

GRAND FLOORS LTD

MAINTENANCE AND WARRANTY AGREEMENT

- A Grand Floor is an investment in a lifetime of satisfaction, but like any product, you must follow simple maintenance practices.
- Avoid any items that will rub across your floor creating scratches and nicks in the surface. Place pads on chairs and furniture to reduce any surface scratches.
- Be cautious on the use of spiked or stiletto heels that may cause denting and related damage to floors. Vacuum clean (no rotating brushes) or dry mop at least once a week. The "Woodpecker" cleaning system is recommended. Most stains (water, food products, etc.) can be wiped by using a damp (but not wet) rag. The use of detergents is not recommended.
- Do not let your floors have any contact with water or high humidity (not above 60% in summer) or low moisture levels (not below 40% in winter).

HARDWOOD CHARACTERISTICS AND EFFECTS OF HUMIDITY

Humidity is the amount of water vapor present in the air around us. Wood will expand in the summer when the humidity levels are highest and contract in the winter when levels are lowest. To control the amount of expansion or contraction of your floor it is important to use a dehumidifier in summer and humidifier in winter to maintain constant levels of humidity. The best range is around 50%.

FLOOR PROBLEMS



Floor absorbing excessive moisture on the underside causes expansion and cupping with edges raised.



Floor is sanded flat while at higher moisture content, resulting in strips with thinner edges.



Flooring loses some excess moisture, shrinks on the underside and flattens, leaving the edges of strips lower than centers.



Crosspull is a condition at the end of consecutive strips in the same run(s) where a crack is found. Crosspull indicates movement of the flooring and underfloor construction pulling flooring strips in opposite directions.

WARRANTY

Structural Integrity Grand Floors warrants to the original owner: Unfinished Floors will retain their structural integrity free of significant defects.

Prefinished Floors; Manufacturer's warranty for materials. Grand Floors installation warranty, correctly installed to manufacturer's instructions.

Limits: Five year warranty on the installation and finishing of new floors to the original purchaser and one year warranty on the resanding of old floors to the original purchaser. Finished hardwood under normal residential conditions will not wear through or peel, but this does not include scratches, heel marks, basic wear and tear or defects caused by improper maintenance.

Warranty claims: If any part of your floor fails to fulfil the above warranties, Grand floors will at our solo option, repair, replace, or refinish the defective floor. Grand Floors reserves the right to inspect the floor and remove samples for additional evaluation if needed.

Exclusions and liability limitations: Grand Floors disclaims all other warranties, express or implied. The purpose is to provide herein the repair, refinish or replacement of defective products or workmanship. In no event shall Grand Floors liability exceed the full installed cost of the flooring at time of installation or in the event of supplied material the cost of installation provided by Grand Floors. In the event of delays in completion of the work, extra costs incurred for storage or accommodation are not the responsibility of Grand Floors but are the sole responsibility of the customer. These warranties do not apply to damage caused in whole or in part by casualty, abuse, faulty construction of the building, faulty installation of the subfloor, settling of the building, or excess moisture from any source. The finish warranty will not apply where adequate documentation is not provided. We attempt to show with our samples the best representation possible of the floor you will receive but colors beyond the grading system of the Canadian Lumbermen's Association are not the responsibility of Grand Floors. Wood is a natural product, therefore exact colours cannot be controlled. Grand Floors will not warranty instructions given by owners or agents changing our regular installation policy. Grand Floors will have the final say as to the best remedy for any problem. Any attempt to repair, replace or refinish prior to Grand Floors inspection or approval will void all warranties.