

# City Expressions by Medallion

## Care & Maintenance & Warranty Information for Engineered Woods 8/1/19

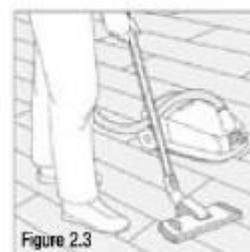
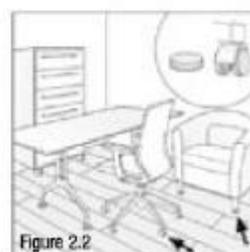
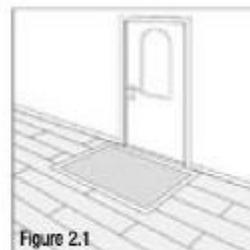
We thank you very much for selecting City Expressions Hardwood Flooring. We sincerely hope your new environment will bring you the warmth, comfort, and beauty that only genuine wood can provide. We make every effort to ensure that the finest hardwoods are used to create our wood planks, that the natural characteristics of the wood are preserved, and that our Urethane finish provides the protection

### CARE AND MAINTENANCE GUIDE

#### PREVENTIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventive maintenance steps:

- ❖ Use floor mats at all entrances to help keep dirt and moisture from being tracked in (Figure 2.1). Area rugs are recommended in high traffic areas and all sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- ❖ To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment (Figure 2.2).
- ❖ Use soft rubber castors for rolling furniture (Figure 2.2).
- ❖ Do not wear high heel shoes or shoes that need repair while walking on your hardwood floor. Some types of high heel shoes can severely damage the surface of any floor covering.
- ❖ Maintain a healthy humidity range at 35%- 55%, which could require either a humidifier or a dehumidifier and maintain ambient temperatures of 60 – 80 F.
- ❖ Certain regions within North America have extreme changes in humidity levels that can affect all wood floors.
- ❖ Quickly wipe spills floor to protect from excess liquid. Never wet or damp mop your wood floors.
- ❖ Water can cause damage to your wood floor.
- ❖ Regularly swept or vacuumed floors will almost eliminate any need to “clean”, the floor with cleaning product. But when a cleaning product is needed, we suggest only “Hardwood specific, non-oil based cleaner. Cleaning products should be sprayed on to the sponge mop or hand towel never on to the floor itself. Do not use wax or other house hold cleaning agents on your floor.
- ❖ Never use steam cleaners on your wood floors. This will force moisture into the wood and cause damage.
- ❖ The Sun’s UV rays can change the color of your floor. Use protective window coverings to protect Hardwood floors from excessive heat during periods of direct sunlight.
- ❖ Occasionally move furniture and carpets around & reduce intense light source to minimize color contrast.



#### REGULAR MAINTENANCE

Do not let sand, dirt and grit build up on your floors.

Dust, sweep and vacuum floors regularly (Figure 2.3)

For cleaning, use a hardwood floor cleaner specified for pre-finished polyurethane coated hardwood floors.

We recommend Bona Hardwood Floor Cleaner with a Bona Microfiber Mop (or Similar) which can be purchased at your Flooring Retailer, Home Depot, and Lowes or online.

**Floor Coated with Urethane** Clean the floor regularly with Bona Hardwood Floor Cleaner or Basic Coatings Commercial Floor Cleaner. Do not use waxes, oils, oil soaps, or petroleum-based cleaners under any circumstances.

Hardwood contains certain types of acids in their cellular structure. With exposure to sunlight these acids begin to amber. The color change is referred to as patina. The wood will reach its own natural warmth and patina level and stop ambering. The amount of patina is directly related to the species, amount of acids and the level of sunlight. The entire floor will reach the same patina level over time. This is often noticed after a rug is removed and the floor is noticeably different in color underneath. If you remove the rug and expose the entire floor to the same amount of light, it will even out over time and become uniform in color.

**Hardwood flooring will scratch and dent.** With today’s active lifestyles it is important to note that hardwood flooring can, and will, scratch and dent. See Tips & Warnings for protecting your hardwood floor. In order to prevent excessive abuse the use of strategically placed mats and area rugs as well as floor protectors on chair and table legs are a must.

### RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES

#### EXCLUSIVE WARRANTY

City Expressions Hardwood Flooring is produced from the finest raw materials and manufactured with the highest quality control standards.

City Expressions Hardwood Flooring is produced according to strict manufacturing and environmental standards. Our confidence in this product is reflected by the extension of this full residential warranty to the original purchaser of City Expressions Hardwood Flooring.

#### PRE-INSTALLATION WARRANTY

City Expressions warrants that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed, and quantities over the 5% defect tolerance can be returned to the original place of purchase for replacement at no cost to you. Wood is a natural product, containing natural variations in color, tone and grain. We do not warrant against natural variations in color within the floor or variations between samples and the installed floor.

#### LIFETIME STRUCTURAL WARRANTY

Each City Expressions Hardwood Flooring plank is engineered using the most advanced flooring technology available. We guarantee that this product is free from defects in lamination and milling, and will remain free of these defects for as long as you own your residence. In the unlikely event of delamination, warping, or cupping of the product because of manufacturing defects, City Expressions will replace or repair the defective flooring pieces at no cost to you.

#### **FINISH WARRANTY**

City Expressions Hardwood Flooring is protected with a Urethane finish. We warrant that there will be no wear-through of the finish for the amount of years indicated. Your specific product finish warranty life will appear on the carton, our website or other product literature. This warranty applies only to residential installations, provided the recommended installation and maintenance procedures are followed.

#### **ENVIRONMENTAL WARRANTY**

All components of City Expressions Hardwood Flooring are chosen for their responsible environmental impact. All glue used to manufacture City Expressions Hardwood Flooring product does not have harmful levels of gas emissions. The finish does not release any harmful solvents, formaldehyde or heavy metals. Carb 93120 compliant for formaldehyde phase 2.

### **RESIDENTIAL & LIGHT COMMERCIAL WARRANTIES**

#### **EXCLUSIONS TO WARRANTY**

The following will void this warranty:

- ❖ Improper Installation. Instructions must be followed including the requirement that the subfloor must be dry before installation.
- ❖ Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
- ❖ Extreme Conditions. The humidity level in the home must be in the 35%- 55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Improper use of Radiant Heat.
- ❖ Excessive swelling, cupping and gapping caused by mildew and moisture fluctuations outside the range of 35%-55%.
- ❖ Damage due to radiant heat subfloors.
- ❖ Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, pebbles or sand or other items that may scratch, indent or damage the floor.
- ❖ Use of steam cleaners, vacuum cleaner beater bars or improper roller loads, casters wheels and furniture without proper floor protectors.
- ❖ Use of petroleum-based cleaner, wax, household dust treatment chemicals, abrasive cleaner, scrubbing pads, furniture cleaners or any other non-wood floor cleaners.
- ❖ Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, and leaking plumbing, overflowing sinks or similar water damage.
- ❖ Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- ❖ Claims made on pieces of flooring installed with visible defects or pieces installed with excessive color/grain variations. Do not install materials with visible defects, as they will not be covered by warranty. Please see installer's responsibilities.
- ❖ Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material will not be considered defects.
- ❖ Direct sunlight baking floor. The floor needs protection from extended sunlight. We recommend blinds, sheers or solar film to help disperse the sunlight.
- ❖ Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or clearers or asphalt tracked in from driveways or parking lots
- ❖ Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor. Squeaky, creaky or noisy floors are not covered by warranty.
- ❖ Natural changes in color from exposure to Natural and UV light. Exotic wood species will darken in color with exposure to these types of light.
- ❖ Gloss reduction is not considered surface wear.
- ❖ Damage to the coating caused by tape or other adhesive.
- ❖ Natural expansion & contraction resulting in separation between boards or damage caused by excessive high or low humidity.
- ❖ Minor cracks, checking, or separation caused by expansion & contraction due to seasonal changes.
- ❖ Downgraded Product. It does not apply to any products designated or sold as B-grade or Cabin grade, which is sold "as is".
- ❖ NOTE: You and your installer are responsible to inspect flooring prior to installation. We accept no responsibility for liabilities, claims or expenses, including labor costs, where flooring with visible defects has been installed.

City Expressions Hardwood Flooring excludes and will not pay consequential or incidental damages under this warranty. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while City Expressions Hardwood Flooring is willing to repair or replace defective goods. Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply.

This warranty gives you specific legal rights, which may vary from state to state.

#### **WARRANTY SERVICE**

**To obtain service under this warranty, contact your Retailer.**