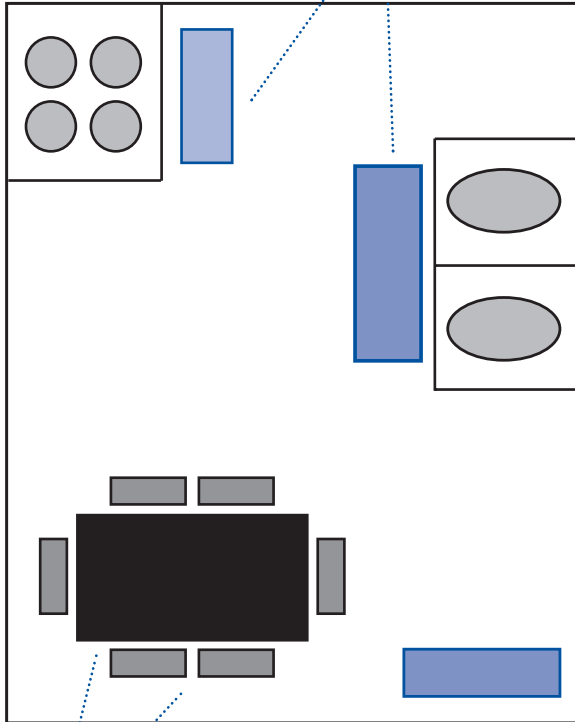


Care Plan For Your Hardwood Floor

Use area rugs in areas of heavy traffic and where spills can occur



REMEMBER: Felt Protectors under all table and chair legs

Use area rugs both outside and inside the home at entrances to keep dirt and gravel out.

EXCLUSIONS

Not Covered By Your Warranty

- Improper storage, handling or installation of flooring. Squeaking and/or cracking by any cause other than the mis-manufacture of the flooring.
- Man-made or natural disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake, or standing water during or after construction.
- Improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds, adhesives other than Columbia products. These situations are considered to be part of the installation inspection process prior to installing the flooring. Do not install flooring if these situations exist.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to, not taking proper precautions to protect furniture legs and feet with felt protectors, dirty or improper casters, moving heavy objects without a dolly and protective plywood beneath.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or unusual foot traffic.
- Falling or dropped objects which can dent or fracture the flooring and finish.
- Moisture infiltration from sidewalls or from any surface other than through the subfloor.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finish (by the owner or installer) including, but not limited to, refinishing or recoating.
- Normal color variations and natural characteristics of real wood products discovered AFTER the flooring is installed.
- The normal wearing of the finish in high traffic areas, pivot points, and seating areas. Gloss reduction is not considered wear-through, and therefore is not covered under the finish warranty.

Additional Terms of the Warranties

These warranties apply only to the original purchaser and to flooring in its original installation, and are not transferable.

Responsibility for final inspection and approval falls upon the consumer and installer prior to permanent installation. Prior to actual installation, dry-lay the floor, blending the planks from several cartons to determine optimum appearance.

Columbia is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed.

Seasonal Checking:

In order to maintain the recommended relative humidity of (35% - 55%) inside the home, the installation of a humidifier, or dehumidifier maybe necessary. Hardwood flooring is designed to perform in an environmentally controlled structure. Seasonal checking may occur when your environment falls outside of these recommended areas.

Incidental or consequential damages are excluded under all Columbia warranties.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. The Columbia warranties give you specific legal rights. You may have others which vary from state to state.

These warranties do not apply to any product designated as other than first quality, including, but not limited to, economy grade, cabin grade, specials, non-standard items, or any items or products sold "as is."

Columbia will, at its option, repair, refinish, or replace defective flooring, including adhesives (if applicable). This does not include the removal or replacement of cabinets, appliances or other fixtures.

These warranties are effective for all Columbia engineered and solid hardwood flooring sold after "date of acceptance."

DISCLAIMER OF UNSTATED WARRANTIES:

The limited warranty described in this section is in lieu of all other warranties of Columbia, and Columbia disclaims all other warranties concerning the flooring, express or implied, including but not limited to, any implied warranty of merchantability, fitness or adequacy for any particular purpose, use, or quality.

WHAT TO DO IF YOU HAVE A PROBLEM

Columbia takes every possible precaution to ensure that our wood floors perform as warranted. In the unlikely event our product fails to meet your expectations, you should contact your retailer or builder within 30 days of experiencing a problem. They are a great source of information and should be able to rectify the situation to your satisfaction.



Engineered and Solid Hardwood Flooring

Warranty & Maintenance





Engineered and Solid Hardwood Flooring Warranty & Maintenance

Congratulations on purchasing Columbia hardwood flooring. We make every effort to ensure your complete satisfaction, with the strongest guarantees in the industry on all of our engineered and solid hardwood floors.

Your protection doesn't end here. Columbia offers a complete floor-care system designed to help you maintain your hardwood floor. Read this booklet carefully. It contains all the warranty and care information you need to keep your Columbia hardwood floor looking beautiful for years.

Columbia Pre-Installation Warranty

Columbia hardwood floors are crafted to the highest quality standards. Every plank goes through numerous quality inspections. However, we urge you and your installer to inspect each plank for color, finish, and quality BEFORE installation. If you are not 100% satisfied with any hardwood plank prior to cutting it, just return the carton to your floor-covering retailer. Columbia will replace it at no charge. Note: All hardwood floors have an average 5% cutting waste allowance. Builder grade products (Adams and Taylor) are excluded from this warranty.

Columbia Full Lifetime Structural Warranty

Columbia's engineered cross-grained constructed products resist expansion and contraction due to climate. Each ply is fused under heat and pressure. In the unlikely event that our fused plies should separate, Columbia will replace the defective planks and install new ones at no cost to you for as long as you own your home.

Columbia Loss of Bond Warranty

Columbia Flooring offers two adhesive choices, Gator Glue™ and Columbia Flooring Urethane Adhesive for the installation of your hardwood flooring. Gator Glue is covered by the loss of bond warranty and provides easy troweling and clean up as well as a quick grab for an easy installation. Columbia Flooring Urethane Adhesive is covered by the loss of bond warranty and also offers a lifetime moisture warranty. This Columbia Flooring adhesive offers a high grab and is recommended for areas susceptible to subfloor moisture.

Columbia Full Lifetime Moisture Warranty

Columbia engineered hardwood flooring installed with our Columbia Flooring Urethane Adhesive is specifically designed to withstand the effects of subfloor moisture. If the subfloor is visually dry, without a history of moisture problems, and installed according to Columbia's installation instructions, Columbia will warrant the floor not to release from your subfloor due to subfloor moisture for as long as you own your home. Columbia will repair or replace the floor if it releases from the subfloor due to subfloor moisture (provided that testing approved by Columbia indicates that the moisture came through the sub-floor). If the floor has a moisture failure a second time, we must conclude that the problem is specific to your installation and would happen again. Therefore, we will replace a floor due to subfloor moisture one time only. Specifically, you the purchaser are protected from:

- Unsightly cupping of the plank
- Buckling due to expansion
- Warping or twisting

Radiant Heat

In-Floor radiant heating systems can alter product performance due to surface temperatures if the proper installation guidelines are not followed. Please keep surface temperatures under 85°F for best results. Please see more information pertaining to radiant heat in Columbia's installation instructions. *Note: Do not install solid hardwood floors over radiant heat.*

Columbia 25-Year DiamondPlate Finish Warranty

Your Columbia hardwood flooring is protected by DiamondPlate, our exclusive, state-of-the-art, clear, aluminum oxide finish. This means that your floor, when maintained according to Columbia's care and maintenance recommendations, will not wear through the DiamondPlate aluminum oxide finish during the specified warranty period. See the warranty chart at right for all products.

Understanding Wood and its Installation will Help You Understand Your Columbia Warranties

Wood is a natural product, containing natural variations in color, shade and grain. Columbia cannot guarantee against natural variations in each plank, nor against minor differences between samples and the color of the floor once the floor has been installed.

In all cases, Columbia reserves the right to inspect any problem and to remove a sample, if required, for technical analysis.

Clearly, Columbia cannot be responsible for improper installation. To ensure your total protection under Columbia's written warranties, be sure your floor is installed according to Columbia's published installation guidelines for both engineered and solid products.

Warranties

PRODUCT	PRE-INSTALL	STRUCTURAL	MOISTURE	WEAR
Independence Collection				
Braxton Oak	Yes	Lifetime	Lifetime	25 yrs
Rutledge Oak	Yes	Lifetime	Lifetime	25 yrs
Rodney Oak	Yes	Lifetime	Lifetime	25 yrs
Livingston Oak	Yes	Lifetime	Lifetime	25 yrs
Stockton Oak	Yes	Lifetime	Lifetime	15 yrs
Hopkins Oak	Yes	Lifetime	Lifetime	15 yrs
Ellery Oak	Yes	Lifetime	Lifetime	15 yrs
Bartlett Oak	Yes	Lifetime	Lifetime	10 yrs
Harrison Oak	Yes	Lifetime	Lifetime	10 yrs
Species Collection				
Williams Maple	Yes	Lifetime	Lifetime	25 yrs
Gwinnett Pecan	Yes	Lifetime	Lifetime	25 yrs
Witherspoon Mpl	Yes	Lifetime	Lifetime	25 yrs
Revere Cherry	Yes	Lifetime	Lifetime	25 yrs
Hayward Pecan	Yes	Lifetime	Lifetime	25 yrs
3/4" Solid Collection				
Carrolton Oak	Yes	n/a	n/a	25 yrs
Thornton Oak	Yes	n/a	n/a	25 yrs
Adams Oak	No	n/a	n/a	15 yrs
Taylor Oak	No	n/a	n/a	15 yrs
Out of Africa Collection™				
Afr. Cedar-Eng	Yes	Lifetime	Lifetime	25 yrs
Afr. Cherry-Eng	Yes	Lifetime	Lifetime	25 yrs
Afr. Pearwood-Eng	Yes	Lifetime	Lifetime	25 yrs
Afr. Rosewood-Eng	Yes	Lifetime	Lifetime	25 yrs
Afr. Walnut-Eng	Yes	Lifetime	Lifetime	25 yrs
Afr. Cedar-Solid	Yes	n/a	n/a	25 yrs
Afr. Cherry-Solid	Yes	n/a	n/a	25 yrs
Afr. Pearwood-Solid	Yes	n/a	n/a	25 yrs
Afr. Rosewood-Solid	Yes	n/a	n/a	25 yrs
Afr. Walnut-Solid	Yes	n/a	n/a	25 yrs
The Dales Collection Longstrip Clic™ Hardwood Flooring				
Barnard	Yes	Lifetime	Lifetime	25 yrs
Bowbank	Yes	Lifetime	Lifetime	25 yrs
Appleby	Yes	Lifetime	Lifetime	25 yrs
Wensley	Yes	Lifetime	Lifetime	25 yrs
Denby	Yes	Lifetime	Lifetime	25 yrs
Darley	Yes	Lifetime	Lifetime	25 yrs
Carlisle	Yes	Lifetime	Lifetime	25 yrs
Cotherstone	Yes	Lifetime	Lifetime	25 yrs
Greta	Yes	Lifetime	Lifetime	25 yrs
Settle	Yes	Lifetime	Lifetime	25 yrs

MAINTENANCE

A Little Care Goes a Long Way Toward Protecting Your Investment

Wood is a natural material and can be scratched or dented. To help guard against scratches and dents, place protective felt pads under furniture legs and chairs, and make sure any furniture casters are clean, operate freely and have a minimum 1 inch wide vinyl surface where it comes in contact with the wood floor.

The above warranties do not cover damage caused by spiked heels or shoes that need repair, heavy furniture, and appliances. A stiletto or any heel with a diameter of approximately 3/8" can concentrate as much as 2,000 pounds per square inch on the floor.

Follow Columbia's recommended guidelines when caring for your new floor. Use only floor care products recommended by Columbia. Your warranties do not cover damage caused by cleaning products we do not recommend. Do not use oil soaps, liquid or paste wax products or other household cleaners that contain lemon or tung oils. These products can dull the finish and make future cleaning and refurbishment difficult.

Remove spills promptly. Use a soft cotton cloth and Columbia Cleaner on wet spills. For dry spills, sweep or vacuum.

- Never damp mop a wood floor.
- Don't let dirt or sand build up.
- Sweep or vacuum your floor regularly.
- Do not use a vacuum with a beater bar.

Wood will age and change color due to ultra-violet light. Consider rearranging rugs and furniture periodically so the floor will age evenly. Cherry and the "Out Of Africa" Collection material are more susceptible to change during the aging process.

Use entry mats to clean shoes to avoid tracking oils from asphalt driveways and streets as they can permanently stain a floor.

Please note that light colored maple and cherry hardwood floors require extra care. Light colors will show dirt and require more frequent care than dark colors. Maple and cherry are inherently smooth woods and will show scratches and dents more readily than oak.

Keep animal's nails trimmed, as they are capable of scratching wood floors.

When moving heavy appliances or furniture, put down a quarter-inch sheet of plywood to protect the floor, and use a dolly. Never try to slide or roll heavy objects across your floor without taking these precautions.

Keep unused planks after installation. In case of accident or damage, you can use them for repair.