



Compass
Flooring
Distributors

Maintenance & Warranty Guide

Warranty

Pre-Installation Warranty: Before leaving the factory each floorboard is carefully inspected, and shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any boards that are defective should be set aside, and they will be replaced free of charge. Wood materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra-violet light can also experience subtle changes.

Lifetime Structural Warranty: Compass Flooring Hardwoods warrants that the floorboards will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank fails, Compass Flooring will repair, replace, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner and are non-transferable.

Finish Warranties: Our aluminum-oxide polyurethane finishes are guaranteed to not wear through for 20 years in residential settings and 3 years in commercial settings.

Radiant Heat Warranty: It is critical and required under terms of this warranty that the floor be installed to specification. The surface temperature of the floor should not exceed 80°F 27°C. Relative humidity should be maintained at between 30 to 55%. Approved Hydronic, water-based and FiberThermics Electric Mat systems must be used (see installation instructions and radiant heat guide for greater detail). All In-Floor Heating Systems must be installed to In-Floor Heating System Manufacturers Guidelines and compliant with Hallmark Floors instructions and radiant heat guide for warranty to apply.

- Hydronic Systems (water based heat source / excluding hickory) Floating & Glue-Down Installations (see installation instructions for additional specifics or exclusions).
- Electric FiberThermics Systems (electric based heat source / excluding hickory) Floating, Glue-Down, Nail-Down, Nail-Down Glue Assist (see installation instructions for additional specifics or exclusions)

Exclusions to Warranties

1. Color Variation: Wood is a natural product and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product.

2. Ultraviolet Light/Sunlight Exposure: Subtle changes will occur (patina) when wood is exposed to UV rays from sunlight or florescent and incandescent bulbs. Window coverings, UV-resistant tint, and solar screens can minimize but not eliminate, this natural occurrence.

3. Pre-Installation Inspection of Boards: Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Compass Flooring Hardwoods and industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.

4. Reaction to Environmental Conditions: Wood is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Maintaining optimum humidity levels will minimize these occurrences.

5. Adverse Environment: Damage created by moisture, sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, improper moving of furniture or appliances and pet claw damage is excluded from this warranty. Use of hardwood flooring in laundry rooms and full bathrooms is not recommended.

6. Maintenance: Full compliance with maintenance instructions is required. Bona Kemi Hardwood Floor Cleaner must be used. Spills must be wiped up immediately to prevent damage to the boards.

This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control, the warranty is no longer valid. Compass Flooring will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all flooring purchased after January 1, 2010. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Compass Flooring is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original retailer to arrange an evaluation of the floor.

Maintenance Guide

1. Regular Maintenance Dust Removal: Since hardwood flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish.



Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out.

NOTE: Do not use treated commercial dust-mop or Swiffer™-type products because they can contain petroleum-based solvents that can leave a chemical residue.



2. Clean Up All Spills: All spills must be cleaned up immediately to prevent damage to the floor. Spills can be cleaned up with a moistened, well-wrung-out soft cloth or sponge. Once the spill is removed, spray

Bona Kemi Hardwood Floor cleaner on a clean, moist, towel to remove all remaining residue.

3. Regular Cleaning: Follow the instructions on the bottle Bona Cleaner. The cleaner can be sprayed on the head of the Bona Mop System or directly to the floor in a fine mist. This mop system consists of a terry cloth boot that covers an applicator head. The terry boot must be moistened with water and well wrung out before applying the cleaner.

4. No Wet Mopping/Steam Cleaners: Do not use string mops, sponge mops, or steam cleaners to clean a United Wood Flooring floor.

5. Dent Prevention: Wood flooring is susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Double-barrel coaster wheels should replace hard rubber or metal wheels. Kitchen appliances should be carefully moved on air sleds, well padded dolly's, or padded glides designed to protect hardwood flooring from damage. *High-heel shoes can damage a hardwood floor. It is important to keep the tips in good repair.*

6. High-Traffic Areas: To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Place mats at the kitchen sink and, if you prefer, in front of the stove as well.

NOTE: Do not use rugs with rubber backs. The rubber does not breathe and can make your floor slippery or damage the finish. Vinyl mesh pads, which are designed to keep rugs from moving, should be used. Do not lay jute-back or sisal-type rugs on the hardwood floor without a protective backer on the rugs to prevent damage to the finish.

Characteristics of your United Wood Flooring Floor

Expansion and Contraction: Although cross-engineered hardwood floors are much more dimensionally stable than solid hardwood floors, there are a few things to remember. As a product of nature, wood reacts to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Hardwood flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50° and 80°F. *NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.*

Ultraviolet Light & Color Changes in Floor: Wood reacts photo chemically to UV rays from the sun and indoor lighting sources. In furniture, this effect is referred to as "patina." Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize the speed and degree of change but cannot stop it entirely.

Natural Visual Characteristics: Our wood floors are created to showcase the natural beauty of wood. As such, the planks will contain natural mineral deposits/ streaking and both closed and filled knots. Boards include an array of light and dark portions depending if the wood comes from the inner (heartwood) or outer (sapwood) section of the tree.



Compass
Flooring
Distributors

Maintenance & Warranty Guide