

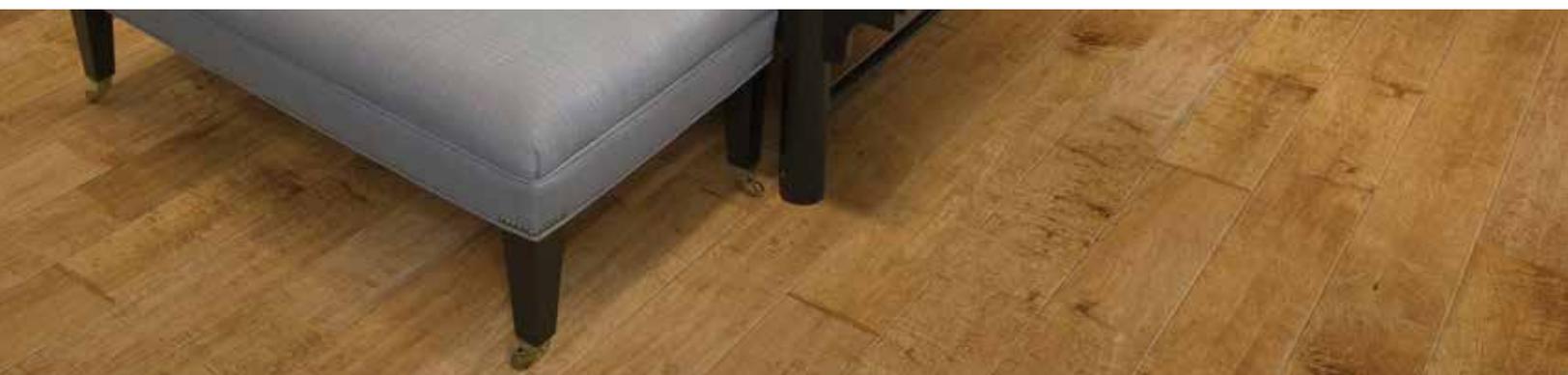


# Residential Maintenance & Warranty Guide

Pre-Finished Engineered Hardwood Flooring

**TrueMark<sup>®</sup> Poly/Glaze Tek**

Aluminum Oxide Polyurethane Finish



# Hallmark Truemark® Warranty

**Pre-Installation Warranty:** Before leaving the factory each Hallmark Floors, hardwood floor is carefully inspected, and shipped in sealed packaging to keep the product stable. We require inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any boards that are defective should be set aside and they will be replaced. Wood materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience subtle changes.

Inspect all materials carefully prior to installation. Warranties do not cover materials with visible defects once they are installed. Installation constitutes acceptance.

**Residential Limited Lifetime Structural Warranty:** Hallmark Floors warrants that the floorboards will remain free from manufacturing defects for as long as installation of environmental requirements have been met and the original purchaser owns and occupies the home. In the unlikely event that any structural aspect of the plank fails, Hallmark Floors will repair, or replace the failed planks of your floor (our option). The factory warranties apply only to the original owner and are non-transferable.

**Residential Limited Lifetime Finish Warranties:** Our TrueMark® aluminum oxide polyurethane finishes in residential settings are guaranteed not wear through for a lifetime (of original owner, non-transferable) for Heirloom, Hacienda, Exotics, Chaparral, Buena Vista, Silverado, Moderno, Monterey, Natura, Novella (maple and hickory) and Ventura (Maple, Hickory & Walnut) selections.

## **Commercial Warranties:**

5 year Finish Warranty  
10 year Structural Warranty

**Claims Administration:** In the unlikely event that any structural aspect of the plank fails, Hallmark Floors will repair, or replace the failed planks of your floor (our option). Should total replacement be required, Hallmark Floors Inc. will replace the floor one time only. After one time replacement Hallmark Floors' warranty obligations will be complete and no further warranties will be offered. If a claim needs to be started, an inspection by the retailer is required. A Dealer Inspection Report must be filed with our local distributor. Should the retailer be unable to resolve the concerns a follow-up inspection will be conducted by the Hallmark Regional Distributor.

**Radiant Heat Warranty:** It is critical that the floor be installed to Hallmark Hardwoods' specifications. The surface temperature of the floor should not exceed 80°F. Relative humidity should be maintained at between 30 to 55%. Hydronic, water-based systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed

using the floating or glue down installation method.

## **Products Excluded from Radiant Heat Warranty:**

All Hickory and Solid products, Exotics (Brazilian Cherry and Sucupira).

# Exclusions to Warranties

**1. Color Variation:** Wood is a natural product and will vary in color and grain appearance. This is considered a natural aspect of the product.

**2. Light/Sunlight Exposure:** Changes may occur (patina) when wood is exposed to UV rays from sunlight, florescent, LED, and incandescent bulbs. Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence. Walnut and tropical species, such as Brazilian Cherry, (Exotic Collection), are more susceptible to UV light due to their high content of natural oils.

**3. Squeaky Floors:** Squeaks are related to movement. Incorrect installation methods, or structural issues create squeaking and is not considered a defect.

**4. Pre-Installation Inspection of Boards:** Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors and industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.

**5. Improper Installation:** Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the hardwood floor. Cabinets and built in appliances should never be installed on top of the wood floor. Hardwood flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

*NOTE: Should cabinets be installed on top of wood floor, product warranty remains in tact. However, in the unlikely event that the floor experiences problems, Hallmark Floors will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice. Never install cabinets on top of floating wood floor.*

**6. Gloss Levels and Color Variation:** Wood is a natural product, color and gloss level can vary.

**7. Adverse Environment:** Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet urine, vomit, or pet claw damage is excluded from this warranty. Use of hardwood flooring in laundry rooms and full bathrooms is not recommended. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the floor will damage the hardwood floor.

# Hallmark TrueMark® Poly/ Glaze Tek

**TrueMark® Poly:** Several wood flooring collections from Hallmark have this aluminum oxide enhanced, nano particulate top coat, residential/commercial finish.

- Heirloom
- Hacienda
- Chaparral
- Silverado

**TrueMark® Glaze Tek:** Hand rubbed glazing designed to mimic high end furniture finish. Additional collections have this aluminum oxide enhanced, nano particulate top coat, residential/commercial finish.

- Moderno
- Monterey
- Novella –Maple & Hickory Selections
- Ventura –Maple, Walnut & Hickory Selections

## Maintenance Guide

### 1. Use Hallmark Trueclean® Hardwood & LVT Cleaner

**Exclusively:** These products are designed to clean and maintain the Surface Guardian finish.

**2. Do not use unauthorized maintenance Products:** Such as oil soaps, paste wax, or other cleaners containing , lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

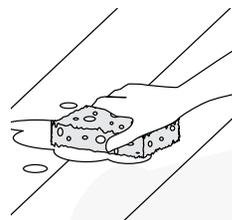
**3. Use TrueMark® Refresh –Optional:** For shine retention, traffic patterns and minor surface scratches.

**4. Pets:** Keep nails well trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine and vomit should be cleaned up immediately as they can damage the floor.



**5. Regular Maintenance Dust Removal:** Since Hardwood flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out.

**NOTE:** Do not use treated commercial dust-mop or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue.



**6. Clean Up All Spills:** Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Hallmark Trueclean® wood and lvt cleaner on clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately.

**8. Reaction to Environmental Conditions:** Wood is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Maintaining optimum humidity levels of 30 to 55% will minimize these occurrences. Allowing relative humidity levels to fall below 30% can result in structural damage to the floor such as large gaps, splits in the surface, distortion of the boards and structural failure. Humidity levels above 55% can result in surface warping and structural failure of the boards.

**9. Maintenance:** Full compliance with maintenance instructions is required. Trueclean® Hardwood and LVT Floor Cleaner must be used. Spills must be wiped up immediately to prevent damage to the boards. Use of steam cleaners will damage the floor and invalidate the warranty.

**10. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential and Commercial Finish Warranties to apply.

*Please note scratches are not covered under warranty.*

**11. Internet Purchases:** Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report. **NOTE:** See Hallmark Floors website for full internet selling policy at [www.hallmarkfloors.com](http://www.hallmarkfloors.com)

This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Hallmark Floors Hardwood products purchased after **April 15, 2016**. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor. Should further evaluation be needed your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to Hallmark Floors Inc. for review.

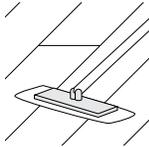
This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in in the courts of the state of California, County of San Bernardino.

**7. Shake spray bottle Trueclean® Wood & LVT Cleaner:** Before use, gently shake the bottle to make sure the cleaning agents are well mixed. (30 seconds avg.)

**8. Regular Cleaning:** Follow the instructions on the bottle of Hallmark Trueclean®. The cleaner can be sprayed on the head of the Micro Fiber Mop or directly to the floor in a fine mist. This mop system consists of a micro fiber applicator head. The micro fiber mop head must be moistened with water and well wrung out before applying the cleaner.



**9. Wipe the Surface with Micro Fiber Mop:** Rub micro fiber mop with direction of the grain. When the applicator is showing dirt replace with a clean one as needed and launder mop heads after every use.

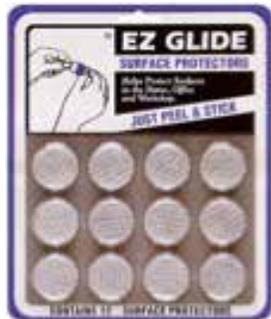


**10. No Wet Mopping/Steam Cleaners:** Do not use string mops, sponge mops, or steam cleaners to clean a Hallmark Floors floor.

**11. Dent/Scratch Prevention:** Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides.

*Please note scratches are not covered under warranty.*

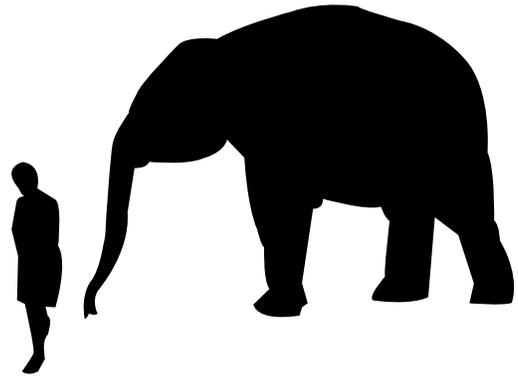
*Double barrel coaster wheels should replace hard rubber or metal wheels. High-heel shoes can damage a hardwood floor. It is important to keep the tips in good repair.*



Available at Amazon or EZ glide websites.

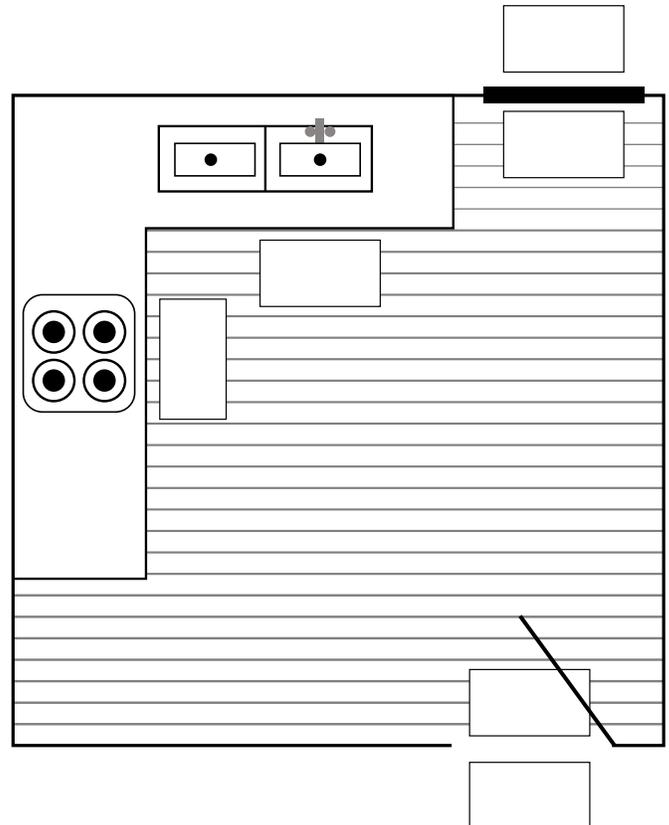
**12. High Heel Shoes:** High-heel shoes can damage a hardwood floor. It is important to keep the tips in good repair.

## WHICH PUTS GREATER FORCE ON A FLOOR?



An elephant has a force of 50 to 100 pounds per square inch (psi) on a floor, while a 125-pound woman in high heels has the force of 2,000 psi. That's 20 times greater than the elephant. Such force can damage any floor, not just hardwood. Exposed nailheads are especially brutal to a floor - their 8,000 psi is damaging enough to pulverize hardened concrete

**13. High-Traffic Areas:** To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove.



**14. Rug Backers & Pads:** Rugs with solid rubber backs should not be used as they cannot breath and could discolor or make the surface of the floor more slippery. Jute back rugs can scratch a floor unless a rug pad is in place underneath. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish.



Super-Lock

Anchor Grip

Super-Lock & Anchor Grip are provided by Rug Pad USA and can be purchased online at [rugpadusa.com](http://rugpadusa.com) call at 800 565-6011.

**15. Moving Kitchen Appliances:** Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved this can create dent trails in the wood floor. To prevent such damage use Glide N Guard protectors. These glides are widely available on line for between \$20. and \$30.

**16. Desk Chairs:** Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.



## Preserving Truemark® Polyurethane Surface

**Dullness or Traffic Patterns:** Occur when the floors is not properly maintained. A reoccurring problem in the industry is lack of proper maintenance. Use of unauthorized maintenance products can be very detrimental to the appearance of the floor. Another issue is failing to vacuum the floor prior to using floor cleaner. Use of microfiber cleaning pads vs. terry boot mop cleaning pads can also leave dirt behind and create a hazy film over time. Applying too much cleaner to the surface of the floor can also oversaturate the terry boot mop and prevent adequate cleaning of the floor.

Using multiple terry boot mop heads per floor cleaning and light misting application of Hallmark TrueClean® to the floor is the best way to prevent hazy buildup. Hallmark recommends that you clean no more than 200 square feet with a micro fiber mop before turning it inside out to clean another 200 square feet for no more than 400 square feet per cleaning per terry boot mop. Then replace the terry boot mop with a fresh one and repeat this process until floor cleaning is complete. This will prevent moving dirt from one part of the floor to another. Launder all terry boot mop heads prior to the next cleaning of the floor.

## Characteristics of your Hallmark Hardwoods Floor

**Expansion and Contraction:** Although cross-engineered hardwood floors are much more dimensionally stable than solid hardwood floors there are a few things to remember. As a product of nature, wood reacts to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air. Hardwood flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50 and 80°F.

*NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.*

**Ultraviolet Light & Color Changes in Floor:** Wood reacts photochemically to UV rays from the sun and indoor lighting sources. In furniture this effect is referred to as "patina". The degree of reaction varies from species to species but is most



# FRIGIDAIRE



## GLIDE N GUARD

FLOOR PROTECTORS

FRIGIDAIRE P/N 93001

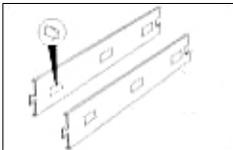
**EASE APPLIANCE MOVEMENT** through the utilization of space age plastics

**FLOOR PROTECTION** for today's expensive hardwood, ceramic and vinyl floors

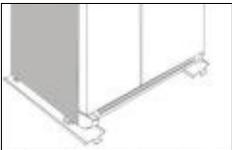
**EASY TO USE** with interlocking pieces and lip rails

**ADJUSTABLE** for use with refrigerators, stoves, washers, dryers or freezers

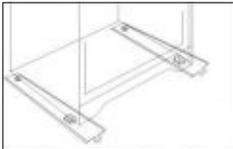
**ADD ON ACCESSORY SALES** by the Appliance Salesman, Technician or delivery personnel



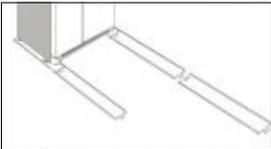
Cut the slip into 6 pieces of equal size. Apply 3 pieces to the back of 2 of the sliders as illustrated



Move the appliance on top of the sliders. Being careful not to damage the floor covering.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.

pronounced in tropical species such as those used in Hallmark Floors Exotics. Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize the speed and degree of change but cannot stop it entirely.

**Natural Visual Characteristics:** Our wood floors are created to showcase the natural beauty of wood. As such, the planks will contain natural mineral deposits/streaking, and both closed and filled knots. Boards include an array of light and dark portions depending if the wood comes from the inner (heartwood) or outer (sapwood) section of the tree. Style: At Hallmark Floors, we have the right style, species, texture, gloss level, board width and length to fit any décor. Please ask your dealer about the Hallmark Collections with TrueMark® Poly –Heirloom, Hacienda, Silverado, Chaparral or TrueMark® Glaze Tek--Moderno, Monterey, and Novella, Maple & Hickory Selections.

## Product Restoration

**TrueMark® Refresher:** Sometimes the wear and tear, light surface scratches can leave the finish a little dull. The finish has not worn out, but lacks the brand new look the floor had after installation. TrueMark® Refresher can be used on all products containing TrueMark® Poly or Glaze Tek finishes. *Not for use on Hallmark Floors products containing NuOil® finishes.*

Simply follow directions and apply with a micro fiber mop. This can easily be done by the homeowner and traffic pattern areas can be done vs. the entire floor. Use caution to end in non obvious places to avoid lap marks.

**Touch Up Kits:** Containing colored markers, crayons and finish touch up can be used for minor damage to the floor.

**Re-coating and Finish Alterations:** In some cases application of applied finishes may be necessary to correct excessive wear, or overcome maintenance related damage (not covered by warranty). Hallmark Floors requires the use of Hallmark XYZ Coating system to top-coat our floors. These products should be applied by a professional. Hallmark Floors requires the proper application of XYZ. When XYZ is properly applied, the Hallmark Floors finish wear warranty is still in effect under the original terms of finish warranty.

This procedure is best performed by a floor finish contractor and the entire floor should be done.

Refer to [www.hallmarkfloors.com](http://www.hallmarkfloors.com) for the latest, updated information.



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

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