



GEMWOODS

**WARRANTY
&
FLOOR CARE GUIDE**

RESIDENTIAL WARRANTY

DESCRIPTION

Gemwoods Floors proudly warrants that each product will be free from manufacturing defect resulting from improper milling, laminating, grading or assembling for as long as you own your home. This warranty is not transferable and extends only to the original customer purchaser.

Structural Warranty – Gemwoods Floors warrants, to the original purchaser, that the floor you have purchased will remain free from manufacturing defects in lamination, assembly, milling, dimension, and grading 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 consequently experience some separation between boards at different times of the year. If separations do occur, they are not covered by this warranty.

Finish Warranty – Gemwoods Floors warrants to the original purchaser that the Gemwoods finished products from the date of purchase, when used under recommended residential conditions and maintained under the recommended maintenance, will not wear through or separate from the wood for a period of 25 years.

Commercial Warranty – Gemwoods Floors warrants to the original purchaser that the Gemwoods finished products from the date of purchase, when used under recommended commercial conditions and maintained under the recommended maintenance, will not wear through or separate from the wood for a period of 3 years.

Warranty Exclusions – Gemwoods Floors warranties do not cover indentations, scratches, stains or damaged 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 manufacturers written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations, of the original manufactured product.

Preventive Maintenance

- Placing protective mats in front of any doors will protect the wood floor from sand and dirt since they are the worst enemy of your floor. Also, if you have wood flooring in your kitchen, a throw rug should be placed in front of the sink area to catch spills and splashes.
- Floor protectors should be installed on all furniture legs. Floor protectors will help guard against your chairs, etc. scuffing or indenting your floor.
- Dust mop or vacuum your wood floor as needed to prevent dirt and/or other abrasives from scratching or dulling the finish. Do not use wood polish or household dust treatment chemicals because they can dull or damage the floors finish.
- Do not mop the hardwood floor because excess moisture can cause damage to your wood floor.
- Most wood floors naturally change color over time. Area rugs, for instance, should be moved periodically to minimize the effects of ultraviolet light.
- Keep the relative humidity in the house between 35-60%.
- Do not roll or slide heavy objects directly upon the wood floor.

Regular Maintenance

- Your floor should be regularly dust mopped or vacuumed and periodically cleaned with specially formulated care products from your selling dealer.
- Wipe up spills immediately.

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April 2008