

## WARRANTY PROGRAM

**Effective on Purchases Made On/After October 15, 2014**

Johnson Premium Hardwood Flooring is pleased to offer the following warranty program on its prefinished flooring products as outlined below. The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. Johnson's warranty program also assumes that proper relative humidity and temperature conditions are maintained within your home as set forth in the required manufacturer's installation guidelines and the **Normal Environmental Conditions** set forth below.

### NORMAL ENVIRONMENTAL CONDITIONS

The **Johnson Premium Hardwood Flooring** warranty program is only extended to hardwood floors maintained in **Normal Environmental Conditions**. **Normal Environmental Conditions** are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior relative humidity level (in the ambient air), between 35% and 55%, and a temperature between 60 and 80 degrees Fahrenheit year round. These **Normal Environmental Conditions** must be met to ensure optimal performance of the Johnson Hardwood products. Failure to comply with these **Normal Environmental Conditions** and the required manufacturer installation guidelines will void the applicable warranty.

## RESIDENTIAL WARRANTY

Under Johnson's **Residential Warranty Program**, as detailed below, Johnson Premium Hardwood Flooring warrants that its products meet all established industrial quality standards specified for each product category. Residential warranty programs are non-transferable and extend **ONLY** to the original purchaser(s) of the Johnson Prefinished Hardwood Floor. This program is limited to residential applications only, and does **NOT** apply or extend to either commercial or industrial use.

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

**ALL WOOD IS NATURAL** as a result there will be variances in color and wood grain. Wood flooring will naturally change in color after exposure to UV radiation and/or sunlight. These variations and color changes are **NOT** covered by the Limited Residential Finish Warranties. **The use of floor care products other than those specifically formulated for use on Johnson Hardwood Prefinished Flooring may damage your floor and void the warranty (refer to the installation guidelines and Johnson website for more information).**

### 50 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

• FOREVERTUFF™ SERIES

**It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.**

**Johnson Premium Hardwood Flooring** warrants, to the original purchaser, that the surface finish will **NOT** wear through for **fifty (50) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, which are available at johnsonhardwood.com.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area

### 35 YEAR LIMITED RESIDENTIAL FINISH WARRANTY

- GREEN MOUNTAIN SERIES
- GRAND CHATEAU SERIES
- SAGA VILLA SERIES
- ALE HOUSE SERIES
- ENGLISH PUB SERIES
- FRONTIER SERIES
- PACIFIC COAST SERIES
- TUSCAN SERIES
- VICTORIAN SERIES
- BLUE RIDGE SERIES
- BRITISH ISLES SERIES
- ROMA SERIES

**It is mandatory that the purchaser(s) install the floor pursuant to the manufacturer's installation guidelines.**

**Johnson Premium Hardwood Flooring** warrants, to the original purchaser, that the surface finish will **NOT** wear through for **thirty-five (35) years** from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, that are available for review at johnsonhardwood.com.

This finish warranty **excludes** any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area.