

# MAINTENANCE AND WARRANTY GUIDE



## RESIDENTIAL INSTALLATION WARRANTY

Exclusive Floors warrants all residential labour for a period of one (1) year from the date of installation for both prefinished and custom finished hardwood flooring. Installation Warranty is limited to one (1) year on commercial properties. Type of service provided: removal and replacement of planks deemed sub-standard by an Exclusive Floors Representative, molding adjustment and removal of excess glue and/or re-finishing. This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, subfloor movement or settling.

**Manufacturer Warranties:** Most product specific warranties are available on the manufacturer website, but in the event of any product warranty issues, Exclusive Floors will assist and convey this information to the customer. Please refer to this literature for each products specific warranty details. We make no claims or guarantees over and above those listed by the manufacturer.

## AREA RUGS ON NEWLY INSTALLED HARDWOOD

For pre-finished hardwood: Refer to the manufacturer's guidelines on the appropriate curing time before placing an area rug on your newly installed hardwood floor. For custom finished hardwood: It is recommended you allow at least 3-4 weeks of curing time before placing an area rug on your newly finished hardwood floor. Some species of wood, especially Brazilian Cherry, American Cherry and Kempas are subject to dramatic change in color when newly installed.

## RADIANT HEAT AND HARDWOOD FLOORS

For hardwood floors laid over a subfloor with a radiant heating system, do not raise or lower the temperature by more than 2°C per day and never exceed a surface temperature of 27°C.

While floor-heating temperatures do not harm the wood, it does affect its moisture content & variances in moisture content will cause the floor to move in numerous ways. Moisture content is a key factor to successful floor performance and adding heat to the floor makes attention to moisture even more critical.

As the temperature goes up, the moisture content generally goes down. Heating the wood too much will cause it to shrink and gaps will occur between the boards. Once the temperature is lowered, the moisture returns and the gaps close up. Low, even temperature distribution is the key. Uneven heating of the floor can cause cupping. In most climates, winter air is dryer than summer air. This can cause seasonal gapping between boards and will occur regardless of whether or not there is a floor heating system installed. If an indoor humidity control is not present, occupants should expect some degree of seasonal gapping on any wood floor with or without radiant heating.

## GETTING THE MOST OUT OF YOUR HARDWOOD FLOORS

## PREVENTATIVE MAINTENANCE

- Vacuum or sweep regularly, using the brush attachment only, not the beater bar. The beater bar is located on the under side of most upright vacuums and can cause damage to your new hardwood floor.
- Remove spills promptly using a clean, dry Microfiber cloth and clean residue with a Professional Hard Surface Cleaner and a clean white Microfiber cloth. We recommend Bona® Swedish Formula® Hardwood Floor Cleaner, available at Exclusive Floors.
- Use felt protectors under heavy pieces of furniture and chairs and use protective mats at all exterior entrances to reduce debris that can be tracked in from outside. Do not use rubber or foam backed mats, as they may discolor the finish.
- Never wet or damp mop your wood floors. Water can cause damage to wood flooring.
- Never use oil soaps, wax, or other household products to clean your floor. The sun's UV rays can change the colour of your floor. Keep animal nails trimmed.
- Spiked or high heeled shoes can severely damage your floor. If your floor becomes scratched or dull, repairs can often be made using repair accessories. Always remember, pre-finished and custom finished hardwoods have durable finishes, but are not scratch or dent proof. A little preventive maintenance goes a long way toward keeping your hardwood floor looking its best.

## POST INSTALLATION

**Please be aware of the following conditions that may exist after installation:**

Minor gaps (less than the thickness of a dime) may be present. These will change as the home and the floor breathes, causing expansion and contraction.

All 3/4" solid wood can, and will, squeak when exposed to seasonal changes.

Temperature and humidity levels must be kept uniform. Homes that are not occupied year-round may experience more expansion and contraction.

Certain types of wood react differently to temperature and humidity changes.

Lighting may affect the color of wood over time. Depending on the species, it may lighten or darken over time — please keep this in mind, if you are covering your new floor with an area rug. Regularly move or shift the rug so that the floor may react to the elements uniformly, maintaining your investment.



## WARRANTY EXCLUSIONS

Warranty does not cover indentations, scratches or damages caused by negligence, water, wet mopping, erosion, pebbles, sand, other abrasives, spiked heel shoes, insects, pets, misuse, abuse, accidents, natural wood fiber surface discoloration, extreme environmental conditions, improper maintenance, insufficient prevention and/or protection in kitchen working stations and underneath furniture, misuse or improper alterations of the original manufactured products. Special Purchase and Promotional Products may be exempt from warranties.

## MOISTURE & HARDWOOD

Remember, hardwood is a living material which reacts to changes in relative humidity. All movement in a wood floor is due to moisture. Therefore, the more constant the moisture content is maintained, the less likely there will be any problems with the floor. Gaps between the boards, checks/cracks and luster cracking are a result of the moisture content being too low. Warping or cupping is the result of the moisture content being too high or uneven. To avoid this, maintain a relative humidity of 35%-55% in your home at all times to reduce the natural expansion and contraction of wood.

Sometimes moisture levels rise considerably after a floor has been installed. Several factors can effect moisture levels in your home. Some examples are:

- **Temperature**
- **Humidity**
- **Ground Water Tables**
- **Hydrostatic Pressure (concrete sub-floors)**
- **Drainage around your home**
- **Landscaping**
- **Leaky Pipes**
- **Crawl Space Ventilation**

It is the homeowner's responsibility to make sure a 6-8 mil vapor barrier is installed in their crawl space, when applicable. Exclusive Floors can not warrant nor guarantee any floor that is affected by moisture after it has been installed. Some of the factors listed above are controllable such as: temperature, humidity levels, drainage, landscaping, leaky pipes, crawl space ventilation and vapor barriers. It is the sole responsibility of the homeowner to monitor and control the above mentioned factors in their home. Ground water tables and hydrostatic pressure are not controllable and therefore not covered by any warranty.



## SERVICE COMMITMENT

**Accessible** - Our service department is easy to reach and easy to communicate with. We will respond to your requests promptly.

**Reliable** - We are over 40 years in the market with one of the best brands in the industry. We can be relied on to do what's right and warrant our work.

**Inclusive** - We are committed to keeping clients informed of what's happening at all times and involve them in the warranty process from the beginning.



## LOCATIONS

### Exclusive Floors Surrey

5550 Panorama Drive, Surrey BC V3S 1B7

Phone: 604-575-9550

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### Exclusive Floors Coquitlam

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### Exclusive Floors Abbotsford

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