

## HARDWOOD

Our goal is your complete satisfaction, and we aim to achieve it by setting realistic expectations. To ensure that you have a clear understanding of this product's general performance, we've outlined the key points covered in the video. Please review this document carefully, and if you have any additional questions or need clarification on any issues, feel free to ask your design consultant.

- Slight variations in height, color, texture and grain in the wood are considered to be normal and part of the natural beauty.
- The natural characteristics of wood may produce a wide variation of color and grain between planks.
- Pre-finished hardwood floors are sanded, screened and stained in manufacturing plants. Several coats of urethane are sprayed on the boards and then UV-dried for a very durable finish.
- Site finished hardwood involves installing unfinished wood, which is then sanded and finished with protective coatings. The finish is known as "floor finish" not "furniture finish," and will have some sanding marks, small bubbles or brush marks, which will fade in time.
- Wood's natural photosensitivity will cause changes in the wood color after exposure to UV light. This usually takes place within six months after the installation process. Therefore, any planks that must be replaced with new wood later on may not match the color of the original wood.
- Different types of Surface Finishes may be applied to your hardwood flooring by the manufacturer.
- The Surface Finish of hardwood flooring wears away over time, especially in areas of heavy traffic and activity. To re-apply a new Surface Finish, it is recommended that a professional perform a normal hardwood maintenance technique, called re-coating, every three to six years or when signs of wear occur.
- Cracks or spaces between boards are normal during dry seasons of the year, as the wood retracts slightly. During humid (summer) months the boards will expand and the small gaps facilitate this expansion.
- Wood floors will cup and peak with the change of the season.
- Caution should be used when moving furniture or appliances. Stiletto or high-heeled shoes may damage your floor. This type of damage is not covered by the manufacturer warranties.
- Furniture protection pads should be used anywhere furniture comes into contact with the hardwood.
- Repeated contact with water will eventually ruin the surface finish and discolor the hardwood, so wet or damp mopping is never recommended.
- The humidity and/or moisture levels in a home can affect the look and performance of hardwood flooring. A humidifier or dehumidifier may be required to help prevent excessive shrinkage, splitting, cupping, buckling or other moisture-related defects of wood floors due to humidity levels.