



Hardwood Floors



Residential maintenance guide

www.miragefloors.com

1-800-463-1303

Congratulations!

By choosing Mirage hardwood flooring, you have made the best decision for your home. Thanks to Mirage's unparalleled quality, unique finishing process and your proper care, the beauty of your floors will last for years to come.

Mirage Clean

Eco-friendly Choice

Quality products for quality floors

Specially designed to care for prefinished hardwood flooring, **Mirage Clean** eco-friendly maintenance products are quick and easy to use. They are non-abrasive, leave no marks or residue, and do not require rinsing.

Starter kit contents

- > 1 ultra-resistant mop
- > 1 microfiber mop cover
- > 1 spray cleaner 34 oz. (1 liter)



Products sold separately



Spray cleaner
34 oz. (1 liter)



Concentrated
cleaner 34 oz.
(1 liter) (4 in 1)



Replacement
microfiber
mop cover



Mirage Touch
repair kit



Mirage Clean products are available at your Authorized Mirage Dealers or online at www.miragefloors.com.

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More satisfaction with less effort

To ensure a durable finish and a beautiful Mirage hardwood floor, follow these quick and easy maintenance tips.



Sweep or vacuum to remove dust and abrasive dirt. The wheels of the vacuum cleaner should be in good condition, and its cleaning accessories must be free of all abrasive particles that could scratch the finish.



Lightly spray the cleaner on the mop cover.



Swiftly wipe the floor surface with the mop, using a to-and-fro motion across the length of the floorboards. Finish cleaning one section before starting on a new area of the floor.



Tips

- > Replace soiled mop covers with a replacement cover to avoid leaving marks on the floor. The mop covers are machine washable; do not use fabric softener during washing or drying, in order to preserve the electrostatic properties of the microfiber.
- > Have enough mop covers on hand for the entire surface to be cleaned.



Caution

- > Do not pour cleaner or other liquid directly on the floor.
- > Do not use a wet mop that can leave excess water behind.
- > Do not use steam cleaners.
- > Never use floor wax, oil-based detergent, or any other household cleaner on the floor. These products can dull or damage the finish, and can leave behind a greasy film that makes the floor slippery, difficult to maintain, and practically impossible to refinish without deep sanding and complete refinishing.



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Cleaning tips



Mirage flooring boasts incredibly easy maintenance. However, a few useful tips (see chart below) will allow you to preserve its beauty in the event of minor incidents.



Problem



Solution

Food, soft drink or wine stains

Immediately mop up or wipe with a dampened but well-wrung cloth. Spray Mirage Clean cleaner to dissolve dirt and then wipe.

Tough, dark, sticky or greasy stains

Spray Mirage Clean cleaner on a damp cloth, then wipe.

Difficult-to-remove stains

Apply a small amount of water and rubbing alcohol, then rub lightly.

Ink or even tougher stains

Apply some paint solvent or lighter fluid to a cloth and wipe.

Chewing gum, candle wax, wax crayon

Apply a plastic bag filled with ice cubes to the soiled surface until substance hardens and crumbles. Then spray Mirage Clean cleaner on a cloth and wipe.

Surface scratch or cigarette burn

Use Mirage Touch repair kit.

Deep scratch or major problem

Replace damaged board.

Deep scratches, impact marks or dents across entire floor

Normal wear caused over time or through abusive use. See your authorized Mirage dealer to sand and refinish floor if needed.

For any questions, feel free to contact our Technical Service Department 1-800-463-1303.

An investment that's easy to protect

Even though the finish on Mirage flooring is more wear-resistant than most of its competitors, it does not render your floor indestructible. A few simple prevention practices will allow you to enjoy the beauty of your floor much longer.

Prevention

Humidity

Wood is a natural material that reacts to variations in relative humidity and changes dimension following moisture absorption or release. During humid or dry periods, the floor can present distortions or gaps.

- > For optimal results, maintain relative humidity at around 45%.
- > Use a humidifier or a dehumidifier to control relative humidity.
- > Use a hygrometer (relative humidity indicator) to check moisture content in the air to ensure that relative humidity is within the recommended range.

Intense light

The UV protection of Mirage flooring helps slow and reduce yellowing of some natural wood species.

- > Even so, protect your floor from excessive natural or artificial light, which can cause wood to change color.
- > Move your carpets and furniture occasionally to keep color changes uniform.

Note: Natural changes in color due to the normal aging of wood is expected, and is not caused by the yellowing of the finish.

Basic rules

- > Keep room temperature at $\pm 72^{\circ}\text{F}$ ($\pm 22^{\circ}\text{C}$)

- > To avoid liquid marks, never let spills of any type remain on the surface of the floor. Wipe up spills immediately.

- > Prevent sand, dirt and water from getting on the floor by placing a carpet or ceramic tiles in high traffic areas.

- > Place mats outside and inside entrances, in front of the kitchen sink, the dishwasher, and all kitchen workstations. Avoid mats with rubber or other dense backing that prevents airflow and traps abrasive dirt and moisture.

- > Attach felt pads under furniture, including chairs, to make them easier to move and to prevent scratches. Keep the pads clean and check their condition.

- > Replace narrow plastic casters with wide rubber or soft polyurethane ones.

- > Protect the floor when moving heavy furniture. Use a mat turned upside down with a slightly smaller piece of plywood on top of it. Place furniture on top and slide it.

- > Watch out for high heels, certain types of sports footwear, worn or damaged shoes, and any pointy objects.

- > Do not place heavy objects on the Mirage Lock floor joints in order to avoid damaging the lock system.

- > For hardwood flooring installed over a subfloor equipped with radiant heat, avoid all temperature variations of more than 5°F (2.8°C) per day when turning the system on or off. The floor surface temperature must never exceed 80°F (27°C).

The Mirage Touch kit



The Mirage repair kit, specially designed for prefinished wood floors, allows you to repair everyday accidents and restore your floor to its original appearance.

- > A wax pencil helps you conceal minor cracks or scratches, fill spaces caused by slight gaps between boards, and repair small nicks and dings.
- > A marker is used to repair light scratches and worn edges.
- > A varnish is applied to restore the newly repaired floor to its original appearance.

And that's all it takes! A well-maintained floor keeps your décor looking great year after year!

The repair kit is available at your authorized Mirage dealer or online on www.miragefloors.com.

The Mirage warranty



Manufactured with care by a team combining a passion for wood and the latest technology, Mirage floors guarantee the peace of mind that comes with recommending an impeccable and durable product.

Mirage flooring is covered by several warranties:

- > Structural lifetime limited warranty.
- > 35-year finish warranty for residential applications (Nanolinx HD® and DuraMatt®).
- > 3-year finish warranty for light commercial applications (Nanolinx HD® and DuraMatt®).
- > 5-year finish warranty for commercial applications (Nanolinx® Commercial).

Register your warranty. Fill out the form online now! www.miragefloors.com



1255, 98th Street, Saint-Georges, Quebec, Canada G5Y 8J5
T.: 418-227-1181 • 800-463-1303 • F.: 418-227-1188

www.miragefloors.com



Warranty Certificate



www.miragefloors.com
1 800 463-1303

Warranty Certificate



INTRODUCTION

Boa-Franc, G.P., hereafter “Boa-Franc”, offers the present warranty program on all prefinished Mirage flooring manufactured after June 1st, 2017 and installed and maintained in accordance with the manufacturer’s guidelines.

Through this program, Boa-Franc guarantees the original purchaser that **every category of prefinished Mirage hardwood floors respects Mirage and industry standards**. This warranty program applies solely to residential and commercial installations, excluding heavy commercial use.

This warranty **cannot be transferred to any subsequent buyer**.

OWNER AND INSTALLER RESPONSIBILITIES

Hardwood is a natural material that possesses certain unique characteristics. Mirage flooring is manufactured in accordance with the highest standards of quality. Standard trade practice allows for up to a 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the floor’s owner, even if the owner is absent at time of installation:

- Prior to installation, the installer and owner must ensure that the work environment and subfloors meet or even exceed minimal specifications listed in the selected Mirage product’s installation guide.
- Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to purchased product.
- During installation, the installer should not use boards that raise doubts about grade, color, manufacturing quality or finish. Boa-Franc will replace only defective boards, installed or not, exceeding the 5% margin of error allowed by the industry.
- Boa-Franc shall in no case be liable for installer’s lack of judgment or poor quality of installation.
- Once installed, any board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.



Warranty Certificate

EXCLUSIONS DUE TO CERTAIN INHERENT PROPERTIES OF WOOD

Wood expands and contracts according to variations in humidity. Even if flooring is properly installed, narrow gaps and slight distortions can occur. **These natural occurrences are excluded from the present warranty.**

Moreover, exposure to light alters the color of all wood species.

Flooring made from low-hardness wood species is not recommended for commercial use.

MANUFACTURER'S WARRANTY

Boa-Franc guarantees the original purchaser that its prefinished Mirage hardwood floors are **free of any manufacturing defects, including staining and finish, exceeding the 5% margin of error allowed by the industry.**

Boa-Franc guarantees that the product will remain free from defects in milling and dimension when used under recommended environmental conditions.

STRUCTURAL LIFETIME WARRANTY FOR RESIDENTIAL INSTALLATION

Boa-Franc guarantees the original purchaser a lifetime warranty on the structure of the floorboards. **The structural warranty is valid if recommended environmental conditions are met**, including maintaining a relative humidity level according to the charts below representing each Mirage product. Moreover, subfloor pre-installation and humidity level must meet the requirements specified in the selected Mirage product's installation guide.



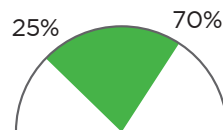
Relative Humidity



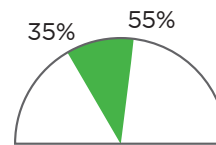
*Floated 30% - 60%



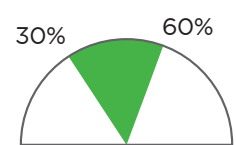
Relative Humidity



Relative Humidity



Relative Humidity



Warranty Certificate



FINISH WARRANTY

Boa-Franc guarantees the original purchaser that the Nanolinx® HD and DuraMatt® finishes applied on its Mirage prefinished hardwood floor **will not wear through or separate from the wood** for a period of:

- Thirty-five (35) years from the date of purchase, when used under normal residential traffic conditions;
- Three (3) years from the date of purchase, when used under light commercial conditions;
- Five (5) years from the date of purchase, on Nanolinx® Commercial finish exclusively, when used under commercial conditions, excluding heavy commercial use.

Surface wear must be readily visible and cover at least ten percent (10%) of the total flooring surface area.

DURAMATT®
nanolinx HD

35-YEAR WARRANTY

ON FINISH WEAR-THROUGH
FOR RESIDENTIAL
APPLICATIONS.

3-YEAR WARRANTY

AGAINST WEAR OF FINISH
FOR LIGHT COMMERCIAL
APPLICATIONS.

nanolinx®
COMMERCIAL

5-YEAR WARRANTY

AGAINST WEAR OF FINISH
FOR COMMERCIAL
APPLICATIONS.

EXCLUDING HEAVY
COMMERCIAL USE.



Warranty Certificate

STRUCTURAL WARRANTY EXCLUSIONS

- All damage caused by, but not limited to, the following:
 - Installation that fails to meet the requirements specified in the current installation guide at time of purchase of selected Mirage product
 - Interior conditions that differ from recommended environmental conditions, particularly extreme heat, dryness or humidity
 - Excessive exposure to sunlight
 - Transportation
 - Storage
 - Distortion caused by nailing devices, nails or staples
 - Installation of Mirage Classic flooring over a radiant heating system (Mirage Engineered, Mirage TruBalance, and Mirage Lock technologies are recommended for this type of installation)
 - Installation of Hickory and Jatoba floors over a radiant-heated subfloor
- All minor expansion or contraction of floorboards attributed to the inherent properties of hardwood, as seasonal climate changes and maintaining normal environmental conditions will correct these natural variations.
- Structural and finish warranty on Mirage flooring in leased residential units is limited to ten (10) years.

FINISH WARRANTY EXCLUSIONS

- Gloss variation and color variation is excluded, as these are natural occurrences.
- All damage (e.g. impact marks, dents, scratches or abnormal wear) caused by, **but not limited to**, the following:
 - Maintenance that fails to meet the requirements specified in the installation guide of the selected Mirage product
 - Use of care products other than those recommended for Mirage flooring
 - Misuse
 - Negligence
 - Accidents
 - Spiked or high-heeled shoes
 - Water
 - Wet mopping
 - Pebbles
 - Sand or other abrasives
 - Pet claws
 - Insufficient prevention
 - Insufficient protection, particularly under chair and table legs, or other furniture

Warranty Certificate



EXCLUSIVE PROVISION FOR CHARACTER GRADE FLOORS

The nature of Character grade floors **explains the appearance of certain characteristics visible at time of purchase or developing over time**, including, but not limited to, the following:

- Pronounced color variations
 - Mineral streaks
 - Open and closed knots
 - Holes
 - Checks
 - Open cracks
 - Partial or irregular milling of floorboard
 - Worm holes
 - Localized variable thickness
 - Subsidence of character traits
 - Etiolation or separation within character traits
 - Elevation of some character traits, which become more prominent
 - Localized deterioration of finish near character traits
- **These characteristics are considered normal for these products** and are excluded from the warranty. No damage attributed to these specific characteristics is covered by the warranty.

GENERAL WARRANTY LIMITATIONS AND EXCLUSIONS

- Whenever this warranty is applicable, **Boa-Franc's liability is limited to the replacement or repair**, at Boa-Franc's choice, of the boards presenting a defect covered by the warranty in excess of the 5% margin of error allowed by industry standards.
- Whenever this warranty is applicable, **Boa-Franc's financial responsibility is limited to the cost of replacement boards**, up to the total purchase price of the floor (excluding installation), in accordance with the original purchase invoice. Boa-Franc will not assume any other costs, including labor, installation, accommodation, meals, moving and cleaning.
- The warranty applies **only to the original purchaser and is not transferable**.
- The warranty does **not apply to products purchased via Internet or from a Mirage dealer not authorized** by Boa-Franc.
- The warranty does **not apply to products that have not been paid for in full**.
- The warranty does **not apply to Mirage Lock flooring under commercial use**.
- **Intentional alteration of the finish** (ex: sanding, surfacing) will void the warranty for the altered portion of the flooring.



Warranty Certificate

TO FILE A CLAIM

To file a claim under this warranty program, **contact the Mirage authorized dealer where the original purchase was made**. A written notice of claim must be filed with Boa-Franc within the warranty coverage period, and no later than three (3) months after the occurrence of the problem giving rise to the claim. Date of purchase, identity of the original purchaser, and invoices proving purchase will be requested. The floor must have been purchased from a Mirage authorized dealer and paid for in full. The purchase of Mirage hardwood flooring from an unauthorized Mirage dealer or via the Internet will void the present manufacturer's warranty.

If the authorized dealer is unable to reply to the claim, please contact Boa-Franc directly by mail at the following address:

Boa-Franc, S.E.N.C., Technical Service
1255, 98^e Rue, Saint-Georges (Québec) Canada G5Y 8J5
Phone: 418 227-1181 • 800 463-1303 • Fax: 418 227-1188
E-mail: technique@boa-franc.com

A technical service agent will send you a form to be completed and returned to Boa-Franc. **Boa-Franc reserves the right to have a designated representative inspect the floor and remove samples for analysis.** The representative will then report findings within a reasonable amount of time.

It is important that you **save all original invoices** (i.e. purchase, delivery, installation, etc.), the installation guide for the selected Mirage product and **any information about the Mirage authorized dealer, installer and purchased product.**

WARRANTY REGISTRATION

You may register the warranty through **the form available online at www.miragefloors.com.**

Note: In the event of a discrepancy between any BOA-FRANC (MIRAGE) document and the present document, the latter shall prevail.

www.miragefloors.com
1 800-463-1303