



# **Junckers – A Natural Feeling**

## **Our Lifetime Warranty & Maintenance Guide**

# Lifetime **Warranty**

**Pre-Installation Warranty:** Each Junckers board is carefully inspected before it leaves our factory. However, we urge you and your installer to inspect each plank prior to installation. If any board is determined to contain manufacturing defects, simply set it aside and return the uncut plank to your Junckers dealer and it will be replaced free of charge. As with all natural living products, variations in color and grain are to be expected, and often desired. Your selection in many cases can be made from a variety of styles: Classic, Harmony or Variation. Each style contains varying degrees of color variation and natural character markings in the wood. To assist you in making your selection, we recommend a thorough review of our Style Charts for detailed descriptions and pictures of the natural characteristics found in each option.

**Lifetime Structural Warranty:** All Junckers flooring is manufactured from solid hardwood, no veneers or soft center fillers are ever used. Many Junckers products contain two parallel strips bonded together by an industry-exclusive dovetail joining process. Wide board products do not contain a center dovetail joint, but may contain finger joints that join several wide width pieces end to end to create one plank. In the unlikely event that any structural aspect fails, we will repair or replace your floor (our option) at no charge, for as long as you own your home.

**Lifetime Installation System Warranty:** We warrant all our recommended floor installation methods for long-lasting performance. This warranty only applies to components manufactured by Junckers. If any Junckers installation component fails, we will repair or replace your floor (our option) at no charge for as long as you own your home. This full lifetime warranty is valid on the complete Junckers product line provided that your floor is installed in compliance with Junckers' installation instructions.

**Radiant Heat Warranty:** The floor needs to be installed according to Junckers' specific instructions for use over radiant heat. It is also important that the surface temperature of the hardwood floor does not exceed 85°F.

**Resurfacing Warranty:** Your floor's greatest asset is the thickness of its wear surface. This directly relates to how many times your floor can be sanded and refinished to look like new. Junckers' solid 7/8" and 3/4" products offer one of the thickest wear surface available and warrant your floor can be professionally refinished at least seven times.

Junckers' solid 9/16" profile is warranted for at least four complete resurfacings when performed within standard specifications. Drum sanding by a professional should remove no more than 1/32" of wear surface per sanding.

**25-Year Finish Warranty:** Your Junckers no-wax polyurethane finish is warranted not to wear through for a full 25 years when properly maintained under the recommended Junckers Maintenance Program.

## **Exclusions from Warranties**

**1. Environmental Reaction:** All solid hardwood products will expand when exposed to moisture, and conversely, contract should the wood become dry. During a normal seasonal cycle, changes will occur in the relative humidity as the home is heated or cooled. The moisture content of your floor will fluctuate and may result in occasional separations between the boards. This is a natural occurrence and is not considered to be a defect.

**2. Sunlight (Ultraviolet Light) Reaction:** Normal exposure to sunlight may cause subtle changes in the color of any hardwood floor. This reaction to ultraviolet light (also produced by florescent lights) causes a physical change in the wood's chemistry and changes its color. Window coverings should be used to minimize the effects and area rugs should be moved occasionally, as they block ultraviolet light and may give the appearance of discoloring under the rug. **Merbau and Jatoba for example, will darken and develop a deep red patina over time.** Periodic movement of area rugs is recommended to allow the floor to change more evenly.

**3. External Sources:** Damage caused by moisture, spiked heels, sharp objects, gravel, sand or other abrasives or corresponding scratches, loss of gloss, indentations, unprotected chair and furniture legs and pet claws is excluded from these warranties. Full bathrooms and laundry rooms have the potential to introduce large volumes of moisture to the floor. Use of hardwood flooring in these rooms are not recommended.

**4. Pre-installation Inspection:** Boards are eligible for replacement if they contain manufacturing defects. Boards that are subjectively viewed as unacceptable but fall within Junckers' grading standards are not eligible for replacement. Boards containing visible manufacturing defects which are installed are eligible for material replacement only.

**5. Maintenance:** Maintenance of your Junckers floor must follow the instructions detailed in the maintenance section of this brochure. Wet mopping or use of unauthorized maintenance products will void the warranty. Spills that are not wiped up immediately or allowed to penetrate the joints will damage the floor.

This program is limited to residential applications only and does not apply to commercial or industrial use. This warranty will not apply to any product which is abused, improperly installed, improperly maintained, or damage caused by insects, floods, pet urine, plumbing leaks, moisture intrusion, building defects or circumstances beyond our control. Junckers will not be liable for any incidental, special or consequential damages, including the loss of time or inconvenience.

Junckers Hardwood, Inc. complies with industry standards for fit and finish tolerances.

This warranty covers all Junckers products purchased after January 1, 2005, and extends only to the original purchaser for as long as he or she owns the home. No agent, dealer, installer, fabricator or employee of Junckers Hardwood, Inc. has the authority to increase or alter the obligations or limitations of this warranty. In the event warranty service is required, please contact the dealer in which the flooring was purchased to arrange for an inspection.

# Maintenance Guide

## 1. Regular Maintenance



In general, hardwood flooring is cleaner than carpet, however, dirt and grit are still the enemy of your floor's finish. Maintenance should include sweeping or vacuuming daily and a thorough weekly cleaning using the Junckers shine mop maintenance program.

Prior to using the shine mop system, create a well-ventilated area by opening windows and doors in adjacent areas. To use, simply spray the mop head with cleaner until damp (not saturated) and wipe the floor surface in the direction of the wood's grain pattern. Re-apply cleaner by lightly misting the mop head as needed to clean the entire floor surface. Always machine wash and dry the mop head after use, so as to have a clean fresh mop for each cleaning. Never use water or wet mop to maintain your Junckers solid hardwood floor. This will damage your wood floor.

## 2. Stubborn Stains

To remove stubborn stains and scuff marks, spray Junckers wood floor cleaner on to a clean dry cloth and rub the area of the stain or scuff mark until removed. Do not spray wood floor cleaner directly on the floor.

## 3. Spills



Prevent stains and floor damage by immediately wiping up spills. When removing a spill, start along the outside edge to prevent it from spreading. Use a dry cloth with Junckers wood floor cleaner to remove any resulting stain.

## 4. Use Only Junckers Wood Floor Cleaner

Never use wax or oil soap on your Junckers wood floor. These products will trap dirt and grime and will eventually leave your floor with a dull appearance. Wax will also make the recoating of your floor more difficult. When waxing furniture, prevent any over spray from settling on the floor.

## 5. Dent Prevention

Each board of your Junckers floor is produced for greater hardness and durability, however, even Junckers wood floors can scratch or dent. It is recommended to place fabric faced glides and barrel type, non-metallic roller casters under furniture legs. High heel shoes can indent your floor.

## 6. High Traffic Areas

To cut down on scuff marks and wear patterns, place area rugs where foot traffic is concentrated. Good locations are main hallways and in front of the kitchen sink. Area rugs are also helpful in capturing spills in likely spots, such as sinks and dining areas.

## 7. Refinishing

The factory finish on your floor will look beautiful for many years with proper maintenance, however, eventual recoating may be desired. Please contact your local Junckers dealer when recoating is required.

## Characteristics of your Junckers floor

**Expansion and Contraction:** All solid wood products will expand when exposed to moisture, and conversely, contract if the wood should become dry. During a normal seasonal cycle as your home is heated and cooled, the moisture content in your wood flooring will fluctuate. This natural occurrence may result in separations between planks, especially during the lower humidity (winter) months. Any "gaps" that occur are usually temporary, and will close when the environment in your home becomes more humid. The amount of expansion and contraction in your Junckers flooring can be controlled by maintaining a consistent relative humidity level, 35-65% being ideal. To maintain a consistent humidity level, humidifiers and dehumidifiers may be desired.

**Press-Drying:** The hardness of a wood floor relates to how durable and indentation resistant the floor will be when exposed to traffic. To increase hardness and improve dimensional stability of Junckers' Beech flooring (Natural, Olde World Collection, SylvaColor, SylvaKet and SylvaRed), the wood is "press-dried". During this process, the hardness is increased by almost 30% over that of red oak, making Junckers' Beech one of the hardest and most durable floors available. As the wood is being compressed, occasional press-dried cracks may occur where excessive amounts of moisture exits through vessels or cells in the wood. This is characteristic of all press-dried products. Any press-dried cracks in your floor are warranted not to open up or split as you use your floor, and are not detrimental to the performance of your floor.

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## Characteristics of your Junckers floor, cont.:

**Rustic Styles:** The wood used in producing Junckers' rustic styles (Harmony and Variation), will have significant color variations, knots and mineral streaks. These features are usually desired as they add individuality and character to a floor. While all knots are filled and sealed at our factory, it will occasionally be necessary to fill some knots and other minor imperfections once the floor has been installed.

**Floating Floor:** When Junckers is installed over a concrete subfloor, the "Clip System" installation method is often used. This unique installation method allows Junckers to be installed without wood subflooring, nails or the use of adhesives used in traditional glue-down methods. One of the many advantages of this system is that the floor is "floating" and actually flexes when walked upon. The inherent softness is much easier on one's back and knees, making this system a "comfortable" floor.

**Nail-Down Floor:** All Junckers floors can be installed with a nail-down method over a wood subfloor.

**Color Changes:** As with all natural products, your wood floor will be affected by sunlight and interior environment. As your wood matures and acclimates to your home, some colors and species tend to lighten and others will amber or darken over time, **Merbau and Jatoba for example, will darken and develop a deep red patina.** To protect your wood floor and other interior furnishings, window coverings and ultraviolet tinted windows are recommended. For more detailed information on what can be expected with your specific color or species, please consult your local Junckers dealer.

## Junckers – A Natural Feeling

Wood is a natural renewable resource.

**Junckers** at all times maintains a responsible 100% reforestation policy.



For more information visit us on our web site at

[www.junckershardwood.com](http://www.junckershardwood.com)

or contact your local Junckers dealers.

