



PREFINISHED WOOD CARE & WARRANTY

DAILY MAINTENANCE/CLEANING: A broom or stick vacuum work the best for removing grit before it scratches the finish. Beater bars/brush rollers should be OFF. We recommend using a mild wood floor cleaner such as Bona or Woodwise, applied with a spray bottle (mist) and wiped using a terry cloth or microfiber mop. A solution of 1 part vinegar to 10 parts water may be substituted. Do NOT wet-mop. Steam cleaners are not recommended, as they may cause discoloration, peeling finish or warping and could void your warranty. Do not use ammonia, polish, wax, Pledge, Orange Glo or Murphy's Oil Soap, as these products can leave a residue. Clean throw rugs on a regular basis. All rugs should allow the floor to breathe and should be non-abrasive. Some rubber backed rugs may cause discoloration; look for rug pads that are safe for hardwood/laminate. Always verify with manufacturer care info.

DENTS/SCRATCHES: All wood floors will dent and scratch, no matter the type, species or Janka rating. To prevent scratching, furniture legs should rest flat on the floor, not angled. All furniture should have non-staining, non-scratching felt pad protectors secured to the bottom of the legs. Felt pads should be checked periodically and replaced as they wear or fill with grit. Do not use metal glides, or chairs on rollers. Large pieces of furniture should have rubber cups/felt pads under the legs to prevent denting. Never slide furniture or appliances across the floor. Carry the item or protect your flooring with a piece of plywood, underlayment, or Masonite when moving heavy objects. Use this precaution even if your appliances have rollers, and even if you use an appliance dolly. Always avoid spiked heels or hard soled shoes. These shoes may cause indentations. Pet's toenails should be kept short, especially on very active dogs. A dulling of the finish in heavy traffic areas is likely.

CLIMATE CONTROL/MOISTURE: Wood contracts and expands with humidity changes. It will shrink, gap and possibly delaminate under extreme dryness and swell under extreme humidity. To prevent your warranty from being voided, it's very important to control the moisture and temperature levels in your home. The recommended climate is humidity between 35 and 45% and a temp between 60 and 80 degrees. Due the dryness of Minnesota winters, a humidifier on your furnace will be needed to prevent floors from drying out. Shrinkage should be expected around heat vents or any heat producing appliances. Likewise, an air conditioner or dehumidifier will need to be used in summer to prevent swelling. Warping will occur if the floor becomes wet repeatedly or is thoroughly soaked even one time. We strongly recommend installing storm doors at any exterior entrance that has a wood floor. Wipe up spills immediately; never leave standing water on the floor. Pets should be house broken as urine can damage the floor. If you have radiant heat, start by turning on heat at lowest setting and increase in increments of 5 degrees per day to prevent from shocking your floor.

SUN EXPOSURE: Wood flooring not exposed to light will change color at a different rate than floor exposed to light, causing uneven color changes. Polyurethane finishes amber as they age, and the wood itself may also bleach out if it is exposed to strong sunlight. To help avoid uneven appearance, move area rugs occasionally and cover large West-facing windows.

IMPORTANT:

Wood floors are 100% natural; each piece will vary in color and grain and density. These natural characteristics are not considered defects, but add to the beauty of the wood. Solid $\frac{3}{4}$ " wood floors with boards over 4" wide are not recommended, especially for new construction.

Because of the materials used and the type of use the flooring receives it is unrealistic to expect a fine furniture finish. Wood floors may have small dents, scratches and other minor imperfections from the construction process. ** High-gloss finishes are more likely to show fine scratches and every day wear. High-gloss finishes are not recommended for families with young children or pets.

The above information is a compilation from several manufacturers & given as a general guideline. For more detailed information, please refer to the brand manufacturer's website for your specific product.

WARRANTY: Village Floor & Wall, Inc. warrants workmanship for 1 year from the date of installation. Materials are warranted to the same extent and for as long as the manufacturers warrant such. Inspect your job thoroughly immediately following installation, to see if everything is completed as agreed. Warranty items that are covered by your contractor should be reported to them, they in turn will contact us. The following are excluded from the terms of this warranty: Loss or damage from normal wear and tear, humidity level changes, negligence or improper maintenance. Loss or damage which the homeowner has not taken timely action to minimize is also excluded.