Flooring

Ryan Homes

Welcoming families home
for over 65 years.

Did you know?

- Did you know that a 200-pound man wearing men's dress shoes with a regular heel will exert less than 50 pounds of pressure per square inch?

- However, a 110-pound woman wearing stiletto heels can exert in excess of 1,000 pounds of pressure per square inch!

- These shoes can damage all types of floor coverings. They can dent hardwood floors, chip ceramic tile, puncture carpet & pad, and dent vinyl floors. It is not considered to be a manufacturer defect of floor covering materials used by any of the manufacturers.

Ryan Homes

WARNING!

Failure to protect your floors during move-in may result in unwarrantable damage. This includes all floors, but especially hardwood.

Ryan Homes

WARNING!

Rubber backed throw rugs WILL cause any and all vinyl to yellow.

Please be aware that this is *NOT* covered by any manufacturer's warranty.

CARE AND MAINTENANCE

CERAMIC TILE

CERAMIC TILE - ROUTINE CARE
Contaminants and spills on a glazed ceramic tile are, generally, easier to clean then other surfaces. Glazed tile products should be cleaned routinely with an all-purpose, low VOC household or commercial cleaner. The product chosen should also be grout joint cleaning compatible. The type of product may vary depending on the tile application and use. A multipurpose spray cleaner, which removes soap scum, hard water deposits, and mildew designed for every day use, can be used on wall tile areas in residential baths and showers.

The entire area should be cleaned and scrubbed with cleaner solution through the use of a cotton mop, cloth, sponge, or non-metallic brush. The entire area should be rinsed with clean water to remove any cleaning solution residue. Remember that you should sweep or vacuum floor areas prior to cleaning to remove any dust or debris. Routine cleaners should never contain hazardous or polluting products including, but not limited to acids or ammonia. Acids can damage the grout and the glazed surface of the tile, and ammonia can discolor the grout.

Unglazed tile should be cleaned routinely with concentrated tile cleaners that have a neutral pH for safe regular use. These cleaners are better suited at removing grease, oils and normal spills from unglazed products. Again these products will vary depending on the application, amount of traffic and the use. The product chosen should also be compatible with cleaning the grout joints at the same time.

Removal of Sealers/Waxes/Floor Finishes:
If you need to remove a topical sealer or floor wax from a ceramic tile you should use a Tile Sealer & Adhesive remover. Always test a small area first. Apply a liberal amount of undiluted sealer & adhesive remover to a manageable area. Allow setting without drying until coating or residue softens. Reapply if necessary until sealer softens and can be removed. If necessary, agitate with white nylon scrub pad. Wipe up the residue with a cotton towel or sponge. Rinse thoroughly with clean water. Do not use on natural stone products.

Glass Tiles:
For routine cleaning, use any non-abrasive cleaning compound recommended for either glass or tile

Metal Signatures/Metal Ages/Urban Metals:
- To clean, use a liquid non-abrasive household cleaner.
- DO NOT use scouring pads, steel wool, sandpaper or other abrasive products.
- Avoid cleaners containing ammonia, bleach, abrasives, or other hazardous/polluting compounds.
- Always test in small inconspicuous area while using a new cleaner to ensure compatibility.

CERAMIC TILE - GROUT CARE
Grout is the material used to fill the spaces between the individual tiles. Grout comes in many colors. While color is important to the final finished look of the tile installation, it has little effect on the functionality of the grout. The purpose of grout is, simply, to fill the joint between the tiles and becomes a permanent, integral component of the finished installation.

Penetrating/Impregnating Sealer:
Most tile installations use cementitious grouts. This type of grout should be sealed after installation to prevent the color from staining. The grout should be sealed with a penetrating/impregnating sealer (often called grout sealers) which does not contain silicone, as silicone can shorten the useful life of the sealer. Epoxy grouts, conversely, are chemically cured and acid resistant and, as a result, do not require a sealer. The application of a good quality penetrating/impregnating sealer into the grout joints of a cementitious grout will not change the natural color of the grout, but will prevent the penetration of moisture, simplify maintenance, and help prevent staining or discoloration. Only the grout needs to be sealed, not glazed floor or wall tiles. Grout can be sealed seventy-two hours after installation.

There are different grades of penetrating/impregnating sealers, therefore the useful life and price will differ between a low quality and high quality sealer. You may need to reapply the sealer on an annual basis depending on the sealer quality, traffic patterns, and maintenance routine. Some sealers have multiple year warranties for useful life. Refer to the manufacturer warranty, technical & product information for specific details on product installation, useful life, and product applications (including any warnings) before use.

Grout Maintenance:
Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build-up or discoloration of the grout. Grout needs to be cleaned on a periodic basis to remove any surface build-up. Routine grout cleaning can be done with a daily concentrated household or commercial cleaner depending on the application. When heavy duty grout cleaning is required, you will need to use a professional strength Tile & Grout Cleaner that is capable of removing grease, soap scum, body oil, mildew stains, algae, and synthetic or acrylic waxes from the grout joints. However, such a product should contain non-polluting chemicals and low

VOC levels. This type of product can be purchased from most Home Centers, or through your local professional Floor Covering Dealer

Grout Color Restoration:
When grout has been stained to the point that it cannot be maintained or returned to its natural color, you can return the grout back to its original color or any other color through the use of a "grout stain". Grout Stains are epoxy-based products that are specifically designed to penetrate into the grout and seal the surface with a permanent color. Once the grout has been stained there is no need to seal it any further with a penetrating/impregnating sealer. Prior to staining, the grout joint should be cleaned thoroughly to remove any dirt, oils, grease or sealers with a professional strength Tile & Grout Cleaner. This can be purchased from most Home Centers or through your local Professional Floor Covering Dealer.

Post-Grout Clean-Up:
Grout haze is a film that has been left behind on the surface of the tile as part of the final grouting process. Usually this is buffed off the surface after the grout has achieved its initial 12 to 24 hour cure. The removal of the haze is often difficult when buffing with a clean rag or floor machine. Cementitious grout haze can be successfully removed with "Sulfamic" acid, which is a mild acid that attacks and breaks down cement smears. There are several products on the market called grout haze removers, which usually contain Sulfamic acid. Sulfamic acid can also be purchased in powder form and mixed with water to different strengths by qualified professionals. Similarly, 100% Solids Epoxy Grout haze can be removed with an Epoxy Haze Remover. These removers are formulated to safely and quickly remove cured epoxy haze from new tile installations. Their unique formulation will soften most epoxy hazes for easy removal without damaging the grout or tile, usually in one application. Sulfamic acid or grout removers should never be used on Natural Stone products.

NATURAL STONE

NATURAL STONE - ROUTINE CARE
To ensure your natural stone products will provide you with a lifetime of aesthetics and utility, a proper maintenance program is crucial. Natural Stone products are porous by nature and require a different maintenance program than traditional ceramic tile.

Natural stone requires a different maintenance routine than traditional, man-made ceramic tile. Many of the cleaners acceptable for use on ceramic tile can stain, damage or dull stone. Dirt and dust will scratch the surface of stone. Therefore, stone floors should be vacuumed or dust mopped frequently to remove abrasive agents from the stone surface. Natural stone should be cleaned with neutral cleaners. Stone cleaners should never contain acid or bleach. Acids, even a light solution of vinegar and water, will etch and eventually damage natural stone.

Stone Cleaners:
Only use cleaners specifically designed for cleaning stone. These cleaners contain no acids and are concentrated neutral pH cleaners that will not affect existing sealers or wax-type coatings. The surface of the stone should be dampened with clear water. This will keep the cleaning solution on the surface so it can be effective. A solution of the cleaner and water missed to manufacturer instructions should be applied to the stone surface with a sponge or mop. On walls, kitchen counters or vanity tops, a spray bottle can be used to apply the cleaning solution. Allow sitting for manufacturers specified amount of time (usually 3 to 5 minutes). Agitate with a sponge, synthetic mop, soft bristle brush or through the use of a floor-scrubbing machine. Mop up dirty solution and buff dry.

Once the stone has been cleaned, you can periodically apply a Spray-Buff wax-type floor finish to enhance the beauty and luster of polished stone (including countertops). Apply the finish with a spray applicator and buff immediately with a white nylon pad. Reapply as often as needed, depending on volume of surface traffic and consistency of routine maintenance program. This product is not designed to restore the original shine, but is intended to maintain and protect the original shine. This can be purchased from most Home Centers or through your local Professional Floor Covering Dealer.

Heavy-Duty Stone Cleaning:
When some areas have been neglected, you will need to use a heavy-duty non-hazardous and non-polluting stone cleaner and degreaser to effectively remove dirt, grease, grime, waxes and floor finishes. An optimal heavy-duty cleaner should contain low percentages of volatile organic compounds. These cleaning products are concentrated and designed to deep clean the stone without damaging it. Apply the solution of the cleaner and water mixed to manufacturer instructions to the stone surface with a sponge or mop. Allow setting for manufacturer-specified amount of time. Agitate with a sponge, synthetic mop, and soft bristle brush or through the use of a floor-scrubbing machine. Mop up dirty solution and buff dry. Be sure to change out the cleaning solution every 100 square feet to avoid reintroducing dirty water during the cleaning process. Rinse thoroughly with clean water when finished. After cleaning you may apply the Spray-Buff wax-type floor finish to enhance the natural shine.

Stain Removal:
Stone poultice will remove stains and grout haze from stone. Poultice is a fine, nonacidic, absorptive clay cleaning powder that removes deep-set oil stains, grease and light cementitious grout haze from polished and unpolished natural stone.

CAUTION: *Poultice may dull the shine of the polished stone. If this occurs you will need to use a marble polish to restore the natural shine.*

Restoration:
If a marble finish has become dull, scratched or etched, you can restore the natural shine through the use of a marble polish. Some marble polishes are available in kits. The process can be enhanced with the use of floor buffing machines. The process is generally a re-crystallization process to remove fine scratches and restore the original shine and polish to the stone. This is not an application of a topical sealer or wax to cover-up damaged or worn surfaces.

NATURAL STONE - NEW INSTALLATIONS
Sealing is strongly recommended for newly installed marble and other natural stone to provide maximum below surface stain protection. Consult your Professional Floor Covering Dealer or Home Center Store to ensure that you select a high quality sealer to protect your natural stone. Immediately after natural stone has been installed and grouted, the new installation should be covered with brown paper to protect it from debris during the remaining construction process. The protective brown paper should remain in place until construction is completed and the area is opened to intended (post-construction) use.

Pre-grout Sealing:
A non-sanded grout is strongly recommended for natural stone installations due to the narrow grout joints customarily preferred. This type of grout has very fine particles of cement, polymers and color pigments that can penetrate the microscopic pores of the stone surface where they become trapped and appear as a stain in the stone. Therefore, all travertine, slate, tumbled stone and honed/flamed/unpolished granite should be sealed prior to the grouting process to protect them from staining. The application of a good quality sealer should be used as a grout sealer and applied again as the final sealing process once the installation is finished.

Sealing:
A premium natural look penetrating/impregnating sealer is the normal choice on polished or honed marble, limestone, granite, or where the natural color of a slate is desired. A stone enhancer sealer is often used on tumbled, antique stones or on slate where a darker, enriched or highlighted character is desired. When choosing either one of these types of sealers, make sure the brand you have chosen is formulated to provide maximum stain protection for stone products. Stone products should be tested periodically per manufacturer's instructions to insure that the sealer is working effectively.

Penetrating/impregnating stone sealers are a no-sheen, natural look sealer that can be water-based or solvent-based, good for interior and exterior applications. Most quality sealers of this type are rated to protect the stone for several years.

S**tone enhancer sealers** are also a no-sheen, penetrating/impregnating sealer that is formulated to darken, enrich and highlight the natural color and beauty of stone products. They will rejuvenate and improve the appearance of worn and weathered stone. Always test loose pieces of stone to ensure desired effect with enhancing sealers. However, they will also darken the color of grout joints. They are, generally, suitable for interior and exterior use, and rated to protect the stone for several years.

Always reference manufacturer's literature for specific information on the duration of the sealer's protection and make sure that the sealer is applied in strict accordance with the manufacturer's instructions.

Finishing:
A stone floor finish should be applied to a polished natural stone floor only. This type of product will help enhance the shine and provide a protective coating for "soft" or polished marbles. Verify the finish is a wax-type finish designed to add luster and enhance the beauty of sealed and polished natural stone only. A topical finish may change the appearance and performance of your stone, so always test a small area first. A***pplication of topical sealer or wax should never be done as an attempt to add a shine to a honed, scratched or non-polished stone product. This will only create maintenance and/or slip resistance problem.***

SALTILLO

SALTILLO TILE - ROUTINE CARE
Soft clay tiles are categorized as specialty use products, and as such they are generally not governed by the same requirements as glazed or unglazed ceramic tile. These products will require some type of

topical sealer protection. These sealers are designed to provide stain resistance and a durable finish to protect clay tile against wear. Pre-sealing the tile prior to grouting will act as a pre-grout sealer, provided it is applied over a clean tile surface. An additional final coat over the grouted floor will complete the sealing process along with providing the final grout stain protection.

There are two common types of sealers used today for sealing specialty tiles. The first is a water-based blend of acrylic polymers. This product allows for moisture vapor transmission, and it can be reapplied over itself, without stripping or removing the old sealer when the original application has become worn. The second type is a solvent-based sealer. Solvent-based sealers are not as forgiving after they have become worn, they must be stripped and removed prior to reapplication. Both types should be UV stable, which means the ultra violet rays from the sun should not break them down. You should always follow the manufacturer's instructions for use, maintenance and precautions.

The expected wear of the topical sealer will vary depending on the hardness, surface texture, type or area, usage, and type of maintenance products used. However, the average expected use life of the sealer, when properly prepared, is a maximum of 3 years. Harsh cleaning methods, high-alkaline or solvent-based cleaners can significantly lower the expected life of the sealer. Concentrated tile cleaners are recommended for routine cleaning.

Maintenance Cleaning:
Highly alkaline, acidic, ammoniated, abrasive cleaners and/or bleach may break down the sealer, adversely affecting repellency and may not be good for the tile or grout. Use neutral cleaners specially formulated for tile and grout that are low VOC, non-hazardous and non-polluting.

For routine cleaning:
We recommend DuPont™ StoneTech® Professional Stone & Tile Cleaner.

- Mix 2 ounces of Stone & Tile Cleaner concentrate in 1 gallon of warm or hot water. (Note: One gallon of concentrate makes 64 gallons of cleaning solution.
- Apply mixed solution with a damp mop, sponge or appropriate professional cleaning equipment.
- Clean entire area with mop, changing mop water often to ensure that soil is not re-deposited. Wipe or rinse cleaned area.
- Let area dry completely before using.

You may also use DuPont™ StoneTech® Professional Stone & Tile Cleaner in the ready-to-use spray bottle or wipes.

Re-Sealing and Protecting:
For interior surfaces, resealing should be performed every 3-5 years. For exterior surfaces, resealing should be performed every 1-3 years. Terrazzo surfaces must be sealed to prevent or minimize staining. Leaving terrazzo untreated may greatly hinder the complete removal of stains in the future. We recommend the use of a heavy-duty sealant that is low in VOC content and does not contain any hazardous materials.

ONE QUARTZ SURFACES

ONE QUARTZ SURFACES - ROUTINE CARE

- One Quartz Surfaces are virtually maintenance free and can be cleaned with extreme ease.
- Common household spills – such as, tea, coffee, lemon juice, soda, fruit, vegetable juice, olive oil or grease spills – are easily removed and the surface restored to its original appearance.
- Some One Quartz Surface colors and finishes liked honed, matt, etc., are more sensitive to grease or finger-prints and may require extra care during routine cleaning.
- Quartz is one of the hardest materials in nature, which is your assurance that your One Quartz Surfaces will not easily scratch or chip. The use of a cutting board is nevertheless recommended.
- To maintain the natural beauty of One Quartz Surfaces, do not place hot skillets or roasting pans directly onto the surface but use a trivet instead.
- For routine cleaning, use a damp cloth or paper towel and, if necessary, a small amount of mild soap. Once clean, rinse and dry surface thoroughly.
- For stubborn or dried spills, use a nonabrasive cleaning pad such as a white 3M Scotch-Brite® scrub pad combined with a small amount of mild soap or specialized stone cleaner. One Quartz Surfaces floors in high traffic areas should be cleaned daily with a clean, dry dust mop or soft bristle broom.
- One Quartz Surfaces floors in low traffic areas can be cleaned less frequently using the same method. Spills should be spot treated with the use of a damp mop or

cloth towel and, if necessary, a small amount of mild soap or specialized stone cleaner.

- A floor machine such as a slow speed buffer or walk behind scrubber can be used for larger commercial environments. Be sure to rinse thoroughly to remove any haze residue that may diminish the shine and beauty of the floor.

- For Heavily soiled floors, as with any floor, it makes sense to clean up spills as soon as possible.

- Avoid exposing One Quartz Surfaces to chemicals and solvents, especially paint removers or furniture strippers containing trichlorethane or methylene chloride. Keep nail polish remover, bleach or cleansers that contain bleach, bluing, permanent markers or inks. While casual exposure to alkaline materials will not damage One Quartz Surfaces, highly alkaline (high-pH) cleansers are not recommended when cleaning One Quartz Surfaces. If any of the substances listed above come into contact with One Quartz Surfaces, rinse the exposed surface immediately and thoroughly with plenty of clean water.

- Do not use strong abrasive and/or alkaline cleaning products. Always follow the manufacturers' dilution instructions and recommendations.

MANUFACTURED STONE

Manufactured Stone – Routine Care
Care should be taken to avoid smearing mortar on the surface of the veneers. Accidental smears should be removed using a dry whisk broom only after mortar has dried completely. Never use a wet brush or wire brush. Do not power-wash, sandblast, use acid or acid-based products. Dirt or other materials may be removed with a strong solution of granulated soap or detergent and water with a bristle brush. Do not use a wire brush as it will cause damage to the surface. Rinse immediately with fresh water. Regular maintenance only requires to rinse the wall with water occasionally to remove dirt.

Sealing:
Seal with a breathable, non-film forming masonry sealer, to prevent staining from rusty downspouts, splattered mud, etc. Sealing is strongly recommended for dry-stacked applications and/or for harsh environments.

POLISHED PORCELAIN

Recommended Sealers Pre-Grout sold through Dal Tile stores may include …
- DuPont Stone Tech Professional Bullet Proof (Follow manufacturer instructions for application process).

- Aqua Mix Ultra-Solv (Follow manufacturer instructions for application process).

Recommended Sealers Post-Grout sold through Dal Tile stores may include …
- DuPont Stone Tech Professional Impregnator Pro (Follow manufacturer instructions for application process).

- Aqua Mix Sealers Choice Gold (Follow manufacturer instructions for application process).

IMPORTANT: Always use the same sealer when applying both before and after grouting. Never mix water-based sealers with solvent-based sealers on the same tiles.

Fully polished impervious porcelain tile is achieved by mechanically changing the surface from matte I natural to a honed or high polished finish. Polished Colorbody© porcelain is achieved by mechanically changing the glaze surface from matte to light, honed or high polish finish. This process creates a microporosity on the face of the tile. The tile itself is still technically sound porcelain with the same characteristics expected of high quality impervious tile.

The surface, however, may possibly require added protection to assure clean-ability and ease of ongoing maintenance under a range of conditions including but not limited to:
- grout haze removal
- construction chemi cals and dirt
- maintenance I solvent based cleaning materials
- exposure to rubber containing solvent based materials
- acid based materials

All of the above can result in hazing, spotting, etching or general staining of the polished tile surface.
We recommend the use of a sealer on fully polished, impervious porcelain and polished glaze porcelain tile prior to grouting. We strongly caution against the use of acid based or solvent based chemicals for cleaning or construction maintenance on fully polished impervious or polished glaze porcelain tile. The use of such products may damage the floor.

With proper installation techniques,preventative care and effective maintenance procedures, fully polished impervious porcelain and polished glaze porcelain tile is a durable, high value, long lasting flooring option for most commercial and residential spaces.

Recommended Stain Remover sold through Dal Tile stores may include:

- DuPont Stone Tech KlenzAll (Follow manufacturer instructions for application process).
- Aqua Mix Sealer and Coating Remover (Follow manufacturer instructions for application process).

Polished tile can be slippery when wet. Please refer to our usage and maintenance recommendation on our website and catalog for all porcelain products. www.daltile.com.

UNGLAZED/MATTE/TEXTURED PORCELAIN

Porcelain tiles with a matte or textured surface may contain structure or micro texture for slip resistance and visual enhancement. We recommend the use of a grout release prior to grouting for these products to enhance the efficacy of removal of the various types of grout, latex modified grout, epoxy grout used in the market today.

Recommended Grout Release products sold through Dal-Tile stores may include …

- DuPont Stone Tech Professional Impregnator Pro (Follow manufacturer instructions for application process).
- Aqua Mix Grout Release (Follow manufacturer instructions for application process).

Recommended Sealer products sold through Dal-Tile stores may include …

- DuPont Stone Tech Professional Impregnator Pro (Follow manufacturer instructions for application process).
- Aqua Mix Ultra-Solv (Follow manufacturer instructions for application process).

Additional Installation Tips

- Sealers may require more than one application depending on the tile and grout utilized.(Apply on a test area to validate prior to grouting).
- Penetrating sealers usually require only one application and should not be left to dry on the tile surface. (Remove excess as material is being applied).
- Remove excess sealer from the tile surface by buffing with a clean dry towel. (Follow manufacturer instructions).
- Allow the sealers and /or grout release products to cure on the tile before grouting. (Follow manufacturer instructions).

Please contact your local Dal-Tile Representative, NA Manager or the National Account Support team at the contact numbers or email below:

Phone: 214.309.3408l 877.556.5728
Email: national.accounts@daltile.com

DISCLAIMER

Dal-Tile does not manufacture installation products or tile cleaning/ maintenance products. Dal-Tile provides the information contained herein to its customers as an information source only. The products identified in this website may have chemicals that cause reactions in certain individuals. Dal-Tile strongly recommends the use of safety glasses, respirators (masks) and gloves in handling any materials that contain chemicals.

Dal-Tile, in keeping with its Healthy Planet objectives, recommends the proper disposal of any scrap tile/stone, installation and/or maintenance products discussed herein.

Please contact the manufacturer directly, PRIOR to usage, to obtain proper handling instructions, application instructions and warnings concerning potential health hazards for any product contemplated for use. Dal-Tile also strongly recommends that you ALWAYS test a small area PRIOR to usage of any installation/tile/cleaning/ maintenance product to determine whether the product you are about to apply serves its intended purpose.

Natural stone has its own unique qualities that not only distinguish it from man-made materials, but also should be considered in selecting it for a particular project. Stone is not manufactured; it is a product of nature. Blocks are removed from the quarry, slabs are cut from these blocks, and the slabs are further fabricated into the final stone to be installed. Each block is different; each slab is different. Skillful blending or matching of the dimension stone blocks, veneer panels, tops, etc., results in a beautiful blending of nature's variety and man's design. "Uniformity of material," when applied to natural stone, is a term of relative value that needs to be understood when making a selection.

To ensure your natural stone products will provide you with a lifetime of aesthetics and utility, proper maintenance is crucial. Natural stone products are porous by nature and require a different maintenance program than traditional ceramic tile.

Daltile® 1-Year Limited Warranty

Dal-Tile Corporation warrants that manufactured products will be free from defect for a period of one-year from date of purchase. Defect is defined as a shortfall in the product to perform to Dal-Tile specifications as disclosed in product literature, within industry allowable tolerances as set forth in standard, national industry protocols. This one-year express warranty is the sole warranty extended and replaces any statutory warranties to the maximum extent allowable by law. Customer misuse including negligence, physical, or chemical abuse is not covered by this warranty. Installation defects are not covered by this warranty. All warranty claims must be reported immediately. Failure to report any warranty claim within 30 days of defect discovery will void this warranty. All products must be inspected prior to installation. Visual defects or nonconformities apparent prior to installation voids this warranty.

Tile is subject to variation in technical specifications, including COF, due to inherent variability in the raw materials and production process. Express technical specifications are not guarantees of minimum or maximum thresholds of performance. Tile containing abrasives create a rough surface, creating cleaning challenges because dirt and other contaminants lodge in the surface. Extra attention is necessary to assure contaminants are removed promptly. Unless specifically stated otherwise, tile recommended for floor or wall applications refers to interior applications only. Dal-Tile does not recommend its products for use on ceilings or roofs. Local building codes may dictate minimum tile performance specifications. Dal-Tile does not warrant product installations that violate building codes. Photographic color images may not be an exact product match. Express color match warranties are only extended to actual product samples.

Implied Warranties Limited in Duration

Any implied warranty applicable to the product sale, including the implied warranty of merchantability or the implied warranty of fitness for a particular purpose is limited in duration to the duration of this written warranty or the maximum statutory period, whichever is less. Some states do not allow limitations on implied warranty duration, so the above limitation may not apply to you.

The Federal Magnuson-Moss Warranty Act limits disclaimers of implied warranties involving consumer products. To the maximum extent allowable by federal and state law, this warranty supplements or supercedes federal and state consumer goods warranty protections.

Implied Warranty of Fitness for a Particular Purpose

Dal-Tile provides detailed information in its product literature with regard to appropriate tile and stone applications. In these specified applications, Dal-Tile limits the duration of the implied warranty of fitness for a particular purpose to one-year or the maximum statutory period prescribed by law, whichever is less. Failure to comply with recommended applications voids this warranty.

Natural stone products are mined and cut from natural formations. Because these products are not subject to a manufacturing process, quality warranties are limited to the specified representations in product literature and guidelines established by the Marble Institute of America. Dal-Tile does not warrant natural stone products for shade, size, thickness, warping, cleft variations, surface finish variations, or other natural variances on stone products.

Remedy Limitation & Disclaimer

If a defect in materials or workmanship is discovered within the one-year period, Dal-Tile will either refund the price of the product or provide a replacement product after a reasonable number of attempts to remedy product defects. Buyer's remedy is limited to replacement or repair of the defective product. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable. Dal-Tile disclaims all express warranties not contained in this limited express warranty. Any representations made in connection with the sale of this product that differs from the terms of this warranty are not valid and should be brought to the attention of Dal-Tile immediately (1-800-933-TILE).

Legal Notice: Warning Tile and installation products contain chemicals known to the state of California to cause cancer, birth defects, reproductive harm, respiratory harm or other health problems. For more product-specific information on chemical content, obtain an MSDS at Daltile.com or contact Daltile at 800.833.TILE.

To Make A Claim:

1. The original purchaser must notify a Dal-Tile Sales Service Center or an authorized representative in writing 60 days of the occurrence of any defect.

2. After notification, Dal-Tile or an authorized representative will inspect and/or test the product for defect and complete a Product Claim Action form. No claim will be honored without product inspection by Dal-Tile or an authorized representative.

3. Upon determination that the product defect claim is valid, Dal-Tile will notify the purchaser in writing. Dal-Tile reserves the right to repair, replace or refund the originally-purchased product.

Bruce®
hardwood floors

LIMITED WARRANTY

WHAT IS EXCLUDED FROM THESE LIMITED WARRANTIES?

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR LIMITED WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

WHAT IS NOT COVERED BY THESE LIMITED WARRANTIES?

- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as: (see Care and Cleaning Tips insert)
  1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets, spikes or high heeled shoes.
  2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging object across the floor without proper protection).
  3. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required (see Care and Cleaning Tips insert).
  4. Damage caused by caster wheels or vacuum cleaner beater bars.
  5. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- Splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these limited warranties. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 35%-55%.
- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect. Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Acacia, Tigerwood, Santos Mahogany and African Mahogany are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises including, but not limited to, squeaks, popping, etc.
- A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as “thrift,” “antique,” “tavern,” “bargain,” “cabin grade,” “seconds,” “economy grade,” “close-out,” “off-goods” or “non-standard.” Such products are sold “AS IS.”
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

Bruce®
hardwood floors

WHO IS COVERED?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

WHAT IS COVERED AND FOR HOW LONG?

The limited warranties described in this guide are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after July 1, 2010. All warranties run from the date of retail purchase for the applicable period described in this guide.

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTIES?

To be covered under our limited warranties (except under the Pre-installation Defects Warranty) you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. To be covered under our Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives and Armstrong S-135 VapArrest Professional Moisture Retardant System. To be covered under our limited warranties when installing over a radiant-heated subfloor, keep the flooring surface at or below 85˚ F (29˚ C) and the relative humidity between 35% and 55%.

HUMIDITY'S IMPACT ON YOUR FLOOR

To protect your investment and ensure that your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. For best results, keep the relative humidity in your home between 35% and 55%.

- **Heating Season (Dry Conditions)** – a humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- **Non-Heating Season (Humid and Wet Conditions)** – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

You must also properly care for your new floor using our easy-to-follow Care and Cleaning Tips insert. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and may void this warranty.

WHAT WILL WE DO IF ANY OF THE COVERED EVENTS OCCUR?

If any of the covered events listed in this guide occurs within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less based on the following schedule.

First two years of warranty period: labor reimbursed at 100% of reasonable and customary charges. Three to five years of warranty period: labor reimbursed at 50% of reasonable and customary charges.

These limited warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided by others or supplemental costs, including but not limited to, relocation during the repair process such as hotel, meals, or moving and storage of furniture.

For our products with the Subfloor Moisture Protection Warranty, we will replace or repair (as specified above) such flooring no more than once, which is your exclusive remedy under this limited warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors.

These are the exclusive remedies under this limited warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Flooring, Inc.
Customer Service Center
P. O. Box 3001
Lancaster, Pennsylvania 17604-3001
800-233-3823

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event that your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under these limited warranties.

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	Limited Lifetime Structural Integrity Warranty (1)	Limited Lifetime Adhesive Bond Warranty (2)	Limited Lifetime Subfloor Moisture Protection Warranty (3)	Residential Finish Warranty (in years) (4)	Commercial Finish Warranty (in years) (5)	3 times Sanding Warranty (in years) (5)	1 time Sanding Warranty (6)	Pre-installation Defects Warranty (7)	Suitable for Radiant-heated Subfloors (8)
50-YEAR LIMITED									
SOLID									
American Treasures™ Plank	x			50		x		x	
American Treasures™ Strip	x			50		x		x	
Dundee™ Plank	x			50		x		x	
Dundee™ Strip	x			50		x		x	
Kennedale® Prestige Plank	x			50		x		x	
Kennedale® Strip	x			50		x		x	
Westchester™ Plank	x			50		x		x	
Westchester™ Strip	x			50		x		x	
35-YEAR LIMITED									
SOLID									
Manchester® Plank	x			35		x		x	
Manchester® Strip	x			35		x		x	
25-YEAR LIMITED									
ENGINEERED									
American Originals™	x	x	x	25	3			x	x
American Originals™ Lock&Fold®	x	x	x	25	3			x	x
American Vintage™	x	x	x	25				x	x
Brushed Impressions™	x	x	x	25				x	x
Frontier Collection™	x	x	x	25				x	x
Legacy Manor™	x	x	x	25				x	x
Turlington™ American Exotics	x	x	x	25				x	x
Turlington™ Lock&Fold	x	x	x	25				x	x
Turlington™ Plank	x	x	x	25				x	x
Turlington™ Signature Series	x	x	x	25				x	x
SOLID									
Fulton™ Plank	x			25		x		x	
Fulton™ Strip	x			25		x		x	
Fulton™ LG Strip	x			25		x		x	
Natural Choice™ Strip	x		x	25			x	x	
Natural Choice™ Strip LG	x		x	25			x	x	
Signature Scrape™	x			25		x		x	
Waltham™ Plank	x			25		x		x	
Waltham™ Strip	x			25		x		x	

	Limited Lifetime Structural Integrity Warranty (1)	Limited Lifetime Adhesive Bond Warranty (2)	Limited Lifetime Subfloor Moisture Protection Warranty (3)	Residential Finish Warranty (in years) (4)	Commercial Finish Warranty (in years) (5)	3 times Sanding Warranty (in years) (5)	1 time Sanding Warranty (6)	Pre-installation Defects Warranty (7)	Suitable for Radiant-heated Subfloors (8)
15-YEAR LIMITED									
ENGINEERED									
Colony™	x	x	x	15				x	x
Springdale® Plank	x	x	x	15				x	x
SOLID									
Laurel™ Strip	x			15		x		x	
Plano™ Strip	x			15		x		x	
5-YEAR LIMITED									
SOLID									
Addison™ Strip	x			5		x		x	

Footnotes

(1) We warrant that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.

(2) We warrant to you (the original purchaser) that, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines. For residential installations, the adhesive bond warranty will remain in effect for as long as you own your floor. For commercial installations, the adhesive bond warranty will remain in effect for 7 years from the time of installation.

(3) **Residential Limited Warranty for Armstrong**
We warrant that, when the Armstrong S-135 VapArrest Professional Moisture Retardant System is used in conjunction with our recommended urethane adhesives for each of the covered hardwood flooring products, will not release from the subfloor for as long as you (the original purchaser) own your floor. A pre-installation moisture test is not required, provided that the subfloor is visually dry before installation and all other installation instructions are followed. This is a one-time repair and replacement warranty only.
Commercial Limited Warranty for Armstrong
We warrant that, when Armstrong S-135 VapArrest Professional Moisture Retardant System is used in conjunction with our recommended urethane adhesives for each of the covered hardwood flooring products, will not release from the subfloor for a period of 7 years from the time of installation. To be covered by this warranty, subfloor moisture levels must be less than 12 lbs./24 hours/1000 sq. ft. per a calcium chloride test at the time of installation. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. This is a one-time repair and replacement warranty only.

(4) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(5) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(6) We warrant to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 3 times or 1 time as specified by product if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org). Sanding voids (2) and (3) and will eliminate scratch protection qualities.

(7) We warrant that the covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by our warranties. The pre-installation warranty expires upon installation.

(8) Floors installed over radiant heated subfloors, but not indicated as suitable for radiant heat, will void all warranty coverage.

Armstrong Flooring, Inc.
Customer Service Center
P. O. Box 3001
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800-233-3823
www.bruce.com

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Bruce®
hardwood floors

HARDWOOD FLOORING CARE AND CLEANING TIPS

PROPER CARE AND MAINTENANCE WILL HELP ENSURE YOUR FLOOR ALWAYS LOOKS ITS BEST. SIMPLY FOLLOW OUR MAINTENANCE AND PREVENTION STEPS OUTLINED BELOW.

CARE AND MAINTENANCE GUIDELINES:

For all Bruce® Hardwood Floors

1. **DO NOT CLEAN WITH WATER OR STEAM.** This may permanently damage the floor.
2. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Don't use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
3. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
4. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
5. Keep animal nails trimmed to minimize finish scratches.
6. **DON'T** wear shoes with spike heels or heel taps on your hardwood floor. Remove shoes at the door to avoid potentially dragging in sharp objects in your shoes treads.
7. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, lay a plywood panel on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
8. Use floor protectors or protective caster/caster cups on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
9. Certain types of casters on furniture may damage hardwood flooring. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them. Replace hard, narrow furniture rollers with wide rubber rollers.
10. Keep the relative humidity in your home between 35% and 55%.

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HUMIDITY'S IMPACT ON YOUR FLOOR:

To protect your investment and ensure that your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. For best results, keep the relative humidity in your home between 35% and 55%.

- Heating Season (Dry Conditions) – a humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid and Wet Conditions) – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

INITIAL CARE:

Following installation, clean the floor by sweeping, dust mopping or vacuuming and use Bruce® Hardwood & Laminate Floor Cleaner. If the floor was glued down, remove any residual adhesive with Bruce® Adhesive Cleaner.

ONGOING ROUTINE CARE AND MAINTENANCE:

1. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
2. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A Bruce® swivel-head mop with soft cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
3. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Bruce® Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
4. Regularly clean the floor with Bruce® Hardwood & Laminate Floor Cleaner using the recommended swivel-head mop with cloth cover. Spray the floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.

QUICK FIX TIPS:

Spills and Tracked-in Dirt

- Clean immediately.
- Apply Bruce® Hardwood & Laminate Floor Cleaner lightly to the surface and wipe with a sponge mop or a soft cloth.
- Excess cleaner that does not evaporate immediately should be dried with a clean towel. No rinsing is necessary.

Spots Caused by Food/Water/Animals

- Apply Bruce® Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with odorless mineral spirits, followed by cleaning with Bruce® Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Bruce® Hardwood & Laminate Floor Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with odorless mineral spirits and follow by cleaning the area with Bruce® Hardwood & Laminate Floor Cleaner.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Bruce® Hardwood & Laminate Floor Cleaner.

Bruce®
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Minor Abrasions/Scratches

- Use a Bruce® Touch-Up Kit or Bruce® Acrylic Filler, that blends with your factory stained floor color to make minor repairs.
- Apply Bruce® Fresh Finish™ to recondition larger areas.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged may be repaired with Bruce® Acrylic Filler or Bruce® Touch-Up Kit. Major damage will require board replacement.
- If needed, the entire floor can be refurbished by applying one or more coats of Bruce® Fresh Finish.

Please refer to the Bruce hardwood warranty or call 1-800-233-3823 for additional instructions and product recommendations.

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GARANTÍA LIMITADA

¿QUÉ ESTÁ EXCLUIDO DE ESTAS GARANTÍAS LIMITADAS?

Ninguno de nuestros instaladores, tiendas minoristas, distribuidores o empleados tiene la autoridad de modificar las obligaciones, limitaciones, exenciones o exclusiones establecidas en cualquiera de nuestras garantías.

EXCLUIMOS Y NO SEREMOS RESPONSABLES NI PAGAREMOS DAÑOS ACCIDENTALES, RESULTANTES O ESPECIALES DE ACUERDO CON NUESTRAS GARANTÍAS. Esto significa cualquier pérdida, gasto o daño que no sea en el piso mismo y que pueda ser el resultado de un defecto del piso. Nuestras garantías limitadas son las únicas garantías expresas para el producto comprado.

HASTA DONDE LO PERMITA LA LEY Y PARA TODOS LOS PRODUCTOS QUE NO SEAN DE CONSUMO, TODAS LAS GARANTÍAS QUE NO SEAN NUESTRAS GARANTÍAS LIMITADAS, EXPRESAS O IMPLÍCITAS, INCLUYENDO CUALQUIER GARANTÍA DE COMERCIABILIDAD O DE APTITUD PARA UN FIN DETERMINADO, QUEDAN EXCLUIDAS. SI SURGE CUALQUIER GARANTÍA IMPLÍCITA SEGÚN LA LEY ESTATAL, TODAS O CUALQUIERA DE LAS GARANTÍAS IMPLÍCITAS (INCLUYENDO CUALQUIER GARANTÍA DE COMERCIABILIDAD O DE APTITUD PARA UN FIN DETERMINADO) ESTÁN LIMITADAS EN LA DURACIÓN A LA DURACIÓN DE ESTA GARANTÍA ESCRITA, HASTA DONDE LO PERMITA LA LEY.

ALGUNAS JURISDICCIONES NO PERMITEN LAS EXCLUSIONES O LIMITACIONES DE DAÑOS ACCIDENTALES O RESULTANTES SOBRE LA DURACIÓN DE UNA GARANTÍA IMPLÍCITA, DE MODO QUE LAS LIMITACIONES O EXCLUSIONES ANTERIORES PUEDE QUE NO APLIQUEN EN SU CASO. ESTAS GARANTÍAS LE OTORGAN DERECHOS LEGALES ESPECÍFICOS Y ES POSIBLE QUE USTED GOCE ADEMÁS DE OTROS DERECHOS QUE VARÍAN SEGÚN LA JURISDICCIÓN.

¿QUÉ NO ESTÁ AMPARADO POR ESTAS GARANTÍAS?

- Las garantías limitadas no cubren las condiciones causadas por el uso o mantenimiento inadecuados, tales como: (Consulte el inserto sobe consejos prácticos para el cuidado y mantenimiento)
  1. La disminución del brillo, marcas, raspones, roces, perforaciones, abolladuras o cortes, incluyendo, sin limitación, aquellos ocasionados por las mascotas, zapatos con púas o tacones finos.
  2. Los daños causados por negligencia, accidentes, uso inadecuado o abuso (por ej., arrastrar objetos por el piso sin la protección adecuada).
  3. El desgaste ocasionado por piedritas, arena u otros abrasivos, la circulación debido a la construcción o no mantener el piso según lo establecido (consulte el inserto sobre consejos prácticos para el cuidado y mantenimiento)
  4. El daño causado por ruedas giratorias o los cepillos para restregar de las aspiradoras.
  5. El incumplimiento la recomendación de apoyar los muebles que tengan al menos una pulgada (2.5 cm) de diámetro, elaborados en fieltro que no manche o en plástico duro no pigmentado, que descansen en el piso de forma plana y sean reemplazados regularmente.
- Las separaciones, grietas, elevación de las fibras, fisuras, fracturas de bordes, astillas, picaduras, elevación de los extremos, abultamiento, retracción, concavidades y arqueo que ocurran durante o después de la instalación del piso y como resultado del abuso, uso inadecuado, mantenimiento o cuidado inadecuados, exposición a humedad excesiva o condiciones ambientales inadecuadas (por ej. humedad baja o alta) no están cubiertos por estas garantías. El uso de un humidificador/deshumidificador pudiera ser necesario para mantener el nivel de humedad adecuado entre 35%-55%.
- Los pisos de madera instalados en baños completos con ducha o bañera.
- Los daños causados por incendios, inundaciones u otros desastres naturales y actos fortuitos.
- Los cambios en el color ocasionados por el envejecimiento, humedad excesiva, exposición a la luz solar o a los rayos ultravioleta (lo cual puede ocasionar oxidación del acabado/tinte) no se consideran un defecto. Ciertas especies incluyendo, entre otras, el cerezo americano, el nogal, el cerezo brasileño, la acacia, la madera atigrada, la caoba santos y la caoba africana son especialmente susceptibles al cambio de color. Mueva ocasionalmente los tapetes para interiores ya que bloquean la luz solar y pueden hacer que el piso luzca descolorido debajo del tapete.
- Las variaciones en el color, el tono o la textura entre las muestras, la fotografía impresa a color o los pisos de reemplazo y el material real.
- Las variaciones en el color entre los pisos y/o las muestras y otros revestimientos de piso o productos de madera que desea combinar (p. ej., gabinetes, barandas de escaleras, molduras, etc.).
- Las deficiencias relacionadas con los ensambles de las viguetas de apoyo para pisos/contrapisos, los materiales de preparación del contrapiso y los sujetadores, incluyendo, pero sin limitarse a, superficies dispares del contrapiso, deformaciones del piso o espacios vacíos en el contrapiso.
- Los ruidos, entre otros, que incluyan los crujidos, chasquidos, etc.
- La deformidad de un producto que no pueda medirse o que sea visible sólo bajo cierta luz o desde un cierto ángulo no se considera un defecto y por lo tanto no está amparada por esta garantía. Los defectos visibles deben ser evaluados por su visibilidad desde una posición vertical bajo iluminación normal.
- Las características de la madera natural tales como las variaciones en la veta, el color, las vetas minerales, los nudos, las diferencias normales de color entre las muestras y el color de los pisos instalados y las variaciones de color de una tabla a otra.
- La expansión y la contracción naturales que producen la separación entre las tablas, o los daños causados por niveles de humedad bajos o excesivos.
- Los productos designados como “económicos”, “antiguos”, “taberna”, “oferta”, “categoría”, “cabaña”, “de segunda”, “categoría económica”, “liquidación”, “excedentes” o “no estándar”. Estos productos se venden “TAL COMO ESTÁN”.

- Los pisos instalados en otros lugares que no sean residencias ocupadas por el propietario o inquilino.
- Las instalaciones en áreas comerciales de productos de uso residencial.
- Los daños relacionados con la construcción o la instalación.
- Los pisos dañados por la humedad del contrapiso o daños ocasionados por el agua, incluyendo, sin limitación, daños como consecuencia de rotura de las tuberías o filtraciones, inundaciones, derrames provocados por trapeadores mojados o condiciones climáticas.
- Los defectos de instalación, incluyendo instalaciones realizadas: (i) en violación a los códigos estatales o locales de construcción de vivienda, o (ii) contrarias a las instrucciones escritas que se suministran con el producto.

NOTA: USTED Y EL INSTALADOR SON RESPONSABLES DE INSPECCIONAR EL PISO ANTES DE LA INSTALACIÓN. NO ACEPTAMOS RESPONSABILIDAD ALGUNA POR INCONVENIENTES, RECLAMOS NI GASTOS, INCLUYENDO LOS COSTOS DE MANO DE OBRA, EN LOS CASOS EN QUE SE INSTALARON PISOS CON DEFECTOS VISIBLES.

¿QUIÉN ESTÁ AMPARADO?

Todas las garantías de esta guía de garantías limitadas se otorgan sólo al comprador minorista original de nuestro producto. Nuestras garantías no son transferibles.

¿QUÉ ESTÁ AMPARADO Y POR CUÁNTO TIEMPO?

Las garantías limitadas descritas en esta guía están sujetas a las aplicaciones, limitaciones, exenciones y exclusiones del producto indicadas a continuación, y son válidas para los pisos comprados después del 1º de julio de 2010. Todas las garantías rigen a partir de la fecha de la compra al por menor y durante el período descrito en esta guía.

¿CUÁL ES SU RESPONSABILIDAD SEGÚN NUESTRAS GARANTÍAS?

Para estar amparado según nuestras garantías limitadas (salvo en el caso de la Garantía contra defectos previos a la instalación), debe conservar su comprobante de venta y asegurarse de que el piso sea instalado correctamente de acuerdo con las instrucciones de instalación incluidas con el revestimiento de piso. Para estar amparado por nuestra Garantía de protección contra la humedad del contrapiso, conserve el comprobante de los resultados de las pruebas de humedad realizadas antes de la instalación y el comprobante de venta que confirman el uso de nuestros adhesivos recomendados y del sistema profesional retardador de humedad S-135 VapArrest de Armstrong. Para estar amparado por nuestras garantías limitadas cuando se instale sobre contrapiso de calefacción radiante, conserve la superficie del piso a una temperatura de 85 °F (29 °C) o inferior y a una humedad relativa de entre 35% y 55%.

INFLUENCIA DE LA HUMEDAD EN SU PISO

Para proteger su inversión y garantizar que su piso le brinde satisfacción duradera, se deben tomar las siguientes precauciones para contribuir al control de los niveles de humedad en el piso y alrededor de este. Para mejores resultados, mantenga la humedad relativa de su hogar entre 35% y 55%.

- **Temporada de calefacción (Condiciones secas)** – se recomienda un humidificador para evitar la contracción de los pisos de madera dura, lo cual ocasiona separaciones entre las tablas debido a los bajos niveles de humedad. Las estufas de madera y la calefacción eléctrica tienden a crear condiciones muy secas.
- **Temporada sin uso de la calefacción (Condiciones húmedas y mojadas)** – Para evitar expansión excesiva, concavidades y picos en el piso, lo cual podría ocasionar grietas y fisuras del acabado de la madera, conserve los niveles de humedad adecuados con el uso de un equipo de aire acondicionado, deshumidificador o activando el sistema de calefacción periódicamente durante los meses de verano. Limpie de inmediato los derrames y las áreas mojadas para evitar exposición excesiva al agua. No obstruya de ninguna forma la junta de expansión alrededor del perímetro de su piso.

También debe cuidar adecuadamente su piso nuevo utilizando nuestras instrucciones de mantenimiento fáciles de seguir especificadas en este folleto. Le recomendamos que utilice solamente nuestros productos para el cuidado de pisos especialmente formulados para preservar su piso. El uso de productos para el cuidado de pisos o de otros productos (p. ej. adhesivos) que no sean los que formulamos y recomendamos especialmente para utilizar en nuestros productos de revestimientos de pisos puede dañar su piso y puede anular esta garantía.

¿QUÉ HAREMOS SI SE PRODUCE ALGUNO DE LOS CASOS AMPARADOS?

Si alguno de los casos amparados enumerados en esta guía se produce dentro de los períodos de garantía especificados para los respectivos productos de pisos, aplicaremos otra capa, renovaremos el acabado, rellenaremos o proporcionaremos revestimientos de pisos similares (de nuestro fabricante y de color, diseño y calidad similar), ya sea para reparar el área defectuosa o para reemplazar el piso, a nuestra elección. En el improbable caso de que no podamos solucionar el problema después de una cantidad razonable de intentos, le reembolsaremos el dinero por concepto del precio de compra de la sección de piso defectuosa. Si su piso fue instalado de manera profesional, también le pagaremos los costos razonables de mano de obra por las reparaciones o el reemplazo directos dentro de los primeros cinco años del período de garantía o de la duración del período de garantía, lo que sea menor basado en el siguiente cronograma:

Primeros dos años del período de garantía: reembolso de mano de obra al 100% sobre costos razonables y habituales. Tres a cinco años del período de garantía: reembolso de mano de obra al 50% sobre costos razonables y habituales.

Estas garantías limitadas no incluyen la remoción ni el reemplazo de gabinetes, instalaciones fijas, aumentos de precio al por menor, instalación ni mano de obra proporcionada por terceros ni costos suplementarios, incluyendo a título informativo mas no limitativo, la reubicación durante el proceso de reparación tal como en un hotel, comidas o mudanza y almacenaje de muebles.

Para nuestros productos con Garantía de protección contra la humedad del contrapiso, repararemos o reemplazaremos el piso sólo una vez (de acuerdo con lo especificado anteriormente), siendo este su recurso exclusivo según esta garantía limitada. Si la reparación o el reemplazo fallan de la misma manera por segunda vez, las condiciones del lugar serán consideradas inaceptables para la instalación de nuestros pisos de madera dura.

Según esta garantía, estos son los recursos exclusivos si se produce un defecto u otra condición amparada por la garantía. Nos reservamos el derecho de verificar cualquier reclamo o defecto a través de inspecciones y de la extracción de muestras para realizar un análisis técnico.

Bruce®
hardwood floors

¿QUÉ DEBE HACER SI TIENE UN PROBLEMA?

Deseamos que esté satisfecho con la compra de su piso. De lo contrario, llame primero a la tienda minorista. Ellos pueden responder a sus preguntas y, si es necesario, comenzar a tramitar un reclamo. Si tiene más preguntas, contáctenos en:

Armstrong Flooring, Inc.
Customer Service Center
P. O. Box 3001
Lancaster, Pennsylvania 17604-3001
800-233-3823

POR FAVOR CONSERVE SU RECIBO DE VENTA. SE DEBE SUMINISTRAR INFORMACIÓN SOBRE EL DEFECTO RECLAMADO Y SOBRE LA FECHA Y EL COMPROBANTE DE COMPRA.

NOTA IMPORTANTE: Aunque la mayoría de los reclamos se resuelven con la ayuda de su distribuidor en el lapso de 30 días a partir de la fecha en que se comunicó con él, algunos reclamos podrán requerir atención adicional. En el caso improbable de que su reclamo no se resuelva en el lapso de 30 días, comuníquese con el Centro de servicio al cliente que se indicó anteriormente no más tarde de 60 días después de haber descubierto el problema en el piso. Es su responsabilidad presentar un reclamo oportuno para proteger sus derechos bajo estas garantías limitadas.

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	Tiempo de vida limitado Garantía de la integridad estructural de por vida (1)	Tiempo de vida limitado Garantía de la adherencia del adhesive (2)	Tiempo de vida limitado Garantía de protección contra la humedad del contrapiso (3)	Garantía del acabado residencial (en años) (4)	Garantía del acabado comercial (en años) (5)	Garantía de lijado triple (6)	Garantía de lijado único (6)	Garantía contra defectos previos a la instalación (7)	Adecuada para los contrapisos de calefacción radiante (8)
50 AÑOS LIMITADO									
SÓLIDO									
American Treasures™ Plank	x			50		x		x	
American Treasures™ Strip	x			50		x		x	
Dundee™ Plank	x			50		x		x	
Dundee™ Strip	x			50		x		x	
Kennedale® Prestige Plank	x			50		x		x	
Kennedale® Strip	x			50		x		x	
Westchester™ Plank	x			50		x		x	
Westchester™ Strip	x			50		x		x	
35 AÑOS LIMITADO									
SÓLIDO									
Manchester® Plank	x			35		x		x	
Manchester® Strip	x			35		x		x	
25 AÑOS LIMITADO									
PROCESADO									
American Originals™	x	x	x	25	3			x	x
American Originals™ Lock&Fold®	x	x	x	25	3			x	x
American Vintage™	x	x	x	25				x	x
Brushed Impressions™	x	x	x	25				x	x
Frontier Collection™	x	x	x	25				x	x
Legacy Manor™	x	x	x	25				x	x
Turlington™ American Exotics	x	x	x	25				x	x
Turlington™ Lock&Fold	x	x	x	25				x	x
Turlington™ Plank	x	x	x	25				x	x
Turlington™ Signature Series	x	x	x	25				x	x
SÓLIDO									
Fulton™ Plank	x			25		x		x	
Fulton™ Strip	x			25		x		x	
Fulton™ LG Strip	x			25		x		x	
Natural Choice™ Strip	x		x	25			x	x	
Natural Choice™ Strip LG	x		x	25			x	x	
Signature Scrape™	x			25		x		x	
Waltham™ Plank	x			25		x		x	
Waltham™ Strip	x			25		x		x	

	Tiempo de vida limitado Garantía de la integridad estructural de por vida (1)	Tiempo de vida limitado Garantía de la adherencia del adhesive (2)	Tiempo de vida limitado Garantía de protección contra la humedad del contrapiso (3)	Garantía del acabado residencial (en años) (4)	Garantía del acabado comercial (en años) (5)	Garantía de lijado triple (6)	Garantía de lijado único (6)	Garantía contra defectos previos a la instalación (7)	Adecuada para los contrapisos de calefacción radiante (8)
15 AÑOS LIMITADO									
PROCESADO									
Colony™	x	x	x	15				x	x
Springdale® Plank	x	x	x	15				x	x
SÓLIDO									
Laurel™ Strip	x			15		x		x	
Plano™ Strip	x			15		x		x	
5 AÑOS LIMITADO									
SÓLIDO									
Addison™ Strip	x			5		x		x	

Notas a pie de página

(1) Garantizamos que los productos cubiertos, en su condición original de fabricación, no tendrán defectos en la calidad, en el laminado ni en el ensamble mientras que usted (el comprador original) sea el propietario del piso.

(2) Le garantizamos a usted (el comprador original) que todos los adhesivos recomendados conservarán sus propiedades adhesivas si se instalan correctamente con nuestros productos de revestimiento de piso y los conserva de acuerdo con nuestras pautas de mantenimiento recomendadas. Para instalaciones residenciales, la garantía de fijación del adhesivo permanecerá en vigencia mientras usted sea el propietario del piso. Para instalaciones comerciales, la garantía de fijación del adhesivo permanecerá vigente durante 7 años a partir de la fecha de la instalación.

(3) **Garantía limitado de uso residencial para VapArrest S-135 de Armstrong**
Garantizamos que, cuando se utiliza el sistema profesional retardador de humedad VapArrest S-135 de Armstrong conjuntamente con nuestros adhesivos de uretano recomendados en cada uno de los productos de madera dura cubiertos, este no se desprenderá del contrapiso durante el tiempo que usted (el comprador original) sea el propietario del piso. No es necesario efectuar una prueba de humedad antes de la instalación, siempre que el contrapiso se vea seco antes de la instalación y se sigan todas las otras instrucciones de instalación. Esta es solo una garantía de reparación y de reemplazo por una única vez.
Garantía limitado de uso comercial para VapArrest S-135 de Armstrong
Garantizamos que cuando el sistema profesional retardador de humedad VapArrest S-135 se utiliza conjuntamente con nuestros adhesivos de uretano recomendados en cada uno de los productos de madera dura cubiertos, este no se desprenderá del contrapiso durante un período de 7 años a partir de la fecha de la instalación. Para estar cubierto por esta garantía, los niveles de humedad del contrapiso deberán ser inferiores a 12 lb/24 horas/1000 pies² (5.5 kg/24 horas/92.9 m²) de acuerdo con una prueba de cloruro cálcico al momento de la instalación. Para asegurarse de que su garantía permanezca vigente, conserve el comprobante de los resultados de las pruebas de humedad realizadas antes de la instalación. Esta es solo una garantía de reparación y de reemplazo por una única vez.

(4) Le garantizamos a usted (el comprador original) que, durante el período indicado, el acabado aplicado sobre el producto cubierto no se desgastará ni se desprenderá del revestimiento de piso de madera bajo condiciones normales de uso comercial siempre y cuando este se mantenga de acuerdo con nuestras pautas de mantenimiento recomendadas. La modificación del acabado por medios mecánicos, químicos o de otro tipo, tal como lijar o esmerilar, anula esta garantía.

(5) Le garantizamos a usted (el comprador original) que, durante el período indicado, la capa de desgaste impregnada de acrílico no se desgastará bajo condiciones normales de uso doméstico o comercial siempre y cuando esta se mantenga de acuerdo con nuestras pautas de mantenimiento recomendadas.

(6) Le garantizamos a usted (el comprador original) que los productos cubiertos se pueden lijar y se les puede renovar el acabado de manera profesional por lo menos 3 veces o 1 vez, tal como se especifica en el producto, si se siguen los procedimientos de lijado y de renovación del acabado según lo especificado por la National Wood Flooring Association (www.nwfa.org). El lijado anula las notas (2) y (3).

(7) Garantizamos que los productos cubiertos con una garantía limitada están fabricados de acuerdo con normas aceptadas por la industria, las cuales permiten que las deficiencias en la calidad no excedan de 5% en la totalidad del piso. Usted o su instalador deben inspeccionar cuidadosamente los productos antes de la instalación para verificar que no tengan defectos de corte, dimensión o visual. El instalador deberá efectuar una selección razonable y apartar o cortar las piezas con deficiencias. Debido a que la madera es un producto natural, esta presentará variaciones en el color, el tono y las vetas, las cuales no están cubiertas por esta garantía. La garantía de preinstalación quedará sin efecto luego de la instalación.

(8) Los pisos instalados sobre contrapisos de calefacción radiante, pero que no hayan sido indicados como adecuados para calor radiante, anularán la cobertura.

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WB-1018SP-218
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CONSEJOS PRÁCTICOS PARA EL CUIDADO Y LIMPIEZA DE LOS REVESTIMIENTOS DE PISO DE MADERA DURA

EL CUIDADO Y MANTENIMIENTO ADECUADOS CONTRIBUIRÁN A QUE SU PISO SIEMPRE LUZCA DE LA MEJOR MANERA. SIMPLEMENTE SIGA NUESTROS PASOS DE MANTENIMIENTO Y PREVENCIÓN DETALLADOS A CONTINUACIÓN.

PAUTAS PARA EL CUIDADO Y MANTENIMIENTO:

Para todos los pisos de madera dura de Bruce®

1. **NO LIMPIE CON AGUA O VAPOR.** Esto puede dañar el piso permanentemente.
2. Se recomienda utilizar tapetes frente a los fregaderos, en todos los puntos centrales y en las áreas de mucha circulación. No utilice tapetes con refuerzos de caucho o de vinilo sólidos. Los tapetes deben ser de un material permeable para evitar que la humedad quede atrapada.
3. Utilice tapetes de entrada para interiores y exteriores en todas las entradas para recoger la suciedad y la humedad y así evitar que se dejen huellas sobre el piso.
4. Proteja el piso de la luz solar directa. Utilice cortinas y películas resistentes a los rayos UV sobre puertas y ventanas de vidrio grandes. Ocasionalmente, mueva los tapetes de interiores ya que bloquean la luz solar y pueden hacer que el piso luzca descolorido debajo del tapete.
5. Mantenga cortas las uñas de los animales para minimizar los roces en el acabado.
6. **NO** use zapatos con tacones finos ni tapas para tacones en su piso de madera dura. Retírese los zapatos en la puerta para evitar arrastrar potencialmente objetos afilados en la suela de los zapatos.
7. No haga rodar ni deslice objetos pesados directamente sobre el piso. Cuando mueva electrodomésticos o muebles pesados, coloque un panel de contrachapado en el piso y "pase" el artículo sobre los paneles. Las alfombras o los cartones no son adecuados para evitar rayar la superficie por compresión.
8. Utilice protectores de piso o ruedas de protección/soportes de ruedas en las patas de los muebles para evitar dañar el revestimiento de piso. Cerciórese de que estén limpias y en buen estado.
9. Ciertos tipos de ruedas de muebles pueden dañar el piso de madera dura. Las ruedas tipo barril o los deslizadores anchos y planos son los mejores para proteger su piso de madera dura. Si sus muebles no tienen el tipo adecuado de ruedas, le recomendamos que las cambie. Reemplace las rueditas duras y estrechas de los muebles por rueditas anchas de caucho.
10. Mantenga la humedad relativa de su hogar entre 35% y 55%.

Bruce®
hardwood floors

INFLUENCIA DE LA HUMEDAD EN SU PISO:

Para proteger su inversión y garantizar que su piso le brinde satisfacción duradera, se deben tomar las siguientes precauciones para contribuir al control de los niveles de humedad en el piso y alrededor de este. Para mejores resultados, conserve la humedad relativa de su hogar entre 35% y 55%.

- Temporada de calefacción (Condiciones secas): Se recomienda un humidificador para evitar la contracción de los pisos de madera dura, lo cual ocasiona separaciones entre las tablas debido a los bajos niveles de humedad. Las estufas de madera y la calefacción eléctrica tienden a crear condiciones muy secas.
- Temporada sin uso de la calefacción (Condiciones húmedas y mojadas): Para evitar expansión excesiva, concavidades y picos en el piso, lo cual podría ocasionar grietas y fisuras del acabado de la madera, conserve los niveles de humedad adecuados con el uso de un equipo de aire acondicionado, deshumidificador o activando el sistema de calefacción periódicamente durante los meses de verano. Limpie de inmediato los derrames y las áreas mojadas para evitar la exposición excesiva al agua. No obstruya de ninguna forma la unión de expansión alrededor del perímetro de su piso.

CUIDADO INICIAL:

Después de la instalación, limpie el piso barriéndolo, pasando el trapeador seco o aspirándolo y utilice el limpiador para pisos de madera dura o laminados de Bruce®. Si el piso fue colocado con pegamento, elimine cualquier resto de adhesivo residual con el limpiador de adhesivo de Bruce®.

CUIDADO Y MANTENIMIENTO DE RUTINA PERMANENTES:

1. Nunca utilice ninguno de los siguientes productos (o productos de naturaleza similar) en su piso: limpiadores a base de amoníaco, acabados acrílicos, productos a base de cera, detergentes, blanqueadores, lustradores, jabones aceitosos, jabones abrasivos de limpieza ni materiales ácidos tales como el vinagre. Muchos de estos productos pueden marcar o grabar el acabado de su piso o pueden impedir el uso adecuado de los materiales de mantenimiento recomendados.
2. Aspire, barra o pase el trapeador seco sobre el piso una vez a la semana o más de ser necesario. El cabezal de la aspiradora debe tener un cepillo o fieltro y, preferentemente, una vara accesoria. No utilice aspiradoras con barras para restregar ni con cabezales duros. También se recomienda enfáticamente utilizar el trapeador con cabezal giratorio con cubierta suave de Bruce® para eliminar las partículas más finas de arenilla y suciedad que pueden actuar como lija sobre los pisos de madera dura.
3. Los derrames y la suciedad que se ha arrastrado al interior se deben limpiar inmediatamente. Para la limpieza de manchas, aplique el limpiador para pisos de madera dura o laminados de Bruce® sobre un paño limpio y frótelo sobre la mancha. Nunca aplique tratamientos de cera a su piso con capa de uretano.
4. Limpie el piso regularmente con el limpiador para pisos de madera dura o laminados de Bruce® utilizando el trapeador con cabezal giratorio con cubierta de paño recomendado. Rocíe el limpiador para pisos directamente sobre el piso o sobre la cubierta del trapeador. NO permita que el exceso de limpiador permanezca sobre la superficie del piso. El exceso de líquido puede dañar la fibra de la madera.

CONSEJOS PARA ARREGLOS RÁPIDOS:

Derrames y suciedad arrastrada hacia el interior

- Limpie de inmediato.
- Aplique el limpiador para pisos de madera dura y laminado Bruce® a la superficie y limpie con un trapeador de esponja o un paño suave.
- El exceso de limpiador que no se evapore de inmediato se debe secar con una toalla limpia. No es necesario enjuagar.

Manchas causadas por alimentos/agua/animales

- Aplique el limpiador para pisos de madera dura o laminados de Bruce® sobre un paño limpio y suave.
- Frote el área para eliminar la mancha.
- Es posible que las manchas más difíciles requieran una limpieza adicional con alcoholes minerales sin olor, seguida de una limpieza con el limpiador para pisos de madera dura o laminados de Bruce®.

Grasa/lápiz labial/crayón/manchas de tinta/marcas de tacones de goma

- Aplique el limpiador para pisos de madera dura o laminados de Bruce® sobre un paño limpio y suave.
- Frote el área para eliminar la mancha.
- Si la mancha persiste, frótela con un paño humedecido con alcoholes minerales sin olor y luego continúe limpiando el área con el limpiador para pisos de madera dura o laminados de Bruce®.

Goma de mascar/cera de velas

- Coloque una bolsa de plástico sellada con hielo sobre la sustancia acumulada.
- Espere hasta que la sustancia acumulada se vuelva lo suficientemente quebradiza como para desintegrarla.
- Después de eliminar la sustancia acumulada, limpie toda el área con el limpiador para pisos de madera dura o laminados Bruce®.

Abrasiones/raspones leves

- Para reparaciones menores, utilice un juego para retoque de Bruce® o el relleno acrílico de Bruce® que combine con el color del tinte de piso aplicado en fábrica.
- Aplique Fresh Finish™ de Bruce® para reacondicionar áreas mayores.

Raspones/cortes profundos

- Las tablas individuales, los listones o los parquet que estén muy perforados o dañados se pueden reparar con el relleno acrílico de Bruce® o con el Kit para retoque de Bruce®. Los daños considerables exigirán el reemplazo de las tablas.
- Si fuese necesario, se puede restaurar todo el piso aplicando una o más capas del acabado para restauración de pisos Fresh Finish de Bruce®.

Consulte la garantía para madera dura de Bruce o llame al 1-800-233-3823 para obtener instrucciones adicionales y recomendaciones de productos.

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Carpet Maintenance

GETTING THE MOST FROM YOUR CARPET

New carpet represents a substantial investment and, like your other fine furnishing, requires proper care to keep it attractive over the years to come. Carpet rarely wears out in terms of fiber wearing away, but its appearance deteriorates over time and becomes less attractive. You can protect your investment, prolong the life of your carpet, and improve the quality and beauty of the indoor environment by establishing a regular maintenance schedule. The information in this booklet pertains to carpets made of synthetic, or man-made, fibers and may not be appropriate fornatural fibers such as wool.

THE CARPET CARE PROGRAM

A comprehensive carpet care program consists of our elements:
1) Preventive maintenance.
2) Regular vacuuming.
3) Removal of spots and spills.
4) Overall cleaning on a regular basis.

PREVENTIVE MAINTENANCE

1) Walk-off mats should be used at all entrances to absorb soil and moisture, and mats should be cleaned on a regular basis so they don't become sources of soil themselves, especially during inclement weather. Try to keep your sidewalks and entrance ways free of excessive dirt and substances which can be tracked into the home.

2) Use a quality pad under your carpet, particularly on stairs. Good pad not only gives better resilience underfoot, but it can also add to the life of your carpet. Some carpets carry warranties with specific density and thickness requirements. Before purchasing your carpet pad, review your warranty.

3) Move heavy furniture occasionally to avoid excessive pile crushing. Put coasters intended for use with carpet under the legs of tables, chairs, and other furniture to help distribute the weight and prevent crushing the pile. Do not use chairs or appliances with rollers or casters on carpet without a chair pad designed for carpet. Continued use without a chair pad can cause damage to the carpet.

4) When moving heavy wheeled furniture (pianos, buffets, etc.), prevent damage by placing a protective barrier of heavy cardboard or plywood between the wheels and the carpet.

5) If you use area rugs over your carpet, be sure to remove and clean them regularly. Clean and restore the pile of the carpet underneath. Be certain to check area rugs for colorfastness before putting them back over carpet, as the dyes in some rugs may bleed through to carpet. After cleaning your carpet, remember to allow complete drying before replacing rugs.

6) Protect your carpet from prolong periods of direct sunlight with blinds, shades, or awnings.

NOTE: NO CARPET IS ABSOLUTELY STAIN PROOF. SOME CARPETS HAVE STAIN RESISTANT TREATMENTS TO IMPROVE YOUR ABILITY TO CLEAN UP STAINS, NOT PREVENT STAINS. CARPETS WITH SOIL RESISTANT TREATMENTS REDUCE THE RATE OF SOILING, BUT ALL CARPETS REQUIRE REGULAR CARE AND MAINTENANCE.

Stain Versus Soiling

It should be noted that there is often confusion about the difference between soiling and staining, and the majority of stain complaints are actually soil-related. For example, many sugar-based spills, such as soft drinks and coffee, leave a sugar residue after removal; this sticky residue readily attracts soil from ordinary shoe traffic, and the resulting discolored area appears to be a stain. The same thing happens when spills are cleaned with a detergent solution and the area is not sufficiently rinsed with plain water, leaving a sticky detergent residue. It is important to rinse thoroughly with water and blot dry after removing any spill.

Carpet Maintenance

VACUUMING

The most important step in caring for your carpet is vacuuming. Vacuum thoroughly and frequently, particularly in high-traffic areas. Bear in mind that walking on soiled carpet permits the soil particles to work their way below the surface of the pile where they are far more difficult to remove and can damage the fibers. Frequent vacuuming removes these particles from the surface before this happens.

For rooms with light traffic, vacuum the traffic lanes twice weekly and the entire area once weekly. Those areas with heavier traffic require that the traffic lanes be vacuumed daily and the entire area twice weekly. Up to three passes of the machine will suffice for light soiling, but five to seven passes are necessary for heavily soiled areas. Change the vacuuming direction occasionally to help stand the pile upright and reduce matting.

Vacuum cleaner recommendations:

1) A good vacuum cleaner is vital to prolonging the beauty and life of your carpet. An inexpensive machine can remove surface dirt but will not effectively remove the hidden dirt and particles embedded in the pile.

2) Shaw Industries recommends the use of vacuums with a rotating brush or combination beater/brush bar that agitates the carpet pile and mechanically loosens soil for removal by the vacuum. Note that carpet with thick loop pile construction may be sensitive to brushing or rubbing of the pile surface and may become fuzzy. For these products, Shaw recommends the use of a suction-only vacuum or a vacuum with an adjustable brush lifted away from the carpet so it does not agitate the pile. A vacuum with a beater/brush bar can be tested in an inconspicuous location and used if no excessive fuzzing occurs.

3) Replaceable paper vacuum bags do a better job of trapping the small particles that pass through cloth bags back into the room. High efficiency vacuum bags, also called micro filtration bags, trap even smaller microscopic particles such as mold and mildew spores and dust mite by products, often found to be a source of allergies. All vacuum bags should be checked often and replaced when half full.

4) Make sure the belt is in good condition and that the brush or beater bar rotates when in contact with the carpet. To adjust the vacuum to the correct height setting for the carpet, raise the beater/brush bar to the highest setting and then lower it until it contacts the pile enough to slightly vibrate the carpet several inches away from the machine, but not low enough to cause significant slowing of the motor.

5) Change the vacuuming direction occasionally to help stand the pile upright and help reduce matting.

Carpet Maintenance

SPOT AND SPILL REMOVAL

A good checklist to handle spills should include the following items. Do not use any household cleaners other than those listed, since many household products contain chemicals that may permanently damage your carpet.

1) A solution of a mild liquid detergent (no more than 1/4 teaspoon of detergent to 32 ounces of water). A clear, non-bleach liquid dish washing detergent such as Dawn, Joy, or clear Ivory is recommended. Do not use detergents that are cloudy or creamy because they may leave a sticky residue.
2) A solution of 1 part white vinegar to 1 part water.
3) White cloths or white paper towels.
4) An ammonia solution of one tablespoon of ammonia to one cup of water. Do not use on wool or wool-blend products.
5) Non-oily nail polish remover.
6) Chewing gum remover (freeze or solid type).
7) Spot remover specifically for grease, oil, or tar, such as Carbona or Energine.

NOTE: Difficult stains on carpets made from solution-dyed fibers such as polypropylene (olefin) may be removed with a mild bleach solution (one part chlorine bleach to five parts water).
WARNING: Do not use bleach solution unless you are absolutely certain your carpet is 100 percent solution dyed. Carpet dyed by other systems will be damaged. If in doubt, call 1-800-441-SHAW.

General Instructions

Prompt attention to spots and spills is essential. No carpet is stain proof, although many are stain resistant, which allows time to act.

1) Remove as much of food spills as possible by scraping gently with a spoon or dull knife.

2) Absorb wet spills as quickly as possible by blotting repeatedly with white paper or cloth towels.

3) Always blot; never rub or scrub abrasively, as a fuzzy area may result. When blotting, work from the outer edge in toward the center of the spot to avoid spreading the spill.

4) Always follow up with water to remove detergent residue that may become sticky and cause rapid resoiling.

5) Draw out any remaining moisture by placing several layers of white towels over the spot and weigh them down with a heavy object that will not transfer color, such as a plastic jug of water.

Stain Removal Procedures

The recommendations on page 16 should be used for spot cleaning. The numbers are keyed to the stain, and all instructions should be used in the recommended sequence. Some stains are marked PRO, indicating that professional knowledge and equipment are necessary.

A. Water Soluble Stains– Absorb as much as possible with white towels. Blot the stained area with white towels dampened with cool water until there is no more transfer of the stain onto the towels. If any of the stain remains, use the detergent solution previously described. Spray lightly onto the spot and blot repeatedly with white towels, working from the outer edge in toward the center of the spot to avoid spreading. Rinse thoroughly by spraying with clean water, and then blot or extract. Do not use too much detergent because the residue will contribute to rapid resoiling.

A-1. As in A, but before using detergent, apply the white vinegar solution to a white towel and blot or spray onto spot.

A-2. As in A, but before using detergent, apply a house-hold ammonia solution to a white towel and blot or spray onto spot. Do not use on wool or wool-blend carpet. Rinse as in A.

Carpet Maintenance

B. Oil-Based Stains– Blot as much as possible with white paper towels. Apply the special oil and grease spot remover to a paper towel and repeat blotting. (Protective gloves should be worn, as the solvent will quickly remove oils from the skin and could result in irritation.) Do not pour or spray directly on the carpet pile, as damage to the backing or adhesive underneath could result; use the towels to transport the solvent to the carpet. Repeat as often as necessary. Provide adequate ventilation! Do not use flammable solvents! Follow with procedures in A.

C. Freeze stains such as chewing gum and candle wax with ice or a commercially available product in an aerosol can. Shatter with a blunt object and vacuum before the chips soften. Follow up with solvent as in B.

D. Bleach– WARNING– Only carpets which are solution dyed are resistant to bleaching, but do not exceed the recommended concentration. DO NOT USE THIS PROCEDURE UNLESS YOU ARE ABSOLUTELY CERTAIN THE CARPET IS SOLUTION DYED– CARPETS DYED BY OTHER SYSTEMS WILL BE DAMAGED.

Products with olefin and nylon blends can not be exposed to bleach without removing the color from the nylon fibers unless the nylon component is solution dyed. If in doubt, call 1-800-441-SHAW. For solution-dyed carpets with stains such as food dyes, fruit drink, and coffee not removed by A-1, use a solution of one part chlorine bleach to five parts water. Rinse several times with water to remove excess bleach so that none is tracked to other areas where there is conventionally dyed carpet. PRO – Professional cleaner.

Carpet Maintenance

SPECIFIC STAIN REMOVAL PROCEDURES

STAIN	REMOVAL PROCEDURE
Alcoholic Beverages	A
Asphalt	B, PRO
Beer	A
Betadine	PRO
Berries	A
Blood (wet)	A
Blood (dry)	A-2
Butter	B
Chewing Gum	C
Chocolate	A-2
Coffee	A-1 (D if necessary)
Cola Drinks	A
Cosmetics	A (D if necessary)
Crayon	B
De-icer (Calcium Chloride)	Vacuum, A
Excrement	A
Food Dyes	A
Furniture Polish	A, B, PRO
Glue (white)	A
Gravy	A
Grease (Auto)	B, PRO
Grease (Food)	B
Ice Cream	A
Ink (Ballpoint)	B, PRO
Ink (Permanent)	B, (D if necessary)
Ink (Washable)	A, PRO
Jelly	A
Lipstic	B
Milk	A
Mud	A
Mustard	A (D if necessary)
Nail Polish	Polish Remover
Paint (Latex, wet)	A
Paint (Latex, dry)	B
Paint (Oil)	B, PRO
Rust	PRO
Shoe Polish	B
Tea	A (D if necessary)
Urine	A-1, PRO
Vomit	A-1
Wax	C
Wine	A-2

WARNING: Certain products found in most homes can cause irreparable damage to your carpet. Bleaches, tile cleaners, mildew removers, oven cleaners, and drain openers are very strong chemicals that can discolor or dissolve carpet fibers. Acne medications containing benzoyl peroxide, a very powerful bleach, are capable of permanently damaging your carpet and most other fabrics as well.

Carpet Maintenance

CLEANING

Even though vacuuming can remove most of the dry soil, it is also necessary to clean your carpet on a regular basis to remove the oily, sticky soil that builds up in the pile as a result of cooking vapors, air pollution, and tracked in dirt. The particles of oily soil deposited on carpet fibers can cause gradual but significant dulling of delicate pastel colors; the color isn't lost but is hidden under the film. If this type of soil is allowed to accumulate, it begins to attract and hold the dry soil. This is the reason cleaning is so important when dulling of the color is first noticed; if allowed to remain too long, it becomes gummy and difficult to remove.

If carpet is cleaned before it becomes too unsightly, the cleaning chore will be easier and more successful. It is a myth that cleaning the carpet before it is absolutely necessary will cause it to get dirty faster. Carpet in a typical household should be cleaned every 12 to 18 months depending upon the number of residents and amount and type of activity.

Choice of the proper cleaning system is important. Some systems may leave residues which promote resoiling and defeat the whole purpose of cleaning. The recommendations below represent the best current knowledge and should help prolong the time between cleanings.

The cleaning system

Shaw Industries recommends the hot water extraction system, which research indicates provides the best capability for cleaning. This system is commonly referred to as "steam cleaning," although no steam is actually generated. The process consists of applying a cleaning agent onto the pile and using water in the extractor to recover the used solution and soil. This can be done from a truck mounted unit outside the home with only the hose and wand brought inside or, where a truck mounted unit cannot reach, by a portable, self-contained system brought into the home.

Professional carpet cleaners

It is to your advantage to use professional cleaners because their experience enables them to do a better job than you can do yourself. Their equipment has more extraction power than the rental units available to you, and the carpet should dry more quickly. True professionals have also made the investment in training to understand the equipment, to know the proper cleaning agents for the situation at hand, and to recognize the differences in fibers and carpet construction. One way to locate a professional cleaner is to contact the Institute of Inspection, Cleaning and Restoration Certification (IICRC) at 1-800-835-4624. This organization maintains a national directory of independent professional cleaners who are trained and certified in a variety of cleaning specialties. Call and explain that you have purchased a Shaw Industries carpet, and be sure to ask for a cleaner near you who uses the hot water extraction system.

Carpet Maintenance

Do-it-yourself systems

If you decide to rent a steam cleaning machine and do it yourself, check several cleaning systems before making a selection. Most rental units available do not adequately clean and may actually damage the carpet.

Consider the following:

1) Some rental companies have cleaning equipment that is similar to what the professionals use. The cleaning equipment should have enough vacuum power to allow the carpet to dry within 6 to 12 hours after cleaning. Avoid rental units found in many retail and grocery stores that do not have enough power to extract the cleaning solution from the carpet adequately and which may actually damage the carpet due to over wetting.

2) Avoid over wetting the carpet. Prolonged dampness may promote growth of mildew and bacteria in the carpet or cause separation of the backing. A carpet that is wet for more than 24 hours could develop a growth of mold and mildew. This is controlled by a combination of proper equipment and operator training. Most problems in do-it-yourself cleaning are due to over wetting and use of excessive detergent.

3) Use a cleaning solution with a pH less than 10, preferably near 9, and with a minimum of non-sticky residue. The attraction between the detergent and the particles of soil and it is critical during the cleaning process. However, the detergent residue continues to attract the particles after cleaning. Increasing the amount of cleaning solution beyond the recommended level does not greatly increase cleaning performance, but makes the removal of detergent more difficult. Because buildup of detergent residue is the most common cause of accelerated resoiling complaints, do not use extra cleaning solution. Shaw Industries recommends a clear water rinse after cleaning.

4) Carpet with stain resistant treatments must be cleaned with products formulated for this purpose, or the stain resistance will be impaired and the warranty voided. Do not use cleaning or spotting solutions that contain bleaches or optical brighteners because they can discolor the carpet.

5) Do not use any silicone-based anti-soil treatments on carpets produced by Shaw Industries. The only anti-soil products approved for use as needed are either DuPont Teflon® or 3M Scotchgard™.

6) Reduce drying time by us g several fans to move air across the carpet in combination with a dehumidifier or air conditioner to pull moisture out of the air. Carpet should be dry within 12 hours; even less is better.

Bonnet cleaning systems

Bonnet cleaning systems employ a rotating bonnet of terry cloth or other absorbent material to agitate the carpet pile and absorb soil. A detergent solution is sprayed onto the pile and then worked with the bonnet attached to a rotary floor polisher.

Shaw Industries does not recommend this cleaning system.

The bonnet system has very limited capability for soil removal and leaves much of the detergent in the pile since it employs no real extraction. As a result, rapid resoiling often occurs. Another disadvantage is that the spinning bonnet may distort the fibers of cut pile carpet, fuzzing the pile and leaving distinct swirl marks.

If loose ends or “sprouts” extend above the rest of the pile, clip them off even with the pile surface. Never try to pull them out. After clipping, smooth the area with your fingers. Sharp edges on your vacuum cleaner, a child’s toy, high heels, or

Carpet Maintenance

CARPET PERFORMANCE CHARACTERISTICS

Sprouting

If loose ends or “sprouts” extend above the rest of the pile, clip them off even with the pile surface. Never try to pull them out. After clipping, smooth the area with your fingers. Sharp edges on your vacuum cleaner, a child’s toy, high heels, or animal claws can cause this condition.

Pile Crushing

All carpet fibers will crush under heavy stationary loads. Crushing can be reduced by shifting furniture regularly. Crushed areas can usually be improved by covering the area with a damp, clean white cloth and then applying heat to the cloth with an electric iron on the lowest setting. To ensure that the iron does not damage carpet fibers, test carpet in an inconspicuous location such as a closet. Remove the cloth and restore the pile while it is still hot by brushing it lightly. Keep traffic off the carpet until it is dry.

Shading

After certain carpet styles have been subjected to traffic, you may notice areas that appear lighter or darker than other areas. Don’t be alarmed. Shading is the result of the change in direction of the pile due to pressure from footsteps and vacuuming. Brushing the pile all in one direction may temporarily correct shading; however, shading is part of the carpet styling and should be expected in varying degrees. Do not mistake shading for color fading.

The Performance Plus Selection Guide outlines the warranty coverage available through our three tiers of fine carpet products - **STANDARD, PERFORMANCE, and PINNACLE** - giving you assurance that the carpet you select will meet your home's lifestyle needs and its performance requirements.

STANDARD 5

Affordable, entry-level flooring solutions for the budget-minded homeowner.

Warranties

- 5-Year Quality Assurance

PERFORMANCE 10

Flooring choices with performance and fashion in mind. Shaw's Performance collection offers an expanded selection of carpets that will beautify a home while improving durability and ease of maintenance. New technological advancements provide for increased performance and enhanced warranties.

Warranties

- 10-Year Quality Assurance
- 10-Year Stain and Soil Resistance Warranties
- 10-Year Abrasive Wear Warranty
- 10-Year Texture Retention Warranty
- Warranties transferable
- Warranties non-prorated

PINNACLE 15

Bold and cutting-edge flooring fashions designed to reflect the homeowner's personalized style and taste. Pinnacle levels carpets offer the most discerning homeowner a wide variety of luxurious and extremely fashionable flooring. Constructed with the highest quality, stain resistance, and durability standards. Shaw's Pinnacle carpet styles are backed by remarkable 15-Year stain/soil, texture retention, abrasive wear, and Quality Assurance Warranties.

Warranties

- 15-Year Quality Assurance
- 15-Year Stain and Soil Resistance Warranties
- 15-Year Abrasive Wear Warranty
- 15-Year Texture Retention Warranty
- Warranties transferable
- Warranties non-prorated

Shaw
HOME FOUNDATIONS FLOORING

Shaw Home Foundations | P.O. Box 2128
Dalton, GA 30721 | homefoundationsflooring.com

COMPLETE WARRANTY INFORMATION FOR SHAW HOME FOUNDATIONS FLOORING

Years of coverage for stain and soil warranties are defined as:

–10 Years for Performance level products
–15 Years for Pinnacle level products

SHAW INDUSTRIES LIMITED STAIN WARRANTY

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries Home Foundations carpet for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that your carpet will remain stain resistant to most household food and beverage substances from the date of the original installation in an owner-occupied residence in a proper indoor installation.

Exclusions

This Limited Residential Stain Warranty specifically excludes stains from substances such as bleaches, caustic chemicals, insecticides, paints, shoe polish, lipstick, plant food, iodine, very strong dyes, acids, feces, oil-based substances, and vomit.

Limited pet urine warranty

Shaw Industries warrants that your carpet will resist staining caused by pet urine stains better that comparable untreated carpet. Stain resistance means the ability of your carpet pile to resist (i.e., minimize or withstand).

Exclusions

This warranty excludes any urine stain other than pet. Pet feces and vomit are excluded. Odor resulting from the covered pet urine stain is excluded. Wicking may occur requiring the pet urine area to be cleaned more than once. If above-mentioned stains are saturated and result in wicking, these stains will release with additional re-cleaning. Wicking is defined as a reappearance of previously cleaned stains due to liquid remaining in carpet backing or padding. However, wicking is not covered. If the carpet has color loss due to pet urine, the color loss is excluded.

SHAW INDUSTRIES LIMITED SOIL WARRANTY

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries carpet for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that carpets will resist soiling by most common household soil better than comparable untreated carpet. If you properly maintain your carpet, soil will clean up more thoroughly, and less residue will remain on your carpet. Soil resistance means the ability of your carpet to resist (i.e. minimize or withstand) retention of the common dry dirt normally associated with carpet soiling for as long as you own your carpet and without need for re-application. Keep in mind, light-colored carpets will show soiling more than darker colors and will require more frequent maintenance to retain their appearance.

Further exclusions for stain and soil warranties

This Limited Residential Warranty also specifically excludes: any carpet which has been treated after installation with any silicone-based anti-soil treatments; any carpet in any nonresidential use; any carpet installed on stairs; any carpet subjected to abnormal abuse; any carpet exposed to very hot substances or other abusive conditions; damage due to the application of improper cleaning agents; deterioration in appearance not related to staining of pile fibers. This warranty is voided if you fail to follow recommended carpet care and cleaning instructions described in the Shaw Industries booklet entitled "Carpet Care and Maintenance." Treatment of the affected area should begin immediately upon discovery. The more time that elapses before treatment, the more difficult a stain will be to remove. Further assistance is available through the Shaw Industries Information Center, 1-800-441-7429.

Years of coverage for texture retention and abrasive wear warranties are defined as:

–10 Years for Performance level products
–15 Years for Pinnacle level products

SHAW INDUSTRIES LIMITED TEXTURE RETENTION WARRANTY

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries Home Foundations carpet for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that this carpet will not exhibit significant loss of texture from foot traffic when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance.) Consult your flooring contractor for details.

Areas of exclusion

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

(NOTE: The texture of any carpet will change to some degree in heavy traffic areas. Such conditions constitute normal wear and tear and are not covered by this warranty, which is intended to protect you from excessive appearance change.)

SHAW INDUSTRIES LIMITED ABRASIVE WEAR WARRANTY

Who is covered

This warranty protects you, the original purchaser, if you have purchased a Shaw Industries carpet for your own residential use in an owner-occupied residence.

What is covered

Shaw Industries warrants that the surface pile of your carpet will not abrasively wear away by more than 10% in any area of the carpet when used in an owner-occupied residence in a proper indoor installation. Proper installation requires use of a suitable pad meeting FHA/HUD requirements, following the Carpet & Rug Institute Residential Installation Standard CRI-105. (Note: Shaw Industries recommends a pad with a maximum thickness of 7/16" for optimum performance.) Consult your flooring contractor for details. Abrasive wear means fiber loss, and not changes in appearance such as crushing or matting.

Areas of exclusion

Carpet installed outdoors or in areas subject to other than ordinary shoe traffic is excluded from this warranty. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.

Years of coverage for Quality Assurance warranties are defined as:

– 5 Year for Standard level products
–10 Years for Performance level products
–15 Years for Pinnacle level products

SHAW INDUSTRIES LIMITED QUALITY ASSURANCE WARRANTY

Who is covered

This warranty protects you, the original purchaser, if you have purchased a carpet made from Shaw Industries Home Foundations for your own residential use in an owner-occupied residence.

What is covered

This warranty covers manufacturing defects that could occur in any Shaw Industries carpet. By manufacturing defect we mean any defect in material or workmanship.

Carpet must be correctly installed in a proper indoor installation using a pad that meets FHA/HUD requirements, following the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your flooring contractor for details.

Exclusions

Matting and crushing, or any change in appearance retention, are not manufacturing defects and are excluded from this warranty. For the purpose of this warranty, matting is defined as the loss of twist from the tips of the pile tufts and entanglement of the fibers. Crushing is defined as the loss of pile thickness due to foot traffic only. Crushing caused by furniture, including impressions left by legs of furniture, is not covered by this warranty.
Shaw Industries will not provide credit for labor charges for appearance-related manufacturing defects that should have been detected before or during installation, such as missing tufts, dye spots, tears, loose backing, etc.

NOTE: The coverage period for the Standard 5-Year Quality Assurance Warranty is pro-rated, and the following terms apply:

Shaw Industries will offer

If your carpet proves defective during:	credit equal to the cost of the carpet material only:
the 1st year	100%
the 2nd year	80%
the 3rd year	60%
the 4th year	40%
the 5th year	20%

Warranty Service

If your Home Foundations carpet does not perform according to our warranties, Shaw Industries will repair or replace any portion of your carpet that does not perform according to the terms of the respective warranty with comparable Home Foundations carpet. Shaw reserves the right to determine what comparable carpet is.

Labor Charges

During the first year of coverage under these Home Foundations warranties, Shaw Industries will arrange a credit to your flooring contractor for reasonable labor charges to repair or replace defective areas.

The warranties detailed in this brochure apply to carpet purchases made on or after January 1, 2010.

Shaw Industries reserves the right to repair the defective area in question if restoration is practical. In such cases, repair will be effected in lieu of carpet replacement, at the sole discretion of Shaw Industries.

Homeowner Obligations

What you must do

In order to maintain and protect your coverage under the terms of this warranty, you must do the following:

1. Keep proof of purchase in the form of a bill, invoice, or statement from your Shaw Home Foundations flooring contractor, showing the price you paid for the carpet, excluding pad and labor.
2. Install your carpet according to the guidelines outlined in the Carpet and Rug Institute Residential Installation Standard CRI-105, and maintain your carpet according to the recommendations described in the Shaw "Carpet Care and Maintenance" booklet, or available on line at www.homefoundationsflooring.com.
3. Be able to show proof of periodic cleaning by hot-water extraction (commonly called "steam" cleaning) by a professional cleaning service or do-it-yourself system, using equipment certified under the Carpet and Rug Institute's Seal of Approval program. Visit www.carpet-rug.org for a listing of approved products.

NOTE: Professional service must be performed by an IICRC (Institute of Inspection, Cleaning and Restoration Certification) certified firm*. You may contact the IICRC at 1-800-835-4624 for more information.

A bill, invoice, or statement showing cleaning service (or do-it-yourself equipment rental) with descriptions will serve as proof. A minimum of one cleaning every two years is required. Depending on the level of traffic, family size, soil conditions adjacent to the home, and other circumstances, more frequent cleaning may be advisable. Please refer to the cleaning recommendations contained in the Shaw "Carpet Care and Maintenance" booklet.

*IICRC has two classifications of certification for carpet cleaning professionals. First is the Certified Technician, who is an individual who has been trained and passed an exam for certification. The other is the Certified Firm designation, which is a company which has a business license, carries liability insurance, workman's compensation insurance, and employs Certified Technicians. Shaw Industries feels that our customers are better served and protected by IICRC Certified Firms.

Although "steam" cleaning is a homeowner obligation, it is also a procedure that will keep your carpet looking its best and extend its useful life.

Routine spot removal – research has shown that many products sold for do-it-yourself spot removal clean poorly and their residues attract soil on the cleaned area rapidly afterward. The Carpet and Rug Institute's Seal of Approval program tests and certifies products that meet stringent standards and thus clean effectively, without damage to your carpet.

LIMITATIONS ON YOUR SHAW WARRANTIES

Non-transferability

The Home Foundations Standard warranty extends only to the original purchaser and is not transferable.

First quality products

Warranties are not applicable to carpet sold as second quality or used, or carpet sold at discontinued pricing or inventory sold as excess (discounted).

Improper installation

Improper installation can cause problems with your carpet. To ensure proper installation, your carpet should be installed in accordance with the Carpet and Rug Institute Residential Installation Standard CRI-105. Consult your flooring contractor for details. We are not responsible for any defects caused by improper installation. Examples are wrinkling due to insufficient stretch, loss of tufts due to improper seaming, and/or damage to the backing system.

Improper maintenance or inadequate care

Your carpet requires routine maintenance. Please follow the recommendations described in the Shaw "Carpet Care and Maintenance" booklet, or available on line at www.homefoundationsflooring.com. We are not responsible for damage to your carpet caused by improper maintenance or inadequate care, which could void all or part of your warranty coverage.

Accidents, abuse, or abnormal wear

Your Home Foundations warranties do not cover damage resulting from accidents or abuse such as staining, soiling, burning, flooding, cutting, and damage caused by pets. Staining from common household food and beverage substances is covered under the Performance and Pinnacle stain warranties.

Pad failure

Deterioration of the padding can cause problems with your carpet. We are not responsible for any defects caused by failure of the carpet pad. Please see the pad manufacturer's warranty statement for more information. NOTE: Shaw recommends a pad with a maximum thickness of 7/16 and minimum 6-lb. density for optimum performance. Firmer, thinner pads generally perform better.

Problems with moisture

Your Home Foundations warranties do not cover problems caused by wetting or the persistence of excessive moisture. For immediate assistance, contact a certified water damage restoration specialist. The Institute of Inspection, Cleaning and Restoration Certification (IICRC) maintains a registry of trained, certified specialists: call 1-800-835-4624.

Changes in carpet color

Your Shaw Home Foundations warranties do not cover changes in carpet color resulting from external causes, such as fading due to sunlight or spills of household chemicals and other non-food and non-beverage substances.

Differences from samples

Your Home Foundations warranties do not cover minor and normal differences between the color of the retail store sample and color of the actual carpet.

Replacement of discontinued carpet

If your carpet has been discontinued and replacement is necessary under the terms of your Home Foundations warranty, Shaw will offer a substitute carpet of comparable quality.

Geographic locale

These warranties apply only in the United States and Canada.

Please Note:

Shaw does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Shaw shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). All implied warranties are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

How to make a claim

If you think there is a defect in your carpet that is covered by one of the Home Foundations warranties, you must notify, in writing, the flooring contractor who sold you the carpet. Include a copy of the invoice or receipt for the carpet and describe the problem as fully as possible. If you are unable to contact your flooring contractor or do not receive satisfaction, write:

Shaw Industries
Financial Services
P.O. Box 40
Mail Drop 026-04
Dalton, GA 30722-0040

Let us help

The Shaw Information Center provides information about proper installation and maintenance of your Shaw Home Foundations carpet. If you need additional information, call the Shaw Information Center at 1-800-441-7429.

Shaw®
HOME FOUNDATIONS FLOORING

Performance Plus Carpet Selection GUIDE

Emser Tile® 1- Year Limited Warranty and Limitations on Liability

Limited Warranty - Emser offers a warranty on its products to the original purchaser, for one year from the date of purchase, to be free of manufacturing defects**.**

Emser warrants only to its immediate customers and to no other person that its products will, on the date of ship, meet the foregoing terms of Emser's Bid Confirmation, Order Acknowledgement, or Sales Order pursuant to which such products were sold.

Tile and natural stone are subject to standard variances resulting from the manufacturing process or origin. Emser does not provide warranty on products that are within the industry standard variance levels.

Defects and Claims- In the event of a defect within any product distributed to Customer by Emser, Customer agrees to notify Emser immediately upon becoming aware of such defect. If a defect in manufacturing or coloring is identified in advance of installation, Customer agrees to not install any defective product without the written agreement of Emser.

Emser reserves the right to inspect any and all defects prior to any repair, remediation or settlement of such defect. In the event that Emser is requested to participate in the repair, remediation or settlement of any defect, Emser must be included in all discussions and decisions related to such repair, remediation and/or settlement. In the event that Customer fails to notify Emser on a timely basis, or fails to allow Emser the right of inspection, discussion or decision making in advance of repair, remediation or settlement of any defect, Customer agrees to release Emser from any liability for the defect or claim.

Customer misuse including negligence, physical or chemical abuse is not covered by this warranty. Improper installation, installation defects or errors are not covered by this warranty. Warranty claims must be submitted in writing 30 days upon discovery of the proposed defect.

8431 Santa Monica Boulevard Los Angeles, CA 90069-4924 U.S.A
Tel: 323-650-2000 www.emser.com

Cleaning Glazed Porcelain and Ceramic

Glazed porcelain and ceramic tiles are among the easiest flooring materials to clean. Due to their impenetrable glazes, their surfaces are resistant to water, dirt, chemicals, oil, debris, and even germs and bacteria.

Always Remember:

- Do not clean porcelain tile flooring with ammonia or with cleaners that contain bleach and/or acid. Acid and ammonia based cleaners may modify grout color and product stability.
- Use a cleaner that is pH neutral. This ensures cleaning will not harm your grout or surrounding surfaces.
- Do not use wax or oil-based cleaners.
- Use rugs at entrances to prevent dirt and grit from being tracked onto the tile flooring from outdoors. Tiles are scratch resistant but not scratch proof.
- Do not use steel wool or other abrasive pads to remove tough debris or stains. Steel wool may scratch your tiles and loose steel particles may eventually create rust stains in the grout over time.
- Although glazed surfaces are impervious, the use of a grout release will aid in post installation clean up, especially if the glazed surface has a texture to it where mortar, grout and other construction debris can get trapped inside grooves during and after installation.

Standard Cleaning Guidelines for Glazed Products

1. Sweep or vacuum loose dirt and dust from the floor prior to washing with water to prevent the tile from becoming muddy or leaving a residue after cleaning. On textured surfaces sweep in multiple directions to ensure the removal of all foreign material that might be residing in the textured surface. For wall surfaces tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. For textured floors, the use of a medium bristle brush is recommended. A sponge or clean cloth can be used to apply the cleaning agent to wall surfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Unglazed Porcelain and Ceramic

Unglazed products are highly desirable due to their double loaded and throughbody characteristics. Polished finishes are typically protected by nano and/or wax coatings and are resistant to water, chemicals, and scratching. Matte and textured finishes are generally unprotected and although the surface is impervious, it may be more difficult to clean post install than a polished surface due to the inherent surface characteristics of these finishes on a micro pore level.

Always Remember:

- Do not clean porcelain tile flooring with ammonia or with cleaners that contain bleach and/or acid. Acid and ammonia based cleaners may modify grout color and product stability.
- Use a cleaner that is pH neutral. This ensures cleaning will not harm your grout or surrounding surfaces.
- Do not use wax or oil-based cleaners.
- Use rugs at entrances to prevent dirt and grit from being tracked onto the tile flooring from outdoors. Tiles are scratch resistant but not scratch proof.
- Do not use steel wool or other abrasive pads to remove tough debris or stains. Steel wool may scratch your tiles and loose steel particles may eventually create rust stains in the grout over time.
- Nano coatings should remain intact post install for added protection. However, if electing to remove nano coatings, a nano scrub or poultice type product may be used. Ask a sales associate for details.
- Although unglazed surfaces are impervious, the use of a grout release will aid in post install clean up, especially if the unglazed surface has a matte or textured finish to it where construction debris can get trapped during grouting. Sealing may also be recommended post install to aid in day to day maintenance of these surfaces.
    - It is suggested that a breathable penetrating sealer be applied to matte unglazed surfaces after grouting. This treatment provides an excellent defense against staining and may be desirable in high traffic areas. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.

Standard Cleaning Guidelines for Unglazed Products

1. Sweep or vacuum loose dirt and dust from the floor prior to washing with water to prevent the tile from becoming muddy or leaving a residue after cleaning. On textured surfaces sweep in multiple directions to ensure the removal of all foreign material that might be residing in the textured surface. For wall surfaces tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. For textured floors, the use of a medium bristle brush is recommended. A sponge or clean cloth can be used to apply the cleaning agent to wall surfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Metal Tile

Many of the metal tiles you see on the market today are made from solid metal, coated in metal glazes, or cast from polymers that are fused with real metal particles. Due to the presence of actual metal in most cases, careful attention must be paid when cleaning these unique surfaces.

Always Remember:

- Stainless steel cleaners for appliances tend to work well on stainless steel tiles as they are typically made from similar grades of steel. However, it is important to note that not all metal tiles are made from stainless steel and as such a pH neutral cleaner or water with a mild soap solution can be used.
- It is not recommended that any abrasive cleaners or scouring pads be used to clean metal as it may scratch the surface and cause the tiles to oxidize.
- It is also important to keep the tiles dry and away from heat as much as possible.
- Be sure to follow grout manufacturer's instructions on cleaning and sealing grout properly.
- Grout cleaners containing bleach or ammonia may be harmful to the metal if not applied properly.

Standard Cleaning Guidelines for Metal Products

1. Wipe loose dirt or grease from the surface. An untreated paper towel or cloth is recommended.
2. Wash the surface with a mild detergent, degreaser, or cleaning solution (do not use abrasive cleaners or abrasive applicators).
3. Rinse the tile thoroughly with clean water if a detergent is used.
4. Drying with a clean cloth or paper towel is recommended to prevent water spots or streaks.

Cleaning Glass Tile and Decorative Mosaics

Glass is one of the easiest surfaces to clean. Due to its impervious nature, all stains will remain on the surface and can be wiped away with no effort. When cleaning glass and/or resin based blends the least abrasive method should always be used first as not to damage, discolor, or scratch the surface.

Always Remember:

- Do not use any abrasive cleaners or scouring pads to clean glass as they may scratch the surface.
- There are many cleaning solutions on the market today suitable for cleaning glass tile. In most cases a standard glass or multi-surface cleaner applied with a cloth or paper towels will work well.

Standard Cleaning Guidelines for Glass Products

1. Wipe loose dirt or grease from the surface. An untreated paper towel or cloth is recommended.
2. Wash the surface with a mild detergent, degreaser, or glass cleaning solution (do not use abrasive cleaners or abrasive applicators).
3. Rinse the tile thoroughly with clean water if a detergent is used.
4. Drying with a clean cloth or paper towel is recommended to increase the shine and to prevent water spots or streaks.

Cleaning Natural Stones

Natural stone is a very durable surface when protected and maintained properly and is widely used in residential and commercial applications.

Always Remember:

- Sweep or vacuum your floors regularly.
- Protect your stone from sand and grit as floors may scratch from dirt and debris.
- Be careful with acidic foods and drinks (lemonade, orange juice, etc.) as they may etch certain stones.
- Never use any cleaners that contain ammonia, acids, or bleach.
- Never apply wax or acrylics to the surface as they may damage the stone.
- Tend to spills quickly. Sealers do not prevent 100% of damages caused by spills.
- Sealing all natural stone is highly recommended.
    - It is suggested that a breathable penetrating sealer be applied before and after grouting. This treatment provides an excellent defense against staining and may be desirable in high traffic areas. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.

Standard Cleaning Guidelines for Natural Stone

1. Sweep or vacuum loose dirt and dust from the floor. For wall surfaces, tile can be gently wiped down with a clean, dry cloth or rag.
2. Mop the floor with a mild detergent, degreaser, or tile cleaning solution. A sponge or clean cloth can be used to apply the cleaning agent to wall surfaces.
3. Rinse the tile thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to increase the shine and to prevent water spots or streaks.

Commercial Deep Cleaning

Commercial cleaning can present its own challenges due to the high traffic nature of most applications and exposure to foreign debris that a standard residential application may not be subject to. Commercial floors must be maintained properly to ensure the longevity of an application.

Always Remember:

- In addition to following standard cleaning protocol for your product type, also consider the following:
    - Floors need to be kept as dry as possible after cleaning to prevent slip accidents
    - When mopping, the water should be changed frequently so you are not pushing around muddy water
    - Scrubbing the floors too often with a buffer may cause irregular wear patterns
    - Always be sure to protect furniture legs and stanchions with felt pads to protect the floors from scratching
    - Chewing gum, grease and other debris difficult to remove may require use of a plastic putty knife
    - Prior to removing graffiti and other difficult stains, test a small area to make sure the chemical agents will not damage the surface.
    - For embedded stains, the use of a poultice mix may be required
    - When electing to remove nano coatings, a nano scrub or poultice type product may be used

Standard Deep Cleaning Guidelines

1. Sweep or vacuum loose dirt and dust from the floor. For wall surfaces, tile can be gently wiped down with a clean, dry cloth or rag.
2. Mix a high concentration cleaner, degreaser, or stripper as needed based on manufacturer's guidelines for periodic deep cleaning.
3. Agitate with scrub brush or floor scrub machine.
4. Mop up dirty solution. A wet/dry vac may be used in large areas.
5. Rinse thoroughly with clean water, changing water every 500 sq. ft. or as needed.
6. Drying with a clean cloth or rag as well as a final dry vac extraction is recommended to increase the shine, prevent water spots and streaks, and to prevent slip accidents in a commercial setting.

Cleaning Grout

There are many grouts on the market today that are stain resistant and do not require a sealer. However, not all grouts will have these characteristics and special care must be taken to ensure product performance is not compromised due to exposer to harsh cleaners.

Always Remember:

- Clean tile and stone regularly according to standard cleaning guidelines. Anything safe for the tile will typically be safe for your grout. PH neutral cleaners are highly recommended. Mopping dirty tiles will cause muddy water to get stuck in the grout joints, so keeping tiles cleaned regularly will improve the look of the grout.
- Be careful with acidic foods, drinks and dyes as they may stain certain types of grout.
- Never use cleaners that contain ammonia, acids, or bleach. Some stains may be set so deep in the grout that bleach may be the only thing to get your grout clean. Bleaching causes the pores of the grout to open and hold dirt even more. As such, sealing after bleaching is highly recommended.
- Prolonged use of bleach and ammonia based products may cause the grout to become brittle over time and in wet applications may result in water damage due to cracking and deterioration.
- Sealing grout prevents staining. Sealers are not chemical proof and may break down from continued exposure to harsh household chemical cleaners.
- It is suggested that a breathable penetrating sealer be applied before and after grouting. This treatment provides an excellent defense against staining, mold and mildew. Follow the sealing manufacturer's guidelines for recommendations on how often a sealer should be reapplied.
- Tend to spills quickly. Sealers do not prevent 100% of damages caused by spills.
- A medium bristle brush can be used to scrub the grout joints

Pre and Post Grout Install Tip:

- Using a grout release or sealer prior to installation is recommended especially for product that is porous or has a textured surface. Often times grout particles may become trapped and difficult to clean during the standard grouting process and the use of a rag or sponge may not pull up all the grout haze. Using a grout release and/or sealer will help prevent this from happening. Also important to note is that grout haze left on the surface of a tile will become difficult to remove and the chemicals needed to remove it at a later time may damage the tile or alter its looks. Heavy duty grout haze removers should be used according to the grout manufacturer's recommendations before trying more concentrated acid solutions.

Standard Cleaning Guidelines for Grout

1. Sweep, brush, or vacuum loose dirt and dust from the surface. For wall surfaces, grout can be gently wiped down with a clean, dry cloth or rag.
2. Mop, brush, or sponge the surface with a mild detergent, degreaser, or tile cleaning solution.
3. Rinse the grout thoroughly with clean water to remove any left-over detergents.
4. Drying with a clean cloth or rag is recommended to prevent water spots or streaks on the tile.
5. Reseal grout periodically as needed.

AHF PRODUCTS™

Our Family of Brands

Hartco® Capella® Bruce® ROBBINS® H|W HOMERWOOD® tmbr. LM Flooring®

TIPS FOR MAKING YOUR HARDWOOD FLOOR LAST

THANK YOU FOR CHOOSING AHF PRODUCTS FLOORING.

If properly installed and cared for your new flooring will be easy to maintain and will look great for years to come.

ROUTINE HARDWOOD FLOOR CLEANING

- Sweep, dust mop or vacuum regularly. When using a vacuum cleaner, disengage the beater bar or use the “bare floor” setting to avoid damaging your floor. The vacuum head must be brush or felt, and a wand attachment is preferable.
- Clean your hardwood floor occasionally using a mop with a microfiber or terry cloth cover and Bruce Hardwood and Laminate Cleaner. Never mop with water.

PROTECTING YOUR FLOORS

- Wipe up spills immediately.
- Place a natural or colorfast mat at outside entrances to reduce the amount of dirt and moisture brought into your home.
- Use area rugs in front of kitchen sinks and within high traffic areas. Rugs must be made of a breathable material to prevent moisture entrapment – and rugs with solid rubber or vinyl backings are not recommended.
- Keep your pet’s nails trimmed to minimize finish scratches.
- Use floor protectors on furniture to reduce indentation. The heavier the item, the wider the floor protector needed.
- Protect your floor from direct sunlight.
- **DON’T** walk on wood floors with spike or stiletto-heeled shoes. Remove shoes at the door to avoid potentially dragging in sharp objects that may be stuck in your shoe treads.
- **DON’T** use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, solvent-based polishes, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic substances such as vinegar. Only use Bruce Hardwood and Laminate Floor cleaner.
- Hardwood flooring should be maintained between 30%-60% relative humidity during the performance life of the floor and between 60-80° Fahrenheit.

AHF PRODUCTS™ | Our Family of Brands: Hartco, Bruce, Capella, ROBBINS, H|W HOMERWOOD, tmbr., LM Flooring

HARDWOOD FLOORING LIMITED WARRANTY

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW HARDWOOD FLOOR!

AHF Products is a leader in hardwood flooring with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning wood flooring design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.

Throughout this document, references to "we", "us" or "our" mean AHF, LLC dba AHF Products and its affiliates and subsidiaries. References to "you" or "your" mean the original retail purchaser of the solid hardwood or engineered-hardwood flooring product. Your solid hardwood or engineered-hardwood flooring product will be referenced as the "floor", "hardwood flooring", "product", "products" or some combination thereof. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

WHAT IS COVERED AND FOR HOW LONG?

This Limited Warranty covers defects in the product itself caused by us during the manufacturing of the product and based upon the type and use of the product as outlined in the Footnotes of this document. The Limited Warranty described in this document is subject to the product applications and use, limitations, disclaimers and exclusions described herein and is effective for floors purchased on or after January 1, 2021. All warranties run from the date of retail purchase for the applicable period described in this Limited Warranty.

WHO IS COVERED?

Any warranty coverage described in this document is given only to the original retail purchaser of our product. Our warranties are NOT TRANSFERABLE.

WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT PERMITTED BY LAW AND FOR. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

You should care for your flooring as outlined in *Caring for Bruce, Armstrong/ Hartco, Robbins, and Capella Urethane Finish Hardwood Floors in a Residential Setting*, which can be found at www.hardwoodexpert.com or you can request a hard copy by calling 1-866-243-2726. The Limited Warranty provided by us does not cover the conditions described below, including those which are caused by improper installation, use or maintenance:

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets, spikes or high heeled shoes.
2. Damage caused by (i) negligence, accidents, and/or accidental or intentional misuse or abuse (i.e., dragging object across the floor without proper protection), and/or (ii) caster wheels or vacuum cleaner beater bars.
3. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
4. Wear caused by pebbles, sand or other abrasives; construction traffic; or failure to maintain the floor as required.
5. Splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, buckling, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity). Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity are also not covered by this Limited Warranty. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%.
6. Damage caused by fire, flooding, and other natural disasters and Acts of God.
7. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and therefore, is not covered by this Limited Warranty. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
8. Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board. Hardwood is a natural product with inherent character and variation.

9. Variations in color, such as:
    a. Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material. Although we make every attempt to accurately reflect the potential variation in our samples, hardwood's natural character and variation make it impossible to fully reflect all possibilities you can see in a finished installation.
    b. Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
    c. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra-Violet rays (which may cause oxidation of finish/stain). Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Acacia, Tigerwood, Santos Mahogany and African Mahogany are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
10. Floors that are installed in other than owner-occupied or tenant- occupied residences.
11. Commercial installations of residential products not specified as appropriate for light commercial.
12. Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
13. Moisture or damage to the subfloor or surrounding structure(s), walls, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor.
14. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions. Mold and mildew growth or damage resulting therefrom is also not covered.
15. Wood flooring installed in full bathrooms with a shower or tub.
16. Construction- or installation-related damage.
17. Noises including, but not limited to, squeaks, popping and the like. Some level of noise is inherent in all hardwood floors. Excessive noise, such as squeaking and popping is usually caused by environmental factors or installation issues not attributable to the product itself.
18. Installation defects, including installations made (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions. NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.
19. Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "close-out," "off- goods" or "non-standard." Such products are sold "AS IS."

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTY?

To be covered under this Limited Warranty (except under the Pre-Installation Defects Warranty found in the Footnotes) you need to retain your sales slip and make sure the flooring is properly installed, used and maintained in accordance with our installation instructions.

You must also properly care for your new floor using the *Caring for Bruce, Armstrong/Hartco, Robbins, and Capella Urethane Finish Hardwood Floors in a Residential Setting* guide found at www.hardwoodexpert.com (or call 1-866-243-2726 to request a hard copy). We recommend you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and may void this warranty.

HUMIDITY'S IMPACT ON YOUR FLOOR

To protect your investment and ensure your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. **For best results, keep the relative humidity in your home between 30% and 50%.**

- Heating Season (Dry Conditions) – A humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid and Wet Conditions) – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

WHAT WILL WE DO IF A COVERED WARRANTY EVENT ARISES?

If any of the covered events listed in this Limited Warranty occur within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less, based on the following schedule:

- First two (2) years of warranty period: labor reimbursed at 100% of reasonable and customary charges.
- Three (3) to five (5) years of warranty period: labor reimbursed at 50% of reasonable and customary charges.

The above statements provide the exclusive remedies under this Limited Warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim.

We work with distributors all over the country to make our products widely available. We sell our products to distributors, and distributors sell our products to local retailers and contractors.

STEPS TO FILING A CLAIM:

1. Return to your retailer with your original proof of purchase.
    a. If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
    b. If your retailer is out of business, please call 1-866-243-2726 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
    a. Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
    b. Lowes, Home Depot or Direct: Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home may be required.
3. A claim determination is made.
    a. Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
        i. If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
        ii. If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.
    b. Lowes, Home Depot or Direct: The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.
4. Appealing your Claim Determination:
    a. If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for Warranty, or by emailing your concerns to customeradvocates@ahfproducts.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

If you have further questions, please contact us at:
AHF Products
Customer Service Center
P. O. Box 566
Mountville, Pennsylvania 17554
866-243-2726
productsupport@ahfproducts.com

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under this Limited Warranty.

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	Pre-installation Defects Warranty (1)	Lifetime Limited Structural Integrity Warranty (2)	Lifetime Limited Adhesive Bond Warranty (3)	Lifetime Limited Subfloor Moisture Protection Warranty (4)	Residential Finish Warranty (in years) (5)	Commercial Finish Warranty (in years) (6)	Wood Wear Layer Warranty (in years) (7)	3 times Sanding Warranty (8)	1 time Sanding Warranty (8)	Suitable for Radiant-heated Subfloors (9)
Bruce®										
25-YEAR LIMITED										
ENGINEERED										
Standing Timbers™	X	X	X	X	25	3				X
Hartco®										
50-YEAR LIMITED										
SOLID										
Prime Harvest®	X	X			50	10		X		
ENGINEERED										
Prime Harvest®	X	X	X	X	50	10				X
TimberBrushed™ Platinum & Gold	X	X	X	X	50	10				X
25-YEAR LIMITED										
ENGINEERED										
TimberBrushed™ Silver	X	X	X	X	25	10				X
Capella®										
15-YEAR LIMITED										
SOLID										
Capella Smooth	X	X			15				X	
ENGINEERED										
Capella Smooth	X	X			15					X
Capella Scrape	X	X			15					X
Capella Wirebrushed	X	X			15					X

Footnotes:

I. We warrant to you (the original purchaser):

(1) The covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. This is a pre-installation defects warranty that expires upon installation.

(2) The covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you own the floor.

(3) Each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines. For residential installations, the adhesive bond warranty will remain in effect for as long as you own your floor. For commercial installations, the adhesive bond warranty will remain in effect for 7 years from the time of installation.

(4) For residential use, when Bruce® Summit Select Unlimited Moisture Vapor Barrier Elastomeric Wood Flooring Adhesive is used for installation of each of the covered hardwood flooring products, the hardwood will not release from the subfloor for as long as you (the original purchaser) own your floor. For commercial use, when using Bruce® Summit Select Unlimited Moisture Vapor Barrier Elastomeric Wood Flooring Adhesive the adhesive bond warranty will remain in effect for 7 years. A pre-installation moisture test is not required, provided that the subfloor is visually dry before installation and all other installation instructions are followed. This is a one-time repair and replacement warranty only.

(5) For the period indicated, the finish on the covered product will not wear-through**, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(6) For the period indicated, the finish on the covered product will not wear-through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.

(7) For the period indicated, the acrylic-infused wear layer will not wear-through under normal household or commercial use when maintained in accordance with our recommended maintenance guidelines.

(8) The covered products may be professionally sanded and refinished 1-3 times (as specified by the individual product) if proper sanding and refinishing procedures are followed as identified by the National Wood Flooring Association (www.nwfa.org). NOTE: Sanding voids Footnotes (3) through (7) and will eliminate scratch protection qualities.

(9) As indicated, certain products are suitable for installation over radiant heated subfloors. Installation of products not indicated as suitable for radiant heat over radiant heated subfloors will void all warranty coverage.

II. Promotional Warranty: Some products may be sold with promotional warranties of a different length than the warranties indicated here. The length of the promotional warranties takes precedence over any warranties provided in this document. Lifetime Finish Warranty means 50 years when a Promotional Warranty applies.

III. Since wood is a natural product, natural variations in color, tone and grain are not covered by any of our warranties. For products classified as "rustic", the following natural characteristics should be expected: Knots (Filled or Unfilled); Splits; Large Mineral Streaks; and High Color Variation. Please note that these characteristics are more apparent in lighter or naturally stained colors.

** "Wear-through" is defined as wear and tear of the wear layer resulting in damage to the wood and/or structure due to normal household use.

WATERPROOF HARDWOOD FLOORING LIMITED WARRANTY

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW HARDWOOD FLOOR!

AHF Products is a leader in hardwood flooring with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning wood flooring design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.

Throughout this document, references to "we", "us" or "our" mean AHF, LLC dba AHF Products and its affiliates and subsidiaries. References to "you" or "your" mean the original retail purchaser of the solid hardwood or engineered-hardwood flooring product. Your solid hardwood or engineered-hardwood waterproof flooring product will be referenced as the "floor", "hardwood flooring", "product", "products" or some combination thereof. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

WHAT IS COVERED AND FOR HOW LONG?

This Limited Warranty covers defects in the product itself caused by us during the manufacturing of the product and based upon the type and use of the product as outlined in the Footnotes of this document. The Limited Warranty described in this document is subject to the product applications and use, limitations, disclaimers and exclusions described herein and is effective for floors purchased on or after January 1, 2021. All warranties run from the date of retail purchase for the applicable period described in this Limited Warranty.

WHO IS COVERED?

Any warranty coverage described in this document is given only to the original retail purchaser of our product. Our warranties are NOT TRANSFERABLE.

WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT PERMITTED BY LAW AND FOR. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WHAT DOES "WATERPROOF" MEAN?

For purposes of this Limited Warranty, we warrant that the waterproof flooring, if exposed to topical water for no more than 36 hours, will not leak through the joints and edges of the product and the product will not swell, buckle, cup, crack or lose integrity.

In the case of standing water or flooding, waterproof hardwood flooring will not act as a waterproofing barrier for and will not protect the subfloor and/or any surrounding structure. *Moisture can penetrate subflooring from the bottom up, by going through the expansion joint(s)/perimeter of the floor, and/or by going through the walls; this Limited Warranty does not cover such infiltration.* See the *"What is Not Covered By This Limited Warranty"* section below for further explanation of what is excluded from the term "waterproof" and this Limited Warranty.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

You should care for your flooring as outlined in *Caring for Bruce, Armstrong/ Hartco, Robbins, and Capella Urethane Finish Hardwood Floors in a Residential Setting*, which can be found at www.hardwoodexpert.com or you can request a hard copy by calling 1-866-243-2726. The Limited Warranty provided by us does not cover the conditions described below, including those which are caused by improper installation, use or maintenance:

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets, spikes or high heeled shoes.
2. Damage caused by (i) negligence, accidents, and/or accidental or intentional misuse or abuse (i.e., dragging object across the floor without proper protection), and/or (ii) caster wheels or vacuum cleaner beater bars.
3. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
4. Wear caused by pebbles, sand or other abrasives; construction traffic; or failure to maintain the floor as required.
5. Splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, buckling, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to improper environmental conditions (i.e., low or high humidity). Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity are also not covered by this Limited Warranty. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%.
6. Damage caused by fire, flooding, and other natural disasters and Acts of God.

7. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and therefore, is not covered by this Limited Warranty. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
8. Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board. Hardwood is a natural product with inherent character and variation.
9. Variations in color, such as:
    a. Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material. Although we make every attempt to accurately reflect the potential variation in our samples, hardwood's natural character and variation make it impossible to fully reflect all possibilities you can see in a finished installation.
    b. Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
    c. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra-Violet rays (which may cause oxidation of finish/stain). Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Acacia, Tigerwood, Santos Mahogany and African Mahogany are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
10. Floors that are installed in other than owner-occupied or tenant- occupied residences.
11. Commercial installations of residential products not specified as appropriate for light commercial.
12. Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
13. Moisture or damage to the subfloor or surrounding structure(s), walls, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor.*
14. Floors damaged by subfloor moisture or water damage resulting from not cleaning-up liquids as referenced above in *What Does Waterproof Mean?*, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions (this product is not intended and is not warranted for outdoor use or exposure). Mold and mildew growth or damage resulting therefrom is also not covered.*
15. Construction- or installation-related damage.
16. Noises including, but not limited to, squeaks, popping and the like. Some level of noise is inherent in all hardwood floors. Excessive noise, such as squeaking and popping is usually caused by environmental factors or installation issues not attributable to the product itself.
17. Installation defects, including installations made (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions. NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.
18. Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "close-out," "off- goods" or "non-standard." Such products are sold "AS IS."

WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTY?

To be covered under this Limited Warranty (except under the Pre-Installation Defects Warranty found in the Footnotes) you need to retain your sales slip and make sure the flooring is properly installed, used and maintained in accordance with our installation instructions.

You must also properly care for your new floor using the *Caring for Bruce, Armstrong/Hartco, Robbins, and Capella Urethane Finish Hardwood Floors in a Residential Setting* guide found at www.hardwoodexpert.com (or call 1-866-243-2726 to request a hard copy). We recommend you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and may void this warranty.

HUMIDITY'S IMPACT ON YOUR FLOOR

To protect your investment and ensure your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. **For best results, keep the relative humidity in your home between 30% and 50%.**

- Heating Season (Dry Conditions) – A humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid and Wet Conditions) – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

WHAT WILL WE DO IF A COVERED WARRANTY EVENT ARISES?

If any of the covered events listed in this Limited Warranty occur within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less, based on the following schedule:

- First two (2) years of warranty period: labor reimbursed at 100% of reasonable and customary charges.
- Three (3) to five (5) years of warranty period: labor reimbursed at 50% of reasonable and customary charges.

The above statements provide the exclusive remedies under this Limited Warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

* Moisture can penetrate subflooring from the bottom up, by going through the expansion joint(s)/perimeter of the floor, and/or by going through the walls; this Limited Warranty does not cover such infiltration.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim.

We work with distributors all over the country to make our products widely available. We sell our products to distributors, and distributors sell our products to local retailers and contractors.

STEPS TO FILING A CLAIM:

1. Return to your retailer with your original proof of purchase.
    a. If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
    b. If your retailer is out of business, please call 1-866-243-2726 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
    a. Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
    b. Lowes, Home Depot or Direct: Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home may be required.
3. A claim determination is made.
    a. Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
        i. If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
        ii. If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.
    b. Lowes, Home Depot or Direct: The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.
4. Appealing your Claim Determination:
    a. If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for Warranty, or by emailing your concerns to customeradvocates@ahfproducts.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

If you have further questions, please contact us at:
AHF Products
Customer Service Center
P. O. Box 566
Mountville, Pennsylvania 17554
866-243-2726
productsupport@ahfproducts.com

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under this Limited Warranty.

AHF PRODUCTS™

Our Family of Brands

Hartco® Capella® Bruce® ROBBINS® H|W HOMERWOOD® tmbr. LM Flooring®

	Pre-installation Defects Warranty (1)	Lifetime Limited Structural Integrity Warranty (2)	Lifetime Limited Adhesive Bond Warranty (3)	Lifetime Limited Subfloor Moisture Protection Warranty (4)	Residential Finish Warranty (in years) (5)	Commercial Finish Warranty (in years) (6)	Suitable for Radiant-heated Subfloors (7)
Hartco®							
50-YEAR LIMITED							
ENGINEERED							
HydroBlok™	X	X	X	X	50	15	X

Footnotes:

I. We warrant to you (the original purchaser):
- (1) The covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. This is a pre-installation defects warranty that expires upon installation.
- (2) The covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you own the floor.
- (3) Each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines. For residential installations, the adhesive bond warranty will remain in effect for as long as you own your floor. For commercial installations, the adhesive bond warranty will remain in effect for 7 years from the time of installation. Sanding voids this item (3) and eliminates scratch protection qualities.
- (4) For residential use, when Bruce® Summit Select Unlimited Moisture Vapor Barrier Elastomeric Wood Flooring Adhesive is used for installation of each of the covered hardwood flooring products, the hardwood will not release from the subfloor for as long as you (the original purchaser) own your floor. For commercial use, when using Bruce® Summit Select Unlimited Moisture Vapor Barrier Elastomeric Wood Flooring Adhesive the adhesive bond warranty will remain in effect for 7 years. A pre-installation moisture test is not required, provided that the subfloor is visually dry before installation and all other installation instructions are followed. This is a one-time repair and replacement warranty only.
- (5) For the period indicated, the finish on the covered product will not wear-through**, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty. SANDING IS NOT RECOMMENDED AND WILL VOID FOOTNOTES (3) THROUGH (6) and will eliminate scratch protection qualities.
- (6) For the period indicated, the finish on the covered product will not wear-through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty. SANDING IS NOT RECOMMENDED AND WILL VOID FOOTNOTES (3) THROUGH (6) and will eliminate scratch protection qualities.
- (7) As indicated, certain products are suitable for installation over radiant heated subfloors. Installation of products not indicated as suitable for radiant heat over radiant heated subfloors will void all warranty coverage.

II. Promotional Warranty: Some products may be sold with promotional warranties of a different length than the warranties indicated here. The length of the promotional warranties takes precedence over any warranties provided in this document. Lifetime Finish Warranty means 50 years when a Promotional Warranty applies.

III. Since wood is a natural product, natural variations in color, tone and grain are not covered by any of our warranties. For products classified as "rustic", the following natural characteristics should be expected: Knots (Filled or Unfilled); Splits; Large Mineral Streaks; and High Color Variation. Please note that these characteristics are more apparent in lighter or naturally stained colors.

** "Wear-through" is defined as wear and tear of the wear layer resulting in damage to the wood and/or structure due to normal household use.

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Our Family of Brands

RIGID CORE & LVT FLOORING LIMITED WARRANTY

(INCLUDING RIGID CORE (SPC), LVT DRY BACK, AND LVT LOOSE LAY FLOORING)

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW FLOOR!

AHF Products is a leader in the flooring industry with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.

Throughout this document, references to "we", "us", "our", "AHF" or "AHF Products" mean AHF, LLC dba AHF Products. References to "you" or "your" mean the original retail purchaser/end user of the Rigid Core (SPC) or Luxury Vinyl Tile (LVT) flooring product. Your Rigid Core (SPC) or LVT flooring product will be referenced as the "floor", "flooring", "product", "products" or some combination thereof. This Warranty specifically excludes sheet flooring products. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

AHF flooring can be and is used in residential and commercial settings. Within each section/paragraph of this Limited Warranty, it states whether the information in that section applies only to "Residential Installations," only to "Commercial Installations" or to both "Residential & Commercial Installations".

WARRANTY OWNER

RESIDENTIAL & COMMERCIAL INSTALLATIONS

This Limited Warranty extends only to the original end-user. Our warranties are **NOT TRANSFERABLE**.

WHAT IS COVERED BY THIS LIMITED WARRANTY?

RESIDENTIAL INSTALLATIONS

For residential installations, AHF warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and for the time period set forth below in the "Rigid Core/LVT Flooring Limited Warranty Periods" section of this document. *Please see the "Rigid Core/LVT Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.*

The flooring product:

- Will not contain manufacturing defects
- Will not wear-through*
- Will not stain from common household stains
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use**
- Will not bottom-up discolor from underlayment panels (including lauan), or from alkali, mold or mildew growth
- The edges of the flooring will not curl

COMMERCIAL INSTALLATIONS

For commercial installations, AHF Products warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and will not wear through the wear layer resulting in damage of the printed image for the time period set forth below in the "Rigid Core/LVT Flooring Limited Warranty Periods" section of this document.

Please see the "Rigid Core/LVT Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.

What commercial applications are recommended for AHF residential products?

Durability, ease of installation and care make many of our residential products great options for light commercial and small commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level of foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your AHF flooring representative prior to purchase or installation.

Non-intended Applications

- Anywhere commercial cleaning machines will be used
- Assisted-Living (floating application)
- Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality)

WHAT DOES 100% WATERPROOF MEAN?

RESIDENTIAL & COMMERCIAL INSTALLATIONS

When exposed to water, the flooring is waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, the flooring installation system (when installed with full-spread adhesive and locking) will continue to create a secure bond. In the case of standing water or flooding, the flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this Warranty.

WHAT IS THE AHF PRODUCTS PET-FRIENDLY WARRANTY?

RESIDENTIAL & COMMERCIAL INSTALLATIONS

When exposed to soiling from pets (domestic dogs and cats), the flooring will resist stains during the specific Limited Warranty Period for the applicable product. However, accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this Warranty.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

RESIDENTIAL & COMMERCIAL INSTALLATIONS

- Damage caused by fire, flooding, exposure to standing water and/or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture (except as indicated in the *"What will AHF Products Do if Any of the Above Happens?"* section herein). While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loads including high heels; spiked shoes; rolling loads; and/or chairs or other furniture not having floor protectors.

* "Wear-through" is defined as wear and tear of the wear layer resulting in damage of the printed image due to normal household use.
** We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

- Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty.
- Workmanship, as described below.

WORKMANSHIP

RESIDENTIAL & COMMERCIAL INSTALLATIONS

AHF does not warrant your or the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. We recommend that your flooring be professionally installed by contractors who have demonstrated expertise in installing this type of flooring for residential/commercial use.

WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

RESIDENTIAL & COMMERCIAL INSTALLATIONS

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our retailers, distributors, installers, or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under this or any of our warranties.

WHAT WILL WE DO IF A COVERED WARRANTY EVENT OCCURS?

RESIDENTIAL INSTALLATIONS

If a covered event should occur within the specified Limited Warranty Period for the applicable flooring product, AHF Products will furnish comparable AHF flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at AHF's option. And, if your floor was professionally installed, AHF Products will also pay reasonable labor costs for the direct repairs or replacement.

AHF will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, AHF will determine the subfloor and/or environmental conditions – NOT the AHF flooring product – are causing the mold, mildew, or alkali; determine the area is not acceptable for the installation of vinyl tile or plank; and AHF will not repair or replace a second time.

COMMERCIAL INSTALLATION

Within One Year:

If a defect covered by this Limited Warranty is reported to AHF in writing within one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF will also pay reasonable labor costs.

Within Two Years:

If a defect covered by this Limited Warranty is reported to AHF Products in writing after one year but within two years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will also pay fifty percent (50%) of the reasonable labor costs.

After Two Years:

If a defect covered by this Limited Warranty is reported to AHF in writing after two years but within the specified Limited Warranty Period for the applicable flooring product, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will not pay labor costs. AHF Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

AHF will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, AHF will determine the subfloor and/or environmental conditions – NOT the AHF flooring product – are causing the mold, mildew, or alkali; determine the area is not acceptable for the installation of vinyl tile or plank; and AHF will not repair or replace a second time.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

RESIDENTIAL & COMMERCIAL INSTALLATIONS

We want you to be happy with your AHF floor. If you're not, call your retail store. The retailer can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1-866-243-2726.

CLAIMS PROCESS

We work with distributors all over the country to make our products widely available. We sell our products to distributors and distributors sell our products to local retailers and contractors.

Steps to Filing a Claim:

1. Return to your retailer with your original proof of purchase.
   a) If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
   b) If your retailer is out of business, please call 1-866-243-7276 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
   a) Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
   b) Lowes, Home Depot, or Direct: Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home/facility may be required.
3. A claim determination is made.
   a) Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
      (i) If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
      (ii) If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.
   b) Lowes, Home Depot, or Direct: The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.

Appealing your Claim Determination:

If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for "Warranty", or by emailing your concerns to customeradvocates@ahfproducts.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER

RESIDENTIAL & COMMERCIAL INSTALLATIONS

AHF Products requires the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

CARE INSTRUCTIONS

RESIDENTIAL & COMMERCIAL INSTALLATIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

DO:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with a Resilient Floor Cleaner. *For residential installations, we recommend Bruce® Multi-Surface cleaner. For commercial installations, use a commercial grade cleaner.*

DON'T:

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

PROACTIVE PROTECTION FOR YOUR FLOOR:

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it; this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colorfast.

IMMEDIATELY AFTER INSTALLATION:

- When the installation is completed, please follow the installation instructions for maintaining temperatures thereafter.
- Do not scrub or wash your floor for five (5) days.

AHF PRODUCTS™

Our Family of Brands

Hartco® Capella® Bruce® ROBBINS® H|W HOMERWOOD® tmbr. LM Flooring®

RIGID CORE/LVT FLOORING LIMITED WARRANTY PERIODS

	Residential Installation (Warranty Period)	Commercial Installation with AHF-Branded Adhesive (Warranty Period)	Commercial Installation without AHF-Branded Adhesive (Warranty Period)
Bruce®			
RIGID CORE			
LifeSeal Trending	Lifetime	10	5
LifeSeal Classic	35	X	X
ROBBINS®			
RIGID CORE			
Pro-Tekt Trending	Lifetime	10	5
Pro-Tekt Classic	35	X	X
Hartco®			
RIGID CORE/LVT			
Contract SPC Rigid Core	X	15	5
Contract Loose Lay LVT	X	15	X
Contract Dry Back LVT	X	15	X
Everguard Trending	Lifetime	10	5
Everguard Classic	35	X	X

Footnotes to Warranty Period:

1. Warranty Periods indicated are in years from date of purchase.
2. An "X" means that the corresponding product is not intended for that use, and therefore, no warranty is provided.
3. For Commercial Installation Only: Utilizing an AHF-brand adhesive to install your AHF flooring will extend the Limited Warranty Period on your flooring as noted above.

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Bruce®

LIFESEAL™ | RIGID CORE FLOORING

INSPIRED BY NATURE. BUILT FOR LIFE.

100% WATERPROOF.

SCRATCH & DENT RESISTANT.

KID & PET FRIENDLY.

INSTALLS ON EVERY LEVEL.

FEATURES	BENEFITS
ELEVATED STYLE : Carefully curated collection features a range of designs in variety of sizes 7.87" x 60", 9.13" x 60" and 9.56" x 60" planks.	**Versatile color pallete with enhanced detail** to better replicate the authentic character found in natural wood, stone and marble. Wider planks means fewer seams and less distraction for an **elegant, upscale design aesthetic**.
CORE : The LifeSeal core construction eliminates air pockets, which results in increased product hardness and protection from moisture.	Delivers **100% waterproof** protection.[1] Provides **greater impact resistance** and dimensional stability for high traffic areas.[2]
TEMPERATURE : Performs at high temperatures with no crowning, cupping or wear layer delamination.[3]	**No acclimation required**. Installs on any level, including **three season rooms** and rooms with **direct sunlight**.
LOCK STRENGTH : The LifeSeal core construction enables precision milling of the lock.	Makes **installation easy and fast**.

LIFESEAL RIGID CORE FLOORING

Reference Footnotes: (1) As tested when installed in areas of high humidity over concrete subfloors. (2) As tested according to ASTM F3261. (3) As tested according to ASTM F3261.

Bruce®

LIFESEAL™ | RIGID CORE FLOORING

RESERVE – 9.13" x 60" – 22 mil wear layer

Must Have Tan
PARENT: BRPR91RK02EC
NVR: RK9PR002EC

Prairie Blossom
PARENT: BRPR91RK12E
NVR: RK9PR012E

Design Oasis
PARENT: BRPR91RK11E
NVR: RK9PR011E

Timeless Charm
PARENT: BRLR91RK07EC
NVR: RK9LR007EC

Walk in Woods
PARENT: BRLR91RK05EC
NVR: RK9LR005EC

Windward Taupe
PARENT: BRPR91RK07EC
NVR: RK9PR007EC

Beach Casual
PARENT: BRPR91RK04EC
NVR: RK9PR004EC

Countryside Gray
PARENT: BRPR91RK08EC
NVR: RK9PR008EC

RESERVE – 9.56" x 60" – 20 mil wear layer

Sand Dune
PARENT: TR906CW01
NVR: RK9CW001E

Joyful Fawn
PARENT: TR906CW05
NVR: RK9CW005E

Chestnut
PARENT: TR906CW03
NVR: RK9CW003E

Breezy Home
PARENT: RKAS96L11E
NVR: RK9AS011E

Sandalwood
PARENT: TR906CW04
NVR: RK9CW004E

Reclaimed Oak
PARENT: TR906CW02
NVR: RK9CW002E

CLASSIC PLUS – 7.87" x 60" – 12 mil wear layer

Beachside Warmth
PARENT: EKEP70L02E
NVR: RK7EP002EC

Down to Earth
PARENT: BRLP70RK11E
NVR: RK7LP011EC

Visionary Taupe
PARENT: BRLP70RK08E
NVR: RK7LP008EC

Shady Cove
PARENT: BRLP70RK09E
NVR: RK7LP009EC

Coastal Setting
PARENT: BRLP70RK10E
NVR: RK7LP010EC

Bruce®

LIFESEAL™ | RIGID CORE FLOORING

	CLASSIC PLUS	RESERVE	
APPEARANCE	Oak		
STRUCTURE	Vinyl Film + LifeSeal Core + Pad		
SIZE	7.87" x 60"	9.56" x 60"	9.13" x 60"
THICKNESS	5 mm = 4 mm + 1 mm pad attached	6 mm = 5 mm + 1 mm pad attached	
WEAR LAYER	12 mil	20 mil with Cleantivity™ antimicrobial protection	22 mil with Cleantivity™ antimicrobial protection
EMBOSSING	Wood Grain		
GLOSS	Low		
EDGE DETAIL	Painted micro-beveled edges and ends		
BOARD TO BOARD VARIATION	More	Most	
INSTALLATION	Locking, Below / On / Above Ground Level Optional Installation: Glue Down – Bruce® TuffLink™ Residential Resilient Adhesive		
WARRANTY	35-Year Limited Warranty, Residential Use	Lifetime Limited Warranty, Residential Use and 15-Year Limited Warranty, Light Commercial Use	

	Quarter Round	T-Molding	Reducer Strip	Threshold	Stairnose
RESERVE – 9.13" x 60"					
Must Have Tan	TQ6SC803L	TM6SC803L	TR6SC803L	TH6SC803L	TS6SC803L
Prairie Blossom	TQ5SC718LZ	TM5SC718LZ	TR5SC718LZ	TH5SC718LZ	TS5SC718LZ
Design Oasis	TQ5SC719LZ	TM5SC719LZ	TR5SC719LZ	TS5SC719LZ	TH5SC719LZ
Timeless Charm	TQ6SC798L	TM6SC798L	TR6SC798L	TH6SC798L	TS6SC798L
Walk in Woods	TQ6SC796L	TM6SC796L	TR6SC796L	TH6SC796L	TS6SC796L
Windward Taupe	TQ6SC808L	TM6SC808L	TR6SC808L	TH6SC808L	TS6SC808L
Beach Casual	TQ6SC805L	TM6SC805L	TR6SC805L	TH6SC805L	TS6SC805L
Countryside Gray	TQ6SC809L	TM6SC809L	TR6SC809L	TH6SC809L	TS6SC809L
RESERVE – 9.56" x 60"					
Sand Dune	TQ5SC922LZ	TM5SC922LZ	TR5SC922LZ	TH5SC922LZ	TS5SC922LZ
Joyful Fawn	TQ5SC921LZ	TM5SC921LZ	TR5SC921LZ	TH5SC921LZ	TS5SC921LZ
Chestnut	TQ5SC925LZ	TM5SC925LZ	TR5SC925LZ	TH5SC925LZ	TS5SC925LZ
Breezy Home	TQ6SC943LZD	TM6SC943LZD	TR6SC943LZD	TH6SC943LZD	TS6SC943LZD
Sandalwood	TQ5SC921LZ	TM5SC921LZ	TR5SC921LZ	TH5SC921LZ	TS5SC921LZ
Reclaimed Oak	TQ5SC924LZ	TM5SC924LZ	TR5SC924LZ	TH5SC924LZ	TS5SC924LZ
CLASSIC PLUS – 7.87" x 60"					
Beachside Warmth	TQ5SC818LZD	TM5SC818LZD	TR5SC818LZD	TH5SC818LZD	TS5SC818LZD
Down to Earth	TQ6SC796L	TM6SC796L	TR6SC796L	TH6SC796L	TS6SC796L
Visionary Taupe	TQ5SC846LZ	TM5SC846LZ	TR5SC846LZ	TH5SC846LZ	TS5SC846LZ
Shady Cove	TQ5SC847LZ	TM5SC847LZ	TR5SC847LZ	TH5SC847LZ	TS5SC847LZ
Coastal Setting	TQ5SC848LZ	TM5SC848LZ	TR5SC848LZ	TH5SC848LZ	TS5SC848LZ

For more information, contact your Bruce distributor or AHF Products Sales Representative.

LifeSeal Classic Plus and Reserve are Made in the USA
with US & Global Components.

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AHF PRODUCTS

OUR **FAMILY** OF **BRANDS.**

Bruce · Hartco · ROBBINS · LM Flooring · AHF CONTRACT
tmbr. · AUTOGRAPH UNIQUE FLOORS · H|W HOMERWOOD · Capella · Hartco CONTRACT
HEARTHWOOD · RAINTREE · EMILY MORROW HOME · essential living · PARTERRE

RESIDENTIAL RESILIENT SHEET FLOORING LIMITED WARRANTY

THIS LIMITED WARRANTY APPLIES TO AHF RESIDENTIAL SHEET VINYL FLOORS PURCHASED AFTER JULY 1ST, 2022.

CONGRATULATIONS ON THE PURCHASE OF YOUR NEW FLOOR!

AHF Products is a leader in the flooring industry with a family of strong brands serving the residential and commercial markets. With decades of experience in award-winning design, innovation, product development, manufacturing and service, we strive to improve the quality of people's lives through great products and a deep commitment to outstanding customer service. Our mission is to create beauty that lasts for generations, and we want your flooring to be a part of that mission.

Throughout this document, references to "we", "us", "our", "AHF" or "AHF Products" mean AHF, LLC dba AHF Products. References to "you" or "your" mean the original retail purchaser/end user of the resilient sheet flooring. Resilient sheet flooring product will be referenced as the "floor", "flooring", "product", "products" or some combination thereof. The term "Limited Warranty" is singular but encompasses any and all coverages provided for herein.

WARRANTY OWNER.

This Limited Warranty extends only to the original end-user. Our warranties are **NOT TRANSFERABLE**.

WHAT IS COVERED BY THIS LIMITED WARRANTY?

For residential installations, AHF warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and for the time period set forth below in the "Residential Sheet Vinyl Flooring Limited Warranty Periods" section of this document. *Please see the "Residential Sheet Vinyl Flooring Limited Warranty Periods" section to review the Limited Warranty Period for your specific brand/product.*

The flooring product:

- Will not contain manufacturing defects.
- Will not stain from common household stains or from the use of cleaning products designed for vinyl flooring.
- Will not permanently stain from subfloor or underlayment panels as well as mold or mildew growth when installed over concrete*.
- Will not wear-through**.
- Will not rip, tear, or gouge from normal household use. Movement of large appliances/furniture require special care such as protection between sheet vinyl and appliance/furniture***.
- Permanently scuff from shoes.
- The edges of the flooring will not curl.

WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

- Loose lay installations exceeding 225 square feet.
- Discoloration or staining caused by the use of rubber-back or latex mat or rug protectors.
- Damage caused by fire, flooding, exposure to standing water and/or intentional abuse.
- Fading, discoloration, and/or damage resulting from excessive temperatures or sunlight. Radiant heat systems should not exceed 85 degrees on the surface of the floor.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture (except as indicated in the "What will AHF Products Do if Any of the Above Happens?" section herein). While moisture will not affect the structure of the sheet vinyl, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects. Rubber wheels should not be allowed to contact the vinyl as staining may occur. When vacuuming, use the wand attachment.
- Indentation or damage from improper loads including high heels; spiked shoes; rolling loads; and/or chairs or other furniture not having floor protectors.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it.
- Damage or staining resulting from the use of harsh chemicals including but not limited to stains and damage from paints, dyes, and other chemicals.
- Improper maintenance causing loss of gloss, scratching, and/or build-up of a dulling film.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty.
- Floors installed with visible defects or defects seen before the installation.
- Installation of residential products in a commercial environment.
- Workmanship, as described below.

WORKMANSHIP

AHF does not warrant your or the installers' workmanship. However, it is highly recommended that your flooring be professionally installed by contractors who have demonstrated expertise in installing this type of flooring for residential use. Workmanship errors should be addressed to the contractor who installed the floor.

* One time replacement. If this issue happens a second time, it demonstrates proper remediations were not taken to prevent the staining and AHF will not replace a second time.
** "Wear-through" is defined as wear and tear of the wear layer resulting in damage of the printed image due to normal household use.
*** Sheet vinyl must be fully adhered; cannot be installed with the loose lay method.

WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.

None of our retailers, distributors, installers, or employees has the authority to alter the obligations, limitations, disclaimers, or exclusions under this or any of our warranties.

WHAT WILL WE DO IF A COVERED WARRANTY EVENT OCCURS?

If a covered event should occur within the specified Limited Warranty Period for the applicable flooring product, AHF Products will furnish comparable AHF flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at AHF's option. And, if your floor was professionally installed, AHF Products will also pay reasonable labor costs for the direct repairs or replacement.

Within One Year:
If a defect covered by this Limited Warranty is reported to AHF in writing within one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF will also pay reasonable labor costs.

Within Two Years:
If a defect covered by this Limited Warranty is reported to AHF Products in writing after one year but within two years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will also pay fifty percent (50%) of the reasonable labor costs.

After Two Years:
If a defect covered by this Limited Warranty is reported to AHF in writing after two years but within the specified Limited Warranty Period for the applicable flooring product, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will not pay labor costs.

AHF Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your AHF floor. If you're not, call your retail store. The retailer can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1-866-243-2726.

CLAIMS PROCESS

We work with distributors all over the country to make our products widely available. We sell our products to distributors and distributors sell our products to local retailers and contractors.

Steps to Filing a Claim:

1. Return to your retailer with your original proof of purchase.
   a) If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
   b) If your retailer is out of business, please call 1-866-243-7276 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
   a) Distribution Retailers: Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
   b) Lowes, Home Depot, or Direct: Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home/facility may be required.
3. A claim determination is made.
   a) Distribution Retailers: We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
      (i) If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
      (ii) If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.
   b) Lowes, Home Depot, or Direct: The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.

Appealing your Claim Determination:
If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for "Warranty", or by emailing your concerns to customeradvocates@ahfproducts.com. We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

AHF PRODUCTS®

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tmbr.™ AUTO GRAPH UNIQUE FLOORS H|W HOMERWOOD® Capella Hartco® CONTRACT
HEARTHWOOD™ RAINTREE™ EMILY MORROW HOME™ essential living™ PARTERRE

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.

AHF Products requires the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

CARE INSTRUCTIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, do the following:

IMMEDIATELY AFTER INSTALLATION:

- When the installation is completed, please follow the installation instructions for maintaining temperatures thereafter.
- Do not scrub or wash your floor for 72 hours.

DO:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with a Resilient Floor Cleaner. *For residential installations, we recommend Bruce® Multi-Surface cleaner.*

DON'T:

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

PROACTIVE PROTECTION FOR YOUR FLOOR:

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it; this will help protect your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Rubber- or latex-backed mats (except where noted) should not be used because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest an anti-staining vinyl-backed mat or a woven rug that is colorfast.

RESIDENTIAL SHEET VINYL FLOORING LIMITED WARRANTY PERIODS

	Residential Installation (Warranty Period)
Bruce®	
VINYL SHEET	
Style and Tradition Bronze (55g)	10
Style and Tradition Silver (75g)	15

Footnotes to Warranty Period:
1. Warranty Periods indicated are in years from date of purchase.

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Bruce®

PHOTO: Airy Oasis Tan, BRBF15HS01E / HS1BF001E

STYLE & TRADITION™ | VINYL SHEET FLOORING

Durability with Unrivaled Design

A realistic stone visual enhances any room of the home. Warm, quiet, and comfortable, Style & Tradition™ offers a beautiful design to fit any decor.

Durable, easy to maintain, and superior moisture resistance make this floor an ideal choice for areas such as kitchens, bathrooms, and laundry rooms.

Ultimate in Waterproof Resistance

Indentation, Wear & Stain Resistance

Install on Any Level

MADE IN THE USA
with U.S. and Global Components.

floor score
CERTIFIED BY SCS Global Services

STYLE & TRADITION™ | VINYL SHEET FLOORING

BRONZE

Airy Oasis Tan
PARENT: BRBF15HS01E
NVR: HS1BF001E

STYLE & TRADITION BRONZE							
ROLL SIZE	12′ x 140′	GAUGE	55 (1.4 mm)	WEAR LAYER	10 mils (0.25 mm)	FINISH	Urethane
VISUAL	Stone	EMBOSSING	EIR	SQ YD PER ROLL	186.67	GLOSS	Low
INSTALLATION	Glue; Below / On / Above Ground Level			WARRANTY	10-Year Limited Residential		

WB-1425-NVR-822 FloorScore is a trademark of the Resilient Floor Covering Institute. All other trademarks owned by AHF, LLC. © 2022 AHF, LLC.
NOTE: Due to printing limitations, colors pictured cannot be guaranteed to match actual flooring material.