

Caring for Your Hardwood Floors

Congratulations! You have just purchased the finest wood flooring manufactured; below you will find 3 easy steps to help maintain the beauty of your floor for a lifetime.

Preventive Maintenance: starts with temperature control. If you are comfortable it is right for your floor. Temperatures should be kept between 60 to 80 degrees F. and the relative humidity should be between 35 - 50% at all times.

Use exterior and interior doormats at all entrances to collect dirt and moisture and prevent it from being tracked on to the floor. Area rugs are recommended at all pivot points and within high traffic areas such as kitchen sinks and hallways. Do not use rugs with rubber or vinyl backing. This is to prevent staining and entrapment of moisture. Use only non slip pads recommended for use on wood floors.

Use furniture leg protector pads (felt or indoor outdoor carpet type) under all furniture that is placed on your new floor. Make sure to remove any metal or hard plastic caps that are on the bottom of the legs prior to applying furniture protectors. Make certain to keep them clean and well maintained. Chairs with plastic casters should be replaced with rubber caster wheels. Make sure to keep pets nails trimmed. Do not roll, or drag heavy objects across your floor. Do not wear shoes having heel taps, spikes, cleats, rocks, gravel or sharp objects protruding from the sole.

Routine Maintenance: vacuum, sweep or dust mop your floor once a week or more if needed. The vacuum head should be a brush or felt attachment. Do not use a vacuum with a beater bar head. Make sure to vacuum interior doormats and shake debris from exterior doormats regularly.

Spills, pet accidents, or tracked in dirt should be cleaned immediately. The sooner a mess is removed, the easier it is to clean up and prevent tracking. We recommend Basic Coatings Squeaky Clean or Bona Hardwood Cleaner for regular cleaning and removing grease and smudges from your floor. The above procedures and products will help maintain the shine of your beautiful wood floor. . Never clean or wet mop with water! Water may permanently damage the floor. Do not use harsh abrasive cleaners, bleach, ammonia or vinegar based cleaners, wax or acrylic polishes, or oil soaps.

Long term Maintenance: depends on how well you maintain your floor on a regular basis. When high traffic areas begin to show wear and become delustered (this will be noticed by a white cast and dulling of the shine), it may be time for a fresh coat of finish to be applied to your floor to enhance the longevity and beauty of your investment. Both Basic Coatings and Bona Kemi have systems to recoat your floor with high quality urethane finishes. Contact your flooring retailer for details.

WARRANTY PROGRAM

Effective on Purchases Made On/After October 15, 2014

Johnson Premium Hardwood Flooring is pleased to offer the following warranty program on its prefinished flooring products as outlined below. The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. Johnson's warranty program also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the required manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below.

NORMAL ENVIRONMENTAL CONDITIONS

The **Johnson Premium Hardwood Flooring** warranty program is only extended to hardwood floors maintained in **Normal Environmental Conditions**. **Normal Environmental Conditions** are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior relative humidity level (in the ambient air), between 35% and 55%, and a temperature between 60 and 80 degrees Fahrenheit year round. These **Normal Environmental Conditions** must be met to ensure optimal performance of the Johnson Hardwood products. Failure to comply with these **Normal Environmental Conditions** and the required manufacturer installation guidelines will void the applicable warranty.

RESIDENTIAL WARRANTY

Under Johnson's **Residential Warranty Program**, as detailed below, Johnson Premium Hardwood Flooring warrants that its products meet all established industrial quality standards specified for each product category. Residential warranty programs are non-transferable and extend **ONLY** to the original purchaser(s) of the Johnson Prefinished Hardwood Floor. This program is limited to residential applications only, and does **NOT** apply or extend to either commercial or industrial use.

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

ALL WOOD IS NATURAL as a result there will be variances in color and wood grain. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are **NOT** covered by the Limited Residential Finish Warranties. **The use of floor care products other than those specifically formulated for use on Johnson Hardwood Prefinished Flooring may damage your floor and void the warranty (refer to the installation guidelines and Johnson website for more information).**

50 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

• FOREVERTUFF™ SERIES

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will **NOT** wear through for **fifty (50) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, which are available at johnsonhardwood.com.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area.

35 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

- ALE HOUSE SERIES
- COASTAL DUNE SERIES
- ENGLISH PUB SERIES
- EURO SERIES
- FRONTIER SERIES
- LEXINGTON SERIES
- PACIFIC COAST SERIES
- RENAISSANCE SERIES
- RIO SERIES
- SAMOAN MAHOGANY SERIES
- TEXAS SERIES
- TUSCAN SERIES
- VICTORIAN SERIES

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will **NOT** wear through for **thirty-five (35) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, that are available for review at johnsonhardwood.com.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area.