

# HARDWOOD WARRANTY & MAINTENANCE GUIDE

## RESIDENTIAL INSTALLATION WARRANTY

Avalon Flooring warrants all residential labor for a period of three (3) years from the date of installation.

- All terms and conditions of our sales invoice and contracts become part of this warranty.
- This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, scratching or sub-floor movement.
- We cannot guarantee that the original material will be available for repairs or replacement. If the original product has been discontinued then a product of equal value will be offered for the area affected.
- Avalon Flooring cannot be responsible for matching specific dye lots, shades or colors. We recommend that you keep any excess material.
- Removal of all fixtures and/or appliances will be the responsibility of the owner.
- The customer is responsible for disconnecting and reconnecting all gas and water appliances. If the appliance is larger than standard size, customer will be responsible to remove and replace.



## MANUFACTURER'S WARRANTIES

Avalon Flooring conveys all product-specific manufacturer warranties to the consumer. Please refer to the literature provided by the manufacturer for each product's specific warranties. We make no claims or guarantees over and above those listed by the manufacturer.

We strongly recommend filling out and sending any registration cards found in the warranty pamphlet.

## 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.

Warranties apply only to hardwood for owner occupied, single family, indoor residential installations and do not cover hardwood installed in any commercial or business places, daycare facilities, and/or rental properties. All Hardwood products are a product of nature and therefore will show knot marks, mineral streaks and/or variation in color based on the botanical species.

Hardwood products WILL VARY from store samples or samples that you have seen in our locations. It is a requirement that material be approved by homeowner before installation. No claims for visual concerns will be accepted after 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 breathe, 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 in mind, if you are covering your new floor with an area rug, move or shift the rug so that the floor may react to the elements uniformly, maintaining your investment.
- Dark colored hardwood will show scratches, scuffing, and denting more readily than lighter colored hardwoods. None of these issues are covered under any warranty.
- Checking in Hardwood - Small surface splits on the face or edge of the wood. Hardwood is a product of nature and continues to change to the environment in which it is installed and therefore boards that develop minor splits or "checks" are not to be deemed defective. Replacing or repairing the most severe boards is the only option that can be offered.

## 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 an Avalon Flooring store near you.
- Use felt protectors under heavy pieces of furniture and chairs.
- 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 color of your floor. Window coverings are suggested.
- Keep animal nails trimmed.
- Protect your floor when using a dolly for moving furniture or appliances. NEVER slide or roll heavy furniture or appliances across the floor.
- Spike or high heeled shoes can severely damage your hardwood floors.

## MOISTURE & HARDWOOD FLOORS

- 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 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

## RADIANT HEAT & HARDWOOD FLOORS

For hardwood floors laid over a subfloor with a radiant heating system, do not raise or lower the temperature by more than 5°F per day and never exceed a surface temperature of 80°F to 85°F.

While floor-heating temperatures do not harm the wood, it does affect its moisture content and 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.

Temperature and humidity levels must be kept uniform, the ideal levels are 60°F to 85°F and 35% to 55% relative humidity.