



New Hampshire Hickory Plank | NH03NA4

EASY REFERENCE WARRANTY GUIDE

The following products qualify for Pre-Installation, Lifetime Structure, Lifetime Moisture and 25-Year Finish Warranties:

Andino Cherry (Brazilian Cherry); Biltmore Maple; Blue Ridge Hickory; Brandywine Oak; Burlington Beech; California Oak; Canelo Teak (Santos Mahogany); Charleston Oak; Chesapeake Hickory; Concord Oak; Hampton Hickory; Heritage Hickory; Island Chestnut; Magellan Oak; Mannington® Bamboo; Montana Oak; Oregon Oak; Potomac Cherry; Seneca Oak; Vermont Maple; Washington Cherry; Windsor Oak and Woodbridge Walnut.

The following products qualify for Pre-Installation, Lifetime Structure, Lifetime Moisture and 15-Year Finish Warranties:

Asheville Oak; Hatteras Oak; Heartland Oak Plank; Heartland Oak Strip; New Hampshire Hickory; and Wilmington Oak.

The Jamestown Oak product line has Lifetime Structure, Lifetime Moisture and 10-Year Finish Warranties.

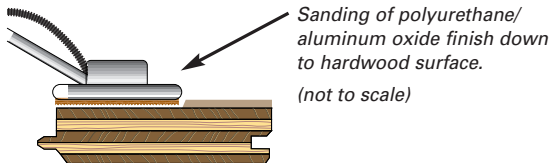
FACTS ABOUT REFINISHING MANNINGTON HARDWOOD FLOORS

Except in cases of severe damage, you never have to sand Mannington Floors down to the bare hardwood to resurface them. Instead, the UltraWear® Plus surface can be screened (lightly abraded) and recoated with urethane to make your floors look like new.

Screening and recoating offers many advantages over **sanding and refinishing**.

- It provides a durable and long-lasting refurbished urethane finish without the mess and inconvenience of sanding to the bare hardwood.
- It prolongs the life of the floor.
- It is less costly than sanding and refinishing.

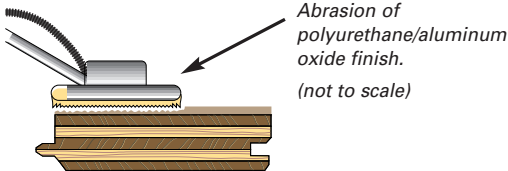
SAND AND REFINISH



You should never have to sand and refinish your Mannington Hardwood Floor. Sanding and refinishing are only necessary when there is severe damage to a large area of the floor, such as deep scratches and gouges, that screening and recoating cannot repair. Severe damage to just a few boards can be easily repaired by replacing the damaged boards, without having to sand and refinish the entire floor.

Mannington Hardwood Floors can be sanded and refinished by a trained professional experienced with engineered hardwood floors.

SCREEN AND RECOAT



Screening and recoating is recommended to restore the polyurethane/aluminum oxide finish when it shows excessive wear, and before the stain is worn through to the bare hardwood.

SCREENING AND RECOATING MUST ALWAYS BE PERFORMED BY A PROFESSIONAL.

Screening is the process that abrades the factory-applied polyurethane finish to ensure the adhesion of the new urethane finish.

Recoating is the application of new urethane finish, typically two coats.

We recommend BonaX® Pacific Strong premium urethane by BonaKemi.

CONGRATULATIONS!

Thank you for your recent purchase of a Mannington Hardwood Floor. When it comes to your home and family, you want the best, and you can feel confident knowing that for over 85 years, flooring has been our only business. We take pride in the styling and durability of our floors and in our commitment to honor strong, reliable warranties.

In addition to hardwood floors, Mannington also offers a full array of flooring options including resilient, laminate and porcelain tile. You can feel secure knowing that your new floor will provide you with a fashionable and distinctive look that fits your life and your style.



Woodbridge Walnut Plank, Natural | WW05NA1

OUR RECOMMENDED CLEANING AND MAINTENANCE PRODUCTS

ULTRACLEAN™: This is the most important member in our family of cleaning and maintenance products. Regular sweeping or vacuuming followed by UltraClean is your best defense against damage and diminished luster. Mannington has developed this all-purpose cleaner to work with our unique finishes without damaging the gloss and luster. To use, apply UltraClean to virtually any dirt or stain by spraying UltraClean onto a clean cloth and gently rub. Use of UltraClean can be simplified by using an UltraClean Mop Kit.

IMPORTANT: It is very important to follow the directions on the label for all of our floor care products. Failure to do so can damage your floor.

CUSTOMER CARE KIT: Over time, it's only natural that your floor should suffer a few nicks and dents. Our Customer Care Kit includes color-matched pencils and markers to repair blemishes.

Your Mannington retailer can help you with all these products and answer any questions you may have, or you can call the **Customer Service Department** from 8:00 a.m. to 5:00 p.m. Eastern Time, Monday through Friday at **1-800-252-4202**.



**HARDWOOD FLOORS
WARRANTIES AND FLOOR CARE**
FOR RESIDENTIAL AND LIGHT COMMERCIAL FLOORS

R RESILIENT **L** LAMINATE
H HARDWOOD **P** PORCELAIN

MANNINGTON
the look you love. for the life you lead.™

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LIT-1421-X

FULL LIFETIME STRUCTURAL WARRANTY

Mannington's cross-grain construction helps reduce expansion and contraction caused by seasonal changes in humidity and temperature. Should our flooring ever buckle, warp, twist, or should the plies separate due to glue bond failure, Mannington will repair or replace the defective planks at no cost to you, for as long as you own your home.

FULL LIFETIME SUBFLOOR MOISTURE WARRANTY

The same engineering that we put into our real hardwood floors also goes into our adhesive to prevent glue bond failure due to moisture that percolates up through the subfloor. If the subfloor is visually dry, without a history of moisture problems, and the flooring is installed according to Mannington's installation instructions using Mannington UltraSpread Mastic, Mannington will repair or replace (at our option) any flooring that has released from the subfloor due to glue bond failure, **ONE TIME ONLY**, provided testing approved by Mannington proves the moisture came up through the subfloor and not from any other source, for as long as you own your home. If the Mannington flooring is installed using a non-recommended adhesive, the Full Lifetime Subfloor Moisture Warranty will no longer apply. All other aspects of our warranties will remain in effect.

IMPORTANT: This warranty is not intended to cover water and moisture damage as described in the exclusions below. If the problem recurs, Mannington must conclude that the problem is with the site and therefore must be repaired at the homeowners' expense, prior to further installations.

ULTRAWEAR® PLUS NO-WAX FINISH LIMITED WARRANTY

Our factory-applied urethane/aluminum oxide finish is warranted against wear-through or peeling under normal conditions, for the warranty period, provided that you continue to own your home, and that Mannington's recommended maintenance products are used. The length of this finish warranty varies with the product series selected. In the unlikely event there is a problem, Mannington will recoat or replace (at our option) the affected area at no cost to you. Like any floor covering, our real hardwood floors will show signs of wear over time, depending on the size and lifestyle of your family. But by observing a few precautions, and using our recommended floor care system in a regular cleaning and maintenance program, you can expect years of beauty from your Mannington Hardwood Floor. **PLEASE NOTE THAT MAPLE AND CHERRY FLOORS REQUIRE EXTRA CARE.** Light colors will show dirt and require more frequent maintenance than dark colors. Maple is an inherently smooth hardwood and will show scratches and dents more readily than oak. You should consider these facts when making your flooring selection. One of the hallmarks of cherry is the way it continues to take on character with age. Its subtle graining pattern and natural color variations darken to a rich patina. And because cherry is softer than a number of other hardwoods, it will show some of the nicks and indentations that come with time.

FINISH WARRANTIES BY PRODUCT SERIES

Gold Series-25 Years, Silver Series-15 Years, Bronze Series-10 Years

COMMERCIAL USE WARRANTY

When using Gold Series floors in a commercial setting, Mannington offers a 3-Year finish warranty against finish wear-through or peeling off of the top coat.

PRE-INSTALLATION WARRANTY (GOLD AND SILVER SERIES PRODUCTS ONLY)

Hardwood is a natural product, containing natural variations in color, tone and graining. Mannington cannot guarantee against natural variations in each plank, nor minor differences between samples and the color of the floor. However, with Mannington's Gold and Silver products, which are hand selected for elegant appearance, we will guarantee your absolute satisfaction with each plank. Should any Gold or Silver Series plank or strip not meet your satisfaction, simply return it to your Mannington retailer, **PRIOR TO INSTALLATION**, for a replacement. No questions asked. Although the Bronze Series products are **NOT** covered by a Pre-Installation Warranty, you can heighten the effect of the naturally occurring variations by "dry-laying" your floor and arranging the planks to either emphasize or de-emphasize their natural characteristics **BEFORE** permanent installation.

THESE WARRANTIES ARE EFFECTIVE FOR ALL MANNINGTON HARDWOOD FLOORING PRODUCTS PURCHASED ON OR AFTER APRIL 12, 2004.



MAINTAINING YOUR WARRANTY

Take care to protect your floor from improper installation, neglect or abuse that can void your warranty.

- The floor must be installed according to the manufacturing guidelines. Detailed installation instructions are included in the cartons of Mannington hardwood flooring or can be obtained by calling Mannington Hardwood Floors at 1-800-252-4202.
- Damage caused by improper installation methods voids the warranty.
- Use Mannington recommended nailers, pneumatic staplers and staples, or adhesive (with a properly notched trowel).
- Make certain the subfloor is visually dry and has no history of moisture problems before installing the floor.
- Installation over radiant-heated subfloors is allowed provided the subfloor is structurally sound and the heat is regulated not to exceed 90°F.
- Thoroughly inspect the contents of each carton of flooring **BEFORE** installation.
- Replacement must be requested **BEFORE** the floor is installed.
- Always blend planks from several cartons of flooring to ensure a pleasing color and graining mix
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD.**
- Remove spills promptly using a soft cloth and cleaning products recommended by Mannington.
- **NEVER MOP OR FLOOD YOUR FLOOR WITH WATER OR OTHER PRODUCTS.** This can severely damage the flooring.
- The use of Mannington maintenance and floor-care products is highly recommended.

IMPORTANT: Do not use oil soaps, liquid, or paste wax products or other household cleaners that contain lemon oil, tung oil or ammonia since this warranty does not cover damage caused by non-recommended products.

HELPFUL TIPS:

- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Place protective pads beneath furniture legs and feet to reduce scratches and dents.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture or appliances.
- Make certain furniture casters are clean and operate properly (a minimum 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of hardwood and fabrics. This causes the stain and/or hardwood to fade and/or change color. We recommend you rearrange rugs and furniture periodically so the floor ages evenly. This warranty does not cover damage from the sun and its UV rays.
- Use area rugs in heavily traveled areas and pivot-points (i.e., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

ADDITIONAL TERMS OF THE WARRANTIES

In addition, defects or damage caused by, but not limited to, the following are not warranted:

- Gloss reduction is not considered surface wear.
- Improper storage, handling or installation of flooring.
- Squeaking and/or cracking by any cause other than the mis-manufacture of the flooring.
- Gapping of the planks.
- 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, excessive floor deflection, uneven or irregular subfloor surface (particularly at the joists) or voids in the subfloor.
- Defects or failures of other manufacturers' products at the subfloor assembly including, but not limited to, subfloor material, fasteners, patching or leveling compounds, adhesives, or other coverings.
- 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 pads, not using protective plywood when moving heavy objects or appliances, and having dirty or improper casters.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or normal foot traffic.
- Falling or dropped objects which can dent or fracture the flooring or finish.
- Moisture infiltration from sidewalls or from any source other than through the subfloor is not covered. If moisture infiltrates from the sub-floor, refer to "**Full Lifetime Subfloor Moisture Warranty**" for coverage.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finishes (by the owner or installer) including, but not limited to, refinishing or recoating.
- Normal color variations and natural characteristics of real hardwood products.
- The normal wearing of the finish in high traffic areas, pivot-points, and seating areas.
- Wear caused by pebbles, sand and other abrasives.
- Improper maintenance and improper alterations void the warranty.
- 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 to 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. Mannington is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed.
- Incidental or consequential damage is excluded under all Mannington 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 Mannington warranties give you specific legal rights and you may also have others which may vary from state to state.
- These warranties do not apply to any product designated as off-goods including, but not limited to, economy grade, cabin grade, shop grade, specials, or non-standard items. Any items or products so designated are sold "AS IS."
- Defective material will be repaired, refinished, or replaced at Mannington's discretion.
- Mannington will, at our option, repair, refinish, or replace the defective flooring, including adhesive (if applicable). This does not include removal or replacement of cabinets, appliances and other fixtures.

IF YOU HAVE A WARRANTY CLAIM...

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

If you need additional assistance or wish to file a claim, simply call **Mannington Hardwood Floors Customer Service** at **1-800-252-4202**. Our representatives will provide you with helpful information to address your concern or walk you through the steps necessary to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly. You may also write to us at:

Mannington Hardwood Floors
Attn: Claims Department
1327 Lincoln Drive
High Point, NC 27260
e-mail: service@mannington.com

FOR YOUR REFERENCE, FILL IN THE FOLLOWING INFORMATION AND KEEP THIS BROCHURE HANDY:

PATTERN NUMBER	PURCHASE DATE
RETAILER WHERE YOU PURCHASED YOUR MANNINGTON HARDWOOD FLOOR:	
STORE NAME	
()	
STORE PHONE NUMBER	

THERE ARE NO IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THIS WARRANTY, AND EXCEPT AS SET FORTH HEREIN, THERE ARE NO OTHER WARRANTIES BY MANNINGTON HARDWOOD FLOORS. EXCEPT FOR THE SPECIFIC REMEDIES SET FORTH HEREIN, MANNINGTON HARDWOOD FLOORS SHALL HAVE NO LIABILITY FOR ANY DAMAGES, INCIDENTAL OR CONSEQUENTIAL, RESULTING FROM THE INSTALLATION OR USE OF THIS MANNINGTON HARDWOOD PRODUCT. THE TERMS OF AND REMEDIES AVAILABLE UNDER THIS LIMITED WARRANTY CAN ONLY BE MODIFIED OR EXTENDED IF EXPRESSLY AUTHORIZED, IN WRITING, BY AN AUTHORIZED REPRESENTATIVE OF MANNINGTON HARDWOOD FLOORS.

Note: Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

This warranty is in lieu of all other express warranties and gives you specific legal rights and you may also have other rights which vary from state to state in the U.S. or province to province in Canada.

Mannington warranty protection applies to floors purchased on or after April 12, 2004.

Proof of purchase date (consumer receipt) is necessary to verify all warranty claims.