

JOHNSON*Premium Hardwood Flooring*

WARRANTY PROGRAM

Effective January 1, 2011

STRAND BAMBOO COMMERCIAL WARRANTY

Under Johnson's **Commercial Warranty Program**, as detailed below, claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

ALL WOOD IS NATURAL and, therefore, there will be variances in color and wood grain. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are **NOT** covered in the finish warranty, e.g. Patagonian Rosewood, Brazilian Cherry, Tigerwood and some of the other exotic woods are photosensitive and will change color. **The use of floor care products other than those specially formulated for use on Johnson prefinished flooring may damage your floor and void the warranty.**

5 YEAR LIMITED COMMERCIAL FINISH WARRANTY

It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation instructions.

Johnson Premium Hardwood Flooring is pleased to offer the following warranty program on its prefinished flooring products as outlined below. The warranty programs apply only when the recommended installation methods and floor maintenance procedures are followed. Johnson's warranty program also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the recommended manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below.

NORMAL ENVIRONMENTAL CONDITIONS

The **Johnson Premium Hardwood Flooring** warranty program is only extended to hardwood floors maintained in **Normal Environmental Conditions**. **Normal Environmental Conditions** are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior relative humidity level (in the ambient air), between 35% and 50%, and a temperature between 60 and 80 degrees Fahrenheit year round. These **Normal Environmental Conditions** must be met to ensure optimal performance of the Johnson hardwood products. Failure to comply with these **Normal Environmental Conditions** and the recommended manufacturer installation guidelines will void the applicable warranty.

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will **NOT** wear through or separate from the wood for **five (5) years** from the date of purchase, when used under normal commercial traffic conditions, and as long as preventive and regular maintenance as prescribed in and suggested in the National Wood Flooring Association Maintenance Guidelines is followed. The NWFA guidelines can be found under the "Wood floor maintenance" section on the NWFA website at: www.woodfloors.org.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during tenant move-in and/or other construction activities in the immediate/adjacent area.