

Warranty and Cleaning Instructions

Unique American Teak floorings are designed and produced using the most advanced technology and the strictest quality controls in each step of the manufacturing process. When installed using the specified materials and following the manufacturer's and distributor's instructions, the product comes with a comprehensive 25 YEAR LIMITED GUARANTEE PROGRAM that includes:

PRODUCT:

The goods meeting all established quality standards specified by the National Wood Flooring Association for each product category.

LIFETIME STRUCTURE:

In accordance with the National Hardwood Flooring Association standards, the flooring to be free of excessive manufacturing defects caused by improper milling, grading, assembling, staining or coating.

MOISTURE:

The flooring to remain structurally sound under normal moisture conditions if the maintenance and installation guidelines are properly followed to include acceptable pre-installation moisture content of slab/sub-floor and acceptable sealing of the slab.

FINISH:

Our "ULTRA-WEAR" factory applied UV cured surface finish on the pre-finished hardwood floor will not wear through or separate from the wood for 25 years (5 years commercial), from the date of purchase, when used under normal residential traffic conditions or as long as you follow the manufacturer's recommended maintenance procedures.

DURABILITY:

NO WOOD floor, regardless of the manufacturer, is warranted against damage by water, pets, high heels or dropped objects. However, certain materials (JANKA score above 2,000) can be expected to resist pet scratches and undamaged heels—Ask your supplier for more details.

NOTE: Additional warranty by the adhesive/sealer manufacturer also applies.

NOTE: Wood is a natural product and is subject to changes in humidity and temperatures. Some species are not suitable for all areas of the country.

COLOR and VARIATION:

Wood flooring is a natural product and shows some natural variation of color, grain, and pattern between boards. We make every effort to select for similar color pallet but there will be some level of variation. These are natural and add to the beauty of a wood floor.

CARE & CLEANING INSTRUCTIONS:

Unique American Teak and Exotic flooring products are finished at the factory with an exceptionally durable polyurethane finish with 2 layers of Aluminum Oxide and is very resistant to scratches. Because of the grain inherent in the floor, minor dings and dents are not readily visible and soon become part of the natural beauty of the floor. However, some simple precautions apply to ALL natural flooring.

CARE:

Felt Pads: All furniture should have a stick-on felt pad affixed to each foot to prevent inadvertent scratches.

Wheeled Chairs: Use a standard office floor pad to protect the floor from wheel marks.

CLEANING:

Weekly – Use a “Swifter” or equivalent to remove dust and hair.

As Required – For regular cleaning, use only a damp mop-Do not soak the floor. Any good quality Hardwood floor cleaner is acceptable; we recommend TARKETT or BONA. Do NOT use any cleaning product containing wax or polish.

SERIOUS SCRATCHES: After a few years, you may need a bit more than a good cleaning. There are several commercial products that can be used by the homeowner to add a thin layer of polyurethane to cover small scratches. The best (and easiest to use) is by Bona Kemi (www.bona.com) and is called REFRESHER.