

# KENTWOOD™

## PRODUCT WARRANTY CARE & MAINTENANCE GUIDE for

### UV-Cured 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 UV-Cured Oil finishes only. For instructions for Natural Oil or Polyurethane finishes, please visit [kentwoodfloors.com](http://kentwoodfloors.com) or contact your Kentwood dealer.**

#### CARE & MAINTENANCE GUIDE -UV Cured Oil Finished Floors

The best way to care for your KENTWOOD floor is to protect it from unnecessary damage and excessive wear. The following simple care and maintenance procedures will help to keep your KENTWOOD floor looking its best.

- 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 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 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, 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

- 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 THERAPY BY KENTWOOD Spray Cleanser (available at your dealer). Follow the product instructions.

- Do not use any household cleaners, oils, soaps, waxes, abrasive materials or scouring agents on the floor.

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

#### SCRATCH REPAIR AND RECOATING

A benefit of oil finished floors is that they can be easily 'touched up' to repair minor scratches and abrasions. To do this, you will need LOBA ParkettOil (available from your Kentwood dealer.) Read the product instructions thoroughly before using.

- 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 LOBA ParkettOil 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.

- Follow product instructions regarding storage of unused portion and disposal of container.

- 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.**

The finish should also be refreshed periodically with a fresh coat of oil. How often this is required will depend on several factors, including household traffic, environmental conditions, and other things. If the entire floor looks dried out, dull or 'thirsty', then it is probably time to refresh the oil. To do this:

- Vacuum the floor to remove loose dust and debris.

- 'Tack' the floor surface with a damp mop or cloth to remove remaining dust.

- Apply LOBA ParkettOil oil on a 100% cotton cloth by hand or with the THERAPY BY KENTWOOD mop fitted with a 100% cotton cloth pad.

- Allow the floor to dry for four hours or until dry to the touch before walking on it.
- Follow product instructions regarding storage of unused portion and disposal of container.
- 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.**

### 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.