



Inspiring Great Spaces®

LIMITED WARRANTY

HUMIDITY'S IMPACT ON YOUR FLOOR

To protect your investment and ensure that your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. For best results, keep the relative humidity in your home between 35% and 55%.

- **Heating Season (Dry Conditions)** – a humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- **Non-Heating Season (Humid and Wet Conditions)** – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

You must also properly care for your new floor using our easy-to-follow Care and Cleaning Tips insert. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and will void this warranty.

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NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim.

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

IMPORTANT NOTE: While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event that your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. It is your responsibility to file a timely claim to protect your rights under these limited warranties.



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HARDWOOD FLOORING CARE AND CLEANING TIPS

MAINTAIN THE BEAUTY OF YOUR NEW HARDWOOD FLOOR FOR YEARS TO COME BY FOLLOWING A FEW SIMPLE TIPS

FLOOR CLEANING

- Sweep, dust mop, or vacuum regularly using the wand attachment on your vacuum cleaner.
- Clean your hardwood floor occasionally using a swivel head mop with a soft cover and Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner. **DO NOT USE WATER OR STEAM.**
- Use floor care products and floor protectors, available at your local flooring store or home center.
- The Hardwood & Laminate Cleaning System Kit includes a 32 oz. spray cleaner and a mop with a terry cloth cover.

FLOOR PROTECTION

- Wipe up spills immediately.
- Place a natural or colorfast mat outside at entrances to reduce the amount of dirt and moisture tracked into your home.
- Keep animal nails trimmed to minimize scratches.
- Support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, that rest flat on the floor and are replaced regularly.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it to prevent scuffs and gouges.
- Replace hard, narrow furniture rollers with wide rubber rollers.
- Protect your floor from direct sunlight.
- **DON'T** use rubber, foam back, or plastic mats as they could discolor your floor.
- **DON'T** use ammonia-based cleaners, wax-based products, detergents, bleach, polishes, oil soaps, abrasive cleaning soaps, or acidic materials like vinegar.
- **DON'T** wear shoes with spike heels or heel taps on your hardwood floor. Remove shoes at the door to avoid potentially dragging in sharp objects in your shoe treads.

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HARDWOOD FLOOR CARE QUICK-FIX TIPS

Spills and Tracked-in Dirt

- Clean immediately.
- Apply Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner lightly to the surface and wipe with a sponge mop or a soft cloth.
- Excess cleaner that does not evaporate immediately should be dried with a clean towel. No rinsing is necessary.

Spots Caused by Food, Water or Animals

- Apply Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner to a clean, soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with mineral spirits, followed by cleaning with Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner to a clean, soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with mineral spirits and follow by cleaning the area with Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner.

Chewing Gum, Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner.

Minor Abrasions/Scratches

- Use Touch-Up Kit in smaller areas. Touch-Up Kits include touch-up markers and filler sticks that blend with Hardwood flooring colors.
- Use Bruce® Fresh Finish™ to recondition large areas that have become worn.

Deep Scratches/Gouges

- Use Acrylic Fillers for gaps, small openings and broken edges.
- Individual planks, strips, or parquets that are heavily gouged or damaged can be replaced by a professional flooring installer.

Routine Hardwood Floor Care and Maintenance

- Sweep, dust mop, or vacuum regularly using the wand attachment on your vacuum cleaner.
- Wipe up spills or spots with a damp cloth or swivel-head mop with terrycloth cover and Hardwood & Laminate Floor Cleaner. •
Large areas can be cleaned by misting Hardwood & Laminate Floor Cleaner or Bruce® Hardwood & Laminate Floor Cleaner on the area and wiping until clean and dry with a soft towel or swivel-head mop.