



Thank you very much for selecting Tesoro hardwood flooring. Tesoro is the brand name for International Wholesale Tile. We sincerely hope that your new floor will bring you the warmth, comfort and beauty that only genuine wood can provide. It is important to read ALL of the following installation, care and maintenance, and warranty instructions PRIOR to installation. Adherence to Tesoro's installation, care and maintenance, and warranty is necessary to ensure that you will get the full benefit of your flooring for years to come. Please read information below.

HARDWOOD CARE AND MAINTENANCE

IMMEDIATELY AFTER INSTALLING POLYURETHANE FINISHED FLOORS

- Sweep & Vacuum the floor to remove dirt and debris.
- Do not use a wet cloth to remove drywall dust from the hardwood flooring as doing so could result in a pasty residue that will damage the flooring finish and void the manufacturer warranty. Try to vacuum all types of dust thoroughly, use soft brush as an aid.

ROUTINE MAINTENANCE

- Dust or vacuum your wood floor regularly using a vacuum without a commercial beater bar.
- Periodically damp mop with Bona Hardwood Cleaning products, according to their directions. Excessive mopping can damage the finish over time so be careful.
- Do not wax your floor.

PREVENTATIVE MAINTENANCE

- Never clean your floor with water alone. Excessive moisture may damage your floor over time.
- Never use any kind of wood polish or solvent-based dressing that can dull or damage the finish
- Do not use oil-based wax, oil soap, mineral oil, polish, or other household dusting products on Tesoro hardwood floors.
- Place protective mats by doorways to keep dirt and moisture from being tracked across from your floor. Area rugs are recommended in front of sinks and tubs with a non-abrasive and non-discoloring backing.
- Install floor protectors on furniture legs & install protective floor mats under ALL rolling chairs
- Clean up spills quickly before they get sticky and dry
- Do not wear spike or high heel shoes, especially worn heels, which dent and scratch hardwood
- Keep pet's nails trimmed
- Use soft rubber castors and full size protective floor pads under all rolling chairs & furniture

- Natural floors contain organic pigments and are subject to fading when exposed to direct sunlight. Where possible, use drapery or other systems to protect you floor from excessive light. Draw blinds during direct sunlight hours to minimize fading over time.
- **IMPORTANT!** Water spills, splashes, hot oil or food debris that lands on an unprotected area of the hardwood flooring must be cleaned up immediately! Damage to the factory finish from a failure to protect it from, *including but not limited to*, water spills, hot oil and food debris is not covered by the manufacturer warranty!
- Do not use rubber backed mats as these will damage the factory finish and void the manufacturer warranty.
- Hardwood flooring that is installed in the kitchen should be protected in areas subject to cooking splatter, spills and water splashes. High quality throw rugs with a soft felt backing should be placed in front of the cooktop, oven, sink and dishwasher to protect the flooring finish.
- Only use hardwood cleaning products specifically formulated for your flooring product finish. Improper use of cleaning products will damage the factory finish and void the manufacturer warranty.
- Do not walk on the hardwood floor with sharp “stiletto” style high-heel shoes.

RESIDENTIAL HARDWOOD WARRANTY

LIMITED STRUCTURAL RESIDENTIAL WARRANTY - Lifetime

Tesoro warrants that all of our wood flooring, at the time of their original manufactured condition, will be free from manufacturing defects in assembly, dimension, grading, lamination and milling. This warranty is to the original purchaser of the goods and is not transferable.

LIMITED FINISH RESIDENTIAL WARRANTY - 25 Years

Tesoro warrants that all of our hardwood flooring, when used under normal residential traffic conditions and with proper maintenance and care, that it’s surface wear layer will not completely wear through from foot traffic for 25 years. The Finish Warranty is Prorated - see Prorated Table below. These warranties are exclusive to the original purchaser of Tesoro hardwood. Hardwood flooring products may not be assigned or transferred from original owner. This residential or commercial warranty EXCLUDES damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising from hydrostatic pressure. This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use (such as rolling chairs or rolling loads), neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.

ENVIRONMENTAL RESIDENTIAL WARRANTY

All components of Tesoro flooring are chosen for their responsible environmental impact. All glue used to manufacture Tesoro Hardwood Flooring product does not have harmful levels of gas emissions. This finish exceeds Floor Score requirements for harmful VOC’s.

PRORATION OF RESIDENTIAL WARRANTY PERIOD

The Limited Lifetime Warranty period is prorated for replacement of material or credit according to a set formula as follows:

- Year 1-5: 100%
- Year 6-9: 80%
- Year 10-19: 50%
- Year 20-25: 20%

ALL PRODUCTS SOLD ARE COVERED ONLY BY THIS LIMITED LIFETIME WARRANTY. THE COMPANY HEREBY DISCLAIMS THE IMPLIED WARRANTY OF MERCHANTABILITY, ANY AND ALL IMPLIED WARRANTIES THAT MAY ARISE FROM COURSE OF DEALING OR USAGE OF TRADE, AS WELL AS THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

DAMAGE OF ANY KIND IS NOT CONSIDERED WEAR, AND NOT COVERED BY THIS WARRANTY.

RESIDENTIAL WARRANTY LIMITATIONS AND EXCLUSIONS

The following list contains items or situations that ARE NOT COVERED under this warranty:

- Natural characteristics like color variations, grain variations, mineral streaks, knots, etc
- Failure to perform required pre-installation jobsite testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements.
- Failure to remove excess flooring adhesive and/or spills during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain consistent indoor temperature of 65° - 85° F and relative humidity levels of 35%-55%, at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, *including but not limited to*, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to earthquake or other shifting of the ground.
- Damages due to a leaky faucet or broken pipe.
- Damages due to improper flooring finish work, *including but not limited to*, oil or stain application, sanding or refinishing after hardwood installation.
- Damages due to the use of adhesive, painter's / masking tape on the flooring surface.
- Scratches from damages from sands, grits and/or debris from construction, accidents, abuse, misuse, insufficient leg protectors, improper protection while moving furniture or heavy objects, any damage from rolling chairs or wheelchairs, damage from any type of rolling loads, improper maintenance, pet claws, nails and other abrasives.

- Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect.
- Scratches or stains caused by domestic pets or other animals.
- Damages due to heavy rolling loads, *including but not limited to*, caster wheels, hospital beds, manual and/or motorized wheelchairs.
- Damages due to body lotion or cosmetics coming in contact with flooring surface.
- This finish warranty shall not extend to indentations, scratches or surface damages arising from improper use, neglect or abuse. Gloss reduction is not considered finish wear-through and is not covered under this warranty.
- Alterations or modifications of the original manufactured products, or not following all of the most recently updated NWFA installation guidelines.
- Water damage from plumbing leaks, standing water, spillage of fluids or steam cleaners.
- **IMPORTANT!** Do not cover Tesoro hardwood floors with plastic, red rosin, felt, wax paper or previously used cardboard with any type of printing. Damage to the factory finish caused by the use of improper floor covering materials will void the manufacturer warranty.
- Change of shading as a result of exposure to or hidden from direct or indirect sunlight.
- Damages from not using recommended cleansers for UV polyurethane finished and oil finished wood flooring, resulting in a damaged or dull finish.
- Delamination as a result of excessive moisture in the surrounding environment and/or substrates.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages to the flooring finish caused by, *including but not limited to*, dry wall dust, soil, dirt, construction debris and/or trade-related work.
- Damages due to the use of harsh chemicals, *including but not limited to*, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Expansion, contraction and cupping due to seasonal moisture variations.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines
- Flooring installed with visible manufacturer defects, or damaged during the installation process.
- Insect infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Downgraded Product. It does not apply to any products designated or sold as 2nds, B-grade, or Cabin grade, which is all sold "AS IS" - all AS IS sales are final with no returns.
- Wood can be photosensitive and will change color as they age or are exposed to UV light. As this is a natural occurring phenomenon, it is NOT considered a material defects and is excluded from coverage under the provisions of Tesoro Limited Warranty. You can minimize fading and discoloration by: 1) Avoiding rubber backed mats that may discolor your floor; 2) change the location of your rugs periodically. Rearrange more frequently if they are placed in front of doors and windows; 3) Use light filtering window treatments (i.e. blinds, drapes, window film) that will help prevent sunlight exposure; and 4) rearrange furniture seasonally to allow the flooring to darken and age uniformly.
- Flooring purchased online or through sellers not authorized to sell Tesoro products.

Please note: If completing a flooring extension or board replacement after the original installation has been down for a period of time, the new flooring will have a lighter appearance. As the material is

exposed to natural light, it should eventually blend in with the surrounding areas. However, due to the age of your flooring, surface wear (and/or) exposure to UV light, Tesoro cannot guarantee replacement flooring will be a 100% match to your existing products. Remember that color variation is to be expected with natural products. However, should an individual be doubtful as to appearance or dimension the installer should not use this piece.

Tesoro disclaims liability for incidental or consequential damages, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, with respect to this product. Repair, refinish or replacement of flooring material is the sole remedy. This warranty does not include the cost of labor if the flooring is installed by other than professional installers.

Manufacturer warranties do not cover natural expansion and contraction which results in separation between planks, or damage caused by excessively low or high humidity. Seasonal gapping is not considered a manufacturing defect. Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to every product purchased. Once installed, every board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.