

Pollmeier Leimholz GmbH Limited Warranty Steamed German Beech Prefinished Flooring

Please read this warranty as it contains provisions that affect your legal right.

This warranty applies only to the original purchaser of Pollmeier's prefinished flooring purchased after January 2005 and bearing the Pollmeier sticker or label. It does not apply to unfinished wood products.

Product Use

Pollmeier flooring can be installed on and above grade. They may be nailed down with cleats or staples over wooden subfloor, using specially designed hardwood floor nailer. For flooring wider than 3-15/16" we recommend cleats.

Warranty on Integrity of the Floor

Pollmeier warrants the structural integrity of the flooring. Our flooring will be free from defects in material and manufacture provided the installation procedures followed conform to those specified by Pollmeier, that all preventative or maintenance procedures prescribed by Pollmeier have been followed, and the use of the product meets the specifications provided herein. You must check the moisture condition of the subfloor prior to starting installation. Any problems caused by water from broken pipes, flooding or excessive subfloor moisture or excessive moisture/humidity in the area of the installation are not covered by this warranty. Do not install over radiant heated floors.

Warranty on Floor Finish

Pollmeier warrants, to the original purchaser, that the surface finish, UV cured water-based urethane, factory applied on its prefinished hardwood floor will not wear through or separate from the wood for a period of:

Twenty-five (25) years from the date of purchase, **under normal residential use**, or

Three (3) years from the date of purchase, **under light commercial use**, such as business offices, clothing and/or toy stores (or any non-food service stores).

There is NO finish warranty on hardwax-oil finish.

Exclusions and Limitations to Warranty

In addition to any warranty limitation enumerated above, the following exclusions, limitations and terms apply to Pollmeier's warranty:

1. Renting or leasing the area where the floor was installed.
2. If Pollmeier determines in its sole discretion that the flooring has developed indentations, scratches, stains or is otherwise damaged due to neglect, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics, failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance (including use of detergent, furniture dusting spray or any other floor care products), wet mopping, insufficient protection, abuse, misuse or improper alterations of the original manufactured product.
3. If there is a failure to follow Pollmeier's installation instructions, not maintaining proper humidity conditions, insufficient protection or improper alterations.
4. If your floor has been discolored due to regular exposure to sun. Area rugs will block sunlight and therefore should be moved around to avoid discoloration – this is not a defect. The surface wear must be visible. At least 10% of the floor surface must be affected. A change in gloss shine is not considered surface wear. White stains and pastel colours will yellow faster than other finishes.
5. Color variations in wood flooring are a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
6. Pollmeier is not responsible for color variation of product or samples for the consumer matching flooring to other wood products such as cabinets, stair railings, trim and moldings.
7. Naturally occurring wood characteristics such as variations in grain, colour, mineral streaks and knots are not considered defects.
8. If your floor has not been maintained at the recommended humidity level. Wood flooring is a natural product and will shrink in the winter from the dry heat and expand in the summer from the humidity. Always maintain a humidity level of 45%. This may require a humidifier in the winter and a dehumidifier in the summer. This warranty does not cover natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
9. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Pollmeier accepts no responsibility for costs or product or labour when boards with visible defects have been installed.
10. No warranty applies to Rustic Red grade, seconds, close-outs, off-goods, non-standard items or items sold via the internet. Any of these products are sold "as is". The warranty does not apply to products that do not bear the Pollmeier sticker or label.

General

Pollmeier warrants that if any aspect of our floor fails to satisfy the warranties listed above, Pollmeier will, at its option, replace the defective product with the same product or another of equivalent value. It will be up to Pollmeier to determine the most appropriate remedy to pursue.

This warranty is valid from the date of purchase. The original consumer must notify Pollmeier or its representative of any problem with the flooring products, in writing, within thirty (30) days from the date that problem occurs. The original invoice must be provided.

In the event of a warranty claim, Pollmeier or its representative reserves the right to examine the floor and remove samples in order to determine the appropriate course to follow. Any attempt to repair, refinish or replace any defective product prior to such examination will void this warranty.

Should there be any doubts about a piece of flooring as to manufacture, factory finish or grade, do not install the piece. Hardwood floors are manufactured in accordance with accepted industry standards which permit a defect tolerance which should not exceed 5%. Such defects may be of a manufacturing or natural type. Concerns about the grade should be directed immediately to the place of purchase for review by Pollmeier or its representative.

Unless otherwise precluded by the laws in your country, state or province, the above warranties are the complete warranties offered by Pollmeier, and are in place of all other express and/or statutory warranties and Pollmeier does not assume any liability for any indirect incidental or consequential damages, also costs or expenses of any kind. This limited warranty gives you specific legal rights.

Pollmeier has sole discretion to determine whether any product is subject to an exclusion or is defective. No installer, retailer or distributor has the authority to alter the obligations or limitations of any Pollmeier warranty.

If you are not satisfied with your floor and feel that one of the above warranties has not been satisfied, please file a claim with the company or dealer where you purchased your flooring. If that company or dealer is unable to resolve the matter, write to Pollmeier Leimholz GmbH, Rueschfeld 131, 33397 Rietberg, Germany and request a claim form. Fill in and return the form for processing.

The sole remedy provided herein is the repair, refinish or replacement of the defective product. If the product cannot be replaced by Pollmeier after a reasonable number of attempts, Pollmeier will, upon request, refund the original purchase price of the defective floor on a pro rata basis. Under no circumstances shall Pollmeier be responsible for any direct or indirect expenses including labor costs. This warranty is limited to one replacement with the same product or another product of equal value at Pollmeier's sole discretion. This warranty only applies to the original purchaser and installation site and is not transferable.

Installation of Beech flooring

Don't hesitate to hire a professional. Invest in proper installation so you'll be fully satisfied with the result and your floor lasts a long time.

ACCLIMATION GUIDELINES

Upon delivery check wood flooring moisture content to establish a baseline for required acclimation. Acclimation depends on geographic location, interior climate control and time of year. Please consult with your NWFA or NOFMA rep for moisture content guidelines for your area. Always record the moisture content of the wood and atmospheric humidity of the living conditions at time of installation.

SUBFLOOR GRADE LEVELS

Above Grade: Solid strip and plank wood floors can be installed successfully above grade level.

On Grade: Solid strip and plank wood floors can be installed successfully on grade level.

Below Grade: Not for use below grade.

1. Subfloors

1.1 Glue-down application

Our recommendation for adhesive: Check with your local retailer or supplier for a high elastic polyurethane adhesive such as Sika's T-55 (full surface bonding) or Sika's AcouBond System (which meets noise insulation requirements). Other adhesives may also work, but please consult with the adhesive manufacturer for which species, lengths and widths the adhesive is recommended. Always consult the adhesive manufacturer when installing over light weight concrete or self-levelling compound. A consolidation compound is required, regardless of the adhesive manufacturer's directions when installed on lightweight concrete or self-levelling compound. (This includes, but is not limited to Sika's © Primer MB.)

1.2 Plywood-on-slab system

Sweep the slab. The slab must be sound, level, and free of dust. Tolerance should be flat to within 3/16" in 10'.

Cover the entire slab with 6-mil or heavier polyethylene film overlapping edges 4 to 6" and allow enough to extend under the baseboard on all sides. This system uses 3/4" or thicker sheathing grade exterior plywood as the sub-floor (size of the sheets is 4' x 8'). Stagger plywood and joints every 4' by cutting the first sheet of every other run. Loose lay plywood panels over the entire floor. Leave 3/4" space at all wall lines or vertical obstructions and 1/2" between the panels.

Fasten the plywood with a power-actuated concrete nailer or hammer driven concrete nails. Adhesive needs to be used to seal around the nail shank. Be sure to flatten out the plywood and fasten securely. Start at the centre of the panel and work towards the edges; use at least 32 nails per panel (every 12" on the boarder and at 12" on centre per 4' x 8' sheet).

Sweep the sub-floor. The sub-floor must be sound, level and free of dust and protruding nails. Tolerance should be flat to within 3/16" in 10'.

Roll out 15 lb. asphalt felt or building paper, lapping edges 4". Butt ends.

1.3 Installation over wood joist construction

Outside cross ventilation in the foundation walls must be provided through vents or other openings with no dead air areas. A surface cover throughout the crawl space (100%) of 6-mil polyethylene film is essential as a moisture retarder.

Subflooring: With 3/4" thick strip flooring use either kiln dried boards of No. 1 or No. 2 Common Pine or other dense, Group 1 softwoods suitable for subfloors over wood joists, or exterior sheathing grade plywood. If plywood, 5/8" (19/32") or 3/4" (23/32") performance rated products are preferred. Also, 3/4" (23/32") OSB is a comparable substrate. Thinner materials cannot be recommended as a preferred subfloor material.

Install subfloor panels as recommended by the panel manufacturer. They should be installed with grain of faces at right angles to joists, nailed every 6" along each joist with appropriate nails and with appropriate spacing at panel ends and edges unless otherwise recommended by the panel manufacturer.

For a board subfloor, use only flat, dry 3/4" dressed square edge boards no wider than 6". Lay diagonally across the joists; allow 1/4" to 3/8" expansion space between boards. Don't use tongue and groove boards. Nail to every bearing point (includes blocking) with two 8d common nails. All mitered joints must rest on joists. Mark location of joists so flooring can be nailed into them. Good nailing is important. It keeps the boards rigid, preventing creeping sometimes caused by shrinkage in subfloor lumber. Without adequate nailing it is impossible to obtain solid, non-squeaking floors.

2. Direction of finish flooring

Always install the flooring in the direction of the longest dimension of the room or building, this minimizes the total amount of the tangential expansion of the floor. If a hallway parallels the long dimension of the room, begin the flooring by snapping a chalk line through the centre of the hall and work from there into the room. Use a slip-tongue to reverse direction when you complete the hall later.

3. Starting to lay the floor

Location and straight alignment of the first course is important. Place a strip of flooring 3/4" from the starter wall, groove side toward wall, and mark a point on the sub-floor at the edge of the flooring tongue. Do this near both corners of the room, and then snap a chalk line between the two points. Nail the first strip with its tongue on this line. The gap between that strip and the wall is needed for expansion space and will be hidden by the shoe mould.

Lay the first strip along the starting chalk line, tongue out, and drive 8d finishing nails at the ends of the board and $\frac{3}{4}$ " out from the wall and nail every 12". The shoe moulding will cover the nail heads. Nail additional boards in the same way to complete the first course.

4. Rack the floor

Lay out seven or eight loose rows of flooring end to end in a staggered pattern with end joints at least 12" apart. Watch your pattern for even distribution of long and short pieces and to avoid clusters of short boards. Stagger end joint a minimum of 6" between pieces on adjacent rows. Avoid H-joints.

Fit each board snug, groove-to-tongue, and blind nail through the tongue. Countersink all nails. After the first or second row you can change from hammer to a floor-nailing machine. Use a nailing machine with barbed fasteners (1 $\frac{1}{2}$ " or 1 $\frac{3}{4}$ " cleats). Fasteners are driven through the tongue of the flooring at the proper angle. Put the boards of the next rows together by placing the tongue into the previous groove. Shoot a nail every 8" in the flooring and nearby the joints on both sides.

Continue across the room, ending up on the far wall with the same $\frac{3}{4}$ " space as allowed on the beginning wall. It may be necessary to rip a strip to fit. Avoid nailing into sub-floor joints. For every 10' over 20' width please allow additional $\frac{3}{4}$ " expansion.

We recommend using steel-washers for the additional expansion evenly spaced throughout the floor if the room is over 20' wide and expansion is expected (which depends on the expected expansion in certain environments). For bordered joints put one washer at each side of the joints and every 8" in length. In some areas, additional spacing may not be necessary.

5. Shoe moulding

Nail this to the baseboard, not the flooring, after the entire floor is in place.

Preventative Maintenance

- Taking off shoes at exterior doors. Avoid walking on your wood floors with cleats, sport shoes and high heels.
- Keep grit off the floor. Use dirt-trapping, walk-off mats at all exterior doors.
- At high spill locations and at work-stations use area rugs, preferably cotton since it is easily washed. For wood flooring in the kitchen, place an area rug in front of the kitchen sink. Don't use rugs with plastic lamination.
- Vacuum regularly, as often as you vacuum carpets. Use only vacuums that have a special hard-surface setting.
- Sweep or use a dust mop daily or as needed. You also should clean your floors periodically with a professional wood floor cleaning product recommended by a wood flooring professional.
- Never damp mop with water.
- Sunlight could cause uneven appearance. Move area rugs occasionally and drape large windows.
- Put fabric glides on the legs of your furniture. Clean the glides regularly since grit can become embedded in it. Avoid furniture rolls out of hard materials like metal or hard plastic. Grey, non-marking rubber rolls are the best. When moving heavy furniture, do not slide it on wood flooring. It is best to pick up the furniture completely to protect the wood flooring.
- Wipe up food and other spills promptly with a dry cloth or paper towel. Use a slightly moistened cloth for sticky spills if necessary.
- Keep pets' claws well trimmed to avoid scratches to the floor.
- Use a humidifier throughout the winter months to keep wood movement and shrinkage to a minimum.

Caring for Surface Finishes

- For a general cleaning of soiled areas, spray areas of floor with a mild cleaner, follow by wiping up with a sponge mop or cloth pad mop. Dry up the residue.
- Do not apply moisture unnecessarily, vacuum instead.
- Cleaners should be non-abrasive and should not contain Ammonia or Petroleum. Don't use dust cleaner.

Why is Waxing not recommended?

Wax will, in most cases, be slippery. Once waxed, the floor may not be successfully re-coated to rejuvenate it, but will have to be completely sanded down to raw wood to restore the finish.

Removing Stains

- Dried milk or food stains: Scrape with a sharpened plastic blade.
- Stains and spots caused by standing water: Use mild cleaner and buff vigorously with a clean towel.
- Heel marks: Use cleaner to wipe off marks.
- Mould or mildew: If it is on the surface, wipe up with cleaner. If mould is under the finish, re-sanding and finishing is necessary.
- The main residue of chewing gum, crayon, candle wax is to scrape with a sharp razor blade. Apply ice until the deposit is brittle enough to crumble it off.
- Cigarette burns: Scrape the affected area only with a sharpened plastic blade. Apply a dab of finish where the finish has been scraped away.
- Oil and grease stains: Wipe up with mineral spirits. Buff with clean pad or towel.

To register for your limited warranty, please fill out the form below and return it to Pollmeier Leimholz GmbH, Rueschfeld 131, 33397 Rietberg, Germany.

 _____

Your Name _____ Telephone _____ Date _____

Address _____ City _____ Country _____

Postal Code/Zip _____

Retail Store Name _____

Address _____ City _____ Country _____

Date of Purchase _____ Name of Product _____ Colour of Product _____

Square Feet Purchased _____ Room(s) Where Installed _____

Above grade On grade Below grade New Construction Remodel

Other _____

Why did you choose a floor made by Pollmeier?

Quality Colour Reputation Price Warranty

Other _____

How did you become aware of Pollmeier? Recommended by Dealer
 Saw an advertisement
 Recommended by friend
 Recommended by builder/contractor
 Other _____

Your comments are very important _____

Warranty disclaimer

No warranty exists with respect to Pollmeier's wood products, except for manufacturing defects. Pollmeier offers a limited warranty for its finish and does not offer a warranty for its hardwax-oil finish. Pollmeier warrants that its finish will be free from defects in material or manufacture. Pollmeier warrants its floor finish for 25 years under normal residential traffic conditions and 3 years under light commercial conditions, as described in Pollmeier's website. Pollmeier's warranty is applicable only to the original owner of its prefinished wood products. Pollmeier's warranty is limited to providing the original owner with repair, refinish, or replacement of the finish, at Pollmeier's sole discretion. For further information and up to date information regarding Pollmeier's warranty disclaimers, exclusions, installation instructions and requirements, and conditions, please visit www.pollmeier-flooring.com