



# CARE-MAINTENANCE & WARRANTY INFORMATION

FLOORING | COUNTERTOPS | WINDOW COVERINGS

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

## **Purpose of this Care & Maintenance Information Manual**

The purpose of this manual is to provide you with information on the care and cleaning of the flooring, countertops and window coverings products installed in your new home by Wisenbaker Builder Services. Our intent is to provide you with a central resource of information compiled from the respective product manufacturers that is accurate and complete to the best of our knowledge.

Wisenbaker Builder Services makes no guarantees or warranties of any kind, express or implied, regarding the content of this manual. A list of product manufacturer websites and 800-numbers is provided at the end of this manual for your convenience and further reference.

Wisenbaker Builder Services, Inc.

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FLOORING | CARPET

# CARPET CHARACTERISTICS

## Carpet Fibers: Nylon, Polypropylene/Olefin, Wool and Polyester

### Nylon

- A. Two different types of Nylon fibers: Nylon 6,6 and Nylon 6
  1. Nylon 6,6 manufactured by Solutia and Invista
    - i. Color fast
    - ii. Abrasion resistant
    - iii. Excellent appearance retention
  2. Nylon 6, manufactured by BASF, Honeywell and some carpet manufacturers
    - i. More susceptible to fading and color loss
    - ii. Softer fiber that shows traffic patterns sooner
- B. Nylon can be processed in 2 different methods
  1. **Staple Nylon** - processed to mimic natural fibers such as wool and cotton. Staple is shipped to the carpet manufacturer in bales much like cotton. Some shedding will occur.
  2. **Bulked Continuous Filament Nylon** - processed so that it remains in one long strand. Very little to no shedding will occur. BCF is shipped to the carpet manufacturer on large spools, much like thread.
- C. Fiber type shown on WBS Upgrade Integrity Collection label as Nylon 6,6 or branded fiber, such as StainMaster or WearDated products:



1. Permanent Anti Static protection is included in fiber as a no shock nylon thread.
2. Soil and Stain Application (2 different chemicals, can be applied either at the same time or at different times) many with extended warranty periods.
3. Abrasion warranties do not address performance issues.
4. True texture retention warranties address loss of twist, matting and crushing.

### Polypropylene / Olefin

- A. Waxy type fiber, chemically different than Nylon
- B. Soft fiber with a low melt point
- C. Less expensive and used primarily in loop type carpet, residential and commercial
- D. Advantage is color fastness (solution dyed)

### Wool

- A. Very expensive, natural fiber
- B. Used in woven carpet and as area rugs

## CARPET CHARACTERISTICS (continued)

### Polyester

- A. P.E.T. = generic polyester
- B. P.T.T. = recycled plastic drink bottles
- C. Disadvantages:
  - 1. Magnet to airborne grease
  - 2. Will not release soil easily
  - 3. Poor wear performance

### Carpet Styling and Construction



Saxony



Textured Saxony



Berber



Cut / Uncut



Frieze



Level Loop



Multilevel Loop

### WBS Upgrade Integrity Label/Technical Terms

- A. Fiber: most important factor for cut pile carpets
- B. Twist: very important...the better the twist, the better the performance
- C. Durability: rating for performance

## **Maintenance and Warranties**

- A. Industry recommendation, vacuum 2 x week
- B. Hot water extraction (steam cleaning) recommended
- C. Attend to spots and spills quickly
- D. Plain water, best cleaner. Use gentle motion
- E. Isopropyl alcohol is a good spot cleaner
- F. Wisenbaker installation warranty, 1 year from date of closing
- G. Product warranty = respective to individual product
- H. Abrasive wear warranty covers fiber abrasion
- I. Texture retention addresses performance

## BE INFORMED: CARPET

### KNOW YOUR CARPET

Carpet is one of the most widely used floor covering in the country, and for good reason. It is beautiful, durable, and available in many different textures, styles and colors. As with all floor coverings, there are characteristics of carpet that you need to know. While most carpets have stain protection, no carpet is stain proof.

- Seams can and will be visible. Seams will be more visible in a lighter colored carpet than in a darker one.
- All carpet show tracks. We offer some textured carpets that track “less”, but not “track proof”.
- Colors and shades do vary from one dye lot to another.
- Carpet **will shed** after installation for a period of time. This “fuzz” is normal. The more frequently the carpet is vacuumed, the sooner the “fuzzing” disappears.
- Use an upright vacuum cleaner with a beater bar for routine cleaning (at least twice a week under normal use). Empty and/or replace bag when no more than 1/3 to 1/2 full.

### KNOW YOUR BERBER CARPET

Berber style carpet is a very popular carpet style. This “loop” type product is similar to a foreign-made sports car in that it requires different care and maintenance and has characteristics specific only to Berber carpets. It is longwearing and footprint resistant. Some of the characteristics are given below:

- Seams are more apparent with Berber carpet and will show color variation at seams. Because Berber carpet is constructed in “loops”, it does not “bloom” and cover seams like traditional carpet.
- Stains are more noticeable due to loop construction.
- The backing of your carpet will show on stairs due to the row effect of your Berber. This is called “smiling”.
- You will have a firmer feeling under foot. You will not experience a cushy, spongy feel.
- Berber is not recommended for homeowners with indoor pets. Berber does snag easily and unravel. This is not a warrantable item.
- **You must raise the vacuum so that the beater and brushes do not come in contact with the carpet.**
- The “lines” in your Berber will not “line up” with the walls or other flooring surfaces in a perfectly perpendicular manner.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc., in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.
- Manufacturers discontinue colors from time to time. If this occurs, you will be notified that a reselection is required.

## Carpet Cushion Characteristics



The overwhelming majority of Texas new home builders prefers and specifies bonded urethane (rebond) carpet cushion.

The urethane foam that makes up the cushion is off-fall from the bedding, furniture, and automotive industry. Our supplier, Carpenter Company is the largest producer of urethane foam in the U.S.

Rebond cushion is ground urethane that is bound with an adhesive, poured into a large container called a “bun” that is 6ft wide x 30 ft. long. Minimum FHA specifications for cushions are 3/8 “ think and 5.0 lb density. Density is measured by the cubic foot.

A chunky ground urethane will produce a lighter density cushion, as a finer grind will produce heavier density products. Each bun is sliced into the desired thickness, such as 3/8, 1/2, or .450.

Most grades of cushion have 90-95% virgin urethane, while some grades are 100% virgin material.

Heavier density cushion can promote the life of the carpet somewhat- the life span is difficult to determine because of carpet and homeowner lifestyle is a variable factor. Cushion warranties are either Life of the Carpet (until the carpet is replaced) or Life of the Home (cushion retains warranty if carpet is replaced).

All grades of carpet cushion that Wisenbaker Builder Services offers is “Green” certified by the Carpet and Rug Institute.

The binder or glue used to hold the urethane particles together include natural organic materials, reducing reliance on petroleum based products. These products are made with 100% recycled urethane trim and are 100% recyclable. EnviroStep products are hypoallergenic.

# CARPET ROUTINE CARE AND MAINTENANCE

## FOR ALL CARPET STYLES

- **Frequent vacuuming**
  - Non-traffic areas: 1 x week using 3 passes of the vacuum
  - Light-traffic areas: 2 x week using 3 passes of the vacuum
  - Moderate to heavy traffic areas: 2 to 5 times a week using 5 slow passes of the vacuum
  
- **Periodic professional cleaning**
  - Deep cleaning also known as “steam cleaning”.
  - Clean every 18 to 24 months by a professional with truck mounted equipment.
  - Many professional carpet cleaning companies attend classes to become certified to clean stain resistant carpet.
  - After two or more professional cleanings, use a “soil after-treatment” product in the anionic fluorocarbon family. Your carpet cleaning company can help you in selecting a product.
  - **Do not** apply stain-resistant treatments to your carpet after professional cleaning. It could void your stain warranty.
  
- **Spot cleaning**
  - See the WearDated, Stainmaster and Scotchgard StainRelease spot cleaning guides in other sections of the manual.
  
- **Stains that cannot be removed**
  - Acid toilet bowl cleaners, acne medication, alkaline drain cleaners, chlorinated bleaches, hair dyes, iodine, insecticides, mustard with turmeric, plant fertilizers and other stains of the nature will permanently alter carpet color. These types of stains or discolorations are not warrantable.

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier or the manufacturer can do to alter this fact.

1. Color and texture will vary from dye to dye lot.
2. Seams will be apparent.
3. Proper maintenance is required. **NO CARPET IS STAIN PROOF.**
4. Carpet can be professionally cleaned without damage or voiding warranties.
5. Carpet is a textile product and can be repaired. When additional material is required for repairs, an exact match to color and texture cannot be guaranteed.

## DO'S & DON'TS FOR CARPET

### **DO:**

**DO** vacuum regularly. The Carpet and Rug Institute recommends at least two times a week. Use an upright vacuum with a beater bar moving across the grain or width. Finish with lengthwise direction so vacuum cleaner will raise or lift carpet pile.

**DO** BLOT. Don't rub spills immediately. Scrubbing or rubbing the carpet may distort its appearance. Spots and spills allowed to dry or "set" are always more difficult to remove.

**DO** use care when using chemicals. They can alter the color of your carpet. The following are just a few items that will damage your carpet: bleach, insecticides, pool cleaning agents, plant food, dimethylsulfoxide (arthritis & sports creams), furniture polish and acne medication.

**DO** professionally clean your carpet using a HOT water extraction method. No soaps or cleaning agents should be used. Only spots should be treated with cleaners. Use the manufacturers' 1-800 numbers for additional cleaning questions. Additional application, of any stain treatment, may void your warranty.

**DO** shift furniture periodically to minimize wear patterns.

**DO** use walk-off mats at entrance ways to trap soil and dirt. A rug with no backing can also be used at vanity areas to prevent unnecessary wear. Always make sure the area is completely dry before placing a rug on the carpet.

### **DON'T:**

**DON'T** use chemicals on your carpet without consulting the cleaning guide or the manufacturer's 1-800 numbers.

**DON'T** expect your carpet to be stain-proof.

**DON'T** drag furniture across the floor. This can damage the backing of the carpet and cause buckles.

### **NO HEELS!**

A 200 pound man wearing men's dress shoes with a regular heel will exert less than 30lbs pressure per square inch. However, the latest ladies' high fashioned, thin heels, known as stiletto heels, can seriously damage all types of floor covering. A 110 lb woman wearing these shoes exerts in excess of 1,000 lbs pressure per square inch. These shoes can dent hardwood floors, chip ceramic tile, puncture carpet and pad and dent vinyl floors. This is the return of a problem that our industry encountered 20 years ago. It was not then, nor is it now, considered to be a manufacturing defect of floor covering materials by any of the floor covering manufacturers.



# SHEDDING

Nylon is processed 2 ways, Staple or Bulked Continuous Filaments (BCF).

Staple fibers are cut in 8-10 inch lengths, then spun and twisted together (like cotton or wool) to form long bundles of yarn and tufted into carpet. Many lower face weight and higher end carpets are made of staple yarn because a carpet manufacturer can use it in so many different styles and looks.

- **Shedding is not a manufacturing defect.**
- **Shedding is not a warrantable item.**
- **Shedding is normal.**
- Staple yarn will shed for a period of time after installation and move-in.
- The length of time shedding occurs depends on how often the carpet is vacuumed.
- The more often carpet is vacuumed, **minimum** 2 x a week, the faster the shedding disappears.
- Empty vacuum cleaner bag often.
- DO NOT allow the bag to fill. Change the bag when 1/3 to 1/2 full.
- Lower face weight carpets will shed more; therefore require frequent and routine vacuuming.

Bulked Continuous Filaments (BCF) yarn is actually long filaments of fiber that are plied and twisted together to form continuous bundles of fiber.

- BCF yarn sheds very little.
- BCF yarn's durability is best in Loop and Frieze carpets.
- BCF yarn's durability is best in tight twist levels.

## CARPET STRETCHING

A “good” carpet installation should not be measured by whether or not it needs to be restretched in the first year. There are many factors that play a part in restretching. Some factors that contribute to loose carpet are:

1. **Temperature changes** (i.e.: If air conditioning is turned off in a particular area for an extended period of time the woven backing of the carpet will soften. This can cause the carpet to come loose.)
2. **Water / Spills left on carpet** (i.e.: Water leaks that go unnoticed can cause deterioration of the carpet backing. This will make carpet loose.)
3. **Improper cleaning.** We suggest hot water extraction by a reputable company. Prolonged exposure to soaps and other cleaning agents can break down the latex backing which will reduce the resiliency of the carpet. This problem can also cause carpet to attract more dirt leaving a noticeable traffic pattern.
4. **Frequent moving of furniture.** If furniture is slid across carpet it can break down the backing of the carpet by causing a “buckle” as the item is dragged across the floor. This can permanently damage the carpet. In this situation, the carpet would need to be restretched.
5. **Cushion and carpet height.** If you have a plush carpet with a thick cushion it is more difficult for the teeth on the tackstrip to keep its grip. This can be compounded by any of the above situations making it necessary for the carpet to be restretched.

There is a one year carpet installation warranty that covers restretching. After that time period, restretches are the responsibility of the homeowner.

## **SPOT AND STAIN REMOVAL for Carpet treated with 3-M Scotch guard and 3-M Stain Release**

Most household spills and stains can be removed using the easy 1-2-3 cleaning method. For best results, always clean up spots and spills immediately.

Locate your stain on the accompanying chart and follow the cleaning steps until the stain is removed.

### **WATER-BASED STAINS**

For these stains, start with Step 1. If the stain remains, proceed with Steps 2 and 3.

Alcohol	Cologne	Grape Juice	Soil spots
Baby formula	Cranberry juice	Graphite	Syrup
Beer	Felt tip marker	Ice cream	Tomato juice
Blood	Food stains	Jelly	Vomit
Candy	Fruit juice	Latex paint	Watercolors
Catsup	Fruit punch	Liquor	Watermelon
Chocolate milk	Furniture polish	Milk	Whiskey
Clay (water-based)	Soft drinks	Wine	Cola

### **SPECIAL WATER-BASED STAINS**

For these stains, start with Step 1. If the stain remains, proceed with Step 3. Omit Step 2.

Coffee	Tea	Urine
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### **GREASY, OIL-BASED STAINS**

For these stains, use Goo Gone®. Follow directions on package, and then proceed with Steps 1-2-3.

Butter	Grease (black)	Mascara	Peanut butter
Chocolate	Gum*	Mayonnaise	Rouge
Cooking oil	Hand cream	Nail polish	Salad dressing
Crayon	Ink	Ointment	Spaghetti
Furniture dye	Lipstick	Oil	Varnish
Furniture Polish (oil-based)	Margarine	Oil paint	Wax*

\*Freeze and remove solid materials before using dry cleaning fluid.

## **SPOT AND STAIN REMOVAL (continued)**

### **EASY 1-2-3 CLEANING METHOD**

#### **STEP 1**

- Use a spoon, or dull knife, to remove solid materials
- For large stains, work from the outside of stain to the center to prevent spreading
- Blot up liquid spills with a towel or white paper towel
- Mix a solution of ¼ teaspoon of clear hand dishwashing detergent with 1 cup of water. Stir gently.
- Apply detergent solution directly to a white cloth. Dampen the carpet fibers in the stained area with the cloth. Avoid saturating the carpet
- Wipe gently. Turn cloth frequently. Never rub, scrub or use a brush. This may damage carpet fibers.
- If necessary, use your fingertips to work the solution to the base of the stain
- Wet the stained carpet fibers with clear, lukewarm water to rinse
- Cover the spot with an absorbent towel or white paper towel and apply pressure to blot
- Repeat the rinsing and blotting procedures until you are sure all traces of the detergent have been removed
- If the stain is gone, place an absorbent towel or white paper towel over the cleaned area. Weigh towels down with a heavy, color-fast object, such as a weighted plastic wastebasket
- Change towels or paper towels until carpet dries
- If the stain remains, proceed to Step 2 (for coffee, tea or urine, skip Step 2 and proceed to Step 3)

#### **STEP 2**

- Do not use on coffee, tea or urine stains
- Mix 2 tablespoons of non-bleaching, non-sudsing, household ammonia with 1 cup of lukewarm water
- Apply ammonia solution. Rinse and blot as outlined in Step 1
- Do not dry with paper towels. Proceed to Step 3 to neutralize the ammonia solution

#### **STEP 3**

- Mix 1 cup of white vinegar with 2 cups of water
- Apply vinegar solution. Rinse and blot as outlined in Step 1

**If this process does not remove the stain  
contact the Scotchgard Service Center  
1-800-433-3296 for further assistance**

## **SPOT AND STAIN REMOVAL (continued)**

### **WICKING**

It is not unusual for stains to reappear after spot cleaning. This is referred to as “wicking”. Wicking can occur when a liquid is spilled on the carpet (usually a large quantity) and not thoroughly removed. Liquid still remains in the carpet backing or padding. Through capillary action, the stain can “wick” back up into the carpet fibers. These stains are not permanent and typically can be removed by simply repeating the appropriate step-by-step directions listed on page 15 of this manual. It is important that you place white paper towels weighted down by a heavy object over the area while the carpet is drying to absorb any remaining stain substances.

NOTE: Stubborn stains may continue to resurface. Our stain-removal experts at the Scotchgard Service Center will work over the phone with you, to remove these stains.

### **STAINS DON'T ONLY HAPPEN DURING BUSINESS HOURS**

Scotchgard™ protection provides personal warranty service and stain removal advice to owners of Scotchgard treated carpet. In addition to the 24-hour stain removal hotline, you can talk to trained specialist from 8 a.m. to 6 p.m., central time, Monday through Friday.

### **OWNER'S OBLIGATIONS AND CLEANING REQUIREMENTS\***

There are certain conditions and exclusions which many carpet stain warranties have in common. Please read your carpet warranty carefully to know exactly what is covered and what maintenance may be required.

To make a claim, the Scotchgard Protection and Stain Release Five-Year Limited Residential Warranty require proof of carpet purchase and periodic maintenance, so keep your sales and cleaning receipts.

\*To maintain stain warranty coverage, you must have your carpet professionally cleaned using hot water extraction at least once every 24 months from installation or once every 12 months if using the BISSELL® ProHeat™ or ProHeat Pro-Tech™ deep cleaning formulas containing Scotchgard™ protection. (Remember to keep your receipts).

# SPOT CLEANING GUIDE: WEAR-DATED CARPET

## SPOT REMOVAL PROCEDURE

Removing spots from carpet can be simple or tedious depending on the spot and how long it has been on the carpet. Multiple applications of a particular spot removal solution may be required.

Following is a general spot removal procedure. If the origin of the spot is unknown, begin with Step 1. If the origin of the spot is known, begin at the appropriate step.

First a couple of general rules in removing spots effectively:

- Never use a circular motion to remove a spot, as this destroys the surface texture of the carpet.
- To prevent wick up, the final cleaning step should always be to rinse with clear water, blot dry and stack several white paper towels over the damp area. Put a brick, or suitable weight object, on the towels to keep them in contact with the carpet. This allows any stain wicking up from the backing to be absorbed by the towels rather than remain on the carpet surface. Allow to dry. Remove the brick and towels and brush up the pile.
- Test on an inconspicuous area of your carpet. With any solution you plan to use, be sure it does not affect color or texture. Do not use the solution if the color in the test area marks off on a white paper towel.

## INDEX CLEANING METHODS FOR COMMON HOUSEHOLD SPOTS

TO REMOVE steps

Asphalt	1,3	Graphite/Copy		Rust	G,3
Beer	B,3	Machine Material	1,1	Salad Oil	1,3
Berries	2,3	Gravy	1,3	Sauces	1,3
Blood	A,3	Grease	1,3	Shoe Polish	1,3
Butter	1,3	Hand Lotion	1,3	Shortening	1,3
Calamine Lotion	1,3	Household Cement	3	Soft Drinks	A,3
Candle Wax	D	Ice Cream	1,3	Soot	1,3
Candy	3	Ink (Ballpoint)	1,3	Soy Sauce	A,3
Catsup	A,3	Ink (Fountain Pen)	1,3	Starch	A,3
Cheese	A,3	Lacquer	1,3	Tar	1,3
Chewing Gum	E	Make-up	1,3	Tea	B,3
Children's Drink Mix	2	Mayonnaise	1,3	Toothpaste	A,3
Chocolate	A,3	Milk	1,3	Urine	C,3
Coffee	B,3	Mixed Drinks	A,3	Vaseline ®	1,3*
Cola	A,3	Mud	F,3		C,3
Cough Syrup	A,3	Nail Polish	H,3		A,3
Crayon	1,3	Oil	1,3		A,3
Dirt	F,3	Paint (Latex)	1,3		B,3
Egg	C,3	Paint (Oil)	1,3		
Excrement	C,3	Perfume	B,3		
Fruit Juice	2,3	Play Dough	1,3		
Furniture Polish	1,3	Rubber Cement	1,3		

® Vaseline is a registered trademark of  
Chesebrough-Pond's Inc.

## **SPOT CLEANING GUIDE: WEAR-DATED CARPET (continued)**

### **SOME ITEMS TO HAVE AVAILABLE TO REMOVE SPOTS:**

- White paper towels or white terry towels
- Hand dish washing detergent that doesn't contain lanolin or bleach (such as Dawn® and Joy®). To make a detergent solution, mix ¼ teaspoon of the detergent with 1 qt. of water
- Spray bottle for applying detergents and special solutions
- Household ammonia solution of 1 tablespoon of clear household ammonia per ½ cup of water
- Isopropyl rubbing alcohol
- 3% hydrogen peroxide
- White vinegar solution made up of ⅓ cup of white vinegar, ⅔ cup of water
- Spoon and dull knife
- Brick or brick paver

\* Dawn® and Joy® are registered trademarks of Procter & Gamble.

### **General Procedure:**

#### **STEP 1: UNKNOWN AND GREASY SPOTS**

Remove as much of the foreign material as possible by blotting with a white paper towel or scraping with a dull knife. Apply isopropyl rubbing alcohol to a clean white cloth, white paper towel or cotton ball. If the spot extends deep into the pile, use a blotting motion until the spot is removed or no color is transferred to the cloth. Do not allow the alcohol to penetrate into the backing as this will destroy the latex bond. If the spot is on the surface only, rub in one direction at a time. If this procedure removes the spot, rinse as indicated above and you are finished. If not, go to Step 3. REMEMBER! Never use a circular motion to remove a spot as this may destroy the texture in the spot area.

#### **STEP 2: WATER BASED SPOTS**

Blot up as much of the spill as is possible. A wet vacuum is useful if a large quantity of liquid was spilled. If the spot has dried, saturate the tufts in the affected area with tap water (do not over wet). Allow to remain for about 1 minute and blot. If the spot is being removed using water, continue until the spot is completely removed. Blot dry and apply the paper towels and brick. If it is not completely removed, go to Step 3.

#### **STEP 3:**

Remove as much of the foreign material as possible by blotting with a white paper towel or scraping with a dull knife. Apply a small quantity of detergent solution to the spot. Use a blotting motion to work the detergent into the affected area. If the spot is being removed, continue applying detergent and blotting with a white paper towel until spot is completely removed. Rinse with tap water using a spray bottle and blot to remove excess moisture. Then, spray lightly with water; but instead of blotting, apply a pad of paper towels and brick and allow area to dry. If there is still some stain on the carpet, and blotting is not removing it, moisten the tufts in the stained area with 3% hydrogen peroxide. Let stand for one (1) hour. Blot and repeat until carpet is stain free. Light will cause peroxide to change back to water, so no rinsing is necessary. Apply a pad of paper towels and weigh them down with a brick.

#### **SOME SPOTS REQUIRE SPECIALIZED TREATMENTS**

A. For blood, catsup, cheese, chocolate, cough syrup, mixed drinks, soft drinks, soy sauce, starch, toothpaste, water color and/or white glue: Blot with white paper towel to remove as much of the stain as possible, then neutralize with an ammonia solution. Saturate spot using spray bottle. Do not wet backing. Blot with a white paper towel to remove excess moisture. After neutralizing, begin with Step 3 of "General Procedure". All solutions for removing blood must be cool.

## SPOT CLEANING GUIDE: WEAR-DATED CARPET (continued)

B. For beer, coffee, perfume, tea and/or wine: Blot with a white paper towel to remove as much of the stain as possible. Then, neutralize with a white vinegar solution. Saturate spot using a spray bottle and blot to remove excess moisture. After neutralizing, go to Step 3 of "General Procedure".

C. For egg, excrement, urine and/or vomit: Remove as much of the stain as possible by using a spoon or dull knife. Blot up as much of the stain as possible. Then, neutralize the area by spraying with an ammonia solution. Care should be taken to remove all protein matter. Blot to remove excess moisture and go to Step 3 of "General Procedure".

D. For candle wax or other types of wax: Spread brown paper (such as a grocery bag) or a terry cloth towel over the area and iron with the setting on "warm". The wax will be absorbed into the paper or towel. Remove any traces with alcohol or dry cleaning fluid.

E. For chewing gum: Freeze the gum using an ice cube. Shatter the frozen gum with a knife handle and vacuum. Some citrus based products have been demonstrated to break down the stickiness of gum so that it can be removed.

F. For mud: Allow mud to dry completely. Shatter the dried mud with the handle of a knife and vacuum. Go to Step 3 of "General Procedure".

G. For rust: Saturate the spot with lemon juice, using a spray bottle, and allow remaining for 5 minutes. Follow Step 3 of "General Procedure" to remove the lemon juice. If Step 3 does not work, call a professional. Note: Most rust removers contain a very strong acid and are therefore not recommended for use by homeowners.

H. For nail polish: Remove as much of the nail polish as possible using a spoon or dull knife. Apply a non-oily nail polish remover to a clean white cloth and gently rub (one direction at a time) or blot the spot. Continue until spot is removed. Do not allow nail polish remover to get to the latex backing. Follow Step 3 of "General Procedure" to remove nail polish remover.

I. For soot, including graphite and copier material: Vacuum using crevice tool of vacuum cleaner. If vacuuming does not remove all or most of the soot, call a professional cleaner. If vacuuming has removed all particles, follow Step 1 of "General Procedure", to remove traces.

### STAINS THAT CAN'T BE REMOVED

Acid toilet bowl cleaners, acne medication, alkaline drain cleaners, chlorinated bleaches, hair dyes, iodine, insecticides, plant fertilizers and/or mustard with turmeric. Stains of this nature cannot be removed because they permanently alter the carpet's color. Call a professional. Typically, professionals address these types of stains by replacing the stained area. If you do not have extra carpet on hand, they might cut a piece from a closet, or some other inconspicuous area and insert it into the area where the spot was cut out.

If you have additional questions concerning stains on your carpet, call our toll-free Maintenance Hotline:

**1-800-633-3208**

**Wear-Dated®**

Visit [www.mohawkflooring.com/weardated](http://www.mohawkflooring.com/weardated) for more information.

# **SPOT CLEANING GUIDE: STAINMASTER® CARPET**

## **FOR WARRANTED STAINMASTER® CARPET**

**WWW.STAINMASTER.COM**

### **QUESTIONS & ANSWERS** **ABOUT CARPET CARE**

#### **DAY TO-DAY CARE**

**Q: How can I maintain my Stainmaster warranted carpet?**

A: There are three key things to do to maintain your Stainmaster warranted carpet:

1. Vacuum frequently
2. Clean spills promptly
3. Have periodic professional carpet cleanings

**Q: Why is vacuuming important?**

A: The most important thing you can do to keep your carpet looking great is to vacuum it thoroughly and frequently, particularly in high-traffic areas. Vacuuming helps remove dirt particles which dull the carpet's appearance. Use walk-off mats at entrances to minimize dirt particles being tracked onto the carpet and reduce soil accumulation.

**Q: What is important to know about choosing a vacuum?**

A: For best results, use a vacuum cleaner with beater bars and good suction. Change bags and filters routinely.

#### **CLEANING YOUR CARPET: WHAT YOU SHOULD DO**

**Q: Why is cleaning my carpet necessary?**

A: Regular cleaning and maintenance are needed to keep your carpet looking great year after year. During everyday use, soil clings to carpet fibers and dulls carpet beauty. These particles accumulate and dull the carpet's original color.

**Q: How do I clean up common household food and beverage spills?**

A: The following "Basic Cleaning Steps" (BCS) are effective for most stains caused by spills. If you would prefer to use a spot remover, Stainmaster Z-LEX®, the ultimate stain remover, exclusively from Stainmaster, is available by calling 1-800-438-7668.

**Here is what you will need:**

- Clean white cloths
- ¼ teaspoon of liquid dishwashing detergent per 1 cup warm water.

## SPOT CLEANING GUIDE: STAINMASTER® CARPET (continued)

### Here is how to clean your carpet after a spill:

- Immediately scoop up as much of the spill as possible. Then blot, do not rub, the area with clean white cloths to remove excess moisture. Use a wet/dry vac if spill is large.
- Apply warm, not hot, water to stained area and blot with white cloths. Repeat until no stain is evident on towels. If stain remains on carpet, then make a solution of ¼ teaspoon liquid dishwashing detergent to 1 cup warm water. Using a clean white cloth, apply the solution to the stained area and let soak for about 5 minutes. Rinse with clear warm water and blot to remove excess moisture. Repeat until all detergent is removed to avoid resoiling.
- Absorb any remaining moisture with layers of white paper towels weighted with a non-staining glass or ceramic object. When the area of carpet is dry, vacuum, or brush, the pile, to restore texture.
  - Reappearing Stains: After drying, if the stain reappears, it may be because some of the stain remained deep in the pile and wicked up to the surface. If so, repeat Step 2.

### Q: How do I clean other kinds of stains (non-food or non-beverage)?

A: Non-food and non-beverage stains require special cleaning procedures. The chart below lists common household items that would cause stains if spilled on carpeting. Use this chart to identify your stain. Then, follow the cleaning procedures listed for removal of the stain.

### TYPICAL NON-FOOD AND NON-BEVERAGE STAINS

STAIN	KEY	STAIN	KEY	STAIN	KEY
ACNE MEDICINE*	G	FURNITURE STAIN	A	NAIL POLISH	F
ASPHALT	A	GRAPHITE	H	PASTE WAX	A
BLEACH*	G	GREASE	A	PLANT FOOD*	G
BLOOD	B	HAIR OIL	A	RUBBER CEMENT	A
CARBON BLACK	G	HAIR SPRAY	A	RUST	C
CHALK	H	HAND LOTION	A	SHELLAC	A
CHARCOAL	H	INK*	A	SHOE POLISH	A
CRAYON	A	INSECTICIDE**	G	SOLDER*	G
CHEWING GUM	E	IODINE*	G	SOOT*	G
COUGH SYRUP	D	LACQUER	A	TAR	A
DIRT	H	LATEX PAINT	A	TOILET CLEANER*	G
DRAIN CLEANER*	G	LIPSTICK	A	TOOTHPASTE	B
DYE*	G	LINSEED OIL	A	URINE/FECES#	C
FLEA/TICK POWDER		MACHINE OIL	A	VARNISH	A
OR SPRAY*	G	MAKEUP	A	VASELINE	A
FUNGICIDE*	G	MASCARA	A	VOMIT*	G
FURNITURE POLISH	A	MERTHIOLATE	D	WHITE GLUE	

# Pets often have repeat “accidents” because they’re drawn by the odor. This can be discouraged by the professional application of a stain-resistant compatible deodorizer.

\* These substances can affect or damage the actual color of the carpet. While you may try to remove the stain as described here, Stainmaster recommends consulting a professional carpet cleaner.

\*\*Some fungicides, insecticides and pesticides may harm carpet stain resistance. For information, call 1-800-438-7668.

## **SPOT CLEANING GUIDE: STAINMASTER CARPET (continued)**

### **CLEANING PROCEDURES**

**Key (“BCS” refers to “Basic Cleaning Steps” reviewed previously.)**

A. Follow BCS No. 1. Then apply dry cleaning solvent (available at a hardware store or the cleaning aisle of your supermarket) Follow instructions and precautions on container. Then follow BCS No. 2 and No. 3.

B. Follow BCS No. 1 and 2. Then apply solution of clear, white, non-suds ammonia (2 tbs. to 1 qt of water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.

C. Follow BCS No. 1, 2 and 3. Then apply solution of white vinegar (2 tbs. vinegar to 1 qt. of water). Blot with clean white cloth or paper towels. Repeat BCS No. 2. Then BCS No. 3.

D. Follow BCS No. 1 and 2. Then apply solution of white vinegar (2 tbs. to 1 qt. of water) and blot. Next apply solution of clear, white, non-suds ammonia (2 tbs. to 1 qt. of water) and blot. Repeat BCS No. 2. Then BCS No. 3.

E. Freeze area with ice cubes. Shatter gum with blunt instrument. Vacuum up pieces. Follow BCS No. 3.

F. Test non-acetone nail polish remover on an obscure nonvisible section of carpet to see if it removes carpet color. If not, apply remover and blot. Repeat if necessary.

G. Follow BCS No. 1, 2 and 3. If stain remains, apply dry cleaning solvent (follow instructions and precautions on container). Repeat BCS No. 2. Then BCS No. 3.

H. Vacuum thoroughly. If needed, follow BCS No. 1 through 3. Note: If these procedures do not work for you, consult a professional carpet cleaner.

### **CLEANING YOUR CARPET: WHAT YOUR PROFESSIONAL SHOULD DO**

**Q: Why is professional cleaning important?**

A: When vacuuming no longer removes all of the soil, or you have not been able to remove stains following the Stainmaster recommended carpet care and cleaning procedures in the brochure, it's time to have your carpet cleaned by a trained and qualified professional cleaner. A reputable professional cleaner knows the latest information on carpet construction, carpet care products, and safe, effective cleaning methods to help maintain carpet beauty. For this reason, we recommend, and our warranties require, periodic professional cleaning. See the Stainmaster warranty brochure for these specific professional cleaning requirements.

**Q: How often should my carpet be cleaned?**

A: We recommend professional cleaning at least every 12 months.

**Q: Is more frequent cleaning recommended with lighter carpet colors?**

A: Lighter carpet shades, combined with the degree of soil build-up and the amount of traffic in the home, may require a more frequent cleaning schedule.

## **SPOT CLEANING GUIDE: STAINMASTER® CARPET: (continued)**

### **Q: Which cleaning method is recommended?**

A: Most professionals use hot water extraction, which is more commonly known as steam cleaning. Other cleaning methods include absorbent pad or bonnet cleaning, rotary shampoo and dry foam powder. Wet or dry methods, properly done, are acceptable for regular maintenance cleanings. See your warranty for additional requirements pertaining to the Texture Retention Warranty.

### **Q: What should my professional cleaner know?**

A: Make sure your professional cleaner knows and follows these guidelines:

1. Cleaning Requirements
  - Vacuum thoroughly
  - Professional cleaning methods, such as hot water extraction (steam cleaning) or other wet or dry methods, properly done, are acceptable
  - Regardless of method, immediate maximum residue removal is critical
  - If solvents or pre-spotters are needed, first do a general cleaning and then, if necessary, spot clean
2. Cleaning Solutions
  - pH must be 10 or less
  - Must contain any cationic agent as found in many bactericides, biocides, anti-stats, pesticides, etc.
  - Use only enough solution to assure maximum cleaning and minimum residue
3. Topical Treatments
  - To maintain the warranty for Stainmaster warranted carpet, only approved topical treatments may be used
  - DuPont Teflon® Advanced Carpet Protector is recommended (but not required for warranty service)
  - Silicones are not recommended and should not be used

For information not covered here, or to ask a question, phone 1-800-438-7668.

### **Q: Is do-it-yourself carpet cleaning okay?**

A: Professional cleaning is recommended for any carpet. If you decide to do it yourself, carefully follow these guidelines:

- Follow the manufacturer's directions carefully. Avoid the use of excess detergent, as too much detergent causes resoiling. Thorough rinsing is critical to cleaning success.
- Use only cleaning solutions which are acceptable for use on stain and soil resistant carpet. Cationic or chemicals with a pH greater than 10 should be avoided. Their use may void Stainmaster warranties.

However, professional cleaning is recommended at least every 12 months.

**For more information  
call 1-800-438-7668.**

# INDOOR AIR QUALITY FAQs

## **WHAT FACTORS AFFECT INDOOR AIR QUALITY?**

Today, indoor air quality (IAQ) is an important environmental consideration. Because we spend approximately 90 percent of our time indoors, we must do everything possible to improve the air we breathe. During the energy crisis of the '70's, Americans began to tightly close their workplaces and homes in order to conserve energy resources. Currently, many families have both parents working, with less cleaning time in the home. Ventilation and cleanliness play important parts in maintaining good air quality.

Among the factors that may impact the quality of the indoor air in your home is the air drawn from outside. Other factors may be tobacco smoke, radon and cooking odors, as well as renovating and redecorating products, such as wallpaper, furniture and cabinetry, carpet, paints, varnishes, particle board, wood finishes, caulking and adhesives. Interior products in the home have the potential to impact the indoor air because they emit volatile organic compounds (VOCs) into the air. The quality of indoor air also involves cleaning materials, building materials, ducts transmitting heat and air conditioning, activities in the building, people, pets and furnishings.

One must look at the whole picture. Cleaning products used in the home, as well as interior furnishings, should be low VOC emitters, with emissions, sometimes improperly called off-gassing, that dissipate quickly, scientific studies have demonstrated that new carpet is one of the lowest emitters of VOCs into the indoor environment and that these emissions dissipate very quickly. The low-level VOC emissions and the harmless odor from new carpet dissipate within the first 48 to 72 hours after installation. Carpet has not posed any health problems for millions of satisfied customers. Carpet is made primarily of the same innocuous materials found in clothing and other everyday fabrics; i.e., polyester, nylon, olefin fibers, latex (synthetic rubber) and polypropylene (olefin) fabric backing.

## **COMMON FACTORS THAT AFFECT IAQ:**

- People - exhalation, body odors, diseases
- Activities – work such as cleaning, using correction fluids, carbonless paper, pest control products and personal activities such as wearing fragrances and smoking.
- Technology – photocopiers and laser printers
- Furnishings – furniture, draperies, floor coverings
- Finishes – paint, varnish, vinyl wall coverings
- Building materials – caulking compounds, adhesives, wood laminate
- Outdoor air quality
- Inadequate or contaminated air handling units
- Inadequate cleaning practices

## **INDOOR AIR QUALITY FAQs (continued)**

### **FREQUENTLY ASKED QUESTIONS**

**Q: Can carpet affect a person's health?**

A: The carpet industry has worked very closely with academic institutions, the government and independent laboratories to evaluate carpet's role in the indoor environment. Throughout those evaluations, scientific evidence has indicated no links of adverse human health effects to VOC emissions from carpet. Although it is highly unlikely you will experience any effects from your new carpet, some individuals have reported allergy-like symptoms after new carpet has been installed. Some of the reports investigated by the CPSC resulted in a conclusion that it "could not establish a cause and effect relationship between the carpet and health effects experienced."

**Q: Is carpet an emitting product?**

A: New carpet is a very low emitter. As with most other indoor products, choosing a low-emitting product, ventilating and cleaning are the keys to good air quality.

**Q: How long do new carpet emissions last?**

A: New carpet's emission level will drop significantly within the first 24 hours of installation and with fresh air ventilation the emission level will dissipate to an undetectable level within 48 to 72 hours.

**Q: What is the "new carpet" odor that sometimes is present after the installation?**

A: This possible odor usually comes from 4-phenylcyclohexene (4-PC), a by-product of the latex binder used to hold the fibers and backing together. It, like a "new car" odor, will dissipate within a few days and is not harmful.

**Q: How do I know which carpet, cushion or adhesive has been tested for emissions?**

A: Look for and purchase a carpet, cushion or floor covering adhesive that displays the Carpet and Rug Institute (CRI) Indoor Air Quality Testing (IAQ) label. These three indoor air quality testing programs identify the products that have been tested and meet stringent indoor air quality requirements for very low emissions. The programs cover carpet

**Q: How do the IAQ testing programs work?**

A: In the testing programs for carpet, separate carpet cushion and floor covering adhesives for carpet installations, samples are collected from the manufacturer's production process. Each sample is tested individually for chemical emissions by an independent laboratory, using a dynamic, environmental chamber and highly sophisticated, scientific analytical technology. Volatile organic compound emissions are identified and quantified as though the products were in a real building indoor environment. Products that meet the emission criteria are allowed to display the label. Products are retested on an on-going basis to ensure compliance. In each of these programs, the authorized label displayed on the product contains an identification number assigned specifically to the individual manufacturer for each product type that meets the criteria.

**Q: Regarding IAQ, is there any difference between natural and synthetic fibers?**

A: No. All types of carpet have very low emission levels, regardless of whether they are natural or synthetic fibers.

**Q: What can I do to minimize possible exposure to emissions?**

A: Always choose carpet, cushion and adhesives that display the CRI Indoor Air Quality Testing label. Before carpet is installed, ensure that the installer will follow the installation guidelines (CRI 105) established by the Carpet and Rug Institute.

## **INDOOR AIR QUALITY FAQs (continued)**

**Q: I have an allergy to natural latex. Will new carpet cause a problem for me?**

A: The backing latex on broadloom carpet is not natural latex. The latex that bonds carpet fibers and the backing fabrics together is made from a synthetic latex, "SB latex" or styrene butadiene latex. SB latex is a synthetic, water emulsion made from compounds different from those found in natural latex. Latex allergies are the results of protein enzymes in natural latex. SB latex used in carpet does not cause the allergic, dermatological reaction associated with natural latex.

**Q: Does new carpet contain formaldehyde?**

A: No. Formaldehyde is not used in the carpet manufacturing process in the United States. Sometimes, formaldehyde can be found in old carpet and other home textiles that have absorbed formaldehyde from other environmental sources.

**Q: Do stain and soil-resist treatments or dyes used to color my carpet affect IAQ?**

A: Manufacturer applied dyes and stain and soil-resist treatments are included in the finished carpet tested in its entirety in the CRI Testing Program.

**Q: Do carpet cleaning products, fresheners and deodorants and pesticides add emissions?**

A: All household cleaning products and pesticides add emissions. Read the contents of the label on the container. If you have decided to use the product, be sure to vacuum thoroughly after each use to reduce any residue.

**Q: Should I be concerned about dust mites in carpet?**

A: No. Most mite allergen is found in bedding and upholstered furniture. Exposure to mite allergen usually occurs while sleeping, sitting or through direct surface contact with the allergen itself. Dust mite allergen is very large and is not released from carpet into the breathing zone, even during periods of heavy activity. Maintaining humidity levels below 65% and regular vacuuming and cleaning will minimize mite population in your home.

**Q: Why has my allergist recommended removing carpet and other textiles from my home?**

A: One of the approaches that allergists use in allergy treatment is allergen avoidance in the belief that the removal of all possible places where allergens are held will reduce allergic symptoms. This is a misconception. Although allergen (dust, pollen, mold spores, etc.) may be present in carpet, carpet is not a source of airborne allergen that produces allergic symptoms.

**Q: Will removing my carpet reduce my allergic symptoms?**

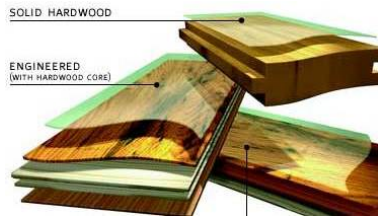
A: No. Removing carpet will not reduce the number of airborne allergens that produce allergic reactions; in fact, removal of carpet may actually increase the amount of airborne allergen, because other surfaces do not offer the capability of holding allergen. Removing allergen materials from a carpet is as easy as regular vacuuming and routine cleaning.

# FLOORING | WOOD

# WOOD CHARACTERISTICS

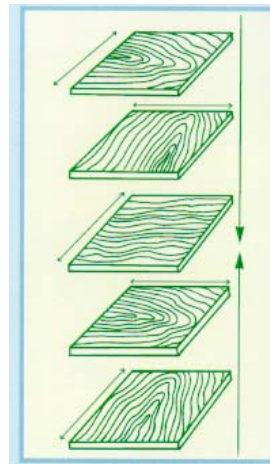
## Engineered Wood Flooring Characteristics

Wisembaker Builder Services offers a wide variety of engineered wood floors. This category of wood floors can be installed in basements, on the entry level or slab, or any level above the slab.



The actual manufacturing process of the engineered wood plank assures strength and durability.

Each ply within the wood plank is has the grain running in different directions to ensure strength and stability.



The majority of engineered wood products have a 15 year to lifetime structural warranty that addresses warping, cupping and buckling. The total number of ply's is equal to the total thickness of each plank.

Each plank has multiple coats of stain, sealer and urethane that are cured with ultra violet lights at each step of the finishing process. The majority of engineered wood floors will have at least one coat of aluminum oxide, an application that helps **reduce** surface scratching. Because of the aluminum oxide application, wear warranties range between 5 to 25 years. Refer to the individual product for specific warranty periods.

Engineered Wood Flooring styles are available in a variety of widths, 3", 4¾", 5" or 7" wide planks.

Also, a multitude of species are popular, from the ever popular Northern white oak, to hickory, cherry and exotic woods from around the world.

We use a cement based compound to level the floor. Installation requirements dictate the floor must be flat, to within ¼" within a 10 ft. radius.

Wisembaker Builder Services provides "stained to match" transitions pieces. These pieces are made from stain grade oak or maple, and are stained to match the color of wood floor installation. The benefits are longer lengths and a much better color match.

## **WOOD CHARACTERISTICS (continued)**

*PLEASE READ THIS BEFORE PURCHASING YOUR NATURAL WOOD FLOOR*

### **WOOD FLOOR CONCERNS**

To obtain a superior wear surface, our floors are prefinished by the manufacturer and not sanded on the jobsite. Therefore, slight variations in plank height may occur. It is a natural characteristic of wood floors to shrink and expand with the climate. This natural process can cause small cracks in or between planks. These characteristics are remedied by applying a wood filler that matches your floor.

Because wood is a natural product, it will contain variations in color, tone and grain. Sample boards may also vary in color because they are made from actual wood planks. Even the sound of your wood floor may be different due to variations in the wood. Wood is also a product that is susceptible to scratches and indentations if preventive measures are not taken (see WARRANTY, CARE AND MAINTENANCE). Please keep in mind that this product is grown by Mother Nature and these variations add to the character that has made this product a timeless flooring value. Pet claws can damage a wood floor. Show your wood floor the same tender loving care you would a fine dining room table. This will insure dents and scratches will be kept at a minimum.

### **WHITE WOOD FLOORS**

As hardwood flooring is a natural product, it contains many physical characteristics that have been bestowed by Mother Nature. These same characteristics go unnoticed and are acceptable in the "natural" stained color of hardwood. However, these same traits often become points of concern or sometimes even complaints in the white stained hardwoods. Natural color stains are much deeper penetrating and disguise or completely cover many of these natural wood markings. However, white stained floors are totally unforgiving. White stain penetrates the surface of hardwood very lightly, therefore; it does little or nothing to disguise these natural characteristics. The main factor to address is that white hardwood floors are no different than any other white floor covering be it carpet, ceramic or vinyl. White floors are going to telegraph natural characteristics, soil or even damage much more readily than medium to dark colors. It should also be understood that all white hardwood floors, regardless of the manufacturing, may need some filling of the joints. This can be accomplished by using filler made by the manufacturer or a white wax in other situations. The necessity of this filler may not be present itself, at the time of installation. This problem may occur at a later date when expansion and contraction of the wood flooring begins. In conclusion, although white wood floors are certainly very beautiful, the consumer should be advised of the limitations concerning the floor before they make a final decision to purchase white wood.

## **BE INFORMED: WOOD**

### **Know Your Factory Finished Wood Floor**

In recent years, wood flooring of many different species has become a favorite. The natural beauty and unique graining of each wood floor makes it a little different and personal. The factory-controlled finish is contamination free and superior to job site application in regards to speed of installation and application of stain and wear layers.

- Wood is a natural product and will have variations in color, tone and grain.
- Wood floors will scratch and indent. If you have pets, you may want to carefully consider the use of hard wood floors.
- Natural color change will occur during the aging process of your wood floor. This is called patina.
- High heels will cause severe indentations on your floor. A 100-pound woman in high heels exerts 1,000 pounds of pressure.
- Do not use Murphy's Oil Soap® or any water based cleaning solutions. Water and wood floors do not mix. Do not damp mop your wood floors. Use of Bona Hardwood Floor Cleaner found at Bed, Bath, and Beyond is recommended.
- Hand-scraped wood will look different installed on your floor than installed in the showroom or as a sample. Lighting can affect the overall appearance of the flooring and with darker woods this will be more noticeable. Influencers such as lighting, grain and scraping patterns and finish gloss level may cause the floor to look shiny or glossy in one spot and matte or satin in another. Some boards will be rougher and some smoother. The scraping will be more pronounced and/or deeper in some areas than others. This is natural in a hand-scraped floor, is desirable and is not a defect.
- Factory finished floors are not sanded on the job site. They are pre-finished, therefore "over boarding" may take place (one plank being slightly higher than another).
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc., in a smaller sample, may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.
- Due to species and staining limitations, stair railings, newel posts and stair nosing will not match your hardwood floors. Please consider this prior to choosing wood for your stairs.

## WOOD ROUTINE CARE AND MAINTENANCE

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier or the manufacturer can do to alter this fact.

1. Individual plank replacement is a standard repair procedure. Shading and graining will vary and an exact match cannot be guaranteed.
2. Quarter-round and transition pieces are made of stain grade oak or maple. Being made of natural product, shading and graining vary from piece to piece and an exact match cannot be guaranteed.
3. Some individual planks may demonstrate open grain. Standard procedure is to restrain area and apply light coat of urethane in open grain areas.

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The following is a brief overview of care and maintenance for job site wood floors. For details, consult the web site listed above.

**Water and wood do not mix.** Vacuum and/or dust mop weekly (a brush attachment works well). Sweep or use a dust mop daily. Do not use a household dust treatment, as this may cause your floor to become slick, dull the finish or interfere with re-coating.

Wipe up food and other spills promptly with a dry cloth or paper towel. Use a slightly moistened cloth for sticky spills if necessary. Wipe floor dry with another cloth or paper towel.

Keep grit off the floor. Use dirt-trapping, walk off mats, at all exterior doors. Dirt and grit are any flooring's worst enemies. Keep doormats clean.

In kitchens, use area rugs at high spill locations, and at work stations, i.e. stove, sink and refrigerator. Cotton is usually the best fabric since it is easily washed. Mats with smooth backings, i.e. rubber or vinyl, may trap water beneath.

Certain chemicals may cause the wood and finish to change color and develop a patina. Move area rugs occasionally and drape and shade large windows. Patina is not a warrantable item.

### **NO HEELS!**

A 200 pound man wearing men's dress shoes with a regular heel will exert less than 30lbs pressure per square inch. However, the latest ladies' high fashioned, thin heels, known as stiletto heels, can seriously damage all types of floor covering. A 110 lb woman wearing these shoes exerts in excess of 1,000 lbs pressure per square inch. These shoes can dent hardwood floors, chip ceramic tile, puncture carpet and pad and dent vinyl floors. This is the return of a problem that our industry encountered 20 years ago. It was not then, nor is it now, considered to be a manufacturing defect of floor covering materials by any of the floor covering manufacturers.



# DO'S & DON'TS FOR WOOD

## **DO:**

**DO** use a vacuum without a beater bar or sweep on a regular basis. Dirt particles left on your floor can mar the surface.

**DO** dust mop your floor to keep it looking new and free of harmful dust and dirt.

**DO** use door mats outside room entrances and in front of kitchen sink and refrigerator to help keep dirt and grit off your floor and to prevent damage and excessive wear.

**DO** place runners and area rugs, with slip-resistant backings, along high-traffic areas. The color of your floor may change over time due to oxidation; so, frequently move these items to minimize shading.

**DO** wipe up spills immediately. You may use dry Swiffer®, Min-Wax 7 Cleaner®, Bona Hardwood Floor Cleaner or the manufacturer's recommended products.

**DO** buff your floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become imbedded.

**DO** use felt floor protector pads under all furniture legs. Clean the pads on a regular basis to remove any grit that may become imbedded.

**DO** be aware, pet claws can scratch your floor. This is not covered by the manufacturer's warranty.

**DO** replace hard, narrow furniture rollers with wide rubber rollers.

**DO** keep the relative humidity in your home between 45% and 55%.

**DO** protect your floor from direct sunlight.

**DO** move heavy appliances and furniture by sliding them on, a thick moving, or folded blanket, or a piece of carpet placed face down.

**DO** use walk-off mats. Mats are recommended at door areas to help deter water damage.

**DO** check out a local hardware store for color putty that can fill small dents and chips.

## **DON'TS**

**DON'T** use any of the following products (or products similar in nature) on your floor: ammonia, Fantastik®, Formula 409®, dish washing detergent, powdered all-purpose cleaners, Endust®, Pledge®, Future®, Mop 'n Flo®, Murphy's Oil Soap® or other polishes. These products mentioned, and other abrasive cleaners, can scratch and/or react negatively to the acrylic polyurethane finish.

**DON'T** allow water to stand on your floor for any length of time.

**DON'T** walk across your floor in high heels or with any sharp object protruding from your shoe. INDENTIONS, INDENTIONS, INDENTIONS!

**DON'T** allow furniture to rest on the floor on small metal tips or hard domes.

**DON'T** use lamb's wool or a colored pad to buff your floor.

# **HILL COUNTRY PLANK – HAND SCRAPED – WARRANTY**

## **Warranty**

The original purchaser will receive the following nontransferable warranties on the American Vintage Group wood flooring:

### **Ten Year Manufacturing Defect Warranty**

This warranty covers any defects in the planks due to manufacturing defects occurring during milling, gluing, grading, staining and finish coating. American Vintage will repair or replace (at its option) the defective planks at its cost.

### **Ten Year Structural Warranty**

This warranty covers any failures of the glue, buckling, warping, twisting or separation at plies due to a glue failure. American Vintage will repair or replace (at its option) the defective planks at its cost.

### **10 Year Finish Warranty**

This warranty covers any peeling or wear-through of the finish.

### **Ten Year Sub floor Bond Warranty**

This warranty covers any failure of the floors to remain adhered to the sub floor due to a glue bond failure. This warranty is restricted to a one time repair or replacement (at American Vintage's option) and conditioned upon American Vintage being able to verify at time of warranty inspection that the moisture came up through the sub floor and not from any other source.

Neglect or abuse of the floors can void your warranty. This warranty is subject to your and the installer's compliance with American Vintage's care and maintenance and installation procedures and apply only to normal household use in residential property (no rentals).

It is strongly recommended that only American Vintage recommended products are used for the care and maintenance of these wood floors. For more information, contact American Vintage Group at the number below.

**American Vintage Group  
2207 Concord Pike # 596  
Wilmington, DE 19803**

**866.831.1524**

# WOODSIDE PLANK – HAND SCRAPED – WARRANTY INFORMATION

## **Warranty**

The original purchaser will receive the following nontransferable warranties on the American Vintage Group wood flooring:

### **Ten Year Manufacturing Defect Warranty**

This warranty covers any defects in the planks due to manufacturing defects occurring during milling, gluing, grading, staining and finish coating. American Vintage will repair or replace (at its option) the defective planks at its cost.

### **Ten Year Structural Warranty**

This warranty covers any failures of the glue, buckling, warping, twisting or separation at plies due to a glue failure. American Vintage will repair or replace (at its option) the defective planks at its cost.

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### **Ten Year Sub floor Bond Warranty**

This warranty covers any failure of the floors to remain adhered to the sub floor due to a glue bond failure. This warranty is restricted to a one time repair or replacement (at American Vintage's option) and conditioned upon American Vintage being able to verify at time of warranty inspection that the moisture came up through the sub floor and not from any other source.

Neglect or abuse of the floors can void your warranty. This warranty is subject to your and the installer's compliance with American Vintage's care and maintenance and installation procedures and apply only to normal household use in residential property (no rentals).

It is strongly recommended that only American Vintage recommended products are used for the care and maintenance of these wood floors. For more information, contact American Vintage Group at the number below.

**American Vintage Group  
2207 Concord Pike # 596  
Wilmington, DE 19803**

**866.831.1524**

## **MANNINGTON WOOD FLOORS – WARRANTY INFORMATION**

### **Multiple-Ply Construction**

Most of Mannington's Gold, Silver and Bronze Series floors are constructed with five plies for optimum strength and durability.

### **Cross-Grain Construction**

Each ply is laid cross-grain to those above and beneath it. With each ply reinforcing the next and with the strongest resins bonding all layers together, the combined result is far stronger than a single solid piece of wood-warranted not to warp, buckle or form gaps.

### **7-Step UltraWear Plus Finish with StratchResist**

Mannington's 7-Step UltraWear Plus polyurethane/aluminum oxide finish provides unsurpassed protection against normal wear. Each UltraWear Plus step is ultraviolet cured; making it far more durable than any finish that could be applied on-site.

### **ScratchResist**

Mannington warrants that their proprietary, UltraWear Plus polyurethane/aluminum oxide finish, will not wear through for a full 25 years for Gold Series products, 15 Years for Silver Series products and 10 years for Bronze Series products.

### **Lifetime Structure-All Collections**

If a plank warps, twists, cups, buckles or delaminates, Mannington will replace the defective plank at no cost to you for as long as you own your home.

### **Lifetime Moisture Release-All Collections**

Mannington will replace or repair flooring that releases from the subfloor due to moisture, if tests prove the moisture came from the subfloor. The floor must be visibly dry prior to installation. The floor must be installed using Mannington approved installation instructions and adhesives.

## **MANNINGTON WOOD FLOORS – APPROVED CLEANERS**

The use of Mannington maintenance and floor-care products like Mannington Ultra Clean is highly recommended.

Mannington has also approved the use of Bona and Bona X wood floor cleaners on all of its wood flooring products. Visit the Bona website at [www.mybonahome.com](http://www.mybonahome.com) for information on where to purchase the Bona line of wood floor cleaning products.

# FLOORING | TILE

## **BE INFORMED: CERAMIC AND PORCELAIN TILE**

### **KNOW YOUR CERAMIC AND PORCELAIN TILE**

Ceramic tile is an exceptionally durable floor and wall covering. Ceramic tile is a kiln-fired clay product. As with all fired products, there will be some variation in size and shade. This is an inherent quality of ceramic tile and result in varying color and sizing from tile to tile.

- The cementitious nature of grout will cause grout colors to vary and also allows for expansion and contraction of grout joints resulting in cracks in the grout.
- Grout is extremely porous and it will stain.
- Wisenbaker Builder Services, Inc. DOES NOT seal the grout because grout does not fully cure for 28 days.
- Small grout lines show irregularities in tile size.
- Electrical outlets and windows located on the backsplash will interrupt pattern and grout lines in backsplash tile patterns.
- If different tiles are used (example: stone and granite or granite and tile) in a backsplash pattern, “lipping” (one tile sticking out further than the other will) can occur due to the different thicknesses of each material type.
- Floor tile does not come with trim. If you choose a floor tile for your backsplash, be aware that you will have exposed edges.
- Ceramic tiles are not guaranteed against dye lot variation, texture differences or lack of uniformity in color. Similarly, grout colors are also subject to variations. Often imported ceramic tiles will not have trim available; in which case the installer will use a coordinating trim, tile that is not necessarily trim or no trim at all. Observable variation between a wall tile and its trim pieces are normal.
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc., in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.

## BE INFORMED: NATURAL STONE TILE

### KNOW YOUR NATURAL STONE TILE

Natural stone flooring has been a favorite product of elegant homes for many years. This quarried product with its unique, natural veining and impurities, offers perhaps the most unique flooring available. Many of its characteristics are listed below:

- Stone is a product of nature. Minerals and impurities become a part of the stone. ***This is not a defect in your stone.***
- Stone is a porous material and for that reason, the finish cannot be guaranteed.
- Your stone floor will vary, in color and shade, from the sample you selected.
- Veining will occur. This is a natural “weak” spot in the stone, which may crack.
- Finish, shine and shading may vary from one piece to another.
- Stone is very porous and it will stain, scratch and etch.
- We don’t seal the stone. If you elect to do so, wait 20 days for the grout to cure before sealing.
- Part of the natural beauty of our tumbled stone is that it has been broken by tumbling. You will have irregular edges, holes and veining.
- During the grouting process, holes in the tumbled stone will be filled.
- The industry has established realistic guidelines for tolerance levels. Please understand the sample from which you are selecting is representative of, but not necessarily exactly, what will be installed in your home.
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture may be more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.

## **MAINTAINING CERAMIC/PORCELAIN AND NATURAL STONE TILE**

Tile and stone surfaces are beautiful and durable. But, contrary to popular belief, they are not maintenance free. These surfaces are not magical and need to be cleaned and maintained to achieve the results you expect and desire. Also, due to the unique characteristics and appearance of marble, no two installations will ever be identical.

The grout is usually slightly recessed and requires a nylon brush to remove dirt, which can accumulate and eventually discolor the grout.

One of the most important steps in maintaining these surfaces is the use of a proper neutral pH cleaner (pH7). The neutral pH detergent cleans but does not harm the tile or grout as do many other over-the-counter cleaners. The use of a mop, along with a nylon brush, is recommended to properly clean both the tile and grout joint.

The use of vinegar, bleach or acid is highly dangerous and not recommended. This can degrade the tile and cause harm to you.

**SEALERS** – most ceramic/porcelain tile does not require a sealer although the grout joint is porous. The use of a grout sealer will help retain the natural color and help keep food from staining the joint.

### **CARING FOR MARBLE AND STONE**

Natural stone surfaces should be treated like any other valuable piece of furniture. The secret to beautiful marble or granite is keeping it clean. Regular washing with a proper neutral pH cleaner and water is recommended. Do not use soap, acid, ammonia, alcohol, etc., which can harm these surfaces.

### **CERAMIC TILE, GROUT AND MARBLE FLOORS**

1. There is variation in shading and size from piece to piece in C-Tile and marble. When repairs and piece replacement are required, an exact match cannot be guaranteed.
2. When grout is replaced because of C-Tile or marble repair, an exact color match cannot be guaranteed.

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier or the manufacturer can do to alter this fact.

### **NO HEELS!**

A 200 pound man wearing men's dress shoes with a regular heel will exert less than 30lbs pressure per square inch. However, the latest ladies' high fashioned, thin heels, known as stiletto heels, can seriously damage all types of floor covering. A 110 lb woman wearing these shoes exerts in excess of 1,000 lbs pressure per square inch. These shoes can dent hardwood floors, chip ceramic tile, puncture carpet and pad and dent vinyl floors. This is the return of a problem that our industry encountered 20 years ago. It was not then, nor is it now, considered to be a manufacturing defect of floor covering materials by any of the floor covering manufacturers.



# FLOORING | VINYL

## **BE INFORMED: KNOW YOUR VINYL**

### **KNOW YOUR VINYL**

Vinyl flooring is a resilient product available in a multitude of patterns and colors. It offers more “cushioning” than other hard surface products as well easier maintenance. This “softness” makes it susceptible to gouges and tears.

- Unprotected furniture legs, chairs with rollers and heels are particularly damaging to vinyl floors
- Vinyl flooring is not stain proof
- Seams can and will be visible. A seam sealer is applied to diffuse the seams
- Scuffmarks are common and treatable
- The industry has established realistic guidelines for tolerance levels. Please understand that the samples from which you are selecting are representative of, but not necessarily exactly, what will be installed in your home
- The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.

# MAINTAINING YOUR VINYL FLOORS

## CLEANING YOUR VINYL FLOORS

Damp mopping is usually enough to clean your floor when it is only slightly dirty. We suggest that when you damp-mop your floor you:

- First vacuum or sweep the floor. Use a sponge mop with warm water. When necessary, use a mild cleaning solution of clear or sudsy ammonia. Do not use soap or detergents. A thorough rinsing is also very important.
- Mop a small area at a time.
- Wring out the sponge often.
- Change the water several times if you have a large floor.
- Use only your manufacturer's recommended dressing or finishes. Some floors may require a dressing or finish, others may not. Consult manufacturer's instructions. A more thorough wash may be required when damp-mopping no longer gets the floor clean.

Scuff marks can be unsightly, but are actually an easy item to clean. Soft Scrub® and a white cloth should remedy the situation.

Floor covering products, either manufactured or natural, have limitations that can and will be apparent when repairs are needed. These limitations are true and genuine within the confines of manufacturing and installation, and there is nothing the builder, supplier or the manufacturer can do to alter this fact.

1. With the elimination of asbestos in vinyl backing, vinyl flooring is subject to dents and scratches.
2. When extra material is required for repairs, texture and shade can vary from original installation. An exact match cannot be guaranteed.
3. Minor gaps or separations in seams can occur and can be repaired if reported immediately.

## **DO'S & DON'TS FOR VINYL**

### **DO:**

**DO** wipe up spills immediately

**DO** use felt floor protector pads under all furniture legs

**DO** replace hard, narrow furniture rollers with wide rubber rollers

**DO** sweep floor regularly to remove dirt and grit that can abrade or scratch your floor

**DO** use the manufacturer's recommended products to clean your floor

### **DON'TS:**

**DON'T** wear high heels - INDENTIONS, INDENTIONS, INDENTIONS!

**DON'T** use chairs with thin rollers

**DON'T** use coca rugs, as they will scratch

**DON'T** allow plant chemicals / food to remain on the surface of the vinyl

**DON'T** allow water to stand on your floor for any length of time. Constant dampness from excess water can cause mildew and vinyl discoloration

**DON'T** drag or slide furniture across the floor. It can permanently damage your vinyl

**DON'T** use soaps, detergents, harsh chemicals or abrasive cleaning powders. Dulling film and permanent damage can result

**DON'T** use one-step, "no-rinse" cleaners or cleaners with wax. They can leave a dirt-catching film

### **NO HEELS!**

A 200 pound man wearing men's dress shoes with a regular heel will exert less than 30lbs pressure per square inch. However, the latest ladies' high fashioned, thin heels, known as stiletto heels, can seriously damage all types of floor covering. A 110 lb woman wearing these shoes exerts in excess of 1,000 lbs pressure per square inch. These shoes can dent vinyl floors. This is the return of a problem that our industry encountered 20 years ago. It was not then, nor is it now, considered to be a manufacturing defect of floor covering materials by any of the floor covering manufacturers.



### **OTHER THINGS TO REMEMBER**

When moving into your new home, be sure to use a scrap of carpet, moving blanket or hard board, to move heavy appliances. Refrigerators are made to roll straight in and out; never twist sideways or the front rollers will gouge and tear your vinyl floor.

Make sure your furniture's chair legs have full contact with the floor. If the chair legs have sharp metal edges, buttons or staples on the bottom, they could cause damage.

Chairs with rollers are NOT recommended. Over time, the constant rolling back and forth over the same area will cause the vinyl backing to break. This is irreversible and is not covered in any warranty.

Heavy objects will dent your floor if left in the same location for an extended period of time. Furniture casters are recommended for such items.

## VINYL FLOOR – WARRANTY INFORMATION

MANUFACTURER	PRODUCT	WARRANTY*
ARMSTRONG 1-800-233-3823 www.armstrong.com	Initiator Station Square Memories Strata Max	5 year limited warranty 10 year limited warranty 12 year limited warranty 20 year limited warranty
MANNINGTON 1-800-356-6787 www.mannington.com	Vega II Benchmark Duration Jumpstart Aurora	5 year limited warranty 6 year limited warranty 10 year limited warranty 12 year limited warranty 12 year limited warranty

*\*Warranty information verified, as of January, 2010*

A discolored floor will be replaced only one time. If discoloring happens a 2<sup>nd</sup> time, you should consult your homeowner's insurance policy or call your insurance agent for advice and assistance.

The warranty applies only to the person who originally purchased the vinyl flooring. Warranties are not transferable.

All installation labor is limited to a 1 year warranty per builder contracts.

The warranty information on this page is only a partial overview. Please call the 1-800 numbers listed for further details.

**VINYL REPLACEMENTS MUST BE COMPLETED NO MORE THAN 60 DAYS AFTER INSPECTION**

# VINYL FLOOR – FAQ's

## **FREQUENTLY ASKED QUESTIONS**

### **Q: Is a vinyl floor hard to care for?**

A: Not at all. Simply use the floor care products, suggested by the manufacturer, when your floor becomes soiled, to achieve optimum results. This also helps cut down on the time and effort you spend caring for your floor.

### **Q: Can a vinyl floor mark or damage easily?**

A: The best way to assure a long, beautiful life for your vinyl floor is to use floor protectors for table and chair legs. It's smart to keep the heels on your high-heeled shoes in good condition. And, it's a good idea to move furniture and appliances according to manufacturer's recommendations.

### **Q: Can the pattern on my vinyl floor wear out?**

A: It will not wear out if it is properly maintained. How well a vinyl floor pattern wears depends on how well it is protected by the floor's wearlayer. The thickness of the protective wearlayer varies from floor to floor, depending on its composition and construction.

### **Q: Why does one vinyl floor cost more than another?**

A: A vinyl floor that costs more usually offers you better design options along with a sturdier construction and enhanced stain protection. Usually more steps have been taken in the manufacturing process to add enhancements to the wearlayer as well as the internal components. In addition, a floor backed by a stronger guarantee comes with the assurance that the manufacturer has greater confidence in its construction.

### **Q: Will my vinyl floor stain?**

A: Vinyl flooring can stain from items such as excessive moisture, iodine, plant food and mustard. To help prevent permanent stains, wipe up spills promptly. Vinyl that has a urethane wearlayer is less likely to stain.

### **Q: Can I roll the refrigerator or range across my vinyl floor?**

A: If your appliances are rolled straight across your vinyl floor, nothing should happen to it. However, a problem can occur when an appliance is not rolled straight. Because the wheels or glides on refrigerators and ranges do not pivot when they are moved, the floor often tears. Don't take any chances. Always check your manufacturer's recommendations for moving appliances.

COUNTERTOPS | SOLID SURFACE

## **SOLID SURFACE CHARACTERISTICS**

Tresca™ is an acrylic solid surface with consistent color and design making it ideal for kitchen and bath applications. This unique surface provides the top 3 attributes Consumers today want from their countertop:

- Appearance / style
- Durability / long lasting
- Low maintenance / ease of care

With the ability to create a seamless appearance, Tresca™ can be cut and formed into distinctive shapes and curves in addition to intricate edge details. Unlike stone countertops, this non-porous surface never needs to be sealed and does not support the growth of bacteria making it the best choice in areas where food preparation could take place. Because of its acrylic composition, Tresca™ is very durable and any surface marks can be easily removed. The benefit of this durable, low-maintenance surface is a countertop that stays looking new longer.

Finally, Tresca™ solid surface is backed by a limited 10-year transferable warranty making this an investment you can truly feel confident in.

## **BE INFORMED: SOLID SURFACE**

### **KNOW YOUR SOLID SURFACE COUNTERTOP**

Congratulations on your new Solid Surface Countertops! Solid surfacing comes with a ten-year warranty. Because solid surfaces are a renewable surface and are very durable, they can be easily maintained for many, many years. Solid surfacing is very durable & can be cleaned with soap and water. Your awareness of its characteristics and care will allow for years of enjoyment.

- Do not place hot pans or heat-producing appliances directly on the surface. Use a cutting board or trivet under heat producing appliances and pot mats under hot pots.
- Avoid using harsh chemicals on your solid surface countertop.
- Do not use your counter surface as a cutting board.
- Solid Surface may be sanded lightly to repair minor cuts and scratches.
- To remove stubborn stains, you can use an abrasive cleanser with a green Scotch-Brite® pad.
- Turn on cold water when pouring boiling liquids into a Solid Surface sink.
- Please understand that the samples from which you are selecting are a representative of, but not necessarily exactly what will be installed in your home. The perception of color, texture, patterns, etc., in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the texture more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors from time to time. If this occurs, you will be notified that a reselection is required.
- Dark or intensely shaded colors will require more maintenance.
- Solid Surface integral sink color sometimes varies slightly in matching the countertop color when both items are of the same color.

## **SOLID SURFACE – ROUTINE CARE AND MAINTENANCE**

Solid Surface was created for a lifetime of easy care. Just follow the simple guidelines listed here to keep your Solid Surface countertops looking as fresh as they looked the day they were installed.

### **ROUTINE CARE**

Soapy water or ammonia-based cleaners will remove most dirt and stains. However, slightly different techniques must be used to remove difficult stains.

- Cleaning – Most dirt & stains – Use soapy water or ammonia-based cleaner
- Watermarks – Wipe with damp cloth; towel dry
- Difficult stains – Use an abrasive cleaner and a green Scotch-Brite® pad
- Disinfecting – Occasionally wipe surface with diluted household bleach (1 part water / 1 part bleach)
- Maintenance – Rub with Scotch-Brite® pad alone

### **REMOVING CUTS AND SCRATCHES**

Because the solid beauty of Solid Surface goes all the way through, Solid Surface countertops are completely renewable. You can remove minor cuts and scratches yourself by following the instructions below.

- Sand with 180 or 220-grit fine sandpaper until cut is gone. Restore finish with an abrasive cleanser and a green Scotch-Brite® pad.
- Avoid exposing Solid Surface countertops to strong chemicals, such as paint removers, oven cleaners, etc. If contact occurs, quickly flush the surface with water.
- Do not cut directly on Solid Surface countertops.
- Run cold water when pouring boiling water into sinks.

## **SOLID SURFACE – WARRANTY INFORMATION**

10-Year Limited Warranty\*

To obtain service under this warranty, contact the source from whom you purchased Tresca™.

### **GENERAL WARRANTY GUIDELINES**

American Vintage Group warrants to the original owner of a Tresca™ installation, that American Vintage Group at its option will repair or replace, without charge, such product if it fails due to any material defect, improper fabrication and/or improper installation during the first 10 years after initial installation except for damage caused by physical or chemical abuse, damage from excessive heat, or acts of nature. This includes necessary labor charges needed to repair or replace the product covered hereunder.

### **RESIDENTIAL GUIDELINES**

This warranty is available only to the owner of a single-family residence in which the surfacing product is originally installed or, in the case of a newly constructed single-family residence, to the first owner acquiring the residence from the builder thereof with the surfacing product already installed.

A Residential installed warranty applies to permanently installed Tresca™ surfaces:

1. Purchased after January 1, 2006, for residential use in the United States and Canada.
2. Which have not been removed from their original place of installation
3. Maintained according to the Care and Maintenance of Tresca™ Instructions. A copy may be obtained, free of charge, from your TRESCA™ Certified Fabrication/Installation Source, by contacting American Vintage Group.
4. Including seam performance, not appearance.

A Residential installed warranty does not cover:

1. Minor conditions such as stains, scratches, water spots and burns, which due to the unique properties of Tresca™ may be corrected by techniques specified in The Care and Maintenance instructions.
2. Failure to comply with American Vintage Groups instructions including fabrication, installation, care, maintenance, etc.
3. Any products moved from their original place of installation.
4. Dissatisfaction with appearance of joints or seams, or of any adhesive, caulk or other accessory items, or failure of any adhesive, caulk or accessory items

### **SPECIFIC RIGHTS**

American Vintage Group's obligation hereunder is limited solely to the repair or replacement including necessary reasonable labor charges of the Tresca™ product purchased hereunder. No implied or expressed warranty of merchantability or fitness for a particular purpose is granted by this warranty except as expressly stated herein. Except as provided herein, American Vintage Group shall not be liable in either tort or contract for any loss or direct, consequential or incidental damages arising out of the use or inability to use Tresca™ in Residential or Commercial applications as stated herein. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives the purchaser specific legal rights; other rights may also be available which may vary from state to state or, in Canada, from province to province.

The 10-year Limited Warranty coverage from American Vintage Group for Tresca™ is your ultimate assurance of lasting quality. For more information about this warranty, please contact American Vintage Group directly by writing or e-mailing:

**American Vintage Group, Tresca™**  
**2207 Concord Pike #596**  
**Wilmington, DE 19803.**  
**[www.americantvintagegroup.com](http://www.americantvintagegroup.com)**

\*This warranty policy effective January 1st, 2006

COUNTERTOPS | QUARTZ SURFACE

## **QUARTZ SURFACE CHARACTERISTICS**

OmegaStone™ combines the exceptional beauty, strength and durability of Quartz with 21st century technology to produce an incredibly dynamic stone surface. According to leading consumer surveys, Quartz countertops are rapidly becoming the choice for discerning homebuyers who want the best of both worlds when it comes to form and function.

### **FORM = ELEGANT AND SMART**

OmegaStone™ offers sophisticated elegance and timeless beauty. The natural quartz in OmegaStone™ delivers distinctive depth, brilliance, radiance and a solid feel unique to stone surfaces. With its palette of fashionable colors, OmegaStone™ makes the color selection process one of ease. Project expectations are met because OmegaStone™ complements most color schemes desired in today's finest homes and commercial projects.

### **FUNCTION = VERSATILITY AND PERFORMANCE**

OmegaStone™ can be used in virtually any indoor surfacing application in kitchens and bathrooms, including: countertops, island tops, vanities, tub and shower surrounds, backsplashes, wet bars, tabletops, desktops, fireplace surrounds and more.

### **SCRATCH RESISTANCE**

The natural quartz in OmegaStone™ makes it genuinely scratch-resistant. Only three other natural minerals — diamond, sapphire and topaz — are harder than quartz. Quartz is a seven on Mohs Hardness Scale (diamond is a 10). So, while a careless slip of the knife will scratch most other countertops such as laminates and solid surfaces, it won't leave a mark on OmegaStone™. Although OmegaStone™ is durable, it is not scratch-proof; it could be damaged with excessive force or pressure.

### **STAIN RESISTANCE**

OmegaStone™ is non-porous and therefore it is highly resistant to stains from coffee, wine, lemon juice, olive oil, vinegar, makeup, and many other common household products. Unlike granite, OmegaStone™ does not need to be sealed to keep its lustrous shine. With OmegaStone™, cleanup is easy and because it is non-porous, food and moisture are prevented from penetrating its surface — the main source of growth for harmful bacteria.

### **SCORCH RESISTANCE**

Unlike solid surfaces and laminates, OmegaStone™ is scorch-resistant. It will withstand limited exposure to heat without burning or scorching. However, as advised by crock pot and electric skillet manufacturers, do not place these items directly on any countertop. Always use trivets when placing hot items on any stone surface to avoid thermal shock.

### **RELIABILITY**

OmegaStone™ natural quartz surfaces result from a tightly controlled process to ensure reliable performance, color consistency and ultimate durability every time.

## **BE INFORMED: QUARTZ SURFACES**

### **KNOW YOUR QUARTZ SURFACE COUNTERTOP**

Quartz Surfacing is very durable and can be cleaned with soap and water. Your awareness of its characteristics and care will allow for years of enjoyment.

- A damp cloth or paper towel is usually all you need. To clean up sticky spots, a little liquid detergent can help. As with any countertop, it makes sense to clean up spills as soon as you can.
- To remove stubborn or dried spills, we recommend using Bar Keeper's Friend®, Formula 409®, Greased Lightning®, or Lysol®. For very stubborn spills, a white scrub pad such as a Scotch-Brite can be used without damaging your countertop.
- Avoid abrasive cleansers containing high alkaline/pH levels. Liquid bluing, nail polish remover and oil soaps can damage your Quartz Surfacing countertop. Also, avoid using chemicals which contain methylene chloride or trichlorethane, such as paint remover or furniture strippers.
- Do not use your counter surface as a cutting board.
- Like quarried stone, Quartz Surfacing countertop seams and lamination lines are visible and can be felt. Countertop seams will be flush +/- 1/32' (the thickness of a credit card). Also, like quarried stone, Quartz Surfacing has particulate concentrations (up to quarter size), some color variations along with dispersed white quartz. These small concentrations, color variations and white quartz are natural and add to the unique character of Quartz Surfacing.
- The perception of color, texture, patterns, etc., in a smaller sample may be different when the entire application is completed. For example, the color may be more or less intense, the particulate concentrations more or less pronounced and the shading more or less obvious. Manufacturers discontinue colors from time to time. If this occurs, you will be notified so you may select another color.
- Dark colors require more maintenance than lighter colors. Finger prints, cleaning streaks, dried water spots, surface finish variations, etc., are more visible than on lighter colors. This is normal for dark colors. It is not a defect and cannot be changed.

# QUARTZ SURFACE – ROUTINE CARE AND MAINTENANCE

Quartz Surfacing is made with high-performance, stain-resistant polymers, so your new countertop will be easy to maintain. Because the durable surface of Quartz Surfacing is nonporous, you can enjoy the beauty of natural stone without the worries. Unlike ordinary stone, Quartz Surfacing has extremely high resistance to chemicals, scratches and stains.

With routine care, Quartz Surfacing will maintain its luster and beauty for many years.

## **REGULAR CLEANING**

To clean Quartz Surfacing, a damp cloth or paper towel is usually all you need. To clean up sticky spots, a little liquid detergent can help.

As with any countertop, it makes sense to clean up spills as soon as you can. But rest assured; Quartz Surfacing can withstand exposure to tea, soda, wine, vinegar, lemon juice and fruits and vegetables, without permanently staining like ordinary stone.

## **CLEANING STUBBORN OR DRIED SPILLS**

For stubborn or dried spills, *Bar Keeper's Friend* is an effective cleanser. You can use it daily without damaging Quartz Surfacing. Other recommended cleaning products include *Zud Cleanser*, *Lysol* and *Whirl*. For extremely stubborn spills, a green scrub pad, such as *Scotch-Brite™*, can be used without damaging your countertop. Be sure to rinse thoroughly to remove any hazy residue that will diminish the shine and beauty of your countertop. Note: Avoid using cleansers that contain bleach.

Always follow the manufacturer's instructions and exercise proper care when handling and storing any cleaning products.

## **SPOT REMOVAL**

For spot removal (food, grease, gum, nail polish, paint, etc.), first, gently scrape away the excess with a razor blade or putty knife. However, Quartz Surfacing is much harder than a steel blade, so excessive scraping on the surface may leave a gray metal mark on the countertop. Not to worry. Just clean the area with one of the recommended cleaners (*Bar Keeper's Friend*, *Zud Cleanser*, *Lysol*, or *Whirl*) and a green scrub pad. Any residue from the spot and any metal marks should both quickly disappear.

For heavier or more stubborn spots, soak a pad of paper towels in water and cleanser. Apply to the spot and let soak for two to five minutes. Scour with a green scrub pad and cleanser. Rinse thoroughly.

## **POLISHING**

Because Quartz Surfacing is nonporous, you don't need to worry about using sealants or waxes as you would with ordinary stone. Quartz Surfacing will keep its lustrous gloss and ultra-smooth surface without polishing.

However, some people like to polish their Quartz Surfacing countertops every few weeks for a shine that's even more brilliant. Regular polishing cannot harm Quartz Surfacing. In fact, occasional polishing can enhance stain resistance and ease of cleaning.

For polishing, *Weiman Blue White Diamond Marble Polish* provides excellent results. Also, recommended are *Goddard's Long Shine Marble Polish* and *Countertop Magic*.

## **QUARTZ SURFACE – ROUTINE CARE AND MAINTENANCE (continued)**

### **NO SURFACE IS INDESTRUCTIBLE!**

As with any surface, Quartz Surfacing can be damaged by exposure to strong chemicals and solvents. Do not use products containing trichlorethane or methylene chloride, such as paint removers or furniture strippers. Avoid abrasive cleansers containing high alkalike/pH levels. Bleach, liquid bluing, nail polish remover and oil soaps also can damage your Quartz Surfacing countertop.

In the event of accidental exposure to any of these damaging products, thoroughly rinse with water as soon as possible.

### **ENJOY!**

Quartz Surfacing is made to give you the best of both worlds – all the natural wonder of stone without the worry. With Quartz Surfacing kitchen countertops, you'll enjoy many years of natural beauty and easy care.

## **QUARTZ SURFACE WARRANTY INFORMATION**

### **LIMITED 10 YEAR WARRANTY**

American Vintage Group offers its residential customers a 10 year limited warranty on all OmegaStone™ installed surfacing products. This warranty covers failures caused by product defects which may occur during the first 10 years after the original installation of the product, except for those failures which arise from any physical or chemical abuse, improper maintenance, commercial or exterior applications or excessive heat or any settling occurring to the residence in which the product has been installed or use as flooring.

The 10 year OmegaStone™ warranty is available only to the owner of a single family residence in which the surfacing product is originally installed, or, in the case of a newly constructed single-family residence, to the first owner acquiring the residence from the builder thereof with the surfacing product already installed. The warranty does not, however, cover seam performance or any surfacing product that has been removed or relocated from its original place of installation.

### **SPECIFIC RIGHTS**

American Vintage Group's obligation under the OmegaStone™ 10 year warranty is limited solely to the repair or replacement of the failed product. Such repair or replacement, however, shall not include the performance of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed surface product (such as, for example, any plumbing, electrical, tile or wall surfacing repairs or modifications) - such other repairs and modifications shall be the responsibility of the customer. If American Vintage Group determines the likelihood of failure recurrence to be high, American Vintage Group retains the option to refund the original purchase price for the fabricated product and/or installation thereof paid by the customer to American Vintage Group in full and final satisfaction of its warranty obligation hereunder. Except to the extent expressly stated herein or otherwise required by applicable law, American Vintage Group disclaims all warranties and representations, expressed or implied, statutory or otherwise, including, without limitation, any implied or express warranties or merchantability or fitness for a particular purpose, and shall not be responsible or liable, in either contract or tort, for any loss, including, without limitation, direct, indirect, special, consequential or incidental damages, arising out of the use or, the inability to use of, or repairs to, the surfacing products provided or to be provided by American Vintage Group. However, because some states may not allow the exclusion or limitation of incidental or consequential damages, the foregoing limitations or exclusions may not be applicable.

These warranties give the customer specific legal rights. Other rights may be available under applicable laws which may vary from state to state.

# COUNTERTOPS | GRANITE

# **GRANITE CHARACTERISTICS**

Granite is an igneous rock formed by volcanic action and consists mainly of quartz, silica, mica, obsidian and feldspar with a blend of other natural minerals. The composition varies from quarry to quarry. Granite is the only natural stone suitable for kitchen countertops. This relates to its hardness, resistance to scratches and its minimal absorption. It can also be used for fireplace surrounds and vanity tops. Below are some general physical characteristics, which also vary by stone type.

## **HARDNESS**

Based on the MOH scale of one to ten with diamonds being ten, most granites fall within the range of seven or eight. It is extremely scratch resistant.

## **NATURAL FISSURES**

Granite contains natural fissures, which appear as cracks. These visible hairline cracks are formed during the solidification process. Earthquakes or land movement can also cause fissures. Fissures are random and will vary from one type of granite to the next. These fissures contribute to the brittleness of granite.

## **SURFACE PITS**

Granite is polished to remove all scratches from the surface. Due to the methods currently used for finishing – abrasives and pressure in a circular motion – some small crystals will be removed leaving small voids in the surface polish. The size and frequency of this varies from stone to stone.

## **COLOR VARIATION**

Samples represent the general color and pattern of a color of granite only. Exact duplication cannot and will not be guaranteed. Granite, being a natural product, will have variation in color and shading. This is a unique characteristic of natural stone and is to be expected.

## **CUTTING AND FITTING**

In most cases, granite is cut to rectangular shapes with opposing edges parallel. Drywall will have to be floated to correct any deficiencies, like bowing, cupping and walls being out of square.

## **SEAMS**

Unlike solid surfaces, granite will have seams. Seams may be made in top mounted sink and cook top cutouts. These seams will be established based on slab size, esthetic considerations, practicality of handling and installation. Slab sizes are random, making it impossible to locate seams for any given plan. The horizontal stone to stone seams are filled with an epoxy, which will be color coordinated. A 3/16" gap between pieces is normal for seams. Vertical variation at the seam will be no more than 1/32". The largest guaranteed size available for granite is 100" x 60" for all colors. Some random tops may be slightly longer or wider, but cannot be guaranteed from house to house.

## **EDGES**

3 cm granite does not have a laminated edge, so the edge is approximately 1-1/4" thick and without a seam line. 3 cm granite can vary in thickness from slab to slab and sometime within a slab. When this occurs between slabs, the edges will be feathered to match at the seam.

## **UNDERMOUNT SINKS**

A minimum of 3" is required in front and behind the cutout. Wisenbaker Builder Services will only work with sinks which are specifically designed as under counter sinks. Our standard edge at this cut out location is a simple

## **GRANITE CHARACTERISTICS**

square polish edge that is flush with the wall of the bowl, +/- 1/8". We will install the sink itself but will not do any plumbing or cabinet work.

### **BLEMISHES AND REPAIRS**

The Marble Institute of America deems it appropriate to repair any surface blemishes during the fabrication and installation process.

It is also a standard practice to imbed rods on the backside of the granite to strengthen any weak areas such as natural fissures or cutout areas. The Marble Institute of America approves these procedures as well.

If a crack or fissure occurs or opens after installation, it is, sometimes, possible to repair it. Wisenbaker Builder Services will assess the repair possibility with the builder.

If a piece needs to be replaced, due to damage, the replacement piece will not color match the other pieces in the original installation.

### **SUB DECKING**

Granite has very little flexural or bending ability. 3 cm granite will have no sub decking and will rest directly on the cabinets or support walls.

All overhang or cantilever areas should be properly braced from below. This bracing should allow loading of 250 pounds per square foot without any flexing of the countertop. High bar overhangs from 4" to 12" will be braced with flat steel support strips, evenly spaced, supplied and installed by Wisenbaker Builder Services. Any overhangs over 12" will need legs or columns extending to the floor, or well supported corbels, to support the granite. These are the responsibilities of the builder.

## BE INFORMED – GRANITE

### KNOW YOUR GRANITE COUNTERTOP

Due to the fact that granite is a product of nature, the characteristics of a particular sample will not be uniformly present in other samples of the same color. A sample serves only to indicate, in a general way, the color, markings and texture usually found in a block of granite.

Because of the inherent characteristics, no two pieces of granite, such as sections of a kitchen countertop, will be identical. The countertops, or areas of the countertops, will not be replaced due to color and/or texture variation within or between the pieces of your installation. If granite tile is used on the backsplash, fireplace, or as inserts in the floor or backsplash, it will not match the slab countertops.

Because granite is natural and is quarried from the ground, it contains inherent characteristics:

- Hairline cracks (caused during the quarrying process and are visible)
- Fissures (a natural cleft in the formation which are mistaken for a crack)
- Pits (small crystals that loosen and may fall out during polishing leaving small voids in the surface)
- Inclusions (areas of stone which do not look like the rest of the stone and may vary in size from small to countertop size)
- Some colors have a “grain” or pattern direction. WBS will attempt to maintain that grain or pattern direction throughout a given countertop, but, may be unable to do so.

Any movement of cabinets, walls or general settling of your home could cause any of these hairline cracks, fissures or pits to open and/or become noticeable. The Marble Institute of America deems it appropriate to repair any surface blemishes or cracks during the fabrication and installation process.

Granite is quarried from the ground. It is impossible to do seamless or seemingly seamless installations of countertops. Granite countertop seams can be seen and felt. Granite slabs are not always perfectly flat causing some seams to be uneven from front to back. Granite slabs frequently vary in thickness from one end to another +/- 1/8”, so the total potential variance in thickness between slabs could be as much as 1/4”. When this occurs, the thicker slab will be feathered to match the thinner slab at the edge seam location.

Since it is a quarried material, slab sizes are random. The maximum guaranteed size of a countertop will be 100” x 60”. Occasional random counters may exceed this dimension by a few inches but the increased size is not guaranteed from house to house. When necessary, seams may be included in the sink or cook top cutouts.

Being porous, unsealed granite may absorb many types of liquids and will be prone to staining. To resist stains, granite must be sealed with a penetrating sealer. The countertops are sealed during the fabrication and installation process. Food oils, present in most foods, must be cleaned up promptly to prevent staining. Water, unless it is distilled, will leave a very minor mineral deposit when it dries. Over time and repeated spills, these deposits will become objectionably white. Cleanup water spills before they dry to prevent these mineral deposits. If you have mineral deposits on your countertop, typically around the faucet, they are most easily removed with a single edge razor blade. Do not use **CLR**, **Lime-Away** or other lime dissolving products.

The polished finish of Granite is very durable and natural, no topical coating is applied, however, it can be scratched with other household items. The finish may be dulled with the application of unapproved cleaning agents and general wear. Absolutely do not use abrasive cleansers (such as Comet, Ajax, Soft Scrub, Bon Ami, etc.) on granite surfaces and avoid acid-based cleaners not specific for granite. Test any new cleaner on a small out-of-the-way area before using on the countertop.

# GRANITE – ROUTINE CARE AND MAINTENANCE

## SEALING OF COUNTERTOPS

### **FOR ALL GRANITE COUNTERTOPS INSTALLED BY WISENBAKER BEFORE JUNE 2, 2008**

Each countertop that Wisenbaker Builder Services installs is sealed with a quality impregnating sealer, which leaves nothing on the surface to contaminate food.

The natural characteristics, which make granite beautiful, also make it somewhat vulnerable to certain substances and treatments. Granite countertops must be sealed with a quality stone sealer. While no traditional sealer is perfect, adequate protection from the effects of certain penetrating liquids can be achieved when following the manufacturer's recommendations. The best way to avoid a stain is to quickly wipe off the compound in question. There is nothing inherent in your stone that will cause stains. Stains are always from exterior causes and usually are organic, oil or rust related. Surface stains can often be removed by cleaning with an appropriate cleaning product. Look for color, shape and environmental factors that could be causing the staining. For stains which cannot be removed by normal cleaning processes, call a professional.

While stains are rare, they are caused most frequently by cooking oil. Do not use bottles of cooking oil directly on your granite. When cooking with oil, wipe clean any of the countertops that came into contact with the oil when you are finished. Do not store metal pots and pans on your countertops either, as rust can stain the granite. The sealer is not a waterproofing agent. If your granite darkens when it is wet, do not be alarmed. It will return to its original color when the water evaporates. Your granite countertops are sealed with an impregnating sealer. It is recommended that the countertops be resealed every year with a penetrating sealer. It is a simple process that one can apply themselves.

### **FOR ALL GRANITE COUNTERTOPS INSTALLED BY WISENBAKER AFTER JUNE 2, 2008**

Beginning 6-2-08, all granite countertops installed by Wisenbaker are sealed with our exclusive sealer called **StainShield-15™**. This new stone sealer technology anchors the sealer to the stone surface matrix through a chemical reaction. This means that the sealer and the surface will have a strong bond requiring high energy to break down. This breakthrough in granite protection carries a 15-Year Limited Stain Warranty (see Warranty document at [www.wisenbaker.com](http://www.wisenbaker.com)). Unlike granite sealed with traditional sealers, countertops with **StainShield-15™** protection do not have to be re-sealed on a yearly basis. Recommended routine care and maintenance practices contained herein are still to be followed. In the rare occasion that your granite with **StainShield-15™** protection does receive a stain within the 15-year stain warranty period, please contact Wisenbaker Builder Services for service.

## CLEANING OF COUNTERTOPS

The safest way to clean your granite countertops is to use products designed specifically for stone. Cleaners and disinfectants of this type are neutral on the acid scale so they pose no risk of hurting the polish. Dish soap and water, a 50-50 mix of alcohol and water or spray on cleaners, such as Windex, will work well. Avoid anything that contains **Bleach** or any cleaners that have grit or abrasives in them. If you want to avoid water streaking while cleaning, wipe with clean, soft cotton-flannel cloths until totally dry. If lime build up occurs around your faucet, **do not use lime removal products**. Gently scraping the lime off, using a straight razor, is the best solution.

# **GRANITE – ROUTINE CARE AND MAINTENANCE**

## **AVOIDING SCRATCHES**

Granite is a quartz-based material and can therefore be scratched by quartz or anything harder. Knives will not scratch granite, although cutting on your granite is not recommended, as your knives will dull very quickly. Diamonds will scratch granite. Removing diamond rings before cooking is recommended. Certain stoneware dishes contain rough silica and pose a risk of scratching. Some pizza-stones will scratch granite if they are spun around while cutting pizza. If you use a marble cutting board, make sure the rubber or plastic feet remain secure.

## **AVOIDING CHIPS**

Chips in granite countertops caused by normal use are not a common occurrence. When they do happen, they are most often caused by banging something hard or heavy into the edge. Heavy pots and pans and the bottoms of large bottles do the most damage. Take care when you handle them around your granite. If a chip does occur and you find the piece that chipped out, save it. Most of the time, it can be epoxied back into place.

## **HOT PANS**

High and low temperatures will generally not harm granite. You can take a pan off the stove or a dish out of the oven and set it on your countertop. While damage from this kind of treatment is extremely rare, it can occur. To provide the most security, pot mats or trivets should be used. If you have a seam in your countertop, it is best to avoid setting hot materials on top of it. The seam material is heat resistant but can be damaged if exposed to heat for an extended period of time.

# **GRANITE WARRANTY INFORMATION**

## **WARRANTY**

Wisembaker Builder Services offers its residential customers a 1-year limited warranty on all installed Granite Countertops. This warranty covers failures caused by improper fabrication or installation, which may occur during the first year after the original installation of the product. Inherent characteristics are not defects. This warranty will not cover those failures which arise from any physical or chemical abuse, staining, improper maintenance, commercial applications or excessive heat or from any settling occurring to the residence in which the product has been installed.

Due to the variation in veining and color, over which Wisembaker Builder Services has no control, Granite is sold subject to irregularities in color, surface, veining and texture.

The 1-year installation warranty is available only to the owner of a single-family residence in which the Granite is originally installed, or, in the case of a newly constructed single-family residence, to the first owner acquiring the residence from the builder thereof with the Granite already installed. The warranty does not, however, cover seam performance or any Granite that has been removed or relocated from its original place of installation.

## **SPECIFIC RIGHTS**

Wisembaker Builder Services' obligation, under the one-year warranty, is limited solely to the repair of the failed product. Such repair, however, shall not include the performance of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed product. Such as, for example: any plumbing, electrical, tile or wall surfacing repairs or modifications – such other repairs and modifications shall be the responsibility of the customer.

Except to the extent expressly stated herein or otherwise required by applicable law, Wisembaker Builder Services disclaims all warranties and representations, expressed or implied, statutory or otherwise, including, without limitation, direct, indirect, special, consequential or incidental damages, arising out of the use of, the inability to use, or delays in installation of or repairs to, the surfacing products provided or to be provided by Wisembaker Builder Services. However, because some states may not allow the exclusion or limitation of incidental or consequential damages, the foregoing limitations or exclusions may not be applicable.

These warranties give the customer specific legal rights. Other rights may be available under applicable laws, which may vary from state to state.

**Wisembaker Builder Services  
Customer Service  
281.233.4000**

Effective: Dec 21, 2006

# STAINLESS STEEL SINKS

## **ROUTINE CARE AND MAINTENANCE**

### **Stainless Steel Sinks**

- Rinse thoroughly after each use and towel dry to prevent mineral deposits from building up on the surface of the sink.
- Always apply stainless steel cleaner/polish with a nonabrasive cloth or sponge, working with, not across, the grain.
- Do not use steel wool, wire brushes, abrasive cleansers or pads.
- Cleaners containing chlorides are not recommended. If used, rinse the surface immediately to prevent corrosion.
- Do not use rubber mats or dishpans in the sink to protect the finish.
- Do not leave wet sponges, cloths or cleaning pads on the sink. This can lead to surface rust.
- Be sure to dry the surface after cleaning to avoid water spots.

# SHUTTERS, BLINDS AND ARCHES

# SHUTTERS, BLINDS AND ARCHES

## WoodCreek Window Coverings™ by Wisenbaker

### **Designed for Easy Care and Cleaning**

All WoodCreek Window Coverings are made for a lifetime of wear-resistant, trouble-free performance. Cleaning your WoodCreek blinds, shutters and arches is simple and should be done on a regular basis. The following recommended cleaning methods have been outlined by product category for your use.

### **General Care and Cleaning Helpful Hints**

- **Dusting.** Regular light dusting maintains a like-new appearance of most blinds and shutters.
- **Vacuuming.** For deeper cleaning, vacuum gently with the **brush attachment** of any vacuum cleaner.

### **WoodCreek Faux Wood Blinds, Composite Shutters and Arches**

- The best method of cleaning is to regularly use a clean, dry feather duster, cleaning cloth or brush attachment of a vacuum cleaner to remove and dust or debris.
- To assure thorough cleaning, open the shutter louvers or blind slats so that both sides can be cleaned. Then tilt the louvers or slats upward until closed and proceed to dust. Repeat the process with the louvers or slats tilted down.
- **Do not use abrasive cleaners or chemical solvents, as they will scratch or damage the surface.**

### **WoodCreek Custom Wood Blinds and Shutters**

- Clean using a dry and soft feather duster, clean cloth or dust cloth. A vacuum with the soft brush attachment can also be utilized.
- Ultrasonic cleaning or use of chemical solvents and scrubbing cleansers are not recommended. They will damage the product.
- Protect all fine wood blinds and shutters from exposure to steam or high moisture areas, rain or outside irrigation systems to ensure their long life.
- To assure thorough cleaning, open the shutter louvers or blind slats so that both sides can be cleaned. Then tilt the louvers or slats upward until closed and proceed to dust. Repeat the process with the louvers or slats tilted down.
- Like any fine wood finishing, stained shutters should be treated periodically with lemon oil or other wood preservative product to protect their finish and enhance their luster.
- When cleaning any window, spray glass cleaner on a cloth rather than spraying directly on the window. This will prevent damage to the wood finish by splattering cleaner.

With proper care and maintenance, your investment will provide you with years of elegance and beauty for your home.

# ADDITIONAL RESOURCES

MANUFACTURER	WEB SITE	PHONE NUMBER
<ul style="list-style-type: none"> <li>• 3M SCOTCHGARD STAIN RELEASE</li> </ul>	<p style="text-align: center;"><a href="http://www.solutions.3m.com"><u>www.solutions.3m.com</u></a></p>	<p style="text-align: center;"><b>1-800-433-3296</b></p>
<ul style="list-style-type: none"> <li>• AMERICAN VINTAGE GROUP               <ul style="list-style-type: none"> <li>• HILL COUNTRY PLANK</li> <li>• WOODSIDE PLANK</li> <li>• MIRADO SINKS</li> </ul> </li> </ul>	<p style="text-align: center;"><a href="http://www.americanvintagegroup.com"><u>www.americanvintagegroup.com</u></a></p>	<p style="text-align: center;"><b>1-866-831-1524</b></p>
<ul style="list-style-type: none"> <li>• ARMSTRONG</li> </ul>	<p style="text-align: center;"><a href="http://www.armstrong.com"><u>www.armstrong.com</u></a></p>	<p style="text-align: center;"><b>1-800-233-3823</b></p>
<ul style="list-style-type: none"> <li>• CARPET CUSHION COUNCIL</li> </ul>	<p style="text-align: center;"><a href="http://www.carpetcushion.org"><u>www.carpetcushion.org</u></a></p>	<p style="text-align: center;"><b>1-610-527-3880</b></p>
<ul style="list-style-type: none"> <li>• CARPET &amp; RUG INSTITUTE</li> </ul>	<p style="text-align: center;"><a href="http://www.carpet-rug.org"><u>www.carpet-rug.org</u></a></p>	<p style="text-align: center;"><b>1-800-882-8846</b></p>
<ul style="list-style-type: none"> <li>• CARPENTER PAD</li> </ul>	<p style="text-align: center;"><a href="http://www.carpenter.com"><u>www.carpenter.com</u></a></p>	<p style="text-align: center;"><b>254-778-8991</b></p>
<ul style="list-style-type: none"> <li>• MANNINGTON MILLS</li> </ul>	<p style="text-align: center;"><a href="http://www.mannington.com"><u>www.mannington.com</u></a></p>	<p style="text-align: center;"><b>1-800-356-6787</b></p>
<ul style="list-style-type: none"> <li>• MOHAWK INDUSTRIES</li> </ul>	<p style="text-align: center;"><a href="http://www.mohawkflooring.com"><u>www.mohawkflooring.com</u></a></p>	<p style="text-align: center;"><b>1-800-241-4494</b></p>
<ul style="list-style-type: none"> <li>• SHAW INDUSTRIES</li> </ul>	<p style="text-align: center;"><a href="http://www.shawfloors.com"><u>www.shawfloors.com</u></a></p>	<p style="text-align: center;"><b>1-800-441-7429</b></p>
<ul style="list-style-type: none"> <li>• WEAR-DATED</li> </ul>	<p style="text-align: center;"><a href="http://www.mohawkflooring.com/weardated"><u>www.mohawkflooring.com/weardated</u></a></p>	<p style="text-align: center;"><b>1-800-633-3208</b></p>
<ul style="list-style-type: none"> <li>• STAINMASTER CARPET</li> </ul>	<p style="text-align: center;"><a href="http://www.stainmaster.com"><u>www.stainmaster.com</u></a></p>	<p style="text-align: center;"><b>1-800-438-7668</b></p>
<ul style="list-style-type: none"> <li>• WISENBAKER BUILDER SERVICES</li> </ul>	<p style="text-align: center;"><a href="http://www.wisenbaker.com"><u>www.wisenbaker.com</u></a></p>	<p style="text-align: center;"><b>281-233-4000</b></p>