



GOLDEN STATE FLOORS

ENGINEERED HARDWOOD FLOORING

25 YEAR RESIDENTIAL WARRANTY

Structural Warranty:

25 years warranty to the original purchaser against manufacturing defects such as wrapping, buckling or bonding failure under normal residential use. As with all warranties, terms and conditions apply. Our warranties do not cover failure due to improper installation. Also, engineered hardwood flooring comes from a source of natural wood, ADD wood floor cannot guarantee against natural variations in each plank, nor against colour differences between samples and the colour of floor once the floor has been installed. Careful pre-inspection is the responsibility of the buyer

Finish Warranty:

Green Touch warrants that the finish on the engineered hardwood flooring is, at the time of sale, free from defects in material and manufacture and that it conforms to Green Touch standard specifications for the finish. Green touch further warrants that when maintained according to Green Touch's cleaning and maintenance instruction and used for its intended purpose, the finish will not wear through to bare wood for the following years from date of purchase.

Warranty Exclusions and Limitations

Warranty Exclusions

- Failure to maintain the environment at a humidity range of 35% to 50% (over radiant heat floor at range of 40% to 55%) year round and a room temperature of 17c° to 27c°.
- Checks, splits, delamination caused by improper environmental conditions.
- Colour variations in engineered hardwood flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Due to colour variations of product and/or samples, Add floor is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and any existing moldings.
- Normal exposure to sunlight will bring about changes in the shading of any engineered hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Improper installation/maintenance and failure to adhere to Add floor installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Add floor accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, high heel shoes, spiked or damaged heels, cleats, sports shoes, pivot points (i.e. seating areas), wheel chairs, walkers, sand, pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 27c°.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from Green Touch warranties.
- Insect infestation after product leaves our facility.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Squeaking, popping and other noises are not covered by our warranty. Occasional noise is normal and

can be expected on wood flooring, especially when nailed or stapled down. This is not considered a manufacturing defect.

- Minor surface cracks (checking), with no structural failure, may appear in surface of floor, and can be expected. This is a typical characteristic of natural wood and not a basis of a complaint against the manufacturer.
- Dimensional Changes: Throughout its life, wood will naturally expand and contract in response to the seasons and environment conditions in the home. Seasonal gapping can be expected, and is not a defect.
- Recoating or alterations to the original factory finish voids the finish warranty.
- Color variations, mineral streaks, and small knots are considered part of the natural character and beauty of wood flooring and are not considered manufacturing defects.

Care Instructions:

Engineered hardwood floors are not impervious to damage caused by spills, dirt, grit, water, or impact. All engineered hardwood floors require regular maintenance to keep them looking their best and lasting longer. Here are some guidelines to help you maintain the beauty of your hardwood floor:

1. Real wood will expand and contract with change in humidity, leaving small cracks in between the boards. This effect can be minimized with the use of humidity control in the home, as well as proper acclimation prior to installation.
2. To protect floors from dirt or water, place rugs at entry points to help trap grit and absorb moisture that may damage the finish. However, note that rugs with rubber bottoms or non-skid pads may leave an imprint on the floor. Natural fiber rugs are a safer choice.
3. Regularly vacuum or sweep the floor with a soft mop to prevent abrasive dirt and dust from accumulating and scratching the finish. Vacuuming should only be done with machines that have a hard surface setting to prevent damage from the rollers.
4. Don't Damp Mop: Use only the cleaning products designed specifically for engineered hardwood floors.
5. Never use wax, oil-based detergent or any other household cleaners on the floors. These may dull or damage the finish, leaving a greasy film and making the floor slipper and more difficult to clean. Do not use spray polishes or other cleaners that are designed for other types of wood furnishings.
6. Wipe spills immediately. Be especially attentive to the areas around the sink, dishwasher, stove tops and dining tables, which are more prone to harmful spills.
7. Add felt pads to all furniture and chair legs to prevent damage to the floor. Replace the felt pads when dirty or worn. For extremely heavy objects, use wide, non-staining rubber cups.
8. Damaged or worn high heel shoes may expose a metal tip, which is certain to damage the surface finish. Because of this, and the press exerted by heels, extra caution should be taken when wearing heels to prevent scratches, dents or other damage to your floors.
9. Protect your floor against direct sunlight or any intense source of artificial lighting. Over time, intense natural and artificial light will discolor engineered hardwood floors.

www.goldenstatefloors.com