



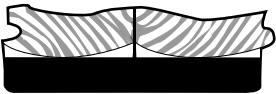
Maintenance & Warranty Agreement

Purchasing your flooring from Grand Floors is an investment that will provide a lifetime of satisfaction, but similar to other products and services, you must follow specific maintenance practices:

- **Avoid items** that will create scratches or may dent the surface. To protect your investment use felt pads on chairs and furniture to reduce floor damage. Monitor the felt pads and change them from time to time.
- **Be cautious** when wearing high heels and stiletto shoes, as they can cause severe dents and deep damage to the floors.
- **Vacuum regularly** or use a dry mop to clean the dust from the floors. **Professional cleaning systems** are recommended for general clean-up for all flooring. Most stains (liquids and food products etc.) can be wiped away using a damp rag (but not wet). **Do not** use detergents, oil or acidic based cleaners. Professional cleaning kits are available in our store.
- **Do not allow** your floors to come into contact with large amounts of water or high humidity levels (maximum **50-55%** in the summer) or low moisture levels (not below **35-40%** in the winter).

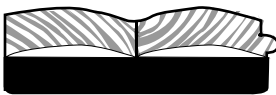
Humidity is the amount of water vapour present in the air. Wood will expand in the summer when the humidity levels are highest and shrink in the winter when levels are at their lowest. Most manufactured prefinished floors contain 6-8% moisture in the wood to maintain stability and integrity of the finished product. To keep this level of moisture (6-8%), the National Wood Flooring Association (NWFA) advises that you control the humidity level in your house. To take control of the moisture in your home the use of a **dehumidifier** in the summer and a **humidifier** in the winter will help maintain constant humidity levels. A humidifier should be connected to your home's **hot water** pipe! This will help distribute more moisture to the higher floor levels in your home. As soon as the heating season is over (winter) start using the furnace fan (on the **ON** position) from May until October. This will rotate airflow in the house and help to reduce the moisture level. **Air conditioners** should be used as well during days with very high humidity levels to help prevent swelling and cupping.

Possible Flooring Issues



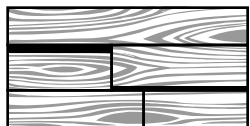
Cupping

Floors absorbing excessive moisture on the underside of the floorboard will begin to cup. This causes edges to rise up.



Shrinking

If flooring loses too much moisture, the boards shrink on the underside. This leaves the edges lower than in the centre.



Crosspulling

This is where there are cracks at the end of consecutive strips in the same run. Crosspulls indicate movement in the flooring and in the underlayment.

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: Two-year warranty on the installation of new prefinished floors and stairs to the original purchaser and two-year warranty on the resanding and refinishing of old floors and stairs to the original purchaser. The above is subject to the purchaser adhering to the maintenance agreement. 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 and care.

Warranty Claims: If any part of your floor fails to fulfil the above warranties, Grand Floors will, at our discretion 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, expressed or implied. In no event will Grand Floors be liable or go beyond the full installed cost of the flooring at the time of installation. In the event of delays in completion of 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 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 appropriate written documentation is not provided. We attempt to show with our samples the best representation possible of the floor you will receive, but colours 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 warrant instructions given by home owners or agents changing our suppliers' installation policy. Any attempt to repair, replace or refinish prior to Grand Floors' inspection or approval will void all warranties.

Perfect Floor



Following the above instructions, maintaining an appropriate moisture content in the home, and with proper care the floor will remain perfectly flat.