



Care and Maintenance Booklet



IMAGES
Flooring, Inc.

1820 West Evans Avenue
Englewood, Colorado 80110

Phone: 303-937-9221

Fax: 303-937-9575

Web: www.imagesflooring.com

The Premier Custom Flooring Specialist

TABLE OF CONTENTS

WELCOME	PAGE 2
CARPET	PAGE 3
■ Care and Maintenance	4 – 6
■ Manufacturer Warranty Information	7
■ Carpet Terms and Characteristics	8 – 9
TILE AND STONE.....	PAGE 11
■ Care and Maintenance	12
■ Grout	13
■ Caulking	14
■ Marble	15
■ Corian	16
■ Granite	17
VINYL	PAGE 19
■ Proactive Protection for Your Vinyl Floor	20
■ Care and Maintenance	21
■ Manufacturer Warranty Information	22
HARDWOOD	PAGE 23
■ Care and Maintenance	24 – 25
■ Hardwood Characteristics	26
PRE-FINISHED HARDWOOD (ENGINEERED)	PAGE 27
■ Care and Maintenance	27 – 28



October 1, 2007

Dear Homeowner,

Congratulations on your new home purchase!

Images Flooring Inc. provided the flooring and wall finishes for your new home including the tile, vinyl, hardwood and carpet. We have been a Colorado flooring business for over a decade servicing custom builders, multi-family developers and commercial contractors. We strive to provide quality products and services that are smart, stylish and tailored to each homeowner. The enclosed packet provides you with information on caring for our products.

We provide a one year installation warranty on all of our installed products. The date of your warranty period begins on the close of escrow (COE). Each product manufacturer also extends the original consumer warranty coverage. However, because no product is indestructible, scratch resistant or completely impervious to staining all manufacture warranty coverage is limited and/or based on your commitment to following proper care and maintenance guidelines. For quick and easy reference a brief explanation of these techniques are included in this information packet. We have also included a carpet care and maintenance DVD to be used as an additional resource. For further explanation of warranty coverage, exclusions and product cleaning recommendations, please see the list of manufacturer websites enclosed.

Sincerely,

Images Flooring Inc.

Carpet



Carpet comes in a variety of colors and styles, is sound-absorbent and adds to the warmth and comfort of a home. It is also a reflection of your personal taste and lifestyle. Carpet color and texture may vary from dye lot to dye lot and when installed, may differ from the samples in the showroom or model.

Proper care and maintenance guidelines should be followed in order to protect your recent carpet purchase and to prevent major performance problems. Carpet performance will vary based on a number of factors including the area in which it is located, traffic patterns, number of inhabitants, level of maintenance, etc. For example, standard carpeting is a base level carpet that is not expected to be a long lasting or a high performance product. It is manufactured with a low twist/low density yarn, with no stain resistant treatment. Typically, standard grade carpet will mat down, de-luster and show wear patterns within the first year after installation. In situations with normal traffic, homeowners will generally find it necessary to replace standard carpet within 2 years.

Your carpet includes a one year installation and manufacturing defect warranty along with a 5, 7, and/or limited 10 year stain/static/wear protection warranty (varies based on the carpet fiber producer). Please note that your carpet manufacturer's warranty is limited and may not cover traffic areas such as stairs, hallways, in front of chairs and sofas or in pivot points.



(Carpet Continued...)

Care and Maintenance

Cleaning

You can add years to the life of your carpet with regular care and maintenance. Carpet wears out because of foot traffic and the dirt particles that get trampled deep into the pile beyond the suction of a vacuum. Dirt particles wear down fibers like sandpaper and may dull the carpet. To protect your carpet, vacuum it frequently.

Because high traffic areas may require more frequent cleaning, we recommend that you vacuum lightly twice a week then once a week thoroughly in all carpeted areas. A “light” vacuuming is three passes; a “thorough” cleaning consists of seven passes. A vacuum cleaner with a beater-bar agitates the pile and is more effective in bringing dirt to the surface for easy removal.

Vacuuming high-traffic areas regularly will help keep the carpet clean and maintains the upright position of the nap. Wipe spills and clean stains immediately. For best results, blot or dab any spill or stain, avoid rubbing. Test stain-removers in an inconspicuous area of the carpet, such as in a closet to prevent for any undesirable effects. Have your carpet professionally cleaned once a year after you have been in your home two years.

Stains

No carpet is stain-proof. Although your carpet manufacturer designates your carpet as stain-resistant some substances may still cause permanent staining and locally caused staining or carpet soiling are not carpet manufacturing defects. These include hair dyes, shoe polish, paints and ink. Some products may destroy or change the color of a carpet including bleaches, acne medications, drain cleaners, plant food, insecticides, pet stains and food or beverages with strongly colored natural dyes as found in some brands of mustard and herbal tea. In the following pages, we have listed some cleaning techniques for common household spills. For difficult stains, please refer to your manufacture care and maintenance brochures for recommended cleaning procedures of your particular carpet fiber and/or contact a professional carpet cleaning service. Pre-test any spot-removal solution in an inconspicuous area before using it in a large, visible area.



◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

(Carpet Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Please read the maintenance instructions supplied by the fiber producers thoroughly to understand cleaning procedures and limitations. Any claims for staining should be filed directly with the fiber producers. No attempts should be made to clean any spot until you have first referred to your manufacturer's recommended cleaning guide.

Basic carpet cleaning techniques for common household spills:

Dish Detergent Fluid Solution: ¼ teaspoon liquid dishwashing detergent (use detergent that does not contain lanolin or bleach), mix with 1 cup of warm water.

<p>Food/Beverages</p>	<ul style="list-style-type: none"> ▪ Scoop up spills as soon as possible and remove solid materials with a tablespoon, spatula or dull knife. ▪ Blot the area with a clean white cloth (do not rub). ▪ Apply warm water (not hot) to the area and blot. ▪ Repeat until the stain is no longer visible. ▪ If the stain remains, apply solution to the area with a clean white cloth and let soak for 5 minutes. ▪ Rinse the area with clean warm water and blot to remove excessive moisture. ▪ Repeat to remove all detergent to avoid re-soiling. ▪ Absorb any remaining moisture with layers of white paper towels weighted with a non-staining glass or object. ▪ Vacuum carpet when it is dry to restore texture.
<p>Blood *All solutions for removing blood must be cool. catsup, cheese, chocolate, soda, cough syrup, mixed drinks, soy sauce, starch, toothpaste or white glue</p>	<ul style="list-style-type: none"> ▪ Apply a small amount of detergent solution (see solution above), to the spot. ▪ Blot with a white paper towel to work the detergent in the affected area. Continue applying the detergent and blotting until the spot is removed completely. ▪ Using a spray bottle, rinse with tap water and then blot to remove excess moisture. ▪ Next, spray lightly with water but instead of blotting, apply a pad of paper towels weighted down. ▪ If the stain remains, moisten the tufts in the stained area with 3% hydrogen peroxide and let stand for 1 hour. ▪ Blot and repeat until the carpet is free of the stain. Because light will change peroxide back to water, no rinsing is necessary. ▪ Apply a pad of weighted paper towels and allow the carpet to dry. When the carpet is dry, brush up the pile.
<p>Urine, egg, excrement or vomit</p>	<ul style="list-style-type: none"> ▪ Remove as much of the stain as possible by using a spoon or dull knife. ▪ Blot up as much of the stain as possible then neutralize by spraying the affected areas with an ammonia solution of 1 tablespoon of clear household ammonia per ½ cup of water. ▪ Care should be taken to remove all protein matter. Blot to remove excessive moisture then follow the above cleaning steps for removing food and beverages.

(Carpet Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Dry Cleaning Fluid Solution

<p>Gum or Candle Wax</p>	<ul style="list-style-type: none"> ▪ Chill area with ice cubes in a plastic bag. ▪ Pick or scrap off gum or wax with a dull knife or spoon. ▪ Apply a dry cleaning solvent to the affected area (use non-flammable dry cleaning fluid or a liquid spot remover from the grocery store or hardware store). ▪ Do not apply dry cleaning fluid directly to carpet. Apply first to a cloth and use the cloth to apply the fluid to the stain and use only on dry carpet. ▪ Rinse with two teaspoons of white vinegar in one liter of warm water.
<p>Nail Polish</p>	<ul style="list-style-type: none"> ▪ Remove as much of the polish as possible using a spoon or dull knife. ▪ Apply a non-oily nail polish remover to a clean white cloth and blot or gently rub (one direction at a time. Never use a circular motion to remove a spot because it may destroy the texture in the area). Continue until the spot is removed without allowing the remover to get to the latex backing. ▪ To eliminate the nail polish remover follow the steps listed above for cleaning food and beverages.
<p>Grease</p>	<ul style="list-style-type: none"> ▪ Remove as much foreign material as possible by blotting with a white paper towel or scraping with a dull knife. ▪ Apply isopropyl rubbing alcohol to a clean white cloth, white paper towel or cotton ball. If the spot extends deep into the pile, blot until it is removed or no color transfers to the cloth. ▪ Do not allow the alcohol to penetrate the backing as it will destroy the latex bond. ▪ If the spot is on the surface only, rub gently in one direction at a time. *Never use a circular motion to remove a spot because it may destroy the texture in the area.
<p>Mud</p>	<ul style="list-style-type: none"> ▪ Allow mud to dry completely. Shatter the dried mud with the handle of a knife then vacuum. ▪ Follow the steps listed above for cleaning food/beverages to remove the remaining mud from the affected area.

Note: *Some substances including certain medications, bleaches, dyes, inks, disinfectants, fungicides, insecticides and pesticides can affect or damage the color of the carpet and may harm carpet stain resistance. While you may try to remove the stain as described here, Images Flooring Inc. recommends consulting a professional carpet cleaner or your specific carpet manufacturers cleaning guidelines.

(Carpet Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Manufacturer Warranty Information

Wear-Dated, Scotchgard, Anso Nylon, Stainmaster and Royalguard are warranted by the fiber producers, not by the carpet manufacturer.

To determine the fiber producer based on the type of carpet installed in your home, please check your COE (close of escrow) paperwork, contact your home builder and/or contact our office.

Following is a list of contact information for these companies:

<u>Stain Product</u>	<u>Warranted By</u>	<u>Phone Number</u>
Wear-Dated	Monsanto	1-800-633-3208
Scotchgard	3M	1-800-433-3296
Anso Nylon	Allied	1-800-441-8185
Stainmaster	Dupont	1-800-438-7668
Royalguard	Royalty Carpet Mills	1-800-854-8331

Wear-Dated:
<http://www.weardated.com/>

Scotchgard:
http://solutions.3m.com/wps/portal/3M/en_US/Scotchgard/Home/

Anso Nylon:
<http://www.ansonylon.com/>

Stainmaster:
<http://www.stainmaster.com/>

Royalguard:
<http://www.royalty1.net/home/>

(Carpet Continued...)

Carpet Terms and Characteristics



Burns

Burns should immediately be taken care of by snipping off the damaged fibers. Use a soapless white cleaning sponge with water to clean the effected area after removing the damaged fibers.

Dents

Remove dents by stroking them with the edge of a coin. You can also use a hair dryer or steam iron to raise the affected area while motioning the carpet tufts upward (DO NOT let the iron or dryer touch the carpet).

Footprints

All cut pile carpets show footprints and are not considered a manufacturing defect.

Pilling

A condition of the carpet face (which may occur from heavy traffic) in which fibers from different tufts become entangled with one another forming tangled masses of fibers. Pills may be cut off with scissors.

Rippling and Buckling

Excessive humidity or damp weather may cause a temporary rippling in your carpet. Ripples will disappear in a drier atmosphere. If ripples continue, contact our office to have the carpet re-stretched. Furniture will need to be removed from the area during re-stretching with a power stretcher. The cost for all re-stretching outside of the one year installation warranty will be the responsibility of the homeowner.

Roll Crushing

Roll crushing occurs when the carpet is creased as it is rolled into the shipping rolls. These creases will minimize over a short period of time with vacuuming or steam cleaning.

(Carpet Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Seams

Although our technicians make every effort to install your carpet properly, it is virtually impossible to make seams invisible. Seams are apparent in all carpets (especially in patterned and looped carpets) and will never totally disappear. Carpet usually comes in 12-foot widths making seams necessary in most rooms. Visible seams are not a defect unless they have been improperly installed or unless the material has a defect. Seams also appear more visible in light-colored carpets and in styles with low, tight naps. Stretching the carpet may actually make seam peaks more pronounced.

Seams may be more visible when the carpet is first installed. However, with time, use and vacuuming the seams should become less visible.

Shedding

Shedding occurs with some carpeting (especially pile) in which the carpet sheds small pieces of fiber over a period of time. Eventually these loose fibers will be removed by vacuuming.

Sprouts

Sprouts are small tufts or “sprouts” that stick up above the surface of the carpet. Do not pull them, clip them off with sharp scissors.

Tile and Stone



HARDWOOD



VINYL



TILE



CARPET



Marble, granite, slate and stone are all products of nature and therefore are subject to variation in color, thickness and veining. A variance in shading between field and trim tile is common and should be expected. Natural stone will never have matching trim because the field tile is created separately from the trim pieces. The samples that are provided at the time of your Design Appointment offer a general representation of the overall color and markings of each product and are not meant as an exact replication of the product installed. These characteristics are conditions inherent to the natural product and add to the aesthetic beauty of the installation.

There are a variety of natural stone surface finishes to choose from including honed, polished and textured. Regardless of the stone type or surface finish all are susceptible to staining and surface wear. In order to preserve the beauty and durability of your natural stone and tile, we recommend that you treat these products with a protective sealer.

(Tile and Stone Continued...)

Care and Maintenance

Simply vacuum ceramic tile when needed as it is one of the easiest floor coverings to maintain. Occasionally, a wet mopping with warm water may be appropriate. Avoid adding detergent to the water. If you feel a cleaning agent is required, use a mild solution of warm water and dishwasher crystals (they will not result in a heavy, difficult-to-remove lather on the grout). Rinse thoroughly. The ceramic tile installed on walls or countertops in your home may be washed with any nonabrasive soap, detergent, or tile cleaner. Abrasive cleaners will dull the finish. Below are some additional tips that will help you maintain your tile:



- Sweep your floor regularly to prevent loose dirt and abrasive particles from scratching your floor.
- Sweep your floor with a dust mop or vacuum (without a beater bar).
- Mop floor weekly using a chamois-type or cloth-type mop.
- Sponge mops should not be used, as they can streak your floor and push dirt into the grout.
- Clear water can be used occasionally; however, neutral cleaners should be used for ongoing maintenance to keep floors clean.
- Follow manufacturers instructions regarding rinsing of cleaner.
- Equip furniture legs with floor protectors to protect your tile floor.
- Place rugs or mats both inside and outside of exterior entries to minimize the amount of grit and dirt coming onto the tile.
- Place rugs at sink and dishwasher areas to minimize impact damage from dropped tableware and heavy utensils.
- NEVER – Seal or wax your ceramic tile. These coating are unnecessary. They will attract and hold dirt on your tile surface.
- NEVER – Use cleaners containing acids, vinegar, ammonia, or bleach for ongoing maintenance. They can damage tile and grout surfaces.
- NEVER – Use steel wool, cleansers or abrasive cleaners.

(Tile and Stone Continued...)

◆ HARDWOOD
◆ VINYL
◆ TILE
◆ CARPET

Grout



Grout is a masonry product and will vary in color. No two batches of grout will be an exact match. Expect differences in shading when repair work is required. Grout will stain. Sealing grout will only provide temporary resistance to staining and is considered to be a homeowner maintenance procedure. Sealers may cause changes in grout color and if applied immediately following installation, may trap damaging moisture in grout joints and prevent proper curing. In our area of the United States, tile grout will crack from normal settling and movement. Grout cracks will eventually appear and will require repair. This is a homeowner maintenance issue and not a warranty repair.

Sealing Grout

Ceramic tile suppliers in different areas of the country vary in their opinions as to the advisability of sealing grout. Once grout has been sealed, ongoing maintenance of that seal is necessary and limited warranty coverage on grout that has been sealed may be voided.

Grout Discoloration

Grout that becomes yellowed or stained should be cleaned with a fiber brush, grout cleanser and water. Grout cleansers and whiteners are available at most hardware stores.

Separations

All grout will separate slightly between tiles; this is a normal occurrence and should be expected. Cracks in the grout can be filled using pre-mixed grout purchased from flooring or hardware stores. Follow package directions.

Grout and Caulking Touch-up

Tile around bathtubs or countertops may pull up after a time. This is caused by normal shrinkage of grout or caulk as they dry out. If this occurs, the best remedy is to touch up the grout or caulking by purchasing tub caulk or pre-mixed grout from a hardware store. Follow directions on the container. This maintenance is important to protect the underlying surface from water damage.

(Tile and Stone Continued...)

Caulking

Caulking forms a flexible seal that prevents water damage around faucets, bathtubs and plumbing fixtures. Caulking is used to fill cracks, gaps and to seal air leaks throughout your home including windows and door frames.

Over time caulking may shrink, separate and/or deteriorate so that it no longer provides a good seal. As routine homeowner maintenance, caulking should be monitored and repaired consistently to prevent costly water damage issues. Caulking touch-ups may be required every few months and should be expected.

Caulking compounds come in disposable cartridges and are available at most hardware stores. Most caulking can be purchased in tubes varying in price, property and strength. Caulking tubes usually fit into half-barrel caulking guns (if possible, purchase one with an automatic release). Read the manufacturer's instructions carefully to be certain that you select an appropriate caulk for intended purpose.

Colored Caulk

While selecting caulking colors, remember that with any colored material, dye lots can vary. Colored caulking is available at most hardware stores

Latex Caulk

Latex caulking can be used to seal joints around a tub or shower and is used to fill cracks in tile and plaster. Latex caulking is water resistant when dry, is easy to use and can be trimmed, smoothed sanded and painted.

Silicone Caulk

Caulking that contains silicone will not accept paint and works best for sealing joints between bath, kitchen fixtures and tile. Silicone caulking is flexible and when cured it allows stretch of joints.



(Tile and Stone Continued...)

Marble

Maintaining your marble is easy if you follow a few simple rules. The tips listed below will help to ensure your marble remains as beautiful as it did the day it was installed.

Common products that have been tested SAFE ON MARBLE:

- Ivory Dish Soap
- Mr. Clean Anti-Bacterial Multi-Surface (orange or lemon)
- 409 Glass and Surface Cleaner
- Fantastic Oxy Power
- Pledge Multi-Surface Clean & Dust (trigger bottle or wipes)
- Windex Original
- Windex Kitchen & Glass

Do not use abrasive cleaners which may scratch the finished surface.

IMPORTANT- NEVER USE: BLEACH, AMMONIA OR VINEGAR on marble!

Special Precautions

Marble is softer and has a less stain-resistant surface than granite. It should be treated like a fine piece of wood. Spills should be wiped up immediately; coasters should be placed under all beverages to avoid staining and etching. Marble is especially susceptible to damage from citrus acids, alcohols and oils. Marble can discolor from heat. Do not place hot items directly on the surfaces. Use trivets under hot dishes and placemats under objects that can scratch stone surfaces. With proper care marble's beauty will last a lifetime.

Heat Resistance

It is recommended that trivets are used under pots and pans.

Scratch Resistance

The use of a cutting board is recommended with marble.

Sealing

It is recommended that marble be sealed every 6 months

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

(Tile and Stone Continued...)

◆ HARDWOOD
◆ VINYL
◆ TILE
◆ CARPET

Corian

Corian is a non-porous man made product and is NOT indestructible. It will scratch and does require your maintenance to retain the finish. Corian comes in over 100 varying hues and some colors may require more frequent cleaning to maintain a uniform finish (**Darker colors tend to require more attention than lighter colors**). Corian products have specific procedures which, when followed, will ensure long-lasting beauty and durability.

Below are some tips to guide you:

Routine Care

Use Soapy water or ammonia based cleaners, rinse and wipe dry.

Sealing

No sealing is required.

Heat Resistance

Use of trivets with hot pots and pans on corian tops.

Scratch Resistance

Corian is not scratch resistant or scratch proof. The use of a cutting board is recommended.

Do not use harsh chemicals

Avoid exposing corian to strong chemicals such as paint removers and oven cleaners. Never use Drano in a Corian sink.

(Tile and Stone Continued...)

◆ CARPET ◆
◆ TILE ◆
◆ VINYL ◆
◆ HARDWOOD ◆

Granite

Making sure your granite stays in tip-top shape is as important to us as it is to you. Below are some tips to help keep your granite looking as beautiful as it did the day it was installed.

Common products that have been tested SAFE ON GRANITE:

- Ivory Dish Soap
- Mr. Clean Anti-Bacterial Multi-Surface (orange or lemon)
- 409 Glass and Surface Cleaner
- Fantastic Oxy Power
- Pledge Multi-Surface Clean & Dust (trigger bottle or wipes)
- Windex Original
- Windex Kitchen & Glass

Avoid the use of abrasive cleaners, which may scratch the finished surface and only use bleach ammonia or vinegar as directed. DON'T NEGLECT IT

Your countertops are a functional surface in your home and do require normal housekeeping. Clean up spills quickly and don't let puddles of liquids stand for a long time on any surface. Granite is extremely durable, stain resistant and easy to care for. It won't chip, crack or scratch under normal use.

Heat Resistance

Granite is heat resistant. You can safely place hot pans directly on the surface from the stove or oven. Hot pots and pans will not damage it.

Scratch Resistance

Granite is scratch resistant. The use of a cutting board is recommended with granite. Granite will dull your knives.

Sealing

It is recommended that granite be sealed once a year.

Vinyl



◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Vinyl flooring is made to provide homeowners with a dramatic, authentic-looking product like slate, limestone, sisal and linen. Vinyl sheets are made with durability and ease of maintenance in mind and are created from layered construction materials that are sold in 6' and 12' widths.

A properly maintained vinyl floor can last 20 to 30 years. Recent improvements in wear-layers have enhanced vinyl's resistance to stains, scratches, moisture and fading. However, vinyl products are still susceptible to various forms of surface damage and discoloration when not properly cared for. The use of proper protective pads on furniture legs is essential. Yellow discoloration may occur when vinyl is exposed to asphalt, tar, oil, or driveway sealers from foot traffic. Discoloration may also be a result of exposure to direct sunlight or other sources of excessive heat. Rubber backed mats and some household products may potentially cause yellowing. Warranty coverage will vary considerably from one vinyl floor selection to another.

PLEASE BE AWARE – VINYL FLOORING IS NOT AN INDESTRUCTIBLE PRODUCT. All vinyl floor coverings will indent, tear or chip from high heel shoes, furniture legs, rolling casters or appliance feet, etc. In addition, Vinyl flooring dye lots may vary from design samples.

(Vinyl Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Proactive Protection For Your Vinyl Floor

- Sweep your floor regularly.
- Wipe up spills as soon as possible to help prevent stains.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk’ the item across it. This protects your floor from scuffing and tears.
- Use floor protectors, such as Armstrong Floor Protectors, on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- We do not recommend rolling casters because they can damage the floor. If you choose to use them, we suggest the type with double wheels.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber or latex-backed mats because the chemical (antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast. These products are identified “colorfast” by the manufacturer.
- Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including resilient floors, to fade or discolor.

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Care and Maintenance

It is important to stay away from harsh abrasives and wax-based cleaning products when caring for resilient vinyl floors. It is also best to use a cleaning product provided by the vinyl manufacturer in conjunction with a clean white cloth or a nonabrasive white scrubbing pad. Suggested manufacturer products can be found in most hardware stores.

Resilient Stain Removal Guide	
Food/Beverages	Scrape off excess or gummy substances with a dull knife and clean utilizing Armstrong Once n' Done or Mannington's Heavy Duty Cleaner.
Crayon	On a clean white cloth, rub the stain with mineral spirits or turpentine*
Lipstick	On a clean white cloth, rub the stain with rubbing alcohol (isopropyl alcohol)*.
Grape Juice/Wine	Scrub the area with a manufacturer product such as Armstrong New Beginning floor stripper.
Mustard	Scrub the area with a manufacturer product such as Armstrong New Beginning floor stripper.
Pen Ink	On a clean white cloth, rub the stain with rubbing alcohol (isopropyl alcohol)*.
Permanent Marker	On a clean white cloth, very carefully wipe with fingernail polish remover containing acetone*.
Asphalt Driveway Sealer	On a clean white cloth, rub the stain with mineral spirits or turpentine*.
Hair Dye	On a clean white cloth, rub the stain with rubbing alcohol (isopropyl alcohol)*.
Paint/Varnish	If the paint is wet, on a clean white cloth, wipe up the stain with water. If the paint is dry, carefully scrape residue with a thin spatula then on a clean white cloth, rub the stain with rubbing alcohol (isopropyl alcohol)*.
Nail Polish	On a clean white cloth, very carefully wipe with fingernail polish remover containing acetone*.
Black Heel Marks and Scuffs	Rub the area with a nonabrasive cleaner and/or use a clean white cloth to clean the mark with rubbing alcohol (isopropyl alcohol)*.

***Caution:** Mineral spirits, turpentine, isopropyl alcohol and nail polish remover are flammable liquids. Please follow precautions listed on the container.

(Vinyl Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

Manufacturer Warranty Information

Please refer to the following numbers for further maintenance and warranty information:

Mannington Consumer Services	
http://www.mannington.com/residential/resilient/resilientCare.aspx	1-800-482-9527
Armstrong Customer Service	
http://www.armstrong.com/resflram/na/sheet/en/us/article18252.html	1-800-233-3823
Tarkett Customer Service	
http://www.tarkett-floors.com/	1-888-639-8275



Hardwood

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆



Hardwood is a premium flooring product that will increase the value of your home while adding beauty, warmth and to the décor of the rooms it is installed. Hardwood floors are also durable and easy to maintain. All wood floors will show signs of wear over time but by observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your Images Flooring Inc. installed hardwood floor.

(Hardwood Continued...)

Care and Maintenance

The following are examples of the reasonable and necessary maintenance you are expected to perform. This is not intended to be an exclusive list:

- 1. Sweep or Vacuum Regularly-** grit can damage the surface of the hardwood. Use approved vacuum.
- 2. Remove Spills Promptly-** use a soft cloth and cleaning products by BonaX (www.bona.com).



- 3. NEVER Flood Your Floor-** Do not wet-mop or damp-mop your floor with water or other products. This can severely damage the flooring and will void the warranties.
- 4. IMPORTANT Product Information-** Do not use oil soaps, liquid/paste wax products or other household cleaners that contain lemon oil, tung oil, silicon, or ammonia. Use of these and other such products will harm the long-term performance of your floor and may also affect its recoat ability.
- 5. Pets-** Keep pet nails trimmed and paws clean and free of dirt, gravel, grease and oil.
- 6. Protect your floor-**
 - Use a dolly and protective sheets of plywood when moving heavy objects
 - Make certain furniture casters are clean and operate properly
 - Remove shoes with spiked or damaged heels before walking on floor
 - Place protective pads beneath furniture legs to reduce scratches and dents

(Hardwood Continued...)



7. Limit Sunlight- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain or wood to fade and/or to change color.

8. Rugs-

- We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian and American Cherry are more susceptible to change during the aging process.
- Use area rugs in high traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.

9. Humidity- Seasonal Shrinkage results from low relative humidity (dryness). Shrinkage that results during seasonal temperature changes is considered normal and should be expected. Hardwood floors will expand and contract with changes in humidity created by seasonal fluctuation. Normal gaps can be minimized by using a humidifier attached to an HVAC system when necessary.

10. Finish and Grading- Because hardwood is a natural product you should expect the appearance of knots, grain patterns and color variations in your floor. The floors will be troweled with latex filler at the time of sanding and finishing and some imperfections are to be expected. Please remember that during this process the finish was not applied in an airtight environment and some dust, hair, lint, etc. may be present.

◆
HARDWOOD ◆
VINYL ◆
TILE ◆
CARPET ◆

(Hardwood Continued...)

Hardwood Characteristics

The following characteristics are considered normal in wood floors and are not warranted:

- Grain and color variances from board to board, including mineral streaks and wood fillers. Wood fillers often do not match the color of the wood floor.
- Shrinking or warping that occurs especially at heat vents, heat-producing appliances, or above ducts in the floor system. During the heating season, small cracks will develop between boards. A typical “acceptable” crack for 2 ¼” strip floors will be about the width of the thickness of a dime. Wider boards will have wider cracks. As the relative humidity increases, these cracks will close up. Re-finishing your floor is not recommended until the floor can be inspected when the relative humidity has increased.
- Dulling in high traffic areas.
- A white, filmy appearance caused by moisture, especially at exterior doors.
- Dust particles, small bubbles or imperfections in the finish.

Improper Maintenance

Damage to the flooring such as dents, scratches, or dulling of the finish is NOT covered under your warranty. Wet or damp-mopping your floor with water or other substances will also invalidate your warranty.



Pre-Finished Hardwood (Engineered and Solid)



Pre-finished hardwood comes in a variety of wood species, widths, grades, cuts and colors. Pre-finished wood is a natural living product that is built to last and created to leave a lasting impression. Depending on the style of pre-finished boards installed in your home, the product can range from either a clean look with little color variation leaving a calm and smooth impression or have a livelier look with greater color variation, heartier grain, knots and mineral streaks. Pre-finished hardwood will change in color over time and may vary in grain pattern and texture from plank to plank. These variations are natural characteristics which are considered normal occurrences and are not considered a defect. Pre-finished hardwood complements any décor, is extremely wear resistant and durable. However, to keep your newly installed floor looking its best and lasting to its full potential, some regular maintenance and attention is required.

Care and Maintenance

In order to best protect your pre-finished hardwood, please observe the following guidelines:

- Wipe spills immediately: When liquids get spilled on your pre-finished hardwood floor, use a slightly damp well-wrung cloth or paper towel to immediately clean and dry the affected area.
- Frequently sweep or vacuum your floor: Daily sweep or vacuum to prevent abrasive dirt and dust from accumulating and scratching the finish of your floor.
- Keep mats by doorways: Place long-bristle welcome mats and area rugs at every entrance of the house to prevent sand and water from harming your pre-finished wood.
- Protect the finish: To prevent dulling or damaging the finish, never use wax, oil-based detergent /conditioners or any other household cleaners on your floor. Never use steel wool, pour water directly onto the floor or use vinegar or ammonia-based cleaners.

(Pre-Finished Hardwood Continued...)

◆ CARPET ◆ TILE ◆ VINYL ◆ HARDWOOD ◆

- Purchase floor protectors: Use wide-bearing, non-staining glides or casters as an inexpensive insurance for the protection of your pre-finished hardwood floor. To prevent scratches and ease their movements, use felt pads under all furniture and chair legs. Periodically check and replace the felt pads when dirty or worn.
- Avoid sliding heavy furniture and/or appliances across your floor. Pick them up if possible or move by placing them on a clean piece of thick carpet (position face-down).
- Damaged or worn high heel shoes may expose a metal tip which is certain to damage the surface finish of your floor. Therefore, keep high heel shoes in good condition.
- Because intense natural light can cause wood floors to discolor over time, limit sunlight exposure and protect your floor by using sheers, drapes, curtains or blinds.
- Maintain normal humidity levels ranging from 45-60%. Relative humidity should never fall below 30% or exceed 60%.
- Area rugs should be placed in high traffic areas to make long-term maintenance easier and less expensive.



Your pre-finished hardwood floor offers a virtually flawless finish and should last for the life of your home. Routine maintenance should include protecting the surface finish from moisture and heavy wear. Your pre-finished wood floor is a lifetime investment and requires preventive maintenance like area rugs, floor protectors and routine maintenance with proper hardwood floor cleaners.

Please visit the Kahrs international website (<http://www.kahrs.com>) for additional pre-finished wood flooring maintenance and care information.