

IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 48 hours after installation. Spot clean the floor, avoiding all seams. Clean any adhesive residue with a clean, white cloth dampened with mineral spirits*

CAUTION: *Mineral spirits are flammable liquids. Please follow precautions listed on the container.

50-YEAR LIMITED RESIDENTIAL WARRANTY FOR:

Simple Living Collection

This program is limited to residential application only and does not apply to commercial or industrial use. This warranty is extended to the original purchaser ONLY and is not transferable. It is the responsibility of the installer and/or home owner to inspect planks prior to installations. Planks not visually or physically acceptable should be put to one side and possibly used in another location of the room. Knoa's Flooring accepts no responsibility for costs of product or labor when planks with visible defects have been installed. Seasonal expansion and contraction of wood flooring is normal and not a manufacturing defect. As wood is a natural product industry standards allow for a defect and irregular tolerance of up to 5%.

LIMITED LIFETIME STRUCTURAL WARRANTY

Knoa's Flooring warrants that the residential flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacture and that it conforms to Knoa's Flooring standard specifications for the product category. Knoa's Flooring further warrants that when installed and maintained according to Knoa's Flooring specifications and when used according to its intended purpose, the flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect. If your Knoa's Flooring product fails for any of the above reasons, Knoa's Flooring will replace or repair, at its option, a portion, or all of the flooring at no cost to the original purchaser as long as the original purchaser still owns the property where the floor was installed. Knoa's Flooring warranty is only extended to flooring maintained in Normal Environmental Conditions. Meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 60°F to 80°F year round. Color variations, mineral streaks, and small knots are considered part of the natural character and beauty of wood flooring and are not considered manufacturing defects.

FINISH WARRANTY

Knoa's Flooring warrants that the factory-installed finish on the flooring is, at the time of sale, free from defects in material and manufacture and that it conforms to Knoa's Flooring standard specifications for the finish. Knoa's Flooring further warrants that when maintained according to Knoa's Flooring cleaning and maintenance instruction (visit the following links for Knoa's installation and used

for its intended purpose, the finish will not wear through to bare wood for 50 years from the date of purchase of our product. Gloss reduction is not considered a manufacturing defect and is not included in this warranty. Finish warranty excludes any surfaces checks/splits caused by improper environmental conditions, scratches, indentations, and color change from indoor UV light or sunlight. The Knoa's Flooring installation and maintenance instructions MUST be followed as condition for these Warranties to have effect. You may obtain these instructions directly from Knoa's Flooring. NOTE: Moldings are not included under our Finish Warranty

WARRANTY EXCLUSIONS

Failure to maintain the environment at a humidity range of 30% to 50% year round and a room temperature of 60° to 80°F.

- Checks, splits, delamination caused by improper environmental conditions.
- Color variations in flooring are a natural occurrence due to species, age, 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.
- Due to color variations of product and/or samples, Knoa's Flooring is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and any existing moldings.
- Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Improper installation/maintenance and failure to adhere to Knoa's Flooring installation/maintenance instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Knoa's Flooring accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Indentations or scratches caused by furniture, appliances, pet claws, spiked or damaged heels, pivot points, sand and pebbles or other abrasive materials.
- Installation over radiant floor heating with a surface temperature in excess of 85° F.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, weather conditions or natural disasters is excluded from Knoa's Flooring warranties.
- Insect infestation after product leaves our facility.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance products.
- Squeaking or popping sounds on stapled or nail down products.

CUSTOMER CLAIM POLICIES

Claim forms can be found from Knoa's Flooring Customer Service Center. • Claim must be presented by the original Dealer/Distributor that purchased the material through Knoa's Flooring. • Claim must have Dealer/Distributors invoice number from Knoa's Flooring that the claim is associated with. • Products sold over the internet are prohibited by Knoa's Flooring, and carry no warranty if purchased online. • Claim form is to be filled out, and faxed to our offices. • Claim form must be complete, including square footage installed, square footage of complaint, material type, Knoa's original invoice# and purchase date, installation date and clear pictures showing area (s) of complaint. • Claims are handled directly with the Dealer/Distributor. All findings will be sent to the Dealer/Distributor along with a letter of acceptance or denial of the claim. It is up to the Dealer/Distributor to pass findings along to the end user.

CUSTOMER SERVICE

Any claim under the Residential Limited Warranties shall be made by contacting your retailer within 30 days after it has been detected. Proof of purchase, including the date of purchase, must be presented to make a claim. All claims must be filed through your Knoa's Flooring dealer. If Knoa's Flooring accepts a claim under the Residential Limited Warranties; it will repair or replace, as its portion, the affected Knoa's Flooring floor materials. If the design for which a claim is made is no longer available, Knoa's Flooring will replace the affected Knoa's Flooring floor materials with another design of equal value. These warranties are not transferable. They extend only to the original end-consumer.

DISCLAIMER - TERMS OF USE

KNOA'S FLOORING DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT. This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Knoa's Flooring. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state.

MAINTENANCE TIPS FOR YOUR WOOD FLOOR

- The floor shall be dust mopped, vacuumed or swept with a soft bristle broom daily, or as often as necessary, to remove grit and dust from the surface. Walking on a dusty or dirty floor is the quickest way to damage a finish.
- Place walk-off mats at all exterior entrances. This will capture much of the harmful dirt before it reaches the Hardwood surface area. Shake out, vacuum or wash mats and area rugs frequently.
- Floor protector pads should be placed on the bottoms of the legs of furniture. Floor protectors shall be kept clean of grit and periodically replaced. Wheels should have hardened-plastic casters at least 2" in width depending on weight. Narrow or metal casters may dent the flooring.
- Kitchen floors experience the most traffic in a home. To prevent premature wear of the floor, place an area rug in front of the sink and stove area. Shake out or vacuum the rugs frequently.
- Never mop or flood your floor with water or other products. This can severely damage the flooring.
- Keep pets nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.