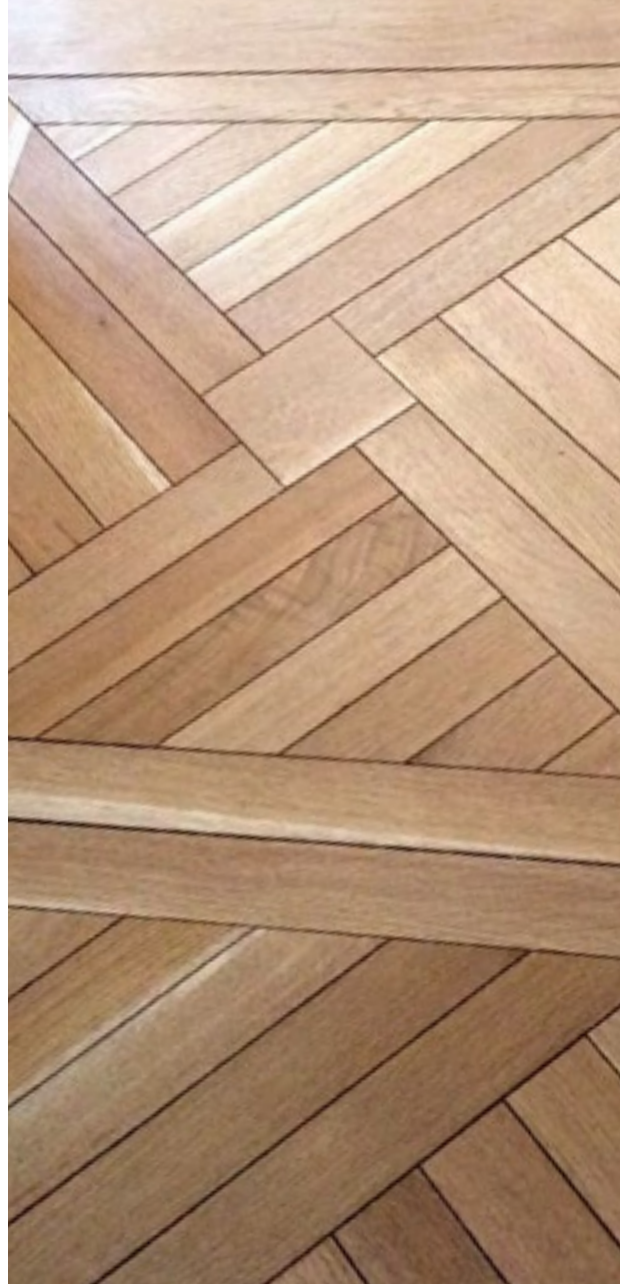
40% to 60% relative humidity = Stable flooring



65% relative humidity and above = Concave cupping

Failure to maintain stable relative humidity can result in deformation of the wood planks. If the environment in which it is installed remains near the extreme values for an extended period, gaps may appear when the humidity returns to normal. This damage to the flooring may be permanent.





Warranty

1. The warranty covers machining and classification defects. Wood is a natural material whose beauty arises from a variation in colour, grain, knots and mineral striations. These elements are not considered defects in accordance with the appropriate grade definition. A margin not greater than 5% defect is considered acceptable by the flooring industry and therefore will not constitute a structural defect for the purpose of this warranty.

3. The warranty does not cover damage resulting from accidents, normal wear, damage, use other than that for which the materials are designed, building construction errors, movement or collapse of walls, failure of other contractors to comply with installation specifications, cracking of the concrete slab or foundation, or excessive or insufficient relative humidity resulting from liquid spills, water seepage from the foundation, concrete slab or walls or any other source.



2. Any product defect that is not measurable or only visible under a particular light source or angle is not considered a defect and is therefore not covered by the warranty.



CONDITIONS OF THE WARRANTY

The warranty is applicable only where the floor is installed in accordance with construction industry specifications. In addition, to be eligible for warranty coverage, the purchaser must comply with our guidelines on maintenance of solid wood flooring.



4. The warranty covering wear of the flooring excludes: damage resulting from water, extreme environmental conditions; use of a water-saturated mop; lack of proper maintenance; negligence, marks, scratches and scuffs from direct blows to the floor, furniture, pet claws, high heels, gravel, sand or other abrasive materials; or from lack of adequate prevention and protection of the floor. It is not possible to guarantee colour change of the varnish, stain or wood that results from normal use.





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