

CARE AND MAINTENANCE GUIDE; RECLAIMED & COMMERCIAL- WOOD FLOORING

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and retention steps outlined below to protect your investment and safeguard your warranty:

Initial Care:

Following installation, clean with a cleaner designed for real wood floors with an aluminum oxide finish. If the floor was glued down, remove any residual adhesive with the appropriate adhesive remover. Ongoing Routine Care and Maintenance:

- Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A swivel-head mop with terry cloth cover is also recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
- Spills and tracked-in dirt should be wiped up immediately.
- Never apply wax treatments to your urethane-coated floor.
- Regularly clean the floor with swivel-head mop with cloth cover. Spray a wood floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
- NEVER CLEAN OR WET MOP WITH WATER. Water may permanently damage the floor.
- Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
- Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- NEVER USE ANY OF THE FOLLOWING PRODUCTS (OR PRODUCTS SIMILAR IN NATURE) ON YOUR FLOOR:
Ammonia-based cleaners,
Acrylic finishes,
Wax-based products,
Detergents, bleach,
Polishes,
Oil soap,
Abrasive cleaning soaps,
or
Acidic material such as vinegar.
Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.

- Keep animal nails trimmed to minimize finish scratches.
- Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Avoid walking on wood floors with spike-or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
- Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
- Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
- Replace hard, narrow furniture rollers with wide rubber rollers.
- Keep the relative humidity in your home between 35% and 55%.
- Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows.
- Real wood will expand and contract with change in humidity, this affect can be minimized with the use of humidity control in the home, as well as proper acclimation prior to installation.

WARRANTY

These warranties are given to the original purchaser only. They are subject to the exclusions, procedures, limitations and exclusions set forth herein. Only approved product applications as recommended by GWC are covered by these warranties.

Finish warranties

GWC warrants to the original purchaser that the finish of GWC flooring, from the date of purchase, when used under recommended residential or commercial traffic conditions and maintained as recommended by GWC, will not separate from the wood for the period of five years. Finish warranties exclude any scratches, indentations or damage due to improper maintenance, misuse, insects, erosion, negligence, spiked heel shoes, pets, water, moisture, pebbles, sand, other abrasives or poor protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Floor care products other than those recommended by GWC may damage your floor and may void the warranty.

Structural warranty

GWC warrants to the original purchaser, that the floorboards will remain free from manufacturing defects in assembly, dimension, grading, lamination and milling for as long as the original purchaser owns the home. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may therefore experience some separation between boards at different times during the year. If separations do occur, they are not covered by this warranty.

Wood wear layer warranty

GWC gives a five year wood wear layer warranty on its flooring products for commercial and residential use. GWC warrants to the original purchaser that the wood wear layer will not wear through for the lesser of five full years or as long as the original purchaser owns the home or commercial floor.

Pre-installation warranty

The person installing the floor should carefully inspect the material before installation. Any uncut pieces that appear to have defects should be returned to the original place of purchase and those pieces that do not meet our standards will be replaced free of charge. Since this is a natural reclaimed wood product, there will be variation in color, tone and grain, and will include nail holes and plugs per our grading standards. Such variations are not covered by this warranty. Further, this warranty provision is void upon installation of the flooring.

GWC warranty protection explained

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provisions of these warranties, GWC, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event GWC is unable to correct the failure after a reasonable number of attempts, GWC will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact GWC. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. GWC reserves the right to have a designated GWC representative inspect the floor(s) and to have samples removed for technical analysis. GWC Warranties are not transferable. No installer, retailer or distributor, or employee of GWC has the authority to alter the obligations or limitations of any GWC warranty.

Disclaimers and exclusions

Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear. GWC is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as furniture, stair railings and moldings. Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots are not considered defects. Characteristics such as nail holes and plugs are typical of reclaimed wood products and are not considered defects. Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.

Installations and preventive measures must be performed in accordance with all GWC installation instructions. These are part of this warranty but not exclusive to this warranty. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. GWC accepts no responsibility for costs of product or labor when boards with visible defects have been installed. Before installation begins, all subfloors must be inspected for moisture problems to insure that they are dry. Written documentation of this inspection must be retained. Subfloors with known moisture problems are not covered by this warranty.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, is excluded from GWC warranties. GWC warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, color variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product. GWC warranties do not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.

No warranties apply to any products designated as seconds, rustic, off-goods or non-standard items. Any product(s) so designated are sold "as is." This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. GWC assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair, refinish, replacement or refund of defective products.

Prevention In order to protect your floor:

Keep the indoor relative humidity between 30% and 50% and temperature between 60-80oF. If this preventive measure is not kept, the floor can crack, split, discolor, crook, bow and delaminate. Use felt pads under all furniture legs. Replace narrow, hard furniture rollers with wide rubber ones. Clean floor using a damp cloth. Wipe up spills immediately. Don't allow water to stand on your floor. Use a dolly, rolled over plywood when moving heavy objects.

- High traffic areas should have (slip resistant) runners and area rugs.

- Dirt, grit and sand act as abrasives, use (slip resistant) door mats to keep them off the floor. Protect your floor from direct sunlight.
- Don't walk on the floor with any hard and/or sharp object protruding from the sole.
- Don't use the following products on your floor: alkaline products (soaps, ammonia), abrasive cleaners, bleach.
- Don't let furniture stand on your floor on small hard legs.

Care As described in GWC flooring products care and maintenance instructions