

Floor Care & Warranty

Floor Care

Your new hardwood flooring will add warmth and beauty to your home for years to come. In fact, the exclusive WEARMAX finish provides excellent wear resistance and easy no-wax care.

Following a few simple maintenance steps however, will help protect your investment.

Cleaning

- Blot up spills and spots immediately (Standing moisture will penetrate into the wood causing irreversible discoloration and damages)
- Vacuum, dust mop, or sweep the floor to minimize abrasive grit and dirt. *Note: Do not use vacuum with beater bars.*
- Periodically clean floor with BonaX hardwood floor cleaner available from Award or your local flooring retailer. *(Never use other cleaning products or detergents.)* Award recommends a Terry Cloth style mop. For daily wiping the Award recommends the use of distilled water applied to the mop with a spray bottle. (Tap water contains ingredients that may leave an unsightly film.)
- ALWAYS WIPE DRY IMMEDIATELY until no moisture is visible on the floor. Do not use wax, polish, oil soap, abrasive cleaners, steel wool, scouring powder, or ANY appreciable amount of water
- Do not use wet mops, wet scrubbers or steam cleaners as these products will cause irreversible discoloration and damages

Protecting Your Investment

- Your newly installed floors are real wood and therefore are subject to change from excessive moisture, or non-conforming environmental conditions. Remove any standing water immediately, and maintain an indoor relative humidity level of 35-55% throughout the year to minimize the natural expansion and contraction of wood
- Use quality vinyl-back breathable area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit, and other substances such as but not limited to water, oil, asphalt, driveway sealer from being tracked onto your floor
- Use felt floor protectors and wide-bearing cylinder leg bases to minimize indentations. As a rule of thumb, the heavier the item the wider the floor protector should be. The Manufacturer does not recommend the use of wheeled furniture as they will accelerate wear not covered by this warranty. Chair mats with a non-slip breathable pad should be placed under chairs with wheels. Clean under mats frequently to minimize grit build up.
- Avoid gouges or cuts in your floor from sharp objects. While your newly installed floor with WEARMAX finish is the most wear-resistant floor on the market, it is not impervious to damage.
- Do not walk on your floor with "stiletto-style" heels; they will cause indentations.
- Rearrange rugs and furniture periodically so the floor ages evenly. UV sunlight will change the color of different species to varying degree. Use breathable non-slip pads under area rugs.
- Keep pets' nails trimmed and filed in order to minimize indentations. Pets' nails can damage wood floors.
- Use a wide base air tire dolly when moving heavy appliances or furniture. But first, put down a sheet of quarter-inch clean plywood to protect the floor. Never try to slide or roll objects across the floor without precautions

Repairing

Minor damage can be repaired with Award Touch-up finishing putty and or the Wearmax Repair Kit. For more extensive damage, Plank replacement may be an option. (NOTE: This option dependant on product availability)

Radiant-Heated Sub-floors

Award Hardwood Floors does allow engineered flooring products to be installed over radiant-heated subfloors. The home MUST be maintained at a relative humidity year round between 35 -55%. The flooring surface temperature must not exceed 82 ° F. (See the Award installation information for more details). Do not install over electric radiant heat mats. (Exposure to excess heat or dryness may cause cupping, delamination, splintering and/or face checking.)

Warranty Coverage and Exclusions

Lifetime Finish Wear-Through and Structure Warranty

Your hardwood floor is guaranteed

1. To be free from manufacturing defect in milling, and assembly when installed and maintained properly in your home.
2. The finish will not wear through when installed and maintained properly in your home.

If the manufacturer accepts a warranty claim, it will repair or replace, at its option, the affected flooring material. If the original design for which the claim is made is no longer available, The manufacturer will replace the affected floor materials with another design of equal value.

Any warranty claim filed must be in writing and within 90 days of discovery of the possible defect. This warranty applies only to the original purchaser and installation site and is not transferable.

This limited warranty is made subject to the following conditions

- The flooring must be used only indoors in residential areas and installed and used in accordance with the Installation and Floor Care Guide found in the cartons.
- The surface wear must not have occurred as a result of incorrect maintenance or accidents such as damage caused by scratching, impact or cutting.
- The surface wear must be readily visible. (Approximately 10% of the installed floor.) Gloss reduction is not considered surface wear.
- The manufacture reserves the right to inspect all warranty claims to determine course of action.
- The manufacture must give written approval for any warranty repair/replacement prior to work being conducted.

Warranty Exclusions

Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered defects and no warranty shall apply to those. The warranty will not apply to the natural color changes which occur in wood over time or to the natural variation in an installed floor that samples and pictures may not show.

New home construction closing date: The manufacturer will assume no liability for incidental or consequential damages/costs associated with a verified manufacturing defect resulting in delay of closing. If flooring product is installed with known defect the manufacturer will not assume liability for cost associated with replacement of the flooring. If closing date is in jeopardy, contact the manufacturer immediately for alternative solutions.

The warranty will not cover but is not limited to: indentations, scratches, damages caused by negligence, exposure to excess heat, dryness (**Exposure to excess heat or dryness may cause splits, splintering and/or face checking.**) Exposure to excess moisture, accidents, abuse, misuse, indentation from "stiletto-style" heels or pets' nails stains of any kind, failure to follow all of the manufacturer's specific written installation and maintenance instructions, insufficient protection, or improper alterations of the original manufactured product.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. The manufacturer assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitations of incidental or consequential damage 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. The sole remedy provided herein is the repair or replacement of defective Product.