



Hardwood Flooring Floor Care and Product Warranty Guide

Note: This Guide supercedes all printed technical materials produced for Country Home Collections.

CARE AND MAINTENANCE GUIDELINES FOR COUNTRY HOME COLLECTION FLOORING BY BLUELINX

Proper care and maintenance will help ensure your floor always looks its best. Simply follow the maintenance steps and floor care tips outlined below.

Initial Care:

Following installation, clean with a no-wax floor cleaner.

If the floor was glued down, remove any residual adhesive with the appropriate adhesive remover.

Ongoing Routine Care and Maintenance:

1. Vacuum, sweep or dust mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. Do not use vacuums with beater bars or hard heads. A hardwood floor swivel-head mop with terry cloth or microfiber cover is also highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply a hardwood & laminate floor cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
3. Periodically, as necessary, thoroughly clean the floor with a hardwood approved cleaner and a hardwood floor swivel-head mop with terry cloth or microfiber cover. Spray the floor cleaner directly onto the floor or dampen the swivel-head mop and apply. DO NOT allow excess floor cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
4. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
5. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
6. Never clean or wet mop with water. Water may permanently damage the floor.
7. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.
8. Keep animal nails trimmed to minimize finish scratches.
9. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
10. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
11. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
12. Use furniture leg protector pads under all furniture and make certain to keep them clean and well maintained.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Keep the relative humidity in your home between 35% and 55%.
15. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows.

QUICK FIX TIPS

Spots caused by food, water or animals

- Apply a no-wax cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with a stripper product followed by cleaning with a no-wax floor cleaner.

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

- Apply a cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with a stripper follow by cleaning the area with a no-wax 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 a no-wax cleaner

Minor Abrasions/Scratches

- Use an approved hardwood touch-up stick in smaller areas.
- Apply a finish re-coating when larger areas are reconditioned.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged can be replaced.
- If needed, the entire floor can be refurbished by applying one or more coats of a re-coating product.

LIMITED RESIDENTIAL WARRANTY

Who is Covered?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

What is Covered and For How Long?

The limited warranties described at right are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after September 30, 2010. All warranties run from the date of retail purchase for the applicable period described in the chart.

What Are You Responsible For Under Our Warranties?

To be covered under our warranties you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. You must also properly care for your new floor using our easy-to-follow maintenance instructions in this brochure. We recommend that you use only specially formulated floor care products to preserve your flooring. Use of floor care products other than those specially formulated for use with hardwood flooring products, such as those described in this brochure, may damage your floor and void this warranty.

What Will We Do If Any Of The Covered Events Occur?

If any of the covered events listed in this guide occur within the warranty periods specified for the respective flooring product, the manufacturer will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality) for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that the manufacturer is unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. These warranties do not include removal or replacement of cabinets and other fixtures. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

What Is Not Covered By These Warranties?

The Country Home Collection Flooring by BlueLinX is intended to be an economy grade of flooring. This means that the minimum standard for acceptance per our grading rules is that the floor must be “installable” and “serviceable”. In other words, it must be able to be fit together and be secured to the subfloor using the recommended installation methods for that type of flooring (see Installation Instructions). In the case of engineered flooring, this also means that the floor will not delaminate within the warranty period.

As an economy grade of flooring, this product will contain a variety of characteristics, which are either naturally occurring within the wood itself, or the result of milling, manufacturing, grading or finishing processes. These characteristics are not considered defects under our grading standards for the Country Home Collection and may include, but are not limited to, the following:

- Variation or inconsistencies in stain color or color variation within the wood itself including mineral streaks and other discoloration of the wood. This includes variation or differences between the color of the floor and any samples, displays, photographs, literature, etc. of the floor seen prior to or after purchase.
- Variation or inconsistencies in the wood including knots, minor dents, checks, worm holes, bark pockets, etc. Wood filler or putty is permitted and may be used throughout the product to correct any of these characteristics or inconsistencies.
- Variation or inconsistencies in finish or gloss level including rough finish; finish thickness, “orange peel”, etc.
- Variations and/or inconsistencies in width, thickness, bevels, edge and end profiles, etc.
- Variations and/or inconsistencies in tongue and groove width and thickness
- Out-of-square ends
- Edge, end or corner breakage or chipping
- Bent, warped, crooked or bowed boards to the extent that they do not prevent the installation or serviceability of the floor.
- Any other physical or visual variation or characteristic that does not prevent the installation or serviceability of the floor.

Additional Items not covered by these warranties:

- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads.
- Damage caused by appliances, furniture and casters.
- Damage caused by cutting from sharp objects.
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.

Additional Items not covered by these warranties (cont.):

- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.
- Noises (squeaks, etc.).
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

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.

	Lifetime Structural Integrity Warranty (1)	Residential Finish Warranty (2)	1 Times Sanding Warranty (3)	3 Times Sanding Warranty (4)
Solid 3/4" Country Home Collection Products	Yes	15-year	No	Yes
Engineered 3/8" Country Home Collection Products	Yes	15-year	Yes	No

- (1) The manufacturer warrants that the covered products, in their original manufactured condition, will be free from defects in lamination and assembly for as long as you (the original purchaser) own the floor.
- (2) The manufacturer warrants to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines.
- (3) The manufacturer warrants to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 1 times if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org).
- (4) The manufacturer warrants to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 3 times if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org).

FOOTNOTES

What Is Excluded From These Warranties?

- None of our installers, retailers, distributors or employees have the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- THE MANUFACTURER EXCLUDES AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW. SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.
- THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM JURISDICTION TO JURISDICTION.

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. If you have further questions, please contact us at:

BlueLinx

1-888-502-BLUE

www.BlueLinxCo.com

PLEASE SEND CORRESPONDENCE TO:

BlueLinx Flooring Department
4300 Wildwood Parkway
Atlanta, Ga. 30339

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