

# KENTWOOD™

## PRODUCT WARRANTY

### CARE & MAINTENANCE

### GUIDE



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KENTWOOD™ floors are factory-finished with a durable finish that is designed to provide years of protection and easy care. Some simple care and maintenance procedures will help to keep your KENTWOOD™ floor looking its best and help to protect it from unnecessary wear and damage.

- Sweep or vacuum the floor regularly to keep it clean and free of dust, sand and other abrasive materials.
- Place area rugs or doormats at entryways to help prevent sand, grit, oils, dirt and other abrasive or staining materials from being tracked onto the floor surface from outdoors. (Avoid rubber-backed or similarly dense matting materials that may trap moisture between the mat and the floor; choose mats that enable airflow instead.)
- Place protective mats at high-use work areas such as sinks, ranges, service counters and workstations.
- Protect the floor from any exposure to liquids, water and other forms of moisture. Blot up any spilled food, drink or other liquid immediately. Never wet mop the floor when cleaning. Avoid walking on the floor with wet feet or footwear. Damage caused by flooding, broken pipes, wet mopping or any other exposure to liquid or moisture is not covered by the product warranty.
- Ensure that environmental conditions are maintained with a temperature of 65-75°F (18-24°C) and humidity at 35-55% at all times. Hardwood flooring reacts to changes in the environment. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping. Gapping, splitting, cupping or other problems resulting from exposure to improper environmental conditions are not covered by the product warranty.
- If the floor is installed over a radiant heating system, never allow the surface temperature of the floor to exceed 82°F (28°C). Avoid dramatic temperature changes; always adjust the system gradually in 5°

increments. It is recommended that a dedicated quick recovery thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled. **NOTE: This instruction applies only to those styles of KENTWOOD™ floors specifically approved for use over radiant heat. Installation of KENTWOOD™ flooring that is not approved over a radiant heating system will void the product warranty and may result in damage to the floor.**

- Put felt protector pads on the feet of all furniture, display stands, file cabinets and other accessories that will be placed directly onto the floor surface. Inspect regularly for wear and replace as necessary.
- Avoid letting sharp or pointed objects come into contact with the floor surface. Do not walk on the floor with high heeled shoes, sports cleats, or other types of footwear which may damage the finish or cause indentations to the surface.
- Pets' nails will scratch and mark the floor surface. Keep pets' nails trimmed to minimize damage to the surface.
- Do not drag, push or roll appliances, furniture or any heavy object across the floor. Use heavy duty moving mats, dollies, or other moving aids to protect the floor surface.
- Hardwood flooring will naturally undergo a change in color as it adjusts to the ambient light conditions of the installation environment. The degree of color change varies by species. To ensure a uniform change, it is recommended that you do not place area rugs on the new floor for sixty days after installation. Thereafter, periodic re-arrangement of furniture and area rugs will help ensure that your flooring colors evenly.

#### CLEANING

- Sweep or vacuum the floor regularly to keep it free of dust, grit and other abrasive materials.
- Blot up any food, drink or liquid spills immediately.
- For more thorough cleaning, use a wood floor cleaning solution approved for use with KENTWOOD™ flooring (available at your dealer). Follow the product instructions.
- Do not use any household cleaners, oils, soaps, waxes or any abrasive materials or scouring agents on the floor.

Failure to follow these floor care instructions may void this warranty.

#### PRODUCT WARRANTY

This warranty applies to the original purchaser and the original site of installation only. The conditions and terms of this warranty are as stated herein and may not be altered by any dealer, installer, agent or distributor of KENTWOOD™ flooring.

#### MANUFACTURING WARRANTY

KENTWOOD™ warrants that KENTWOOD™ flooring shall not contain manufacturing defects in excess of industry standards (5% of total flooring quantity). If manufacturing defects are present in excess of industry standards, the defective pieces should be returned to the original place of purchase PRIOR TO INSTALLATION. If KENTWOOD™ deems the flooring to be defective, KENTWOOD™ will replace it with an equivalent quantity of the same or similar product at no charge to the customer. If KENTWOOD™ is unable to furnish an equivalent replacement product, KENTWOOD™ may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the defective portion of the floor. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product. IT IS THE RESPONSIBILITY OF THE CUSTOMER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. KENTWOOD™ accepts no responsibility for labor costs incurred to remove or install products.

Wood and bamboo are natural products with naturally-occurring imperfections and variations in color, grain and appearance. Actual flooring products may differ in color, grain and appearance from illustrations and samples, and variations in color, grain and appearance will exist in any quantity of the flooring itself. These are not considered defects.

#### FINISH WARRANTY

When installed in a residential application, KENTWOOD™ warrants that the factory finish on KENTWOOD™ floors will not wear through for a period of 25 years from the date of purchase under normal

residential traffic conditions and use.

When installed in a light commercial application, KENTWOOD™ warrants that the factory finish on Kentwood floors will not wear through for a period of 3 years from the date of purchase under light commercial conditions and use. Light commercial applications include salons, professional business offices and reception areas, light retail or specialty stores and boutiques. KENTWOOD™ floors are not recommended for food and beverage service operations, or heavy duty retail stores (eg: food, drug and hardware stores); use in such applications will not be covered by this warranty. Note: KENTWOOD™ floors made from American Cherry or American Walnut are not recommended for commercial use of any kind.

If wear-through does occur within the warranty period, KENTWOOD™ will, at its sole discretion, either repair the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. If KENTWOOD™ is unable to repair the product or is unable to furnish an equivalent replacement product, KENTWOOD™ may, at its sole discretion, elect to refund to the customer a portion of the original purchase price equivalent to the value of the affected portion of the floor. This is the sole remedy provided by this warranty. Any other incidental or consequential damages or costs incurred by the customer as a result of the imperfect piece of flooring, including any labor costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.

To be eligible for a warranty claim, the wear-through must be evident and visible in more than 10% of the total floor surface. Isolated areas of surface wear in high traffic areas (doorways, hallways, service counters, workstations, etc) are not considered normal wear-through and are not covered by this warranty.

Gloss reduction is not considered surface wear.

Scratches, indentations, marks, stains or other damage caused by negligent or accidental exposure to pebbles, grit, sand or other abrasives, pets, insects, high heeled or cleated shoes, fire, product spills, excessive moisture, heat or dryness are not considered normal wear and are not covered by this warranty.

THERE ARE NO OTHER EXPRESS OR LIMITED WARRANTIES EXCEPT AS SET FORTH ABOVE.

## WARRANTY EXCLUSIONS AND CONDITIONS

Naturally-occurring imperfections and variations in

color, grain and appearance are inherent to the nature of the product and are not considered defects.

The color of wood is affected by natural light, and many styles of KENTWOOD™ floors will change color after installation. Color change is not considered a defect.

New or replacement hardwood flooring may not match display samples, existing flooring, or other products and furnishings in your home.

Installation must be performed in accordance with the installation instructions included with the product and in accordance with local building codes. KENTWOOD™ floors are for indoor residential use only.

Environmental conditions must be maintained as specified, with a temperature of 65-75°F (18-24°C) and humidity at 35-55% at all times. Exposure to higher or lower levels of heat and/or humidity may result in expansion and/or contraction of the floor boards resulting in separation between joints, cupping or splitting of boards, or other problems. Problems resulting from exposure to levels of heat and/or humidity other than those specified herein are not covered by this warranty.

Where the flooring is installed over a radiant heating system, the installation must conform to the manufacturer's Special Instructions for Installations Over Radiant Heat, including the placement of approved underfloor heat sensors. After installation, the system must be controlled so that the surface temperature of the floor does not exceed 82°F (28°C) and any changes in temperature are applied gradually to avoid shocking the floor. **NOTE: This instruction applies only to those styles of KENTWOOD™ floors are specifically approved for use over radiant heat. Installation of KENTWOOD™ flooring that is not approved over a radiant heating system will void the product warranty and may result in damage to the floor.**

Care and maintenance must be carried out in accordance with manufacturer's instructions.

THESE WARRANTIES ARE NOT TRANSFERABLE. NO INSTALLER, RETAILER, DISTRIBUTOR OR AGENT OF KENTWOOD™ FLOORING HAS THE AUTHORITY TO ALTER THE TERMS OR CONDITIONS OF THESE WARRANTIES.

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- SCRATCHES, INDENTATIONS, MARKS, STAINS OR OTHER DAMAGE CAUSED BY NEGLIGENT OR ACCIDENTAL EXPOSURE TO PEBBLES, GRIT, SAND OR OTHER ABRASIVES, PETS, INSECTS, HIGH HEELED OR CLEATED SHOES, FIRE, PRODUCT

SPILLS, EXCESSIVE MOISTURE, HEAT OR DRYNESS  
- CHANGES IN COLOR DUE TO EXPOSURE TO LIGHT; VARIATIONS IN COLOR, TONE, GRAIN PATTERNS AND OTHER NATURALLY OCCURRING CHARACTERISTICS OF WOOD

- PROBLEMS ARISING FROM FAILURE TO FOLLOW MANUFACTURER'S WRITTEN INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS.

- EXPANSION AND CONTRACTION BETWEEN BOARDS OR ANY OTHER PROBLEMS ARISING FROM EXPOSURE TO IMPROPER HEAT AND HUMIDITY LEVELS

- DAMAGE DUE TO EXPOSURE TO EXCESSIVE MOISTURE FROM ANY CAUSE OR SOURCE.

THE FOREGOING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL THE OTHER EXPRESS AND / OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. KENTWOOD™ ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OR NON-USE OF THE PRODUCT. HOWEVER, SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE. THE SOLE REMEDY PROVIDED BY THIS WARRANTY IS THE REPAIR OF IMPERFECT PRODUCTS OR REPLACEMENT OF IMPERFECT PRODUCTS WITH AN EQUIVALENT QUANTITY OF THE SAME OR SIMILAR PRODUCT. IF KENTWOOD™ IS UNABLE TO REPAIR THE PRODUCT OR IS UNABLE TO FURNISH AN EQUIVALENT REPLACEMENT PRODUCT, KENTWOOD™ MAY, AT ITS SOLE DISCRETION, ELECT TO REFUND TO THE CUSTOMER A PORTION OF THE ORIGINAL PURCHASE PRICE EQUIVALENT TO THE VALUE OF THE AFFECTED PORTION OF THE FLOOR. THIS WARRANTY DOES NOT COVER ANY LABOR COSTS INCURRED TO REMOVE OR RE-INSTALL PRODUCTS. UNDER NO CIRCUMSTANCES WILL THE VALUE OF A WARRANTY CLAIM EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.

## CLAIM PROCEDURE

Claims must be submitted in writing to the KENTWOOD™ dealer where the product was purchased. Please include a copy of the original sales receipt and a photograph showing the cause of claim.

In the event of a claim for an installation over radiant heat, please consult the manufacturer's Special Instructions for Installations Over Radiant Heat.