



# WARRANTY COVERAGE & PREVENTATIVE MAINTENANCE

## NATURAL WOOD

Things you need to know about your hardwood flooring.

Hardwood floor is a product of nature. Wood is a hygroscopic material. This means that wood is breathing and always tries to reach the same moisture content of the air in the environment. Through the seasonal changes, as the relative humidity of the air increases, the fibers of the wood absorb moisture causing the wood planks to expand. Conversely, as the humidity of the air decreases, the fibers of the wood expel moisture causing wood planks to contract. This explains why wood flooring may have cracks between the boards during the cold & dry winter months. Therefore, some degree of gapping between the floor joints during the dry season or environment is normal. The joints close up by themselves when the relative humidity goes up again. However if the changes are severe the shrinkage and the gapping could become permanent. It is essential to keep the environment stable with the room temperature between 70-75° F and a relative humidity of 45-55% all year around to minimize the seasonal changes.

## RESIDENTIAL WARRANTY

Applicable products will be free from manufacturing defects for as long as you own and reside in your home. NaturalHome® guarantees that its products, upon leaving plant facilities, are free from manufacturing defects. Manufacturing defects are improper milling, laminating or grading.

## FINISH WARRANTY

NaturalHome® guarantees to the original purchaser that the hardwood finish will not wear through to the bare wood in the course of normal use and proper maintenance for the period designated in the Product Warranty Reference Chart (below). Gloss reduction, minor imperfections and irregularities is not considered wear through. Therefore, it is not covered under the finish warranty. **See the section on maintenance and floor preservation (BACK PAGE).**

## WARNING

The finish applied to boards neither increases the hardness of the wood nor its resistance to blows and compression caused by heavy objects, as well as anything falling on the floor, that can mar or damage the wood surface and finish.

## STRUCTURAL WARRANTY

NaturalHome® warrants that the covered products, in their original manufactured condition, will be free from manufacturing defects in milling, grading and lamination as long as you (the original purchaser) own the floor. NaturalHome® warrants that when installed and maintained according to NaturalHome®'s guidelines, the flooring will not delaminate, separate, buckle or cup as a result of manufacturing defect during this Warranty period.

## OBLIGATIONS OF NaturalHome

Under the terms of the present warranty, the responsibility is limited to any of the following options, at the discretion of the company and excluding any other form of compensation:

- 1) To supply the material to replace the defective boards.
- 2) To supply the material and labor to resurface the flooring in the room where the urethane is completely worn through.
- 3) To compensate for damages equivalent to the purchase cost of the defective boards.

	Residential Warranty	Residential Finish Warranty	Commercial Finish Warranty	Structural Warranty
<b>Villa</b>	YES	25 YR	1 YR	LIFE
<b>Cottage</b>	YES	25 YR	1 YR	LIFE
<b>Lodge</b>	YES	25 YR	1 YR	LIFE
<b>Brownstone</b>	YES	25 YR	1 YR	LIFE
<b>Carriage House</b>	YES	25 YR	1 YR	LIFE
<b>Heim</b>	YES	25 YR	1 YR	LIFE
<b>Chalet</b>	YES	25 YR	1 YR	LIFE
<b>Loft</b>	YES	25 YR	1 YR	LIFE
<b>Victorian</b>	YES	25 YR	1 YR	LIFE
<b>Manor 8 Laminate</b>	YES	25 YR	5 YR	LIFE
<b>Manor 12 Laminate</b>	YES	25 YR	5 YR	LIFE

\* Above warranty applies to the original purchaser.

## OWNER AND/OR INSTALLER RESPONSIBILITY

The final user must foresee an additional 4 to 6% (depending on the site and type of installation) of hardwood boards when ordering material to compensate for losses incurred when boards are cut to fit.

Flooring boards are made of hardwood, a natural material that may present certain imperfections. NaturalHome products are subject to rigorous standards of quality and comply with those in effect in the flooring industry. NaturalHome employees carry out quality control checks and do everything that is humanly possible to ensure that boards offered for sale are free from manufacturing defects. Boards are selected methodically and those that do not correspond to the grade under selection are discarded. In the wood flooring industry, a defect rate of 5% or less of the quality of boards purchased is considered normal. The rate includes both natural flaws and manufacturing defects. The installer and/or owner must make sure that the work site and subfloor comply with conditions specified in the installation guide.

**It is the installer and/or owner's responsibility to inspect flooring boards prior to their installation. The installer and/or owner must check board grade, quality and finish.**

The installer must select boards in a reasonable manner, when necessary either discard, install in a less conspicuous place or cut boards presenting any type of flaw that is too noticeable. During installation, it is standard procedure to correct minor flaws using small amounts of stain, wax pencil, putty or marking pen.

If the installer is in doubt as to the grade, quality or finish of a board and is unable to install it in a inconspicuous location or eliminate the flaw, then the board should be discarded. **Once the board has been installed, it is deemed to have been accepted by the installer and/or owner.** NaturalHome will only replace defective boards in excess of the 5% acceptable loss (excluding the 4 to 6% margin for loss due to cutting). NaturalHome will not cover any costs associated with labor or installation.

### Exotic Wood Disclaimer—Cracking

Some exotic wood species, such as Brazilian Cherry / Jatoba, Brazilian Walnut / Ipe, Australian Cypress etc., because of its nature characteristics, may easily crack or deform if the environmental conditions are not properly maintained. In order to ensure the best performance of exotic flooring, the heating and ventilation systems should be designed to keep & maintain the relative humidity level between 45% to 55%RH and temperature between 70 to 75 degrees Fahrenheit. Failure to do so will void your product warranty.

**Important Information Regarding Adhesives ; NaturalHome has extensively tested industry brand adhesives in coordination with our flooring products. After rigorous testing, we deemed specific adhesives as "approved". Only installations made with "approved" adhesives are included with this warranty coverage.**

## EXCLUSIONS

NaturalHome disclaims all responsibility under the terms of the warranty and will pay no compensation:

- For damage other than that listed previously in the "Obligations of NaturalHome" section, including, without limitation, loss of use of space, moving costs, hotel expenses, loss of time or goods.
- If no manufacturing defects has affected the product.
- If the defects affecting the product result from inadequate storage or transportation, poor preparation of the surface to be covered or installation failing to comply with the manufacturer's recommendations. Use of tape (in any format) can remove the flooring finish from the surface which will void the consumer warranty coverage.
- If the products have been used or installed for purposes other than residential or light commercial use.
- If damages are caused by failure to follow the guideline provided by NaturalHome.
- In the absence of sufficient proof that the recommended installation and maintenance instructions have been followed.
- When damage has been caused in whole or in part by improper use, abrasive substances (salt, sand, glass or other), fallen and scraping objects, the movement of furniture with or without casters, high heeled shoes, repeated striking or scratching of objects or any use other than normal residential use.
- If damage has been caused in whole or in part by a change in the humidity of the wood caused by excessive ground moisture from natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters.
- Noises such as squeaks and popping caused by subfloor condition or improper nailing/stapling.
- Minor occasional noises within the flooring are inherent to all staple/nail-down installations and can change as environmental changes occur. This is not a manufacturing defect and is therefore not covered under our warranties. You can help reduce squeaking, popping, and crackling by being sure that the subfloor is structurally sound, does not have any loose decking or joists, and is swept clean prior to installation. You should also be sure that your stapler or nailer is setting the fastener properly, not damaging the planks, and that you are using the correct nailing schedule.
- If flooring was not installed by a professional NWFA certified installer.
- For products that are sold "AS IS."
- For repairs carried out without the prior written consent of NaturalHome.
- For the replacement of boards that were defective prior to installation.
- For any product discoloration due to the natural characteristics of the wood specie with exposure to ultra-violet light (sunlight).
- For any alteration to the product other than the total wear of the finish.
- For shipping or transportation costs.
- In the absence of proof provided by the customer of the date of purchase of the product.
- Imperfections or problem that is only visible under certain light or from a certain angle is not considered as a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.

# PREVENTATIVE MAINTENANCE

Investing in NaturalHome Hardwood flooring is one of the best investments you can make for your home as it enhances both it's beauty and value. Caring for your floor is safe and simple with a few basic preservation principles.

Close compliance with these maintenance and preservation guidelines is a determining factor in warranty application.



- **Water is enemy #1 for wood flooring.** Wipe up spilled water, liquids or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in high traffic areas in the kitchen and in front of the sink, dishwasher and work areas.
- Maintain relative humidity between 45 % and 55% and an ambient temperature of 70-75° F in the home in order to stabilize the internal humidity of the wood.
- Use a vacuum cleaner (must use a head with brush and/or lift the carpet beater bar off flooring surface) to remove without delay all abrasive substances (sand, slivers of glass, salt, etc.) that would scratch the finish. Frequent vacuuming is recommended to eliminate abrasive dust accumulating on the surface and between the boards.
- Do not use any type of steam vacuum cleaner or wet mop.
- Clean using “Bona Kemi’s” specially adapted wood floor cleaner on a clean cloth or the “Bona Kemi” Floor mop and wipe the surface.
- For **Chalet** – Please see **NaturalHome UV Oiled Floor Care & Maintenance Guide.**
- Never use wax, household detergents or oil- based soaps on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning flooring, since vinegar has an oxidizing effect on urethane over a long period of time.
- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Avoid rolling chairs with casters on the finished surface.
- Avoid wearing high heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3500 pounds per square inch.
- Do not drag furniture or heavy objects across the finished surface.

If you need to file a claim under this warranty, first contact your NaturalHome retailer, or write to us at:

NaturalHome  
Technical Services Department  
2655 Dawin Road N., Jacksonville, FL 32207

The present warranty is governed by the laws of the State where the NaturalHome head office is located, save and excepting the rules governing conflict of laws and any other law.