

ABODE

PREFINISHED HARDWOOD FLOORING

CARE & MAINTENANCE GUIDE

This ABODE hardwood floor is factory-finished with a durable finish that is designed to provide years of protection and easy care. Some simple care and maintenance procedures will help to keep the floor looking its best and help to protect it from unnecessary wear and damage.

- Sweep or vacuum the floor regularly to keep it clean and free of dust, sand and other abrasive materials.
- Place area rugs or doormats at entryways to help prevent sand, grit, oils, dirt and other abrasive or staining materials from being tracked onto the floor surface from outdoors. (Avoid rubber-backed or similarly dense matting materials that may trap moisture between the mat and the floor; choose mats that enable airflow instead.)
- Place protective mats at high-use work areas such as sinks, ranges and workstations.
- Protect the floor from any exposure to liquids, water and other forms of moisture. Blot up any spilled food, drink or other liquid immediately. Never wet mop the floor when cleaning. Avoid walking on the floor with wet feet or footwear. Damage caused by flooding, broken pipes, wet mopping or any other exposure to liquid or moisture is not covered by the product warranty.
- Ensure that environmental conditions are maintained with a temperature of 60-75° F (16-24° C) and humidity at 35-60% at all times. Hardwood flooring reacts to changes in the environment. Excessive heat or dryness can result in gapping, splitting or surface checking; excessive humidity can result in cupping. Gapping, splitting, surface checking, cupping or other problems resulting from exposure to improper environmental conditions are not covered by the product warranty.
- Hardwood flooring will naturally undergo a change in color as it adjusts to the ambient

light conditions of your home environment. The degree of color change varies by species. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure that your flooring colors evenly.

- **Put felt protector pads on the feet of all furniture and accessories that will be placed directly onto the floor surface.**
- **Avoid letting sharp or pointed objects come into contact with the floor surface. Do not walk on the floor with high heeled shoes, sports cleats, or other types of footwear which may damage the finish or cause indentations to the surface.**
- **Pets' nails will scratch and mark the floor surface. Keep pets' nails trimmed to minimize damage to the surface.**
- **Do not drag, push or roll appliances, furniture or any heavy object across the floor. Use heavy duty moving mats, dollies, or other moving aids to protect the floor surface.**

Cleaning

- Routine sweeping or vacuuming will keep the floor clear of most dust, grit and debris.
- For more thorough cleaning, use a wood floor cleaning solution approved for use with this hardwood flooring (available at your dealer). Follow the product instructions.
- Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.

Failure to follow these floor care instructions may void this warranty.

PRODUCT WARRANTY

This warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of ABODE Hardwood Flooring product.

Manufacturing Warranty

It is warranted that this ABODE Hardwood Flooring shall not contain manufacturing defects in excess of industry standards (8% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase PRIOR TO INSTALLATION. If the flooring is deemed to be defective, it may be replaced with an equivalent quantity of the same or similar product at no charge to the customer. If an equivalent replacement product, the manufacturer may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. The manufacturer accepts no responsibility for labor costs incurred to remove or install products.

Hardwood is a natural product with naturally-occurring imperfections and variations in color, grain and appearance. Actual flooring products may differ in color, grain and appearance from illustrations and samples, and variations in color, grain and appearance will exist in any quantity of the flooring itself. These are not considered defects.

Finish Warranty

It is warranted that the factory finish on this ABODE Hardwood Flooring will not wear through for a period of 25 years from the date of purchase under normal residential traffic conditions and use.

If wear-through does occur within the warranty period, the manufacturer will, at its sole discretion, either repair the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. If the manufacturer is unable to repair the product or is unable to furnish an equivalent replacement

product, the manufacturer may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This is the sole remedy provided by this warranty. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labor costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.

To be eligible for a warranty claim, the wear-through must be evident and visible in more than 10% of the total floor surface. Isolated areas of surface wear in high traffic areas (doorways, hallways, etc) are not considered normal wear-through and are not covered by this warranty.

Gloss reduction is not considered surface wear.

Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness are not considered normal wear and are not covered by this warranty.

THERE ARE NO OTHER EXPRESS OR LIMITED WARRANTIES EXCEPT AS SET FORTH ABOVE.

WARRANTY EXCLUSIONS AND CONDITIONS

Naturally-occurring imperfections and variations in color, grain and appearance are inherent to the nature of the product and are not considered defects.

The color of hardwood is affected by natural light, and this Hardwood Flooring will change color after installation. Color change is not considered a defect.

New or replacement hardwood flooring may not match display samples, existing flooring, or other products and furnishings in your home.

Installation must be performed in accordance with the installation instructions included with the product and in accordance with local building

codes. This Hardwood Flooring is for indoor residential use only.

Environmental conditions must be maintained as specified, with a temperature of 60-75° F (16-24° C) and humidity at 35-60% at all times. Exposure to higher or lower levels of heat and/or humidity may result in expansion and/or contraction of the floor boards resulting in separation between joints, cupping or splitting of boards, surface checking or other problems. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.

Care and maintenance must be carried out in accordance with manufacturer's instructions.

THESE WARRANTIES ARE NOT TRANSFERABLE. NO INSTALLER, RETAILER, DISTRIBUTOR OR AGENT HAS THE AUTHORITY TO ALTER THE TERMS OR CONDITIONS OF THESE WARRANTIES.

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- SCRATCHES, INDENTATIONS, MARKS, STAINS OR OTHER DAMAGE CAUSED BY NEGLIGENT OR ACCIDENTAL EXPOSURE TO PEBBLES, GRIT, SAND OR OTHER ABRASIVES, PETS, INSECTS, HIGH HEELED OR CLEATED SHOES, FIRE, PRODUCT SPILLS, EXCESSIVE MOISTURE, HEAT OR DRYNESS

- CHANGES IN COLOR DUE TO EXPOSURE TO LIGHT; VARIATIONS IN COLOR, TONE, GRAIN PATTERNS AND OTHER NATURALLY OCCURRING CHARACTERISTICS OF HARDWOOD

- PROBLEMS ARISING FROM FAILURE TO FOLLOW MANUFACTURER'S WRITTEN INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS.

- EXPANSION AND CONTRACTION BETWEEN BOARDS OR ANY OTHER PROBLEMS ARISING FROM BY IMPROPER HEAT AND HUMIDITY LEVELS

- DAMAGE DUE TO EXPOSURE TO EXCESSIVE MOISTURE FROM ANY CAUSE OR SOURCE.

THE FOREGOING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL THE OTHER EXPRESS AND / OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. THE MANUFACTURER ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR NON-USE OF THE PRODUCT. HOWEVER, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. THE SOLE REMEDY PROVIDED BY THIS WARRANTY IS THE REPAIR OF DEFECTIVE PRODUCTS OR REPLACEMENT OF DEFECTIVE PRODUCTS WITH AN EQUIVALENT QUANTITY OF THE SAME OR SIMILAR PRODUCT. IF THE MANUFACTURER IS UNABLE TO REPAIR THE PRODUCT OR IS UNABLE TO FURNISH AN EQUIVALENT REPLACEMENT PRODUCT, THE MANUFACTURER MAY, AT ITS SOLE DISCRETION, ELECT TO REFUND TO THE CUSTOMER A PORTION OF THE ORIGINAL PURCHASE PRICE EQUIVALENT TO THE VALUE OF THE AFFECTED PORTION OF THE FLOOR. THIS WARRANTY DOES NOT COVER ANY LABOR COSTS INCURRED TO REMOVE OR RE-INSTALL PRODUCTS. UNDER NO CIRCUMSTANCES WILL THE VALUE OF A WARRANTY CLAIM EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

Claim Procedure

Claims must be submitted in writing to the ABODE Hardwood Flooring dealer where the product was purchased. Please include a copy of the original sales receipt and a photograph showing the cause of claim.