

PREVENTATIVE MAINTENANCE

Investing in a Meritage Hardwood flooring is one of the best investments you can make for your home as it enhances both its beauty and value. Caring for your floor is safe and simple with a few basic preservation principles.

Close compliance with these maintenance and preservation guidelines is a determining factor in warranty application.



- **Water is enemy #1 for wood flooring.** Wipe up spilled water, liquids or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in high traffic areas in the kitchen and in front of the sink, dishwasher and work areas.
- Maintain relative humidity between 45 % and 55% and an ambient temperature of 70-75° F in the home in order to stabilize the internal humidity of the wood.
- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, salt, etc.) that would scratch the finish. Frequent vacuuming is recommended to eliminate abrasive dust accumulating on the surface and between the boards.
- Clean using “Bona Kemi’s” specially adapted wood floor cleaner on a clean cloth or the “Bona Kemi” Floor mop and wipe the surface.
- Never use wax, household detergents or oil- based soaps on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning flooring, since vinegar has an oxidizing effect on urethane over a long period of time.
- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Avoid rolling chairs with casters on the finished surface.
- Avoid wearing high heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3500 pounds per square inch.
- Do not drag furniture or heavy objects across the finished surface.



Meritage Technical Services Department
 PO Box 10481
 Jacksonville, FL 32247



WARRANTY COVERAGE & PREVENTATIVE MAINTENANCE

NATURAL WOOD

Things you need to know about your hardwood flooring.

Hardwood floor is a product of nature. Wood is a hygroscopic material. This means that wood is breathing and always tries to reach the same moisture content of the air in the environment.

Through the seasonal changes, as the relative humidity of the air increases, the fibers of the wood absorb moisture causing the wood planks to expand. Conversely, as the humidity of the air decreases, the fibers of the wood expel moisture causing wood planks to contract. This explains why wood flooring may have cracks between the boards during the cold & dry winter months. Therefore, some degree of gapping between the floor joints during the dry season or environment is normal. The joints close up by themselves when the relative humidity goes up again. However if the changes are severe the shrinkage and the gapping could become permanent. It is essential to keep the environment stable with the room temperature between 65-75° F and a relative humidity of 45-55% all year around to minimize the seasonal changes.

RESIDENTIAL WARRANTY

Applicable products will be free from manufacturing defects for as long as you own and reside in your home. Meritage guarantees that its products, upon leaving plant facilities, are free from manufacturing defects. Manufacturing defects are improper milling, laminating or grading.

FINISH WARRANTY

Meritage guarantees the original purchaser that the hardwood finish, namely the total thickness of urethane applied to its products, will withstand total wear through in the course of normal use and proper maintenance for the period designated in the Product Warranty Reference Chart (below). Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty. **See the section on maintenance and floor preservation (BACK PAGE).**

WARNING

The finish applied to boards neither increases the hardness of the wood nor its resistance to blows and compression caused by heavy objects, as well as anything falling on the floor, that can mar or damage the wood surface and finish.

STRUCTURAL WARRANTY

Meritage warrants that the covered products, in their original manufactured condition, will be free from manufacturing defects in milling, grading and lamination as long as you (the original purchaser) own the floor. Meritage warrants that when installed and maintained according to Meritage’s guidelines, the flooring will not delaminate, separate, buckle or cup as a result of manufacturing defect during this Warranty period.

OBLIGATIONS OF MERITAGE

Under the terms of the present warranty, the responsibility is limited to any of the following options, at the discretion of the company and excluding any other form of compensation:

- 1) To supply the material to replace the defective boards
- 2) To supply the material and labor to resurface the flooring in the room where the urethane is completely worn through.
- 3) To compensate for damages equivalent to the purchase cost of the defective boards.

| | Residential Warranty | Residential Finish Warranty | Commercial Finish Warranty | Structural Warranty |
|---------------------|----------------------|-----------------------------|----------------------------|---------------------|
| South Beach Exotics | YES | LIFE | 1 YR | LIFE |
| Chateau Bistro | YES | LIFE | 1 YR | LIFE |
| Country Estate | YES | LIFE | 1 YR | LIFE |
| Casa Villa | YES | LIFE | 1 YR | LIFE |
| Longwood Oak | YES | LIFE | 1 YR | LIFE |
| Woodbridge Maple | YES | LIFE | 1 YR | LIFE |

* Above warranty applies to the original purchaser.

EXCUSIONS

Meritage disclaims all responsibility under the terms of the warranty and will pay no compensation:

- For damage other than that listed previously in the “Obligations of Meritage” section, including, without limitation, loss of use of space, moving costs, hotel expenses, loss of time or goods;
- If no manufacturing defects has affected the product;
- If the defects affecting the product result from inadequate storage or transportation, poor preparation of the surface to be covered or installation failing to comply with the manufacturer’s recommendations;
- If the products have been used or installed for purposes other than light commercial use.
- In the absence of sufficient proof that maintenance instructions recommended have been followed.
- When damage has been caused in whole or in part by improper use, abrasive substances (salt, sand, glass or other), fallen and scraping objects, the movement of furniture with or without casters, high heeled shoes, repeated striking or scratching of objects or any use other than normal residential use;
- If damage has been caused in whole or in part by a change in the humidity of the wood caused by excessive ground moisture from natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters;
- If flooring was not installed by a professional NAWFA certified installer;
- For products that are sold “AS IS.”
- For repairs carried out without the prior written consent of Meritage;
- For the replacement of boards that were defective prior to installation;
- For any product discoloration due to the natural characteristics of the wood specie with exposure to ultra-violet light (sunlight);
- For any alteration to the product other than the total wear of the finish;
- For shipping or transportation costs;
In the absence of proof provided by the customer of the date of purchase of the product.

Important Information Regarding Adhesives Meritage has extensively tested industry brand adhesives in coordination with our flooring products. After rigorous testing, we deemed specific adhesives as “approved”. Only installations made with “approved” adhesives are included with this warranty coverage.

If you need to file a claim under this warranty, first contact your Meritage retailer, or write to us at:

Meritage Technical Services Department
PO Box 10481
Jacksonville, FL 32247

The present warranty is governed by the laws of the State where the Meritage head office is located, save and excepting the rules governing conflict of laws and any other law.

OWNER AND/OR INSTALLER RESPONSIBILITY

The final user must foresee an additional 4 to 6% (depending on the site and type of installation) of hardwood boards when ordering material to compensate for losses incurred when boards are cut to fit.

Flooring boards are made of hardwood, a natural material that may present certain imperfections. Meritage products are subject to rigorous standards of quality and comply with those in effect in the flooring industry. Meritage employees carry out quality control checks and do everything that is humanly possible to ensure that boards offered for sale are free from manufacturing defects. Boards are selected methodically and those that do not correspond to the grade under selection are discarded. In the wood flooring industry, a defect rate of 5% or less of the quality of boards purchased is considered normal. The rate includes both natural flaws and manufacturing defects.

The installer and/or owner must make sure that the work site and subfloor comply with conditions specified in the installation guide.

It is the installer and/or owner’s responsibility to inspect flooring boards prior to their installation. The installer and/or owner must check board grade, quality and finish.

The installer must select boards in a reasonable manner, when necessary either discard, install in a less conspicuous place or cut boards presenting any type of flaw that is too noticeable. During installation, it is standard procedure to correct minor flaws using small amounts of stain, wax pencil, putty or marking pen.

If the installer is in doubt as to the grade, quality or finish of a board and is unable to install it in a inconspicuous location or eliminate the flaw, then the board should be discarded. **Once the board has been installed, it is deemed to have been accepted by the installer and/or owner.** Meritage will only replace defective boards in excess of the 5% acceptable loss (excluding the 4 to 6% margin for loss due to cutting). Meritage will not cover any costs associated with labor or installation.

