

CARE AND MAINTENANCE of a CRAFT floor

Homeowner Responsibility ~ Please Read Carefully

Every CRAFT floor is a premium quality, prefinished wood product that is built to exhibit superior stability and longevity - but it is not indestructible. Wood is a natural and organic material and can undergo irreparable damage if not treated properly and given periodic care and maintenance.

Once a CRAFT floor has been installed and started to be lived on by its new occupants, there are three very important considerations that must be observed: proper **cleaning, protection and humidity control**. Please carefully read and follow the guidelines below for proper care and maintenance, and to get the most enjoyment out of a CRAFT floor.

1 Cleaning a CRAFT floor

- It is extremely important to keep any wood floor clean and dry at all times.
- Since water is incompatible with any real wood floor, it is important to clean up any spills immediately! Wipe up with a soft dry cloth or very carefully remove with a wet/dry vacuum. Make sure to dry thoroughly without blasting heat directly on the surface.
- A CRAFT floor should be cleaned often, as part of the regular cleaning schedule. It is recommended to clean kitchen areas twice as often as other areas.
- If cleaning is done with a vacuum, use only a soft brush attachment. Use the vacuum to capture dirt and sand, and to clean out grooves and distressing marks. Be mindful to use a plastic attachment when vacuuming in corners and hard to reach areas, and to avoid scratches from any hard metal ends. **DO NOT** use a vacuum with a beater bar attachment as this can damage a CRAFT floor.
- If cleaning is done with a broom, sweep wood floors often with a soft, fine bristle broom, removing grit before it can scratch or mar the floor.
- For more thorough cleaning, use an all-purpose floor cleaning kit such as Bona Hardwood Floor Cleaner with Bona Hardwood Floor Mop, or equivalent that is NWFA approved. Clean as needed. **NEVER** use wax, oil-based detergent or any general-purpose household cleaner.
- DO NOT Wet Mop floors, or use Steam Cleaners on wood floors.** Water from wet mops or steam cleaners can seep down into the grooves and spaces between individual planks and can cause irreparable damage.
- Place entry mats outside exterior doors and absorbent floor mats inside at all entrance ways. This will keep dirt and moisture from being tracked inside and onto the floor. Shake out, wash and vacuum these mats regularly.
- Areas in front of sinks should have absorbent mats to catch any spills. If these mats become wet, shake out and hang up until completely dry before placing back on floor.

2 Protecting a CRAFT floor

- It is suggested that, wherever possible, shoes should be removed when entering a space with a CRAFT floor in order to minimize tracking in dirt on soles. This will also make for a more sanitary space overall. It is recommended to avoid wearing high heels, cleats, cowboy boots or work boots on any wood floor, as the concentrated heel pressure can leave indentations in the floor's surface.
- It is recommended to keep pet nails trimmed and to minimize active playing on wood floors in order to prevent scratching and dulling of the wood's finish.
- Felt pads or soft furniture protectors should be placed under all furniture. For office chairs, narrow gliders and hard casters can easily damage hardwood floors. It is recommended to switch to wide casters with soft, hardwood-friendly materials if possible.



Refer to NWFA's comprehensive information on wood floor cleaning, care and maintenance (craftfloor.com/nwfa-care.pdf).

CARE AND MAINTENANCE of a CRAFT floor *...continued*

② Protecting a CRAFT floor *...continued*

- When moving furniture, appliances or any heavy object across a hardwood floor, it is always recommended to pick up and move, rather than slide across the surface. Large appliances must always be moved only when there is sufficient protection covering the flooring – such as plywood – to protect the finish from scratching and wood from getting grooved or dented.
- It is recommended to elevate potted plants from the surface of the floor in order to avoid contact with moisture which can seep from ceramic pots and leave permanent marks, even on prefinished wood floors.
- Area rugs go very well with wood floors but must be regularly and thoroughly cleaned, both the top surface and underneath. Natural fabric rugs are considered to be the best. DO NOT use any rubber or plastic backed mats since moisture is easily trapped underneath, possibly resulting in irreparable damage to the woods surface. In sun-lit areas that receive constant exposure to bright sunlight, it is recommended to rotate area rugs occasionally in order to balance out any discolouration or fading caused by constant UV exposure.

③ Proper Humidity Control for a CRAFT floor

Wood flooring, even well engineered wood flooring, is prone to expansion and contraction when exposed to significant changes in ambient humidity. **In order to minimize the chance of any shrinkage or expansion of a CRAFT floor, it is highly recommended to use a suitable humidifier in arid climates, especially during the dry, winter months, and a suitable dehumidifier during the steamy summer months in extremely hot and humid climates.**

- In order to guarantee the continual stability of a CRAFT floor, it is necessary to maintain the recommended levels of temperature and humidity at all times, especially when the space in which a CRAFT floor is installed is not occupied for long periods of time.
- It is recommended to keep the spaces in which a CRAFT floor is installed at a constant temperature of 15–26° C (60–80°F).
- It is extremely important to keep the spaces in which a CRAFT floor is installed at a relative humidity within the range of 30–50%. Extended periods of relative humidity outside these ranges could result in irreparable damage to a CRAFT floor.
- It is highly recommended to purchase a good quality humidistat to monitor the relative humidity within any space that a CRAFT floor is installed, and if necessary, to purchase a humidifier or dehumidifier to help maintain the proper humidity levels throughout the changing of the seasons.
- It is important to be aware that, due to the fact that wood is a natural product that readily reacts to changes in relative humidity, it is expected that a small amount of gapping may occur as the environment in which a CRAFT floor is installed cycles through the seasons.

Warranty Information

Lifetime Structural Warranty

Throughout the entire manufacturing process, every piece of CRAFT flooring is inspected under the strictest quality control standards. *Creative At Home Inc.* warrants CRAFT Hardwood Flooring to the original purchaser in the original manufactured/purchased condition, to be free from milling defects and delamination for the lifetime of the floor. Any damage due to improper transportation, storage, handling, installation, job site conditions or any other cause, is not covered by this warranty. As per industry standards, *Creative At Home Inc.* reserves the right for a 5% defect allowance, which is not covered under this warranty. During preparation and installation of the floor all installations must adhere to the instructions and information found in the CRAFT *Installation Instructions* document. Installations over Radiant Floor Heating systems also require the purchaser to complete the CRAFT *Radiant Floor Heating Systems Installations Homeowner Responsibility Form* prior to installation and submit it to hello@craftfloor.com to validate the warranty.

30 Year Residential Wear Warranty

Creative At Home Inc. warrants to the original purchaser that, under normal residential conditions, the finish wear layer of CRAFT flooring will not wear through or peel from the wood for a period of thirty (30) years from the date of purchase by the original purchaser. Regular maintenance outlined in the CRAFT *Care and Maintenance* document must be followed in order to validate this warranty. The sole remedy pursuant to this warranty is available to the original purchaser only and shall be limited to the repair, refinishing or replacement of the defective material. If the product cannot be repaired, refinished or replaced after a reasonable number of attempts, *Creative At Home Inc.* will, upon request, refund the original purchase price of the defective floor on a pro rate basis. Any attempt to repair, refinish or replace the defective product prior to inspection by *Creative At Home Inc.* or its appointed agent will invalidate this warranty.

3 Year Light Commercial Wear Warranty

The surface finish for flooring purchased for light commercial use is warranted by *Creative At Home Inc.* to not wear through or separate from flooring for 3 years from the date of retail purchase under normal light commercial traffic conditions so long as all care and maintenance instructions provided are followed. Gloss variation is not considered surface wear. Surface wear must be readily visible and cover at least twenty-five percent (25%) of the total flooring surface area. *Creative At Home Inc.*'s 3-year light commercial finish warranty is for applications of light commercial projects, and for installations in areas located away from outdoor main entry ways or streets.

This warranty does NOT cover food establishments, bars or heavy traffic installations. Warranty coverage mandates proper installation of the floor, according to *Creative At Home Inc.*'s *Installation Guide*, and regular maintenance to minimize damage.

Warranty Information cont'd

Warranty Exclusions

Creative At Home Inc. warranties do not cover any noticeable markings, scratches, dents, splits, cracks, grain raising, checking, edge fracturing, splintering or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, or exposure to excessive moisture or improper environmental conditions caused by improper handling, installation, water damage, flooding, fire, furniture, shoes of all types, pets, or insects. Furthermore, *Creative At Home Inc.* will not warrant any product that becomes faulty due to improper installation, neglect, environmental extremes, or improper storage of product. Please read and adhere to all instructions and information found in the CRAFT *Installation Instructions* document prior to preparation and installation of the floor. Additionally, the subfloor is the responsibility of the installer. Failure of CRAFT flooring relating to the subfloor, in any manner, is not the responsibility of *Creative At Home Inc.* and is not covered under the warranty. The finish wear surface must be easily noticeable and cover at least 25% of the total floor area for a claim to be considered. Any variation or reduction in gloss level will not be considered under this warranty. Small cracks or delamination that develop from improper moisture control, flooding or excessive drying, will not be covered under this warranty. All wood floors will expand and contract with the change of seasons. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage that includes cupping and crowning, caused by low or excessive humidity and/or temperature either during or after the acclimatization and installation process. This warranty does not cover wood flooring installed in full bathrooms with a shower or tub. It is recommended that you maintain a relative humidity of 30-50% in your home by using a humidifier and/or dehumidifier to minimize movement of your hardwood floor. Colour variations are a natural occurrence in flooring due to age, species and exposure to ultraviolet sunlight. For this reason, color variations may be encountered, and this is considered normal. Also, normal sunlight may cause fading or darkening. This discoloration is a natural occurrence of all wood floors and is not covered under the warranty. Naturally-occurring imperfections and variations in color, grain and appearance are inherent to the nature of the product and are not considered defects. The normal wearing of the finish in high traffic areas, pivot points and seating areas is not covered under this warranty nor are noises including, but not limited to, squeaks, popping, etc. Visible defects should be evaluated by their visibility from a standing position in normal lighting. A product deformity that is not measurable or that is visible only under certain lighting conditions or from a specific angle is not covered under this warranty. *Creative At Home Inc.* 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. *Creative At Home Inc.* accepts no responsibility for labor or out-of-pocket costs incurred to remove or install products.

What *Creative At Home Inc.* will do in the event of a warranty claim. *Creative At Home Inc.* will, at its option, either repair and/or replace the Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. You are responsible to pay for all other costs related to the defective Flooring (e.g., labor to remove Flooring, labor to install replacement Flooring, additional materials required to install replacement Flooring, removal of any household fixtures or furniture required to repair or replace the Flooring, hotel stays required due to repair or replacement, etc.). Due to the nature of the product, replacement Flooring is not guaranteed to match the original Flooring in terms of color, tone, pattern or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.