



# Terra Bella Floor Care Guide and Warranty



## Floor Care

Your Award hardwood floor will add warmth and beauty to your home for years to come. In fact, Award's exclusive WEARMAX advanced ceramic finish provides superior wear and stain resistance, and easy no-wax care. Following a few simple maintenance steps, however, will help protect your investment.

### Cleaning

- \* Blot up spills and spots immediately (Standing moisture will penetrate into the wood causing irreversible discoloration and damage.)
- \* Vacuum, dust mop, or sweep the floor to minimize abrasive grit and dirt. *Note: Do not use vacuum with beater bars.*
- \* Periodically clean floor with WEARMAX HARDWOOD FLOOR CLEANER (*Never use other cleaning products or detergents.*)  
ALWAYS WIPE DRY IMMEDIATELY until no moisture is visible on the floor.
- \* Do not use wax, polish, oil soap, abrasive cleaners, steel wool, scouring powder, or ANY appreciable amount of water.

### Protecting Your Investment

- \* Award products are constructed of all wood and therefore are subject to change from excessive moisture, or non-conforming environmental conditions. Remove any standing water immediately, and maintain an indoor relative humidity level of 35-55% throughout the year to minimize the natural expansion and contraction of wood.
- \* Use quality vinyl-back area rugs and doormats by outdoor entrance areas to prevent dirt, sand, grit, and other substances such as water, oil, asphalt, driveway sealer from being tracked onto your floor.
- \* Use felt floor protectors and wide-bearing cylinder leg bases to minimize indentations. As a rule of thumb, the heavier the item the wider the floor protector should be. **DON'T USE "BALL" ROLLERS or "WHEELED" CHAIRS OF ANY KIND AS THEY WILL ACCELERATE WEAR NOT COVERED BY THIS WARRANTY.**
- \* Avoid gouges or cuts in your floor from sharp objects. While an Award floor with WEARMAX finish is the most wear-resistant floor on the market, sharp or pointed objects can nevertheless damage it.
- \* Do not walk on your floor with "stiletto-style" heels; they will cause indentations.
- \* Rearrange rugs and furniture periodically so the floor ages evenly. UV sunlight will change the color of different species to varying degree.
- \* Keep pets' nails trimmed and filed in order to minimize indentations. Any pets' nails can damage wood floor.
- \* Use a wide base air tire dolly when moving heavy appliances or furniture. But first, put down a sheet of quarter-inch clean plywood or Masonite to protect the floor. Never try to slide or roll heavy objects across the floor without precaution.

### Repairing

Minor damage can be repaired with Award Touch-up finishing putty and/or the Wearmax Repair Kit.

For more extensive damage, plank replacement may be an option. (NOTE: This option dependent on product availability.)

### Installation Over Radiant-Heated Sub-floor:

Award Hardwood Floors does allow the Terra Bella flooring products to be installed over radiant-heated subfloors. The home MUST be maintained at a relative humidity year round between 35 -55%. The flooring surface temperature must not exceed 82 ° F. (See Award Technical Bulletin #25 for complete details). Do not install over electric radiant heat mats. (Exposure to excess heat or dryness may cause cupping, delamination, splintering and/or face checking.)

### WEARMAX Maintenance Products

WEARMAX Hardwood Floor Cleaner is specially formulated for ceramic-based wood floor finishes. Easy and safe to use, WEARMAX Hardwood Floor Cleaner is non-flammable, is not caustic to the skin, and emits no toxic or noxious vapors.

### Warranty

- \* **Lifetime Structure and Finish Wear Through**
- \* **5-year light commercial limited wear warranty** (please contact Award for warranty registration)

### Your Award floor is guaranteed

1. To be free from manufacturing defect in lamination, milling, and assembly when installed and maintained properly in your home.
2. The finish will not wear through when installed and maintained properly in your home.

If Award Flooring accepts a warranty claim, it will repair or replace, at its option, the affected flooring material.

If the original design for which the claim is made is no longer available, Award will replace the affected floor materials with another design of equal value.

Any warranty claim filed must be in writing and within 30 days of discovery of the possible defect.

This warranty applies only to the original purchaser and installation site and is not transferable.

### This limited warranty is made subject to the following conditions

- \* The flooring must be used only indoors in residential areas and installed and used in accordance with the Installation and Floor Care Guide found in the cartons.
- \* The surface wear must not have occurred as a result of incorrect maintenance or accidents such as damage caused by scratching, impact or cutting.
- \* The surface wear must be readily visible. (Approximately 10% of the installed floor.) Gloss reduction is not considered surface wear.
- \* Award Hardwood Floors reserves the right to inspect all warranty claims to determine course of action.
- \* Award Hardwood Floors must give written approval for any warranty repair/replacement prior to work being conducted.

### Warranty Exclusions

Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered defects and no warranty shall apply to those. The warranty will not apply to the natural color changes, which occur in wood over time or to the natural wood variation in an installed floor that samples may not show.

Award warranties do not cover indentations, scratches, or damages caused by negligence, exposure to excess heat, dryness

### (Exposure to excess heat or dryness may cause cupping, delamination, splintering and/or face checking.)

Exposure to excess moisture, accidents, abuse, misuse, indentation from "stiletto-style" heels or pets' nail

stains of any kind, failure to follow all of the manufacturer's specific written

installation and maintenance instructions, insufficient protection, or improper alterations of the original manufactured product.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. Award assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitations of incidental or consequential damage so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of defective product.