

KENTWOOD™

PRODUCT WARRANTY CARE & MAINTENANCE GUIDE for

Natural Oil Finished Floors

ABOUT OIL FINISHED HARDWOOD FLOORS

Most modern wood floors are finished with polyurethane, sometimes strengthened with additives like ceramic or aluminum oxide particles. These finishes essentially provide a tough, durable coating to the surfaces to which they are applied and are designed to protect the wood from wear and damage.

An oil finish, by contrast, actually penetrates the wood surface, protecting and nourishing the wood. An oil finish imparts a gentle luster to the wood and gives the floor a softer, more natural appearance than a standard polyurethane finish.

Oil finishes have been used to protect and beautify wood flooring for centuries and were traditionally applied 'on site' after the flooring was installed. Increasingly, however, oil finishes are being applied during the manufacturing phase. There are two main types of oil finish.

A Natural Oil finish is applied in several coats and allowed to dry naturally between coats. Typically 2 or 3 coats of oil are applied. Natural oil finishes require a little more regular maintenance than a polyurethane finished floor, but they also have some added benefits.

A UV-Cured Oil finish uses ultra-violet (UV) light to cure the finish, resulting in a quicker and more consistently cured finish that also provides a good sealed coating to the floor. A UV-cured oil finish offers the soft natural appearance of an oil finish with the easier care requirements of a polyurethane finish.

These instructions are for Kentwood floors with Natural Oil finishes only. For instructions for UV Cured Oil or Polyurethane finishes, please visit kentwoodfloors.com or contact your Kentwood dealer.

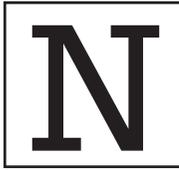
WOCA products for cleaning and maintaining Kentwood Natural Oil finished floors are available from your Kentwood dealer. For a video demonstration of the procedures described below, visit kentwoodfloors.com.

CARE & MAINTENANCE GUIDE for Natural Oil Finished Floors AFTER INSTALLATION

IMPORTANT: It is highly recommended that immediately after installation your Kentwood Natural Oil finished floor be given a complete treatment with WOCA Wood Cleaner, Maintenance Oil and Soap. This ensures complete coverage of the entire floor surface and adds an additional layer of protection to the oil that was applied in the factory.

Step 1: Cleaning

First, sweep or vacuum the floor to remove loose dust and debris. Clean the floor using WOCA Wood Cleaner, a clean cotton mop, and two 5-liter buckets of lukewarm water. Add 125 ml (about 2 capfuls) Wood Cleaner to one bucket. Soak the mop in the Cleaner solution, wring lightly, and mop the solution onto the floor.



Rinse the mop in the second bucket, and wring it well. Dip the mop into the Cleaner solution again, and wring it well. Mop the area again to remove the excess solution from the floor.

Wash the complete floor area and leave to dry for 6 to 8 hours.

After the floor is completely dry, apply the Maintenance Oil.

Step 2: Maintenance Oil

NOTE: Ensure the Maintenance Oil is the correct color for your flooring style, and if it's a colored variety, shake well before using.

Attach spray nozzle to the Maintenance Oil and spray the oil onto the floor. Spray a section large enough that you can reach comfortably without moving.

Use the white polishing pad to work the oil into the wood. Polish the oiled area until the wood looks well oiled and the surface has a uniform sheen. Use a clean, dry cotton cloth to remove the excess oil and buff the surface. Polish with the cloth until the surface looks dry with no trace of oil. Do a really thorough job of buffing with the cloth. If you leave excess oil on the floor, it may become sticky. Move onto the next section of floor and repeat the process.

When you have finished, dispose of used cotton cloths as follows.

VERY IMPORTANT: Oily cotton cloths must be disposed of carefully and correctly to avoid the risk of self-combustion. Put the cloths into a plastic bag and add a cup of water to the bag. Squeeze the bag until the cloths are thoroughly saturated with the water. Seal the bag and dispose of it in an outside garbage container. Never save or store oily rags. Always dispose of them in the recommended manner.

Allow 24 hours for the oil to cure before using the floor or moving furniture onto it.

Step 3: Natural Soap

Three days after oiling, it is recommended that the floor be treated with WOCA Natural Soap. This product cleans the floor and leaves a microscopic layer of natural 'moisturizer' to help nourish and protect the wood.

NOTE: Make sure the Natural Soap is the correct color for your flooring style, and if it's a colored variety, shake well before using.

Use a clean cotton mop and two 5-liter buckets of water. Add 125 ml (about 2 capfuls) Natural Soap to one bucket. Soak the mop in the solution, wring lightly, and mop the Natural Soap solution onto the floor. Work in the direction of the board grain.

Rinse the mop in the second bucket, and wring it well.

Dip the mop into the Natural Soap again, and wring it well.

Mop the area again to remove the solution from the floor.

Allow the floor to dry.

When dry, the floor is ready for use.

ONGOING CARE & MAINTENANCE

The Natural Oil finish on your Kentwood floor, if properly maintained, will last indefinitely, and will nourish and strengthen the wood over time. However, to keep the floor looking its best, it is also important to protect it from unnecessary damage and

excessive wear. The following simple care and maintenance procedures will help:

- 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 prolonged exposure to liquids, water and other forms of moisture. Blot up any spilled food, drink or other liquid immediately. Avoid walking on the floor with wet feet or footwear. Damage caused by flooding, broken pipes 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 60-80°F (15-26°C) and humidity at 30-50% 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 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, and may be more pronounced in oil-finished floors. 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 & RE-OILING

In addition to the daily care procedures described above, Natural Oil finished floors require occasional cleaning and re-oiling. How frequently these need to be done depends entirely on how much use the floor gets.

For occasional light cleaning, or when the floor appears dull or dirty, treat the floor with WOCA Natural Soap. Use the same procedure described in Step 3, above.

Periodically, the floor will need to be treated again with Wood Cleaner and Maintenance Oil. This only needs to be done to areas of the floor that are exposed to wear and tear, and only when those areas appear worn or dried out. In a typical residence, the floor may need cleaning and RE-oiling once every one to three years, depending on use. To re-oil the floor, follow the procedures described in Steps 1 and 2, above.

SPECIAL CLEANING & SCRATCH REPAIR

Small soiled areas can be 'spot cleaned' using WOCA Natural Soap Spray Cleaner, a premixed Natural Soap solution in a convenient spray bottle. Spray on the soiled area, and wipe dry with a clean, dry cotton cloth or cotton mop.

For more stubborn stains, pre-treat the soiled area with Natural Soap Spray Cleaner, leave for a few minutes, then clean the entire floor regularly with Natural Soap.

For very stubborn stains, use WOCA Spot Remover, and follow the instructions on the bottle. After using the Spot Remover, the cleaned area may appear dry. If it does, spray a small quantity of Maintenance Oil onto the area and polish with a cotton cloth. Remember to dispose of the cloth properly.

A benefit of oil finished floors is that they can be easily 'touched up' to repair minor scratches and abrasions. Minor surface scratches can often be touched up without sanding. If the scratch is sufficiently deep or severe, lightly 'sand out' the scratched area using a fine grain sandpaper. Always sand in the direction of the grain. Put a small amount of Maintenance Oil on a soft 100% cotton cloth and rub it directly into the scratched or sanded area. Leave the area to dry for a period of time, then buff with a clean dry 100% cotton cloth. Buff thoroughly until the area is dry to the touch and there is no visible oil left on the surface. Remember to dispose of the cloth properly.

VERY IMPORTANT: Oily cotton cloths must be disposed of carefully and correctly to avoid the risk of self-combustion. Put the cloths into a plastic bag and add a cup of water to the bag. Squeeze the bag until the cloths are thoroughly saturated with the water. Seal the bag and dispose of it in an outside garbage container. Never save or store oily rags. Always dispose of them in the recommended manner.

To remove drywall dust or other fine dirt embedded in the grain of the wood: wash the area with Natural Soap and let the solution sit to loosen dust. Vacuum the area using a wet/dry shop vacuum to lift the dust from the crevices in the floor surface. Hard wring the mop and re-mop the floor to remove any excess moisture.

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.

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 60-80°F (15-26°C) and humidity at 30-50% 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, INCLUDING BUT NOT LIMITED TO FLOODING, SPILLS, EXCESSIVE MOPPING OR ANY STANDING LIQUID LEFT LONGER THAN 30 MINUTES ON THE FLOOR SURFACE.

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.