

ARLUN

CARE AND MAINTENANCE

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Hardwood Floors

Congratulations on your decision to invest in a hardwood floor!

The beauty of hardwood flooring lies in the unique character of the wood species, the variation of the grain patterns, and the individual coloration of each board. Enjoy the warmth and durability of this natural material for many years to come.

Hardwood floors can be a beautiful addition to any home, but it is important that every homeowner understand the special characteristics and care requirements of hardwood flooring installed in Colorado.

- Hardwood is subject to the environment in which it has been installed. All wood floors will expand and contract with the fluctuations of high or low humidity seasons and you should anticipate that your floor will expand in humid environments and shrink in dry ones. Colorado has an extremely dry, semi-arid climate therefore shrinkage cracks in your floor are to be expected. Shrinkage is especially noticeable in the winter months near heat vents and around any heat producing appliances. When the floors absorb moisture during seasons of high humidity, cracks may or may not close up. Do not fill these shrinkage cracks because hardwood floors need the ability to continually shrink and expand.
- Wood is a natural material that, over time, will mature to a slightly darker color than when it was newly installed. American Cherry, Brazilian Cherry, Lyptus and Walnut will show a more significant color change as they are exposed to sunlight and begin to mature. Direct sun exposure to portions of installed flooring may cause variations in color. To discourage such uneven colorations, rugs should not be laid on the floor during the initial months after installation. Light patches from carpets, etc. will eventually mature as they are exposed to daylight. It is advantageous to move or rearrange rugs and furniture periodically to avoid defined lines between the exposed and unexposed flooring.
- Darker finishes have a tendency to show dust, pet hair, water spots and scratches more readily than the lighter floors. For this reason, they require regular dust mopping to maintain their beauty.
- New hardwood floors should blend with or contrast with the other wood finishes installed in your home. Do not anticipate an exact match to existing cabinetry, hand rails & interior trim.
- The samples displayed in our Design Center are intended to represent the overall look and finish of various floors, but cannot be expected to match exactly to the finished floor installed in your home. Variation is to be expected due to the natural variation inherent in wood along with the maturity of the showroom samples and their varied exposure to sunlight.

Types of Hardwood Flooring

Job Finished Hardwood Flooring:

Installation

“Job-finished” or “site-finished” hardwood floors are typically $\frac{3}{4}$ ” thick boards, with random lengths and are installed with each board nailed directly to wood subflooring. The placement of the floor joists for your home will determine the direction of installation, as *boards are typically set perpendicular to the floor joists*. Arlun, Inc. cannot guarantee the floor joist layout prior to installation, and areas of specific concern should be clarified directly with your builder. Arlun, Inc. does not guarantee the placement of board lengths.

Finishing

The finishing process begins with sanding (of non-hand-scraped floors) and is followed by three finish coats:

1. Neutral Sealer (or) stain coat
2. First coat (water-based (or) polyurethane)
3. Final coat (water-based (or) polyurethane)

The finish coat you select for your floor (either water-based (or) polyurethane) will affect the final color appearance of your floor.

Filler may be used to fill small cracks in the hardwood floor and will not match exactly to the finished floor. Additionally, this filler will take on a lighter appearance as the floor naturally darkens. *Knotholes, which are especially apparent in the rustic-grade floors, will not be filled.*

The finish on your floor should be even and void of laps, puddles or brush marks. Many times during the finishing process, minor dust particles, fibers, and other specks from the air will settle into the wet finish. These minor imperfections are to be expected and will normally walk out of the floor. This is not a defect in the floor and is not covered under your warranty.

The finished floor should have a neat, clean appearance and be void of gouges, high or low edges, and sanding marks. Arlun, Inc. takes the greatest care during this process to ensure a smooth, lustrous finish. This finish will remain beautiful only with proper maintenance and care once the process is complete.

Dulling of the finish in high-traffic areas and peeling of the polyurethane finish at the edges of boards is common and to be expected. Both water-based and polyurethane finishes, stain or natural, will need to be refinished at some point in time.

Species, Grades and Characteristics

Site Finished Red and White Oak

Select Grade:

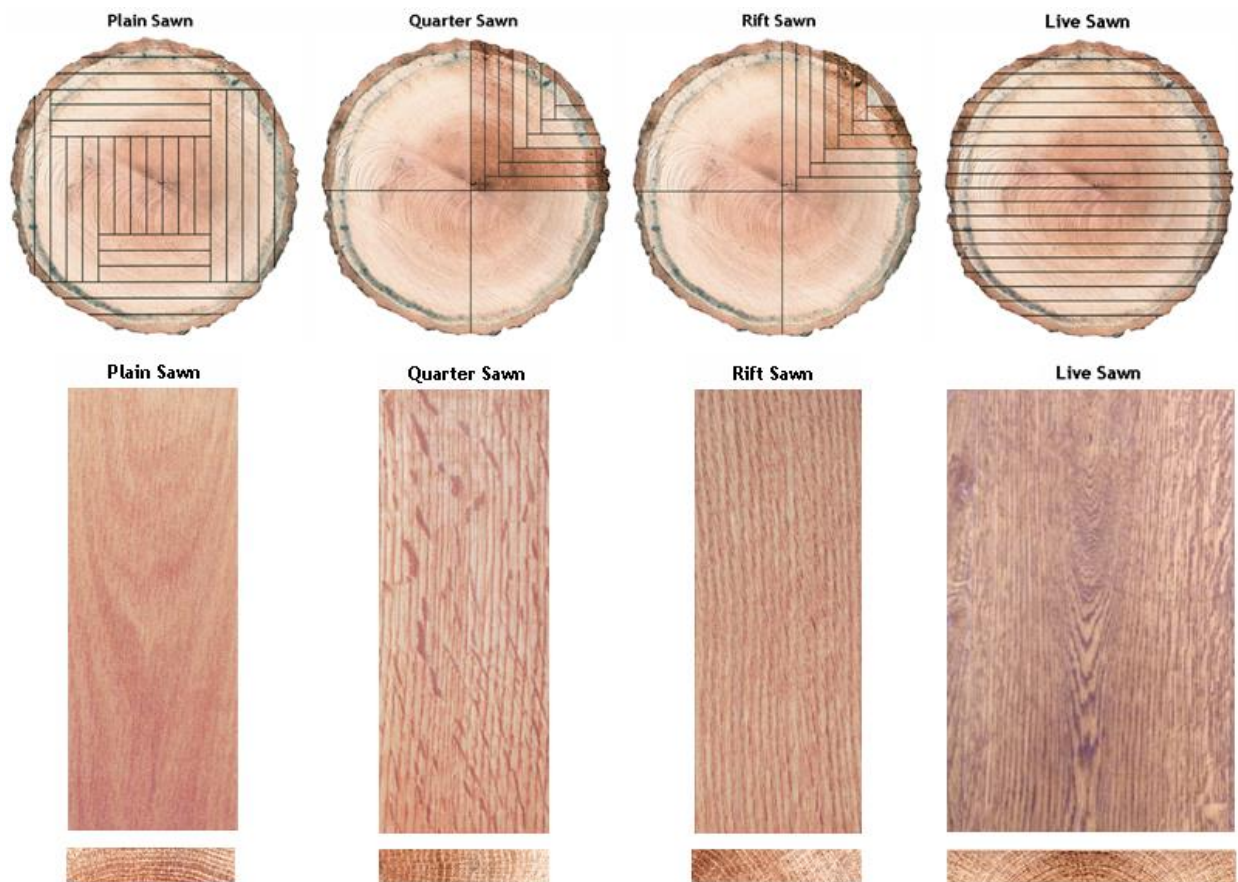
The face grade will have a minimal number of character marks and nominal color variation providing a uniform appearance while allowing for all natural color variations. Small burls and fine worm holes are considered acceptable.

#1 Grade:

Variations in color and varying characteristics including streaks, checks, worm holes, and sound knots are typical of this grade.

#2 Grade

Prominent variations in color and varying characteristics including heavy streaks, checks, worm holes and sound or open knots as well as shorter board lengths are typical of this grade.



Site Finished Hickory

Select Grade:

The face grade will be virtually free of defects and have a very uniform appearance with varying characteristics including small firm pin knots not over 1/8" dark streaks not over 1/4" wide and 3" long, small burls and slightly torn grain.

Mill run:

A combination of Select, #1 and #2 Grade material characterized by prominent variations in color and knot holes including sound and open knots. It is not permissible to select or 'call out' boards due to knot holes, color variation, or board placement.

Although Hickory is one of the hardest domestic products manufactured it is still subject to denting and bruising.

Site Finished American Cherry and Walnut

Select or Better Grade:

The face grade will have a minimal number of character marks and nominal color variation providing a uniform appearance while allowing for all natural color variations. Small burls and fine worm holes are considered acceptable.

Rustic Grade:

Rustic Grade is characterized by prominent variations in color and knot holes including sound and open knots. It is not permissible to select or 'call out' boards due to knot holes, color variation, or board placement.

Although American Cherry and Walnut are considered 'hardwoods' they will dent and bruise more easily than other species and their relative softness should be a consideration when selecting this material for your home.

Site Finished Brazilian Cherry

Clear Grade:

The face will be virtually free of defects. Natural color variation and limited character marks are acceptable characteristics for this product.

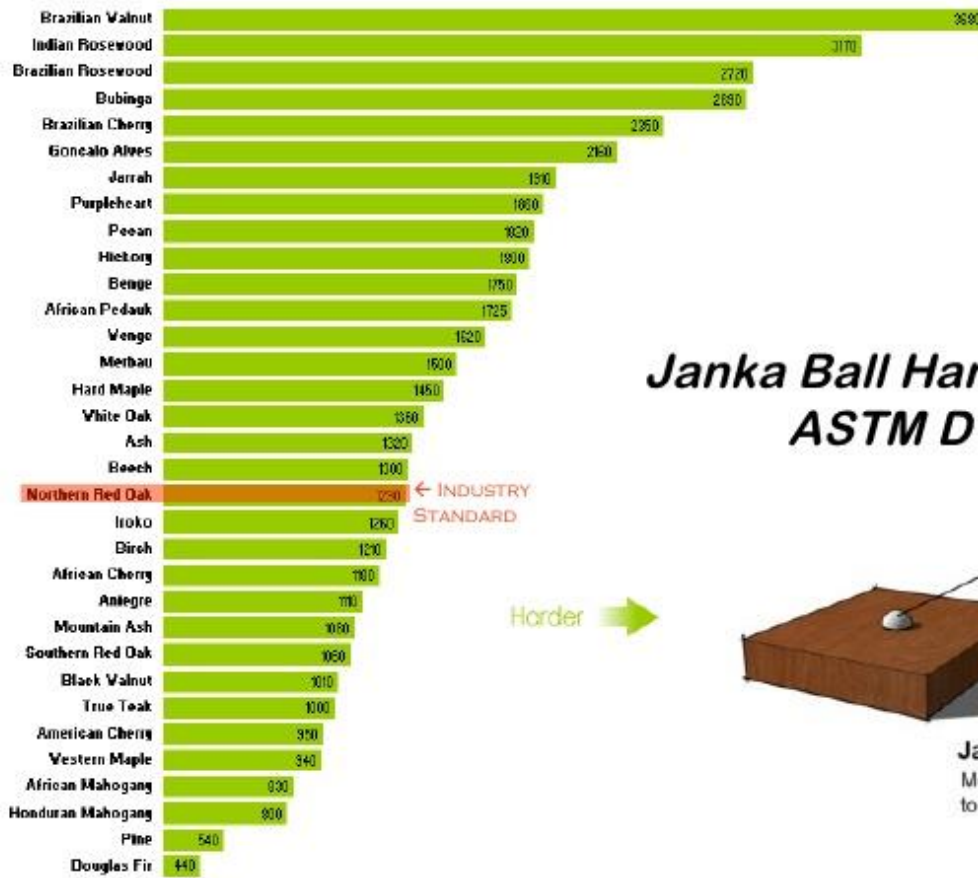
This material is characterized by high color variation from time of installation to maturity and flooring will be light in color upon installation and deepen considerably within the first 6 months of installation.

Hardness Ratings

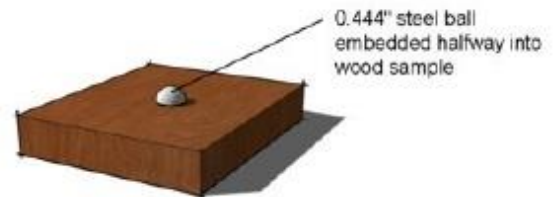
In spite of the term, hardwood will scratch and dent. The finish coat applied to a hardwood floor cannot completely prevent scratches and dents. Choosing the appropriate wood species suited to your lifestyle can increase the longevity of your floors and minimize the degree of damage and visible wear from normal daily traffic. If pets are a part of your family, Oak or a harder species of wood is recommended. American Cherry and Walnut should be avoided as they are soft and highly susceptible to denting and scratching.

The Janka Hardness Rating is the industry standard measurement for durability; the higher the rating, the harder the species of wood being measured. It measures the force required to embed an 11.28mm (.444 in) steel ball into wood to half the ball's diameter. This method leaves an indentation. A common use of Janka hardness ratings is to determine whether a species is suitable for use as flooring.

Comparative Hardness



Janka Ball Hardness Test ASTM D 1037-7



Janka Hardness Test
Measures force needed to embed ball

Harder →

Pre-finished ¾” Solid Hardwood Flooring:

Pre-finished ¾” solid hardwood flooring is installed in a similar manner to Job Finished flooring with each board nailed directly to the subfloor, and set perpendicular to the floor joist layout. These floors are manufactured and “pre-finished” in a factory setting and offer a wonderful range of textured finished and stain effects, as well as a highly durable aluminum oxide finish. Boards are manufactured with either square (or) beveled edges. The beveled edges help minimize leveling and lippage issues that are sanded smooth in “site-finished” floors. These bevels also help to minimize the appearance of small shrinkage cracks between boards in times of low humidity. The beveled edge of a pre-finished floor will visually accentuate the appearance of each individual plank and make the width and length of the plank flooring more apparent.

Pre-finished Engineered Hardwood Flooring:

Engineered hardwood flooring is “real” hardwood flooring, not a synthetic material. The term “engineered” simply refers to the way the product is manufactured with the ‘vener’ or top layer of actual hardwood, attached to an engineered backing. This backing can be comprised of several layers of wood that are glued together in a cross-grain construction, or a densely compressed wood fiber board. These backings provide a structurally sound product engineered to minimize movement in the floor, and help to reduce the amount of lumber utilized.

Engineered floors can be installed in a floating manner with the boards connected to each other thru a tongue and groove system, “click” together system, or glued together. A gap left at the perimeter of the rooms allows for expansion and contraction in the floor; the gap is then covered with base or shoe molding. Most engineered flooring can be also be installed directly to a wood sub-floor, either nailed or glued. Engineered floors provide an opportunity to install hardwood flooring over concrete sub floors or in basements or below grade areas otherwise not suited for traditional ¾’ solid floating installations. Please discuss the installation options for specific engineered floors directly with your Design Consultant.

Moisture Levels and Acclimation of Hardwood Flooring

Wood is a hygroscopic material and will continually absorb and release moisture based on fluctuations in temperature and humidity levels. This may result in seasonal or occasional gapping or separation between wood planks. A relative humidity level of 30 - 50%, and temperature range of 50 - 80 degrees is recommended to maintain ideal conditions to minimize movement of hardwood flooring. Movement in limited specific areas, may also occur based on outside factors such as areas in front of large window expanses that are exposed to direct heat from sunlight. Arlun, Inc. does acclimate all hardwood in our warehouse facility and will verify the moisture levels on all hardwood prior to installation.

Care and Maintenance of Hardwood Floors

Follow these simple steps to maintain the beauty and warranty included with your hardwood floor:

- Wood is a natural product that lives in a comfort zone of 35 - 55% relative humidity and a temperature between 60 and 80 degrees Fahrenheit. To help ensure the long life of your wood floor maintain a consistent humidity level in your home assisted by a humidistat or air conditioner.
- Remove shoes with spiked soles or stiletto heels before walking on hardwood.
- Use Easy-glide felt protectors or castors under heavy furniture legs to prevent scratching and depressions in the surface over time.
- When moving appliances or heavy furniture, lay a plywood or Masonite panel on the floor to protect against denting, gouging and deep scratches. Furniture pads, cardboard, and other soft foam protection will not protect hardwood flooring from indentations caused by wheels of appliances or moving dollies.
- **DO** sweep or dust daily with a dry dust mop to remove dust, pet hair, and small particles that can scratch or damage the finish of your floor under daily traffic.
- **DO** clean spots and light stains by rubbing with a lightly dampened cloth.
- **DO** periodically clean your floor with a lightly dampened mop using a pH-neutral cleaning product.
- **DO** use pH-neutral cleaning products including Bona, Poly Glow, Dura-Seal, Shaw R2x, and similar brands.
- **DO NOT** use cleaning products each time you clean your floor. Use water and cleaning products sparingly to increase the longevity and sheen of your final finish coat.
- **DO NOT** *wet-mop* a wood floor - only *damp-mop* when needed. Avoid using mops or cloths that leave excessive water on the floor. **DO NOT** let a spill of water dry on the floor. **DO NOT** pour water directly onto the floor. In all cases, **DO** use minimal water as water causes deterioration of the wood itself as well as the finish.
- **DO NOT** use vinegar or ammonia to clean your wood floors.
- **DO NOT** use steam mops or other steam cleaning systems.
- **DO NOT** use household dust treatments such as Pledge and Endust.
- **DO NOT** use disposable spray & mop cleaning systems such as Swiffer® WetJet or similar products that dispense a strong stream of liquid directly to the floor or cleaning products that are pH neutral. **DO** use the Bona® mop kit with fine mist spray and pH neutral cleaning solution.
- **DO NOT** use Murphy Oil Soap, Old English, wax, acrylics or similar products.
- Using the wrong type of product to clean your floor can lead to a build-up of dulling residue and/or prevent a new coat of finish from adhering to your existing finish.
- Have your floors re-coated periodically once the finish shows wear.

Repair and Re-finishing of Hardwood Floors

Screen and Coat:

Screen and Coat is the process of applying one new coat of finish to a hardwood floor. A very light sanding removes the top coat of finish, prepping the floor for one new coat of finish. This cost effective process is perfect for adding new life and luster to a dull floor without sanding down the bare wood or affecting the existing stain color. This process can also eliminate most light scratches or minor imperfections and is recommended on a regular basis to avoid a more intensive sanding and refinishing.

Sand and Finish:

Sanding and refinishing a floor is a multi-stop process that involves removing the protective finish layers as well the top layer of the finished wood. In this method, the raw wood is revealed and any damage or imperfections are sanded out. A new stain is then applied by hand before the final finish coat completes the process. This method is more labor intensive and time consuming than a screen and coat, but can transform an old or damaged floor into a seemingly new one.

Hand Scraped and textured floors should be re-coated as well and can even be re-finished but remember to avoid re-sanding, as this process will remove the hand scraping texture of the floor.

Board Replacement:

Pre-finished flooring can be repaired with a simple board replacement. Damaged boards are cut from the existing floor and replaced with new boards “face nailed” into the existing floor. This method demonstrates another benefit of pre-finished material and can save the time and inconvenience associated with re-finishing an entire floor.

Please contact Arlun, Inc. after closing with your builder to arrange to purchase additional materials for board replacements.

Hardwood Warranty

Material and labor are warranted by Arlun, Inc. for one year from the date of closing.

Variations in color, grain pattern, and texture normally occur in the original materials and are not defects; no warranty will apply to these characteristics.

No warranty will apply to these characteristics.

No warranty will apply to typical gapping or separation between boards due to fluctuations in humidity levels and temperature.

No warranty will apply if proper maintenance and protection procedures are not followed and maintained.

No warranty will apply to normal wear including dimples (from high heels, table and chair legs, etc.) and scratches.

Laminate Flooring

Laminate flooring is a manufactured material that can often replicate the look or styling of hardwood but provides a great alternative to traditional hardwood flooring due to its high level of durability.

Laminate floors are typically constructed in four layers. The top wear layer is designed to resist scratches and wear impact, fading and stains, areas where hardwood floors are more vulnerable. The design layer is a “photograph” of the wood or tile that the floor is intended to replicate and provides almost limitless possibilities in style and color. The inner core maintains the stability of the floor and the backing works like a moisture barrier to guard against warping. Together, these layers create a dependable floor that offers the look and feel of other materials without the related cost or maintenance issues.

Laminate floors are installed in a floating manner with the boards connected to each other thru a tongue and groove system, “click” together system, or glued together. A gap left at perimeter of the rooms allows expansion and contraction in the floor; the gap is then covered with base or shoe molding.

Follow these simple steps to maintain the beauty and warranty included with your laminate floor:

- **DO** frequently sweep, vacuum, or dust mop to remove excess dirt or grit that can scratch or damage the surface of your floor.
- **DO** clean spots and light stains by rubbing with a lightly dampened cloth.
- **DO** periodically clean your floor with a lightly dampened mop using a pH-neutral cleaning product including Poly Glow, Dura-Seal, bona, Shaw R2x, and similar brands.
- **DO NOT use steam mops or other steam cleaning systems.**
- **DO NOT** use soap-based detergents which can leave a dull finish on the floor.
- **DO NOT** use household dust treatments such as Pledge and Endust (or) Murphy Oil Soap, Old English, wax, acrylics, or similar products.
- **DO NOT** use disposable spray & mop cleaning systems such as Swifter® WetJet that dispense a strong stream of liquid directly to the floor and cleaning products that are not pH neutral. **DO** use the Bona® mop kit with fine mist spray and pH neutral cleaning solution.
- **DO NOT** use abrasive cleaners, steel wool or scouring powders as these can scratch the surface.

Laminate Warranty

Material and labor are warranted by Arlun, Inc. for one year from the date of closing.

No warranty will apply if proper maintenance and protection procedures are not followed and maintained. No warranty will apply to normal wear including dimples (from high heels, table and chair legs, etc.) and scratches.

Natural Stones

Marble and limestone, granite and quartzite, travertine, onyx, and slate are natural materials quarried from locations all over the world and fabricated into slab and tile formats for use as flooring, countertops and decorative tiles. The beauty of these natural stones is that no two pieces will ever be identical. Mother Nature is the true designer of natural stone.

Naturally occurring irregularities will make any floor, wall or other surface, unique and special for the homeowner. It will, however, require some protection and preventative care. Preventing stains or scratches before they happen is far easier than removing them after the fact.

Stain Protection and Sealers

All natural stones are porous and therefore absorbent. For this reason, natural stones can absorb liquids that are allowed to remain in contact with them for extended periods of time. In areas where stains are likely to develop, protective measures should be taken. The use of a penetrating sealer will help prevent staining in most situations. The sealer acts by filling in the small pores in the surface of the stone and can easily be applied to a polished, honed, rough or sanded surface. Keep in mind, even a sealed surface can be stained if left in contact with oils or an acidic staining agent for extended periods of time therefore; all spills should be removed as soon as possible.

Sealers will need to be reapplied periodically. The frequency of applications will depend on the sealer and on the type of stone installed in the home. Likewise, the application of additional coats of sealer will depend on the type of stone, the frequency of use, and the manufacturer's recommendations.

For polished marble and granite, Arlun, Inc. recommends a periodic application of stone polish. These products will not yellow or discolor natural stone. They enhance the beautiful luster and afford an extra measure of protection.

Please note that all natural stone tile will be sealed by Arlun's prior to grouting, and slab material will be sealed prior to installation.

Follow these simple steps to maintain the beauty and warranty included with your natural stone:

- **DO NOT** place hot items directly granite surfaces.
- **DO NOT** cut directly on granite countertops as this may dull cutlery.
- **DO** use preventative cleaning measures to keep your natural stone pristine. Use coasters between marble and drinking glasses, especially when serving fruit juices, wine or coffee.
- **DO** blot spills quickly – do not wipe, in order to avoid creating a larger stain. Soft drinks, wine, coffee, tea and fruit juices containing mild acids as well as cooking oils, cosmetics, self-tanners, and hair dyes can etch the polished surface of a stone and stain quite rapidly. These should be cleaned off immediately with mild soap and warm water, no abrasive cleaners are needed.
- **DO** clean natural stone weekly with warm water and a non-abrasive, non-acidic soap, and towel dry.
- **DO** keep a squeegee handy to minimize the buildup of soap scum on shower walls.
- **DO NOT** use abrasive cleaners on any natural stone.
- **DO NOT** use vinegar, lemon juice, or other acidic cleaners on natural stone.
- **DO NOT** use harsh bathroom cleaners or grout cleaners on any natural stone.

Stain Removal

If stains do occur, a poultice or restorer may be required. While a cleaner will wash off surface dirt, a poultice will actually draw out deep seated dirt and stains from the stone's pores. Poultice, in most cases, will remove polish. A professional granite and marble restoration shop should be contacted for this type of work.

The samples displayed in our Design Center are intended to represent the overall look and finish characteristic of various natural stones but cannot be expected to match exactly to the materials installed in your home. Homeowners will have the opportunity to approve slab materials prior to fabrication though hand sorting of natural stone tile materials is not permitted.

Warranty

Material and labor are warranted by Arlun, Inc. for one year from the date of closing.

Stone is a natural product and variations in color, veining, and texture normally occur in the original materials and are not defects, no warranty will apply to these characteristics.

No warranty will apply to normal wear including chipping or peeling, staining or surface scratching.

No warranty will apply if proper maintenance and protection procedures are not followed and maintained.

Due to normal structural settling and movement, Arlun, Inc. will not warranty heaving or buckling stone tiles or slabs after installation.

Ceramic, Porcelain & Decorative Accent tile

Ceramic and porcelain tiles are some of the most durable and maintenance friendly surfaces for floors, walls and backsplashes. Both materials are made from clay and other naturally occurring materials, though the porcelain tile base is more refined. The porcelain tile is fired in the kiln at a higher temperature and under greater pressure than ceramic, resulting in a stronger, denser tile. Ceramic and porcelain tiles are combined with glass, metals, and other decorative accent tiles can offer limitless design flexibility. With proper care and maintenance these materials will retain their original beauty and luster.

Layout

The layout of any tile products will vary based on the room design and is up to the discretion of each individual installer. Two exact floor plans with the exact same products may vary based on different installers. Drawings provided by your designer are merely a representation of the design. They are not to scale.

Follow these simple steps to maintain the beauty and warranty included with ceramic, porcelain, and decorative accent tiles:

- **DO** sweep or vacuum floor areas prior to cleaning to remove any dust or debris.
- **DO** use a multipurpose spray cleaner, designed to remove soap scum, hard water deposits, and mildew regularly.
- **DO** be mindful of decorative accent tiles requiring special care including non-abrasive cleansers for glass or metal polishes.
- **DO** clean unglazed tile routinely with concentrated tile cleaners that have a neutral pH for safe regular use. These cleaners are better suited at removing grease, oils and normal spills from unglazed products. The product chosen should also be compatible with cleaning grout joints as they will be affected at the same time.
- **DO NOT** use abrasive cleansers on gloss tiles.
- **DO NOT** use cleaners containing acids, bleach or ammonia. Acids can damage the grout and any un-glazed surface of the tile, and bleach and ammonia can discolor the grout.
- **DO NOT** use cleaning agents that contain color as the porous nature of the grout can absorb the dye.

Grout

Grout is a porous, masonry product and is varied in color. No two batches of grout will be an exact match and differences in shading when a repair is required are to be expected. When sealed, grout will change color. For this reason, **Arlun, Inc. does not recommend the sealing of grout.**

Warranty

Material and labor are warranted by Arlun, Inc. for one year from the date of closing.

No warranty will apply to cracked or broken tiles, cracked or broken grout, or discolored or stained grout after initial installation.

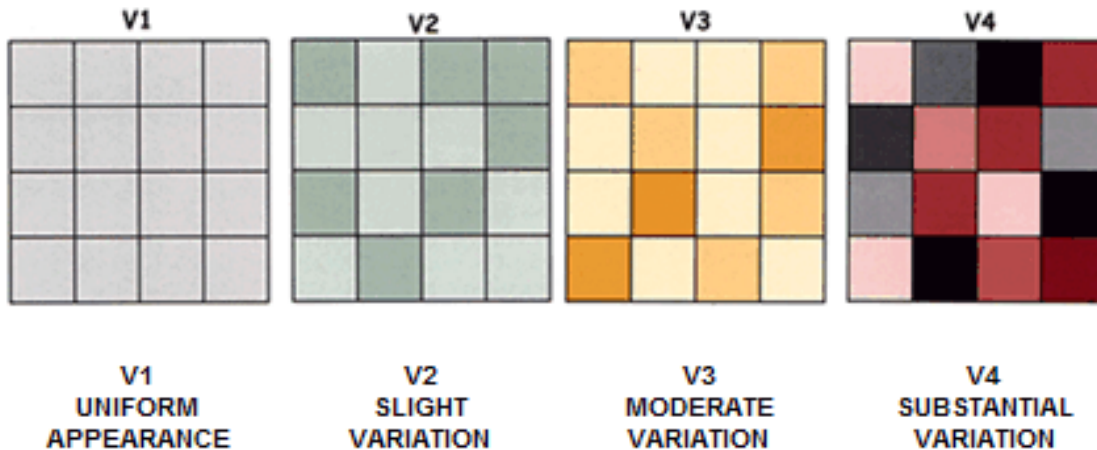
No warranty will apply if proper maintenance and protection procedures are not followed and maintained.

Due to normal structural settling and movement, Arlun, Inc. will not warranty heaving or buckling in tiles after installation.

Shade Variation

Color Variation

The colors and shading of all Ceramic and Porcelain tile and Natural Stones vary to some degree from piece to piece from run to run.



V1 - Uniform Appearance - Differences among pieces from the same production are minimal.

V2 - Slight Variation - This will have clearly distinguishable differences in texture and/or pattern within similar colors.

V3 - Moderate Variation - While the colors present on a single piece of tile will be indicative of the colors to be expected on the other tiles, the amount of colors on each piece may vary significantly. For example “that little bit of color” on one piece of tile may be the primary color on the next piece.

V4 - Substantial Variation - Random color differences from tile to tile, so that the one tile may have totally different colors from that of other tiles. Thus the final installation will be unique.

* Any questions or concerns about your tile selection should be clarified prior to installation.

Engineered Quartz Countertops

Engineered quartz is quarried from the same global resources as all natural stone and granite. The term “engineered” refers to the manufacturing process that occurs after leaving the quarry. During manufacturing, the quartz is extracted from the granite rock, pulverized and combined with other pigments and fillers to create a slurry mixture that is poured into a slab form. The slab then hardens to become a non-porous, extremely durable quartz surface that is stain and bacteria resistant.

Quartz surfaces do not need to be continually sealed, as they are designed to be non-porous and need no additional protection. Although engineered surfaces are structurally sound and can tolerate moderate temperature changes for a brief time, they can be damaged by thermal shock, which occurs when the material radically changes temperature as a result from extremely hot plates or pans being placed directly on the surface. **DO** use a hot pad or trivet when placing a hot pan on quartz countertops.

POLISHED SURFACES (high gloss)

Routine cleaning involves little more than soapy water or a mild household cleaner such as Formula 409® Glass & Surface Cleaner, Soft Scrub Liquid Gel® or Windex®.

HONED SURFACES (smooth, matte finish)

Honed surfaces will require more daily maintenance than polished finishes. Honed finishes tend to reveal finger prints, oils, metal marks and other signs of daily living more than a polished surface. Most of these marks can be easily removed with little effort and cleaning products such as Soft Scrub®.

- **DO** use degreasing products and/or Goo Gone® or similar products for stubborn stains.
- **DO NOT** use Wax or Polish.
- **DO NOT** use Bleach.
- **AVOID** strong chemicals and solvents such as Drano®, Liquid Plumber®, oven cleaners and floor strippers as these will damage the surface.

Continuous long-term exposure to direct sunlight (UV rays) may result in a slight discoloration of Quartz Stone countertops. Most indoor applications will not apply.

Warranty

Material and labor are warranted by the approved fabricator for one year from the date of closing. Variations in color, veining, and texture normally occur in the original materials and are not defects; no warranty will apply to these characteristics.

No warranty will apply if proper maintenance and protection procedures are not followed and maintained. Due to normal structural settling and movement, buckling is not warranted after installation.

Laminate Countertops

Laminate or “plastic laminate” is manufactured by saturating sheets of decorative paper with resin, then pressing them together with high heat until they fuse into a single sheet. Using special adhesives, these sheets can be combined with different substrates to form a durable and decorative countertop surface.

Follow these simple steps to maintain the durability and warranty included with laminate countertops:

- **DO** clean with a damp, non-abrasive cotton cloth with a mild detergent or household cleaner on a regular basis.
- **DO** use cutting boards with knives or other sharp utensils that may scratch the surface.
- **DO** use placemats under ceramic or abrasive dishware.
- **DO** use trivets or hot pads under cookware.
- **DO NOT** rest hot items (curling irons, etc.) or iron clothing directly on Laminate countertops.

Solid Surface Countertops

Solid surface products such as DuPont™ Corian® and Staron® by Samsung are manufactured with high performance resin systems including acrylics and unsaturated polyesters. These surfaces provide durable countertop surfaces and are commonly installed as shower seats and sills to maintain water proof installations. Though these surfaces are susceptible to scratches, they can often be repaired by a simple sanding and buffing if the scratches are not too deep or extensive.

Follow these simple steps to maintain the beauty and warranty included with Solid Surface countertops:

- **DO** clean with a damp, non-abrasive cloth with warm soapy water or ammonia based household cleaners on a regular basis.
- **DO NOT** use window cleaners that can leave a dulling waxy build-up.
- **DO** dry countertops after cleaning or to remove water spots to avoid a filmy build-up in areas where water is left to dry.
- **DO** use cutting boards with knives or other sharp utensils that may scratch the surface.
- **DO** use placemats under ceramic or abrasive dishware.
- **DO** use trivets or hot pads under cookware.
- **DO NOT** rest hot items (curling irons, etc.) or iron clothing directly on Solid Surface countertops.

Warranty

Materials and labor are warranted by the fabricator for one year from the date of closing. No warranty will apply if proper maintenance and protection procedures are not followed and maintained. Due to normal structural settling and movement, the fabricator will not warranty heaving or buckling slabs after installation.

Carpet

The durability and longevity of your carpet selection will vary based on the combination of construction type, fiber choice, and maintenance procedures followed once installed.

Carpet Construction Types

Cut Pile Carpet

Cut pile carpet is created when the loops of yarn that result from weaving, are cut to the same height and allowed to slightly tuft, giving the carpet a dense, soft appearance.

- **Saxony** - Saxony offers a formal, traditional and elegant aesthetic. Each yarn has a uniform twist and finish, creating a smooth, soft, velvet plush look and a luxurious feel. This style is not practical for high-traffic areas as it will show footprints and vacuum marks.
- **Textured** - This popular style of cut-pile carpet helps to create a casual and relaxed mood by incorporating alternating twists of yarn to create a two-tone or “textured” appearance. The textured surface helps to minimize the appearance of footprints and vacuum marks though it will not eliminate them.
- **Frieze** - This style features a very high twist level, with each strand of yarn twisted so tightly that it actually curls over at the end. This creates a textured surface with a knobby appearance that is highly durable and a great choice for high-traffic areas.
- **Cable/Shag** - Cable/Shag style carpet is typically constructed of thick and long yarns creating an ultra-soft feel and casual fashion statement. This style is not recommended for stairs, hallways and other busy traffic pathways in your home due to its propensity for matting. Warranties require owners to use “suction only” vacuum settings and to disengage the beater bar to maintain the integrity of the yarns and fibers.

Loop Carpet

- **Loop or Textured Loop** - Often referred to as ‘Berber’ carpet, the loop construction is ideal for high traffic areas including stairs. It features a dense and tightly knit yarn pile that has a low pile height and tough, nubby texture making it able to withstand heavy traffic without wearing down. This carpet hides footprints, but be advised that seams in this carpet can be more apparent. Snags and pulls are very common with this style of carpet.
- **Patterned or Cut and Loop** - The patterned construction is a combination of precision cut pile and loop construction techniques. The cut pile portions are typically very dense, low pile heights and combined with the loop construction create a highly durable carpet with a limitless array of styling. Similar to loop construction, this carpet will minimize the appearance of footprints but seams will be more apparent. Random yarns/snags are normal and should be trimmed.

Carpet Fiber Types

- **Nylon** – Recommended due to its’ outstanding strength and durability. Nylon is known as the most resilient of all synthetic carpet fibers. Nylon fibers combined with Stain & soil Resistance treatments provide excellent soil resistance and ease of cleaning. Nylon carpet fibers can be repeatedly recycled.
- **Polyester** – Characterized by an exceptionally soft hand, polyester carpets are naturally stain and fade resistant. Though not as resilient as nylon fiber, this fiber category represents good value for low to medium traffic areas. Most polyester fibers are manufactured with high percentages of recycled content.
- **Sorona®** - A recent fiber classification, Sorona® Triexta is characterized by its softness and stain resistant properties. Derived from corn, this fiber offers exceptional durability and with its superior stain resistance engineered into the fiber a permanent stain protection that will never wear or wash off. Keep in mind, no carpet is completely stain proof.
- **Wool** – Considered the most elite of carpet fibers, wool is a natural fiber known for its luxurious appearance, superior texture retention and resilience. The fiber is naturally fire resistant as well as a renewable resource. Wool carpet must be professionally cleaned.
- **Olefin** – Typically manufactured into a loop or textured loop product to improve its performance, olefin is susceptible to crushing matting. Olefin, typically solution dyed, is very resistant to fading from sunlight and a natural resistance to moisture and mildew make it a preferred fiber for outdoor installations. Be mindful of dragging items across this fiber as it burns easily.

Continuous Filament vs. Staple Fiber

Bulked Continuous Filament or ‘BCF’ is extruded as a virtually endless filament strand that can be twisted and packaged as continuous filament yarn resulting in less pilling and fuzzing in the finished carpet product. These filaments produce a stronger, tougher yarn than a Staple Fiber.

Staple Fibers are filaments cut to shorter, staple lengths and spun into yarn. These are widely used to create heavy bulky yarns for cable and shag style carpets, and are susceptible to shedding. Refer to manufacturer’s recommendations to disengage the beater bar on your vacuum to maintain the integrity of the yarns and fibers.

Stain and Soil Protection

Most carpets include Stain and soil Resistance treatments to help protect against normal soiling and stains though it is important to keep in mind **no carpet is stain proof**. Please refer to the *Carpet Manufacturer’s Care and Maintenance Guide* for additional details on the Stain and Soil Protection included with your carpet selection.

Preventative Maintenance

Use walk-off mats at entrances from outdoors and remember to clean these mats often.

Remove shoes to minimize dirt transfer from outdoor areas to carpet.

Keep air filters clean - the more dust captured in the air filter, the less dust to collect on the floor.

Take care of stain causing spills and spots.

Remember to always follow your manufacturer's care and cleaning guidelines when practicing preventative maintenance for carpet to maintain its warranty.

Vacuuming

One of the most important aspects of caring for your carpet is vacuuming it thoroughly and frequently.

Frequent vacuuming removes particles from the surface before problems occur. For rooms with light traffic, vacuum the carpet traffic lanes twice weekly and the entire area once weekly. In areas with heavy traffic, vacuum the carpet traffic lanes daily and the entire area twice weekly.

Deep Cleaning

Carpet in a typical household should be dep-cleaned every twelve to eighteen months, depending on the number of residents, pets, and amount of activity in the home.

Research indicates that hot-water extraction, commonly referred to as "steam cleaning", provides the optimum results for deep cleaning today's carpet, and most manufacturer's warranties are void without regularly scheduled cleaning of this type. This cleaning process involves the application of the cleaning solution into the carpet pile and the use of hot water in the 'extractor' to completely remove the soils and cleaning solution residues.

Professional carpet cleaners are a great choice for your floor as their cleaning equipment has more extraction power than many rental units available to individuals and qualified staffs are familiar with the proper cleaning agents for the different fibers and carpet types. At home steam cleaning systems are handy for spots and pet stains as well as touch ups cleaning in high traffic areas such as stairs between professional cleanings.

Avoid dry-cleaning methods that leave behind cleaning solution residues that accelerate re-soiling and buff or scrub against the carpet fibers causing them to untwist.

Remember to always follow your manufacturer's care and cleaning guidelines when cleaning carpet to maintain its warranty.

Carpet Pad

Bonded Urethane - “Rebond” Pad

Bonded urethane foam or “rebond” pad is formed by combing chopped and shredded pieces of high density urethane foam from furniture and automotive industries, into a solid multi-color foam pad. As the color of the foam will change based on the availability, the color of the rebond pad installed in your home may vary **from** the sample you viewed in the Design Center. The color of the rebond pad does not indicate the thickness or density of the pad.

Urethane Foam

Urethane foam, also commonly referred to as “memory” foam, is formed by combining liquid ingredients together to create a large mass foam piece. This type of foam is firmer than its similar counterparts that are used in mattresses, automobile seats, and furniture. Urethane foam carpet cushions are available in a multitude of thicknesses and densities and provide options to include moisture barriers, dust, mold and mildew barriers, and pet odor protection.

Rubber Pad

Available in both flat and ‘waffle’ or rippled textures, rubber cushion is manufactured from 100% virgin enriched synthetic rubber. Antimicrobial and non-allergenic, this pad provides superior support. Rubber pad is recommended for installation over radiant heat systems.

Sheet Vinyl and Vinyl Tile

Today’s vinyl flooring is available in many formats, including traditional sheet or ‘roll’ goods as well as many new tile and plank shapes and sizes. Vinyl provides a durable, long lasting floor surface, resistant to dents, scratches and stains.

Vinyl installations range from full spread glue down installations over underlayment, to loose lay perimeter glue only installations, and to interlocking ‘click together’ systems for many plank and tile formats.

Follow these simple steps to maintain the beauty and warranty included with vinyl flooring:

- **DO** sweep regularly to remove loose dirt.
- **DO** mop with manufacturer’s recommended cleaning products.
- **DO NOT** use abrasive cleaners “mop and shine” products that leave a dulling residue, paste wax, and/or solvent based polishes.
- **DO NOT** use the beater bar when vacuuming, or highly abrasive scrubbing tools.