



ST. AUGUSTINE COLLECTION  
MAINTENANCE AND 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, if amount is above 5% of the total floor, 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.

**Limited Lifetime Structural Warranty:** 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, The Manufacturer will repair, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner and are non-transferable.

**Limited Lifetime Finish Warranty:** Our oak flooring has aluminum-oxide polyurethane finish and in residential settings are guaranteed for the lifetime of original owner (non-transferable).

## Exclusions to Warranties

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

**2. Ultraviolet Light/Sunlight Exposure:** 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 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 for the flooring product. 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. The Manufacturer will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee 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

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

**3. Regular Cleaning:** Follow the instructions on the bottles for Bona Cleaners. 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 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 dollies, 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.

**7. Squeaky Floors / Objectionable Noises:** Squeaks, snaps, crackles, and pops are related to the movement of the floor. This is related to incorrect installation methods

and environmental or structural issues unrelated to the wood floor. Subsequent squeaking / objectionable noises are not considered a defect and are not covered under this warranty.

**8. Gloss Levels and Color Variation:** Wood is a natural product; color and gloss levels can vary from board to board and batch to batch. Materials purchased at separate times or production dates are prone to color and gloss differences and are not considered to be product defects.

**9. Improper Installation:** Failure to follow installation instructions will invalidate the warranty. Cabinets and built-in appliances should be installed before the installation of the hardwood floor. Cabinets and built-in appliances should not be installed on top of the wood floor. Hardwood flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

**10. Moisture Damage:** Damage created by moisture (originating from any source), structural, improper maintenance, plumbing, flood, etc., is excluded from the warranty. Moisture under the floor can become trapped, and the evaporation/temperature variable process can distort the floor, as well as pose environmental hazards from mold and mildew. Veranda does not warrant against damage caused by hydrostatic pressure from the subfloor, flooding, mold, or mild structural leaks (such as roof, window, plumbing, etc.) or mechanical failures like appliance or heating and cooling system leaks.

**11. Damage caused by improper environment and/or lack of environmental control:** 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 of 30 to 55% will minimize these occurrences.

Allowing relative humidity levels to fall below 30% can result in structural damage to the floor, such as large gaps, splits in the surface, distortion of the boards, and structural failure.

Humidity levels above 55% can result in surface warping and structural failure of the boards. Direct, unfiltered sunlight exposure is damaging to a wood floor. The impact of sunlight on a floor will overheat the wood floor's surface. The high level of heat generated by the solar energy will cause excessive drying of the wood, leading to structural damage to the floor. Direct, unfiltered sunlight will accelerate color change in a floor. This warranty does not cover splits, cupping, delaminating, and/or crowning when relative humidity of less than 30% (less than 6% EMC) or above 55% (more than 12% EMC) occurs. If environmental conditions cannot be maintained, whole-house humidification or dehumidification system/systems need to be added to the HVAC system to ensure proper floor performance. Many parts of the country suffer from a climate that takes homes outside of the 30 to 55% range. In these cases, the climate control system can be modified to keep the environmental

conditions within a properly controlled range.

## Characteristics of your Wood Floor

**Expansion and Contraction:** 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 60° 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.