



Prefinished Engineered Flooring Care Guide and Warranty

Please read and review the entire installation instructions before proceeding with the actual installation. Please read and review the entire care guide and warranty exclusions.

Care Guide

Your Innovata Flooring products will add warmth and beauty to your home for many years to come. Following a few simple maintenance steps will help protect your investment and keep your Innovata Flooring hardwood flooring products like new.

Cleaning

- Use a damp cloth to blot up spills *immediately*. Never allow liquids to stand on your floor, no matter the type of finish, as this can cause swelling.
- To remove loose, coarse dirt (e.g. dust and sand particles) regularly use a soft broom or vacuum cleaner regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the finish.
- Regularly clean the floor with cleaning products *made specifically for the type of finish floor*. (e.g. UV Oiled Floors, UV Lacquer/Acrylic-Water Based Poly)
- Do not wash or wet mop the floor with soap, water, oil soap, detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, and joint line separation and voids the warranty. Swiffer Wet Jet products are not recommended. **Recommended:** Spray the floors and wipe down with a damp terry-cloth mop pad; the use of micro-fiber pads can wear down any kind of floor finish over time. If you have hazing from left over product, use a soft dry cloth to buff the areas out.
- Do not use any type of buffing or polishing machine.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.
- For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.

Cleaning (cont.)

- For tough stains, you may need to use a heavy duty stain remover *made specifically for the type of finish floor*. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- A more frequent dust mopping or vacuuming schedule may be required in very sandy areas such as a beach home.

Environmental Protection

- Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
- Do not use rubber or foam backed plastic mats as they may discolor the flooring finish. To prevent slippage of area rugs, use an approved vinyl rug underlayment.
- Use floor protectors and wide load bearing leg bases/rollers to minimize indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.
- Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
- Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
- Non Heating Season: (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
- Avoid excessive exposure to water during periods of inclement weather.
- Do not walk on your floor with stiletto heels, spiked golf shoes, or other types of sports cleats.
- Do not allow sharp, pointed, or rough textured objects to be exposed to the hardwood flooring.
- Keep your pet's nails trimmed to prevent them from scratching your floor.
- Periodically rearranging your area rugs and furniture will allow the floor to age evenly. UV sunlight will soften the tone of different species of hardwood to varying degrees.

Environmental Protection (cont.)

- Use a dolly when moving heavy furniture or appliances; but first, put down a piece of quarter inch plywood or Masonite to protect the floor. Never try to slide or roll heavy objects across the floor.
- A protective mat should be used for furniture or chairs with castors.

Repairing

- Minor damage can be easily repaired with finishing putty available in blending colors.
- For more extensive damage, your contractor may be able to repair or recommend a professional who can replace individual boards. If the damage is extensive it may be necessary to replace the entire area with new flooring. In this event, call your contractor.

Warranty Exclusions

- The 25 Year Finish Warranty applies on all prefinished floors with the UV finish manufactured by Innovata Flooring. The 25 Year Finish Warranty is applicable on all Innovata Prefinished Flooring sold by Authorized Dealers/Distributors only.
- The surface wear must be readily visible. At least 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance accidents. Example: scratches, dents, etc.
- The Innovata Flooring warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes, and furniture with wheels.
- Innovata Flooring will not accept any claim resulting from noncompliance with the recommendations listed in this document.
- Innovata Flooring may therefore not be held responsible for damage resulting from improper maintenance, noncompliance of Innovata Flooring written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and no maintenance of the proper humidity conditions.
- Innovata Flooring disclaims any responsibility when its products are installed in a basement, on concrete floors or in rooms equipped with radiant heating.
- Products classified as rustic/tavern (Grade C or D), second quality, and imperfect or nonstandard are not covered by this warranty. They are sold "as is".

- Innovata Flooring cannot warranty fading/darkening due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.
- Since hardwood is a natural product, your hardwood floor will continue to shrink and expand depending on seasons and humidity/heating conditions. Even if your hardwood floor is well installed, the strips can shrink a little, depending on the period of the year. Those little spaces between the strips are normal and not covered by this warranty.
- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g., unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips of your floor. Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply. Once the floorboards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.
- For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.

Important Notes Concerning Installation

To ensure that your hardwood floor is installed properly, Innovata Flooring recommends that you follow the installation instructions if you install it yourself or hire an authorized professional installer. Innovata Flooring cannot be held responsible for the poor quality of the installation. If you decide to hire an installer who will install your hardwood floor without your supervision, it is your responsibility to ensure the common sense of the installer. The installer should use reasonable selectivity in assessing the quality of the wood and grading and in arranging floorboards according to the natural color variations of the species selected. Innovata Flooring cannot be held responsible for any unpleasant surprise resulting from the installer's lack of judgment. The installer and/or the owner should select boards reasonably and, either discard, relocate in hidden places or cut out pieces with glaring defects when required.

Information On Filing A Claim

Structural Warranty / Grading & Milling - If you have doubts concerning the quality of the product, call your local authorized dealer *before* installing your floor within 30 days following the purchase.