

PREVENTATIVE MAINTENANCE

Investing in Forest Accents Hardwood flooring is one of the best investments you can make for your home as it enhances both it's beauty and value. Caring for your floor is safe and simple with a few basic preservation principles.

Close compliance with these maintenance and preservation guidelines is a determining factor in warranty application.



- **Water is enemy #1 for wood flooring.** Wipe up spilled water, liquids or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in high traffic areas in the kitchen and in front of the sink, dishwasher and work areas.
- Maintain relative humidity between 40 % and 50% and an ambient temperature of 74° F in the home in order to stabilize the internal humidity of the wood.
- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, salt, etc.) that would scratch the finish. Frequent vacuuming is recommended to eliminate abrasive dust accumulating on the surface and between the boards.
- Clean using “Bona Kemi’s” specially adapted wood floor cleaner on a clean cloth or the “Bona Kemi” Floor mop and wipe the surface.
- Never use wax, household detergents or oil-based soaps on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended for cleaning flooring, since vinegar has an oxidizing effect on urethane over a long period of time.
- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Avoid rolling chairs with casters on the finished surface.
- Avoid wearing high heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure exerted can easily reach 3500 pounds per square inch.
- Do not drag furniture or heavy objects across the finished surface.



2655 Dawin Road N.
Jacksonville, FL 32207

1-866-4-ACCENTS
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WARRANTY COVERAGE & PREVENTATIVE MAINTENANCE

RESIDENTIAL WARRANTY

Applicable products will be free from manufacturing defects for as long as you own and reside in your home. Forest Accents guarantees that its products, upon leaving plant facilities, are free from manufacturing defects. Manufacturing defects are improper milling, laminating or grading.

FINISH WARRANTY

Forest Accents guarantees the original purchaser that the “Dura-Life” finish, namely the total thickness of urethane applied to its products, will withstand total wear through in the course of normal use and proper maintenance for the period designated in the Product Warranty Reference Chart (below). Gloss reduction is not considered wear through. Therefore, it is not covered under the finish warranty. See the section on maintenance and floor preservation (BACK PAGE).

WARNING

The finish applied to boards neither increases the hardness of the wood nor its resistance to blows and compression caused by heavy objects, as well as anything falling on the floor, that can mar or damage the wood surface and finish.

STRUCTURAL WARRANTY

If an Engineered product should ever warp, cup, or buckle, we will arrange for the repair or removal and replacement of the defective board(s).

OBLIGATIONS OF FOREST ACCENTS

Under the terms of the present warranty, the responsibility of “Forest Accents” is limited to any of the following options, at the discretion of the company and excluding any other form of compensation:

- 1) To supply the material to replace the defective boards
- 2) To supply the material and labor to resurface the flooring in the room where the urethane is completely worn through
- 3) To compensate for damages equivalent to the purchase cost of the defective boards

Product	Residential Warranty	Residential Finish Warranty	Commercial Finish Warranty	Structural Warranty
Destin Plank V	YES	15 YR	1 YR	5 YR
Mikonos Plank	YES	15 YR	1 YR	5 YR
Victoria Plank	YES	15 YR	1 YR	LIFE
Capri Plank	YES	15 YR	1 YR	LIFE
Tuscany Reserve	YES	25 YR	1 YR	LIFE
Colonial Classics	YES	25 YR	1 YR	LIFE
Listone Milano Series	YES	25 YR	1 YR	LIFE
Timeless Textures	YES	25 YR	1 YR	LIFE
City Plank	YES	25 YR	1 YR	LIFE
Crafted Textures	YES	25 YR	1 YR	LIFE
Bamboo (Solid)	YES	25 YR	1 YR	N/A
Pacifica Collection	YES	25 YR	1 YR	N/A

EXCLUSIONS

Forest Accents disclaims all responsibility under the terms of the warranty and will pay no compensation:

- For damage other than that listed previously in the “Obligations of Forest Accents” section, including, without limitation, loss of use of space, moving costs, hotel expenses, loss of time or goods;
- If no manufacturing defects has affected the product;
- If the defects affecting the product result from inadequate storage or transportation, poor preparation of the surface to be covered or installation failing to comply with the manufacturer’s recommendations;
- If the products have been used or installed for purposes other than residential use;
- In the absence of sufficient proof that maintenance instructions recommended by Forest Accents have been followed;
- When damage has been caused in whole or in part by improper use, abrasive substances (salt, sand, glass or other), fallen and scraping objects, the movement of furniture with or without casters, high heeled shoes, repeated striking or scratching of objects or any use other than normal residential use;
- If damage has been caused in whole or in part by a change in the humidity of the wood caused by excessive ground moisture from natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters;
- For repairs carried out without the prior written consent of Forest Accents;
- For the replacement of boards that were defective prior to installation;
- For any product discoloration due to the natural characteristics of the wood specie with exposure to ultra-violet light (sunlight);
- For any alteration to the product other than the total wear of the finish;
- For shipping or transportation costs;
- In the absence of proof provided by the customer of the date of purchase of the Forest Accents product.

Important Information Regarding Adhesives

Forest Accents has extensively tested industry brand adhesives in coordination with our flooring products. After rigorous testing, we deemed specific adhesives as “approved”. Only installations made with a Forest Accents “approved” adhesive are included with this warranty coverage.

If you need to file a claim under this warranty, first contact your Forest Accents retailer, or write to us at:

Forest Accents
Technical Services Department
2655 Dawin Road N.
Jacksonville, FL 32207

The present warranty is governed by the laws of the State where the Forest Accents head office is located, save and excepting the rules governing conflict of laws and any other law.

OWNER AND/OR INSTALLER RESPONSIBILITY

The final user must foresee an additional 4 to 6% (depending on the site and type of installation) of hardwood boards when ordering material to compensate for losses incurred when boards are cut to fit.

Forest Accents boards are made of hardwood, a natural material that may present certain imperfections. Forest Accents products are subject to rigorous standards of quality and comply with those in effect in the flooring industry. Forest Accents employees carry out quality control checks and do everything that is humanly possible to ensure that boards offered for sale are free from manufacturing defects. Boards are selected methodically and those that do not correspond to the grade under selection are discarded. In the wood flooring industry, a defect rate of 5% or less of the quality of boards purchased is considered normal. The rate includes both natural flaws and manufacturing defects.

The installer and/or owner must make sure that the work site and subfloor comply with conditions specified in the Forest Accents installation guide.

It is the installer and/or owner’s responsibility to inspect Forest Accents brand flooring boards prior to their installation. The installer and/or owner must check board grade, quality and finish.

The installer must select boards in a reasonable manner, when necessary either discard, install in a less conspicuous place or cut boards presenting any type of flaw that is too noticeable. During installation, it is standard procedure to correct minor flaws using small amounts of stain, wax pencil, putty or marking pen.

If the installer is in doubt as to the grade, quality or finish of a board and is unable to install it in a inconspicuous location or eliminate the flaw, then the board should be discarded. **Once the board has been installed, it is deemed to have been accepted by the installer and/or owner.** Forest Accents will only replace defective boards in excess of the 5% acceptable loss (excluding the 4 to 6% margin for loss due to cutting). Forest Accents will not cover any costs associated with labor or installation.

