

Floor Care and Product Warranty Guide



Warranty

Who is Covered?

All warranties in this Limited Warranty Guide are given only to the original retail purchaser of our product. Our warranties are not transferable.

What is Covered and For How Long?

The limited warranties described at right are subject to the product applications, limitations, disclaimers and exclusions described below and are effective for floors purchased after May 1, 2006. All warranties run from the date of retail purchase for the applicable period described at right.

What Are You Responsible For Under Our Warranties?

To be covered under our warranties (except under the Pre-installation Defects Warranty) you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring. To be covered under our Lifetime Subfloor Moisture Protection Warranty, keep your proof of pre-installation moisture test results and sales slip confirming use of our recommended adhesives. To be covered under our Radiant-heated Subfloor Warranty, keep the flooring surface at or below 85° F (29° C) and the relative humidity between 35% and 55%. You must also properly care for your new floor using our easy-to-follow maintenance instructions on the reverse side of this brochure. We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care products other than those we have specially formulated for use on our flooring products may damage your floor and void this warranty.

What Will We Do If Any Of The Covered Events Occurs?

If any of the covered events listed in this guide occurs within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event that we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less. These warranties do not include removal or replacement of cabinets and other fixtures.

For our products with the Lifetime Subfloor Moisture Protection Warranty, we will replace or repair such flooring no more than once, which is your exclusive remedy under this warranty. If the replacement or repair fails in the same manner a second time, the site conditions will be deemed unacceptable for the installation of our hardwood floors.

These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

What Is Not Covered By These Warranties?

- Wood flooring installed in full bathrooms with a shower or tub.
- Damage caused by fire, flooding, and other natural disasters and Acts of God.
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by vacuum cleaner beater bar or hard heads (see Care and Maintenance Guidelines).
- Damage caused by appliances, furniture and casters (see Care and Maintenance Guidelines).
- Damage caused by cutting from sharp objects (see Care and Maintenance Guidelines).
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required (see Care and Maintenance Guidelines).
- Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.

- Noises (squeaks, etc.) associated with anything other than the mismanufacture of the flooring.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "rustic," "close-out," "off-goods" or "non-standard." Such products are sold "AS IS."
- Floors that are installed in other than owner-occupied or tenant-occupied residences
- Commercial installations of residential products.
- · Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What Is Excluded From These Warranties?

None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PROD-UCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

What Should You Do If You Have A Problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at:

Armstrong Floor Products Claim Center P.O. Box 3001 Lancaster, Pennsylvania 17604-3001 1 800 233 3823

PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.

		Residen	1) Van	Wood Wear Layer W.	rs) (4)	/ /	/ /	Pre-install	tion M
		/ =	Warra	(i) / (ii) / (ii) / (ii) / (iii)	j /ŝ. /		Lifetime 6	ranty	Radiant-hear
		Qrit.) 4 de	anty	s times Sanding Warranty (in y	Lifetime Warranty (5)	W K	ture	Wan
		Inte	Varie	War	arre	rran	Bonc	Aois	ects
	/	'ura/	ish	rish Ver 1	1/8/	×γ/	ive) or 1	Del.
	/	ľuct	ĨĘ/	al Fij	ht	ding	, hes	lpfl(ition
	/:	e 25	į į	erci. Nea	Sal	san San	Y / 6	2 / 2	# / #
	15.	lin's		100/	ines in	itin	; / i	-in	, lian
	Life	Re	0	8 7	n / -	Life	Life	Pre	Ra(
25-YEAR	-								
ENGINEERED									
American Originals™	X	25	3			Х	Х	Х	Х
American Originals Lock&Fold®	x	25	3			х	x	х	x
American Vintage™	X	25				X	X	X	X
Balance™ Plank	Х	25	3			х	х	х	х
Balance Strip	Х	25	3			Х	Х	Х	х
Baltic™ Plank Bernon™ Plank	X	25 25	3			X	X	X	X
Caruth® Plank	X	25				X	X	X	X
Cavendar™ Plank	X	25	3			Х	X	Х	Х
Chadwick™ Plank	х	25				Х	Х	х	х
Cliffton™ Plank	Х	25	3			Х	Х	Х	Х
Greenwich™ Plank Harborlight® Plank	X	25 25				X	X	X	X
Hillden™ Plank	X	25				X	X	X	X
Kempas™ Plank	Х	25				Х	Х	Х	
Turlington™ Lock&Fold	Х	25				Х	Х	Х	Х
Merbau TM Plank	X	25				X	X	X	
NewCastle™ Plank Northshore® Plank	X	25 25				X	X	X	х
Northshore Strip	×	25				X	X	X	x
Overton™ Plank	х	25	3			Х	Х	х	х
Rockwell™ Plank	х	25	3			Х	Х	х	х
Townsville™ Engineered	١,,	25				.,	١.,	.,	,
Strip LG Westchester™	X	25			X	X	X	X	Х
SOLID	, A						, A	Α	
Abbington™ Prem. Plank	х	25						х	
America's Best Choice									
Plank - Kempas™ American Treasures™ Plank	X	25 25						X	
American Treasures Strip	X	25						X	
Birchall® Plank	X	25						Х	
Birchall Strip	Х	25						Х	
Dundee™ Plank	X	25						X	
Dundee Strip Ecostrip™	X	25 25	3		X			X	
Ellington™ Plank	X	25						X	
Gentry™ Plank	х	25						х	
Kennedale® Prestige Plank	Х	25						Х	
Kennedale Strip Liberty Plains™ Plank	X	25 25						X	\vdash
Natural Choice™ Strip	X	25			X			X	\vdash
Natural Choice Strip LG	X	25			X			X	
Natural Reflections®	х	25			х			Х	
Sterling Prestige Plank®	Х	25						Х	
Sterling® Strip Trumbull™ Strip	X	25 25						X	
FLOATING	Α.	23						X	\vdash
America's Best Choice									
Plank - Naturally Simple™	Х	25				Х	х	Х	х
Coastal Woodlands® - 1/2"	Х	25				Х	Х	Х	

Fo	otn	ote	c

- (1) We warrant that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.
- (2) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines.
- (3) We warrant to you (the original purchaser) that for the period indicated, the finish on the covered product will not wear through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines.
- (4) We warrant to you (the original purchaser) that for the period indicated, the acrylic impregnated wear layer will not wear through under normal household or commercial use when maintained in accordance with our recommended maintenance guidelines.

										Radiant-heated c. (7)
				/						, rant
		Residon Integritural	Commercial Finish Warranty (1)	2	3 times s	£ 1	Ι,	Ι,	Ι,	Na
		/	inty	(S)	ars	(Sat		Lifetime C. Lifeti	9	Radiant-heated c
		/.	arra	ž/.	1 /6	ž/		/,	<u> </u>	ž / ž
		/ :		$\mathbb{E}/\frac{1}{2}$		1 time S. Time	Lifetime 1		d d	Radiant-heated c.
		garia	aut la	, lan	ant.	15	, \ \f	N D	ture	SW.
		Inte	Vari	Naı	Vari	arra	rar	Bon	Nois	lect
	/	ura/	145	ish	į /	9 1/2	× /	lve.	10	De
		uct.	Ē/	! !!	Lay	din	iig	hes	Pf /	ion tec
		\$ / :	[a]	, Lig	eal c	san S	g / 3	A A	70	^ч пац -hед
	4.	/ 5			Je J	? / e	, / <u>, į</u>] <u>.</u> į	j.	ant .
	life	les!	16	/ ×	3 tir	ti	'ife _l	life.	19	Rad
15-YEAR	_					_	_	_	_	
ENGINEERED		-								_
America's Best Choice™ Plank	Х	15					Х	Х	Х	х
American Home Series® Plank	Х	15					х	х	х	х
Glen Cove™ Plank	Х	15				х	х	х	х	х
Nelson™ Plank	Х	15					Х	Х	х	Х
Riverside™ Plank	X	15					X	X	X	X
Rockhampton™ Plank Springdale® Plank	X	15 15				\ \ \	X	X	X	X
Summerside® Strip	X	15				X	X	X	X	X
Turlington™ American Exotics	X	15				<u> </u>	X	X	X	X
Turlington Plank	Х	15					х	х	х	х
SOLID										
America's Best Choice Strip	Х	15							х	
Amer. Home Series® Parquet Amer. Home Series Strip	X	15							X	\vdash
Asian™ Beech Plank	X	15 15							X	\vdash
Asian Beech Strip	X	15							X	\vdash
Bayport® Strip	Х	15							X	\Box
Bristol™ Plank	х	15							х	
Bristol Strip	Х	15							х	
Bristol LG Strip	Х	15							Х	\perp
Dover® Strip Dover View™	X	15 15							X	\vdash
Eddington™ Plank	X	15							X	\vdash
Eddington Strip	X	15							X	
Fulton™ Plank	х	15							х	
Fulton Strip	Х	15							х	
Fulton LG Strip	Х	15							Х	
Glenhurst™ Plank	X	15							X	\vdash
Glenhurst Strip Kona™ Plank	X	15 15							X	\vdash
Laurel™ Strip	X	15							X	\vdash
The New England™ Collection	X	15							X	
Waltham™ Plank	Х	15							х	
Waltham Strip	Х	15							х	
Westchester™ Plank	Х	15							Х	\vdash
Westchester Strip FLOATING	Х	15							Х	ш
Coastal Woodlands® - 3/8"	Х	15					Х	х	х	х
		13					_ ^_		_ ^_	
10-YEAR										
ENGINEERED		10								
Adventure™ Plank Summit Hill® Plank	X	10					X	X	X	X
5-YEAR										
SOLID										_
Addison™ Strip	v	5							v	
Plano™ Strip	X	5							X	H
Heritage Wood Block	Х	0							Х	

- (5) We warrant to you (the original purchaser) that the covered products may be professionally sanded and refinished at least 3 times or one time as specified by product if proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org).
- (6) We warrant to you (the original purchaser) that for as long as you own your floor, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines.
- (7) We warrant that each of the covered engineered hardwood flooring products, when properly installed with our recommended adhesives according to our installation instructions (including proper subfloor moisture testing), will not release from the subfloor for as long as you (the original purchaser) own your floor. This means that prior to installation your subfloor must be inspected to assure your subfloor does not exceed maximum allowable moisture levels. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. If subfloor exceeds maximum allowable moisture levels, the subfloor must be allowed to dry or

Armstrong® S-135 VapArrest™ Professional Moisture Retardant System should be used. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement warranty only.

(7A) Residential Warranty

We warrant that, when the Armstrong S-135 VapArrest Professional Moisture Retardant System is used in conjunction with our recommended urethane adhesives for BRUCE®, ARMSTRONG™, and ROBBINS® brand engineered hardwood flooring, the terms of the applicable subfloor moisture warranty for such flooring will apply without the requirement of pre-installation moisture test, provided that the subfloor is visually dry before installation and all other installation instructions are followed.

(7B) Commercial Warranty

For commercial applications, when Armstrong S-135 VapArrest Professional Moisture Retardant System is used in conjunction with our recommended urethane adhesives for BRUCE, ARMSTRONG, and ROBBINS brand engineered hardwood flooring, the terms of the applicable subfloor moisture warranty for such flooring will apply for a 3 year period from the time of installation, provided that a proper moisture test is conducted. This means that prior to installation your subfloor must be inspected to assure your subfloor does not exceed the maximum allowable moisture level for usage of Armstrong S-135 VapArrest Professional Moisture Retardant System. Subfloor moisture levels must be less than 12 lbs./24 hours/1000 sq.ft. per a calcium chloride test. To ensure your warranty remains effective, keep your proof of preinstallation moisture test results. If subfloor exceeds maximum allowable moisture levels, the subfloor must be allowed to dry. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement warranty only.

- (8) We warrant that the covered products meet our quality standards. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. Any uncut pieces that appear to have defects should be returned to the original place of purchase; those pieces that do not meet our specifications will be replaced. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by this warranty. The pre-installation warranty expires upon installation.
- (9) We warrant to you (the original purchaser) that the covered products, when properly installed according to our installation instructions over radiant-heated subfloors that are engineered for the R-rating of the wood flooring product, will not buckle as long as the finished flooring surface does not exceed 85° F (29° C) during the life of the floor and the relative humidity levels are maintained between 35% and 55%.

Care and Maintenance Guidelines for your Bruce® Hardwood Floor

Initial Care

For Bruce Dura-Luster®, Dura-Luster Plus and Permion® Finish Floors

Following installation, clean with Bruce Hardwood & Laminate Floor Cleaner (formerly Bruce Dura-Luster No-Wax Floor Cleaner) . If the floor was glued down, remove any residual adhesive with the appropriate adhesive remover.

For Bruce Dura-Satin Finish Floors

Following installation, darker shaded floors should be waxed with Bruce Dark 'n' Rich® and light shaded floors should be waxed with Bruce Lite 'n' Natural®.

Ongoing Routine Care and Maintenance:

For Bruce Dura-Luster, Dura-Luster Plus and Permion Finish Floors

- Vacuum, sweep or dust mop your floor once a week, or more if needed.
 The vacuum head must be brush or felt, and a wand attachment is
 preferable. Do not use vacuums with beater bars or hard heads. A Bruce
 swivel-head mop with soft cover is also highly recommended to eliminate
 finer particles of grit and dirt that can act like sandpaper on hardwood
 floors.
- Spills and tracked-in dirt should be wiped up immediately. For spot cleaning, apply Bruce Hardwood & Laminate Floor Cleaner onto a clean cloth and rub onto the spot. Never apply wax treatments to your urethane-coated floor.
- Regularly clean the floor with Bruce Hardwood & Laminate Floor Cleaner and a Bruce swivel-head mop with soft cover. Spray the floor cleaner directly onto the floor or on the mop cover. DO NOT allow excess Bruce Hardwood & Laminate Floor Cleaner to remain on the floor's surface. Excess liquid may damage the fiber of the wood.
- NEVER CLEAN OR WET MOP WITH WATER. Water may permanently damage the floor.
- 5. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring or prevent the proper use of recommended maintenance materials.

For Bruce Dura-Satin (Wax) Finish Floors

- Sweep or vacuum the floor to remove loose dirt before it can scratch or be ground into the floor's surface.
- Wax the floor once or twice a year, about as often as you would shampoo your carpet.

- DO NOT use Bruce Hardwood & Laminate Floor Cleaner (formerly Bruce Dura-Luster No-Wax Floor Cleaner) on wax finish floors.
- NEVER CLEAN OR WET MOP WITH WATER. Water may dull the finish and permanently damage the floor.
- 5. Do not use any wax or cleaner that must be mixed with water such as oil soap, as this may ruin your floor and result in a loss of warranty.

For all Bruce Hardwood Floors

- Area rugs are recommended in front of kitchen sinks, at all pivot points and within high-traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
- 7. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- 8. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows. Move area rugs occasionally as they block sunlight and may give the appearance of discoloring under the rug.
- 9. Keep animal nails trimmed to minimize finish scratches.
- 10. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- 11. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support. Bruce will not accept claims from damages which arise from such exposure.
- 12. Do not roll or slide heavy objects directly upon the floor. When moving appliances or heavy furniture, consider laying a solid protective covering on your floor and gently "walk" the item across it. Carpet or cardboard is not adequate to prevent surface compression scratches.
- 13. Use Bruce floor protector pads under all furniture and make certain to keep them clean and well maintained.
- 14. Certain types of casters on furniture may damage hardwood flooring.

 Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor. If your furniture does not have the right type of caster, we recommend that you change them.
- 15. Replace hard, narrow furniture rollers with wide rubber rollers.
- 16. Keep the relative humidity in your home between 35% and 55%.

Periodic Care for Bruce® Dura-Satin® (Wax) Finish Floors:

Buffing your hardwood floor between waxing will restore the original sheen. Large, heavyweight buffing machines impart a much higher sheen to wax finish than small, lightweight machines. Use a fiber bristle brush attachment only. It may be desirable to wax the floor slightly more often in drier climates, during the winter, and in heavy traffic areas.

Quick Fix Tips:

For Bruce Dura-Luster®, Dura-Luster Plus and Permion® Finish Floors

Spots Caused by Food/Water/Animals

- Apply Bruce Hardwood & Laminate Floor Cleaner (formerly Bruce Dura-Luster No-Wax Floor Cleaner) to a clean soft cloth.
- Rub the area to remove the stain or spot.
- More stubborn spots may require additional cleaning with Bruce Clean 'n' Strip®, followed by cleaning with Bruce Hardwood & Laminate Floor Cleaner.

Grease/Lipstick/Crayon/Ink Spots/Rubber Heel Marks

- Apply Bruce Cleaner to a clean soft cloth.
- Rub the area to remove the stain or spot.
- If stain remains, rub with a cloth dampened with Bruce Clean 'n' Strip and follow by cleaning the area with Bruce Hardwood & Laminate Floor Cleaner.

Chewing Gum/Candle Wax

- Apply a sealed plastic bag filled with ice on top of the deposit.
- · Wait until deposit becomes brittle enough to crumble off.
- After deposit has been removed, clean entire area with Bruce Hardwood & Laminate Floor Cleaner.

Minor Abrasions/Scratches

- Use a Bruce Touch-Up Kit, that blends with your factory stained floor color, in smaller areas.
- Apply Bruce Fresh Finish™ or Bruce Low Gloss Fresh Finish when larger areas are reconditioned.

Deep Scratches/Gouges

- Individual planks, strips or parquets that are heavily gouged or damaged can be replaced.
- If needed, the entire floor can be refurbished by applying one or more coats of Bruce® Fresh Finish™ or Bruce Low Gloss Fresh Finish.

For Bruce Dura-Satin® (Wax) Finish Floors

Spots Caused by Food/Water/Animals

- Rub lightly with a Bruce Scrub Pad dampened with either Dark 'n' Rich® or Lite 'n' Natural®.
- If this does not remove the spot, repeat the process with Clean 'n' Strip®.
- Wipe dry and rub on a little wax. Then buff with a clean cloth, or the dry end of a Bruce Scrub Pad.
- If an animal spot remains, apply household bleach to the spot (or oxalic acid from your druggist); let stand about an hour, rinse with a damp cloth, wipe dry, and smooth with a fine sandpaper. Touch up the spot with a Bruce Touch-Up Marker which will blend with your factory-stained floors. Let the stain dry, then wax and buff with a clean cloth or dry Bruce Scrub Pad. (Protect your hands from the oxalic acid with rubber gloves.)

Grease/Lipstick/Crayon/Rubber Heel Marks

- Rub spot with a Bruce Scrub Pad soaked with Dark 'n' Rich or Lite 'n' Natural.
- If the stain persists, repeat the process using Clean 'n' Strip. Then apply a light coat of Dark 'n' Rich or Lite 'n' Natural.
- Let dry, then buff with a clean cloth or the dry end of a Bruce Scrub Pad.

Ink Spots

- Try household bleach or the oxalic acid treatment. Or lightly sand, wipe dry, and retouch with a Bruce Touch-Up Marker which will blend with your factory stained floors.
- Let stain dry, then wax with Dark 'n' Rich or Lite 'n' Natural and buff with a clean cloth, or a dry Bruce Scrub Pad.

Cigarette Burns

- · If the burn is not too deep, rub with medium and fine sandpaper.
- Restain with a Bruce Touch-Up Marker.
- Let stain dry, then wax with Dark 'n' Rich or Lite 'n' Natural and buff with a clean cloth.
- If the burn is rather deep, lightly scrape the burned area with a pen knife to remove charred fibers. Rub area with medium and fine sandpaper, then stain with a Bruce Touch-Up Marker which will blend with your factory-stained floors. Let dry, then wax and buff with a clean cloth or a dry Bruce Scrub Pad.

Chewing Gum/Candle Wax

- Apply a plastic bag filled with ice on top of the deposit.
- Wait until deposit becomes brittle enough to crumble off. Clean 'n' Strip can be helpful in removing stubborn areas.
- After deposit has been removed from the surface of the floor, re-wax and buff the entire area.

Wax Build-Up

- Occasionally, wood floors become unsightly or lose their shine because of successive layers of old wax. To restore their natural beauty, strip old wax away with Clean 'n' Strip.
- Let dry and re-wax with Dark 'n' Rich or Lite 'n' Natural.
- Let dry, then buff to desired sheen.

Minor Abrasions/Scratches

• Scratches on Dura-Satin floors can be easily refurbished by using a Bruce Touch-Up Kit that blends with your factory stained floor color.

Bruce® Recommended Floor Care Products

Bruce Hardwood & Laminate Floor Cleaner: A unique cleaner that lifts soil from the surface of the urethane finish without leaving a film. Simply apply the cleaner onto a clean cloth for cleaning small areas or spray directly onto the floor and use a Bruce swivel-head mop with microfiber cover for cleaning the entire area. Another appropriate floor cleaner is Armstrong® Hardwood & Laminate Floor Cleaner.

Bruce Fresh Finish™: Fresh Finish is an easy do-it-yourself touch-up for all urethane-finished floors. A great alternative to sanding and recoating, it restores the original gloss level of your floor even after years of traffic and wear. Another recommended urethane top-coat is Armstrong Restore. Fresh Finish and Restore are available in two gloss levels – regular gloss for semi to high gloss floors and low gloss for ultra low to low gloss floors.

Bruce Clean 'n' Strip®: A cleaner specifically designed for the removal of petroleum-based stains and spills. Used for removal of rubber heel marks, grease, wax and asphalt. Simply apply to a clean, dry cloth and wipe the stain free from the finish. Another appropriate spot cleaner/wax remover is Armstrong Wipe Clean.

Bruce Hardwood & Laminate Cleaning System: A convenient cleaning kit with all the components for hassle-free cleaning of all urethane-finished floors. Kit includes one hardwood and laminate floor cleaner; one swivel-head mop that collapses for easy reach under furniture and appliances and two microfiber mop covers that are machine washable. The Armstrong Hardwood & Laminate Cleaning System kit may also be used.

Bruce or Armstrong Replacement Mop Covers: Soft, absorbent, replaceable mop covers are available for quick and easy replacement on the swivelhead mops. Covers are machine washable.

Touch-Up Kit: Used for blending scratches and nicks on Bruce hardwood floors. The kit contains touch-up markers and filler sticks that blend with Bruce factory-finished stains plus complete instructions and materials to easily repair many problems.

Acrylic Filler: Designed to conveniently fill gaps, small openings and broken edges. Simply apply the material on the area to be repaired and wipe away excess with a damp towel.



Armstrong Customer Relations and Technical Services: 1 800 233 3823 www.bruce.com

PLEASE SEND CORRESPONDENCE TO: Customer Relations and Technical Services Armstrong World Industries, Inc. PO Box 3001, Lancaster, PA 17604-3001

© 2008 AWI Licensing Company
All trademarks owned by AWI Licensing Company or
Armstrong Hardwood Flooring Company.
WB-1018-408 Printed in the United States of America.