



2 GRANDVIEW™ WARRANTY INFORMATION

2 Grandview™ prefinished hardwood floors are manufactured using quality processes and woods to provide many years of reliable service. 2 Grandview™ prefinished hardwood floors are distributed by ECMD, Inc. through its division ECMD Distribution Co. The long life of your flooring is dependent upon the appropriate care of the product during storage by the dealer as well as during transportation to your home and during the construction project. Of course, routine cleaning and careful protection from moisture at all times are of paramount importance.

The limited warranties described herein are given to the original purchaser and are subject to the procedures, limitations, disclaimers, exclusions, and provisions set forth herein and on the 2 Grandview website at www.2grandviewflooring.com. These limited warranties cover only approved applications as recommended by 2 Grandview™ prefinished hardwood flooring (through its distributor ECMD, Inc. via ECMD Distribution Co.) (collectively 2 Grandview™ prefinished hardwood flooring, ECMD, Inc. and ECMD Distribution Co. shall be referred to herein as “2 Grandview”) and are only effective on flooring purchased after September 1, 2013. 2 Grandview specifically excludes any warranties beyond those described herein.

Lifetime Structural Integrity Limited Warranty for All Prefinished Flooring:

The product is warranted by the manufacturer to the original purchaser (cannot be assigned or transferred), that its first quality products, in their original manufactured condition, will be free from manufacturing defects in milling, dimension, and grade for the lifetime of the flooring. 2 Grandview engineered products are warranted against delamination of the plies due to bond line failure. This limited warranty does not cover the normal expansion and contraction of wood flooring due to seasonal changes. Cupping, buckling, checking, or other wood movement due to moisture conditions not in conformance with 2 Grandview installation and maintenance guidelines as described herein or in separate installation instructions is not warranted.

Lifetime Finish Wear Layer Limited Warranty for Prefinished Flooring:

The product is warranted by the manufacturer to the original purchaser (cannot be assigned or transferred), that the

factory finish will not wear through or separate from the wood from the original date of purchase on all factory finished products when used in normal residential traffic conditions. Diminished gloss is not wear through of the finish.

25 Year Finish Wear Layer Limited Warranty for Prefinished Flooring 7" widths:

The product is warranted by the manufacturer when used in normal residential traffic conditions, to the original purchaser (cannot be assigned or transferred) that the factory finish will not wear through or separate from the wood for 25 years from the original date of purchase. Diminished gloss is not wear through of the finish.

Failure to observe any of the following shall void and invalidate the above limited warranties:

Natural Features

Please be reminded that wood is a creation of nature and therefore varies in color, grain and other characteristics from tree to tree and piece to piece. As such, purchaser's own unique floor will not look exactly like any samples or printed representations. Such naturally occurring variances found in 2 Grandview products are not covered by the warranties herein set forth.

Visible Defects

Boards with visible defects must not be installed. Visible defects are those defects which are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation. Once installed, 2 Grandview will not honor any claims concerning the appearance of the flooring.

Building Settling or Uneven Subfloor

Building settling or uneven subfloors are considered to be part of the pre-installation inspection process. Do not install 2 Grandview products if these situations exist.

2 Grandview's limited warranties do not cover damage or defects caused by settling or uneven subfloors, improper preparation of, or deficiencies in, the subfloor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular subfloor surface (particularly at the joist(s) or voids in the subfloor).

Installation Conditions

2 Grandview recommends that all 2 Grandview products be acclimated before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to "normal living conditions" at the site where the products will be installed. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60^o – 80^o F, with relative humidity in a range of 30% – 50%. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions outside of these parameters could result in product performance problems that would not be covered under these warranties.

Improper Installation

2 Grandview products must be installed in strict accordance with the Manufacturer's Installation Guidelines with respect to installation instructions and the most current NWFA installation guidelines including, without limitation, those concerning suitable subfloor types. 2 Grandview's limited warranties do not cover damage or defects caused by

installation. Issues of workmanship by the installer are outside of 2 Grandview's control and are not covered by any of the limited warranties listed above. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. THE PRE-INSTALLATION WARRANTY EXPIRES UPON INSTALLATION. PURCHASER AND PURCHASER'S INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. 2 GRANDVIEW ACCEPTS NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, AFTER FLOORING HAS BEEN INSTALLED. INSTALLATION OF ANY 2 GRANDVIEW PREFINISHED HARDWOOD FLOOR PRODUCT CONSTITUTES PURCHASER'S ACCEPTANCE OF THE GRADE, MILLING AND FINISH OF THE PRODUCT.

Refinishing

While the factory finish of 2 Grandview products may be refinished, doing so will void the applicable Finish Wear Layer Limited Warranty.

Accidents, Abuse or Abnormal Wear

2 Grandview does not warrant for damage or defects resulting from accidents, abuses, or abnormal usages which stain or scratch the finish, diminish gloss, or indent the surface. 2 Grandview's limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by pet claws (nails), or failure to protect 2 Grandview products from sand, rocks, gravel or other abrasives by use of walk off mats.

Indentations from High Heels on Shoes

A high heel can concentrate as much as 2,000 or more pounds per square inch on the floor. This type of heel has a diameter of 3/8", and walking on any surface with high heels is considered an abusive situation. 2 Grandview's limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, or golf cleats, or any other cleated shoe.

Problems with Moisture or Dryness

These limited warranties do not cover damage or defects caused by wetting or the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances (icemakers, dishwashers, clothes washers, etc.) are not covered by this warranty. Movement due to moisture changes, including construction methods or materials, plumbing, other trades and weather or natural disasters is excluded. Examples of problems arising from moisture include, but are not limited to: cupping or crowning, changes in width, thickness and length, checking and or splitting. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%--50%.

Excessive Lighting

These limited warranties do not cover damage or defects, including, but not limited to, color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement products may not match display samples and/or existing flooring. 2 Grandview products will undergo color changes due to the effects of natural and artificial light. These changes are not covered under the warranty. Area rugs and furnishings may shield the floor from light resulting in uneven coloring. These color changes also preclude matching new flooring to previously installed flooring. Area rugs, furniture and other items placed on the floor may shield the floor from light resulting in uneven aging.

Radiant Heating

Solid wood is not warranted for use with radiant heating systems. Engineered hardwoods may be used with radiant heating systems provided they are installed in compliance with the Manufacturer's Installation Guidelines. Hickory and maple should not be installed over radiant heating and are not warranted for this application.

Exclusions and Limitations

These warranties do not cover damage, indentations, scratches, damages caused by misuse, negligence, accidents, fire, improper storage/handling or maintenance, furniture (chair legs or casters), appliances, stains arising from negligence, accidents, abuse, fire or excessive heat, abnormal wear, construction, spike heels, appliances, mobility--aid devices (such as walkers, canes, scooters and wheelchairs), dragging objects across the floor without proper protection, damage caused by casters or vacuum beater bars, misuse, noises (including, without limitation, squeaks and popping), alterations of the original manufactured product such as grit, sand, rocks or other abrasives, dents, insect infestation after the product has left 2 Grandview's distribution center, normal aging or domestic animals.

A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting. Splits and cracks after move--in and/or installation are not normally manufacturer related.

No installer, retailer, distributor or employee has the authority to alter the obligations, limitations, disclaimers or exclusions under any of 2 Grandview's warranties.

2 GRANDVIEW EXCLUDES AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER 2 GRANDVIEW'S WARRANTIES. By this, 2 Grandview means any loss, expense or damage other than to the flooring itself that may result from a defect in the flooring. These limited warranties constitute the only express warranties for the product purchased. 2 Grandview will not pay costs associated with relocation during the repair process such as hotels, meals or moving and storage of furniture. The limitation does not apply to claims for personal injury. Additional excluded incidental, consequential or special damages excluded under 2 Grandview's warranties include, without limitation, loss of use of the flooring, loss of use of facilities and/or equipment, and loss of profit.

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

Warranty Services Provided by 2 Grandview; Limitations on Liability and How to File a Warranty Claim

In the event 2 Grandview determines that one or more of the above warranties apply to a claim by purchaser, purchaser's exclusive remedy and 2 Grandview's sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defective 2 Grandview products for the affected area only, or (2) the refund or the applicable purchase price. If 2 Grandview shall elect to repair or replace 2 Grandview products which has proven defective, then 2 Grandview will supply a new 2 Grandview products of similar color and grade, if available. If such 2 Grandview products is unavailable or discontinued, 2 Grandview reserves the right to supply 2 Grandview products of similar value and appearance. TO THE EXTENT PERMITTED BY LAW, 2 GRANDVIEW HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A

PARTICULAR PURPOSE. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW. IN NO EVENT SHALL 2 GRANDVIEW HAVE ANY OTHER LIABILITY OR ANY MONETARY LIABILITY TO BUYER IN EXCESS OF THE PURCHASE PRICE OF 2 GRANDVIEW PRODUCTS.

To request performance under this warranty, the purchaser shall register online at www.2grandviewflooring.com or submit in writing to ECMD Distribution Co. at 2 Grandview Street, N. Wilkesboro, NC 28659 with a full reasonably detailed description of the defect that is covered by warranty along with a copy of the original proof of purchase for such product. Following the receipt of such claim, 2 Grandview shall review and determine, in its sole and absolute discretion, whether the product was defective under the terms of this warranty and that such defect is not the result of misuse, neglect, accident modification, alteration or improper installation which would cause this warranty not to apply. Any attempt to repair, replace, and/or refinish the product prior to granting 2 Grandview an opportunity to inspect the claimed defect and approving corrective action will void all limited warranties. 2 Grandview shall not accept any returned product absent the procedure established herein. If 2 Grandview determines that the warranty claim is valid, 2 Grandview will then determine how 2 Grandview wishes to remedy the same. 2 Grandview's judgment will be final in all matters concerning the cause or nature of the defect and the necessity or manner of repair/replacement.

Any and all representations, promises, warranties or statements by 2 Grandview or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of 2 Grandview.

Dispute Resolution

The language within this Limited Warranty document shall be construed according to the laws of the State of North Carolina without regard to its choice of law provisions. The parties acknowledge the exclusive jurisdiction of the federal and state courts of the State of North Carolina. Any claims or disputes under this Limited Lifetime Warranty shall be heard exclusively in any state or federal courts sitting in Wilkes County, North Carolina, and both parties expressly consent to the personal jurisdiction and venue of the North Carolina state and federal courts for such actions.

Residential Hardwood Flooring Care and Maintenance Recommendations

2 Grandview prefinished hardwood floors requires routine care and regular maintenance in order to maintain the beauty of their appearances over time. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranties and will prolong the life of 2 Grandview prefinished hardwood floors.

Preventative Maintenance

- Use protective mats at all exterior entrances.
- Vacuum and/or sweep the floor regularly. NOTE: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.
- Remove spills promptly using hardwood floor cleaner and a clean white cloth.
- Use felt protectors under chairs and heavy pieces of furniture. Replace worn protectors with regularity.
- Footwear should be periodically checked for wear. Shoes in need of repair can severely damage hardwood floors.
- Keep your pets' nails trimmed to prevent damage to the floor.
- Protect the floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.
- Never wet, steam or damp mop hardwood floors.

- Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oil, lemon oil, tung oil, silicon or ammonia since these warranties do not cover damage caused by non---recommended products. Use of these and other such products will harm the long---term performance of your floor and may also affect its ability to be refinished.

Regular Care

2 Grandview™ Prefinished Hardwood Floors are easy to care for and do not require waxing. When the appearance of the floor becomes dulled by the effects of soil, simply use hardwood floor cleaner and a specialty terry cloth or microfiber flooring mop available from most flooring retailers.

- STEP ONE --- Vacuum and/or sweep the floor to remove excess particles that could scratch the floor. NOTE: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.
- STEP TWO – Apply hardwood floor cleaner directly to the flooring mop, not the floor.
- STEP THREE – Use a back and forth motion with the mop. When the mop cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover can cause streaking.
- Never wet, steam or damp mop hardwood floors.
- Never use oil soaps, ammonia based products, wax, liquid detergent or other household products to clean the floor.

If the floor becomes scratched or dull, repairs can often be made using repair accessories. Please contact the flooring dealer from whom you purchased the flooring for more details.

Installation of any flooring distributed by ECMD Distribution Co., including 2 Grandview Prefinished Hardwood Floors, constitutes acceptance by the customer.

2 Grandview is a trademark of ECMD, Inc.

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