

## WOOD FLOORING MAINTENANCE GUIDE & WARRANTY

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### OVERVIEW

JG Architectural Supply manufactures its prefinished hardwoods with the most technologically advanced finishes on the market: High-build, U.V. Cured, aluminum oxide urethanes, with Anti-Scratch top coats. These finishes are just as durable as any factory applied finish, yet are easy to screen and re-coat.

Despite the fact that our wood flooring is manufactured with resilient species and durable finishes, wood flooring is not indestructible and can be damaged through improper use and poor maintenance. As with any floor covering, good preventative maintenance and some common sense will keep your floor looking great for years to come.

In addition to our floor care recommendations, the following resources may prove useful:

NWFA Wood Floor Maintenance Guide – <http://www.woodfloors.org/consumer/maintReg.aspx>

NOFMA Wood Floor Care Guide – [http://nofma.org/Portals/0/Publications/NOFMA\\_FloorCareGuide.pdf](http://nofma.org/Portals/0/Publications/NOFMA_FloorCareGuide.pdf)

### FLOOR CARE RECOMMENDATIONS

- **Keep Your Wood Floor Clean** – Sand and dirt will scratch and wear any flooring material. Use mats and rugs both indoors and outdoors at entryways to minimize the amount of dirt and sand tracked onto your floor. Vacuum regularly to remove sand and dirt from your floor to prevent scratching and wear.
- **Protect Your Wood Floor Against High Traffic** – In areas such as hallways and stairways, consider the use of a runner to protect against excessive wear. If an area of high traffic shows excessive wear, it is always easier to screen and recoat the floor before the damage becomes too severe, at which point the floor would need to be sanded and completely refinished.
- **Protect Your Wood Floor When Moving Heavy Objects** – Use a blanket or moving pad under furniture and other heavy objects, and carefully slide the object to avoid denting and scratching. Once the furniture is in place, use floor protectors on the legs. Also avoid the use of small casters on the legs of furniture; replace with large barrel-style casters to avoid denting and gouging.
- **Avoid Liquids Spills** – Water and other liquids pose a huge threat to your wood floor. Wipe-up all spills immediately with a damp (not wet) rag. If a plumbing or roof leak occurs in your home or building, take all steps necessary to contain and repair the leak immediately to avoid affecting the moisture content of your wood floor.
- **Use Appropriate Cleaning and Maintenance Products** – There are many products on the market designed to clean and maintain wood floors, such as the [Bona Floor Care System](#). Avoid wet-mopping and the use of oil soaps, both of which can cause warping/cupping of your wood floor. Never use ammonia, bleach, pine soap, or any abrasive cleaner that was not designed for use with wood flooring.
- **Control Humidity** – Water also poses a threat to your wood floor in the form of humidity. Relative humidity (RH) should be kept between 35% and 65%, with 45% - 55% being the ideal range. RH can be measured with the use of an inexpensive device called a hygrometer. RH can be controlled with humidifiers to elevate humidity, and dehumidifiers to lower humidity. Humidifiers and dehumidifiers can be purchased as stand-alone units, or as add-ons for your central heating and air conditioning system.
- **Avoid Spike Heels and Pet Nails** – Both of which can scratch and dent your wood floor.

## **LIMITED 25-YEAR WARRANTY**

Hardwood flooring is a product of nature and therefore; not perfect. We start with all wood being manufactured in accordance with industry standards, which permit a defect tolerance not to exceed 5% determined within its grade. These defects may be due to manufacturing, finishing, milling or natural.

Our warranty protects you against manufacturing defects caused by improper milling, grading, staining and finishing as long as you own your home. Damages due to improper transportation, storage, moisture, or installation are not covered. This warranty is applicable only to claims over the 5% defect tolerance, excluding all other costs, such as transportation, installation, storage, cutting allowance, etc.

Our finish warranty on products from the **JG Exotic Hardwood Collection** is to the original purchaser that the finish will not wear through or separate from the wood for **twenty-five (25) full years** from the date of purchase.

Our finish warranty on products from the **JG Domestic Hardwood Collection** and the **JG Reclaimed Hardwood Collection** is to the original purchaser that the finish will not wear through or separate from the wood for **fifteen (15) full years** from the date of purchase.

This warranty does not include any wood known as seconds, tavern, character, fall-off's or any down-graded woods.

### **WARRANTY EXCULSIONS**

- Finish warranties do not cover scratches, indentations, or damage caused by negligence, water, stains, accidents, insects, pets, spiked heeled shoes, environmental conditions, or failure to follow proper installation instructions.
- Variations of color in flooring are a natural occurrence and will occur due to species, age, character of flooring and exposure to UV sunlight. NEVER WILL EVERY BOARD BE THE SAME COLOR REGARDLESS OF WHAT GRADE IS PURCHASED. Also, due to this, replacement floor, molding, and medallions of the same color may not match display samples or existing floors.
- Reduction in gloss is not considered a defect.
- Wood characteristics naturally occurring such as variations in grain, color, mineral streaks and knots are not considered defects.
- Exposure to sunlight, though normal, can bring about shading changes in your hardwood floor. Area rugs should be moved occasionally as they give the appearance of discoloring under the rug. THIS IS NOT A DEFECT.
- Damage due to moisture and/or water, including but not limited to damage resulting from wet mopping, weather conditions, natural disasters, broken pipes etc. – are not covered by this warranty.

In the unlikely event you should have any problems with your floor inside of this warranty, please contact the distributor where you purchased the floor. Claims must be filed within the warranty coverage period, and information verifying the date of purchase, where purchased, name and type of floor will be required. If the claim is proven and covered by this warranty then the repair is at the sole option of JG Architectural Supply LLC to the original purchaser, to repair, refinish or replace the portion. AT NO COST TO YOU, with the same product, or another of equal value.

If you need further information on installing or cleaning your prefinished floor, please contact your distributor for more information.