



## Pre-Finished Flooring Maintenance and Warranty Guide

Proper care and maintenance will help ensure your floor always looks its best. Simply follow the maintenance steps and floor care tips outlined below.

### Ongoing Routine Care and Maintenance:

1. 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 hardwood floor swivel-head mop with terry cloth or microfiber cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply no-wax wood floor cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
3. Periodically, as necessary, thoroughly clean the floor with a no-wax wood floor cleaner and swivel-head mop with terry cloth or microfiber cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess no-wax wood floor cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Never clean or wet mop with water. Water may permanently damage the floor.
7. 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.
8. Keep animal nails trimmed to minimize finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
10. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.

12. Use furniture leg protector pads under ALL furniture and make certain to keep them clean and well maintained.

13. Replace hard, narrow furniture rollers with wide rubber rollers.

14. Keep the relative humidity in your home between the proper moisture level of 35% and 55%.

15. 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.

## **Quick Fix Tips**

### **Spots caused by food, water or animals**

- Apply no-wax floor cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with an appropriate cleaner.

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

- Apply a no-wax cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with an appropriate 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 a no-wax floor cleaner.

### **Minor Abrasions/Scratches**

- Use a wood flooring touch-up kit in smaller areas.
- Apply the appropriate color top coating when larger areas are reconditioned.

### **Deep Scratches/Gouges**

- Individual planks, strips or parquets that are heavily gouged or damaged can be replaced.
- If needed, the entire floor can be refurbished.

## **25 Year Residential Finish Warranty Lifetime Structural Integrity Warranty**

### **Naturele Elegance Warranty Information**

#### **Who is covered?**

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

#### **What is covered and for how long?**

The limited warranties are subject to the product applications, limitations, disclaimers and exclusions described below. All warranties run from the date of purchase for the applicable period.

## **What are you responsible for under our warranties?**

To be covered under our warranties, make sure that the flooring is properly installed in accordance with NWFA installation standards for the relative flooring type. Retain all sales slips for the flooring, appropriate adhesives and retain proof of pre-installation moisture test results. You must also properly care for your new floor using the proper maintenance schedule and products. We recommend that you use only specially formulated hardwood floor care products to preserve your flooring. Using floor care products other than specially formulated products for hardwood flooring may damage your floor and 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. These warranties do not include removal or replacement of cabinets and other fixtures.

We will replace or repair such flooring no more than once, which is your exclusive remedy under this 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 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 is not covered by Naturale Elegance warranties?**

- Wood flooring installed in high moisture areas such as full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and casters (see Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
- 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 (squeaks, etc.) associated with anything other than the manufacturing defects of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.

- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as “thrift,” “antique,” “tavern,” “bargain,” “seconds,” “economy grade,” “close-out,” “offgoods” or “nonstandard.” 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 or adhesive breakdown caused 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.

### **What is excluded from Naturale Elegance warranties?**

No installer, retailer, distributor or employee has the authority to alter the obligations, limitations, disclaimers, exclusions or warranties under any circumstance.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean we exclude 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.

## **Warranties**

**Lifetime Structural Integrity Warranty:** 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. Engineered flooring lamination is covered under warranty under normal residential use and only if they are not exposed to improper moisture. This warranty does not cover the normal expansion and contraction of wood flooring due to seasonal changes. Wood distortion due to excessive moisture or improper humidity is not covered under warranty.

**25 yr. Residential Finish Warranty:** 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.

**Pre-installation Defects Warranty:** We warrant that the covered products meet our quality standards. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by this warranty. The pre-installation warranty expires upon installation.

**Need to Contact Us?**

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:

Naturale Elegance  
3000 N 117<sup>th</sup> Street  
Milwaukee, WI 53222  
414-312-8518

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