

JOHNSON HARDWOOD, RESERVOIR SERIES WARRANTY

This warranty applies only to the Johnson Forever-Tuff II product series with our “**WaterShield**” finish.

- Limited 35 year Residential Finish Warranty
- Limited 5 year Light Commercial Finish Warranty
- Limited 72 Hour Topical Moisture Warranty
- Limited Lifetime Structural Warranty
- Limited Lifetime Petproof Warranty

GENERAL WARRANTY CONDITIONS:

It is mandatory that the purchaser(s) install the floor pursuant to Johnson’s installation guidelines.

1. Warranty is transferrable to future owners. (Residential installations only)
2. The Topical Moisture Warranty applies only for the 72 hour time period when the Product is installed indoors and in flooring installations only.
3. The Product may not be installed in areas of extremely high temperatures or humidity such as saunas and swimming pool areas.
4. Full bathroom installations are approved, provided a silicone edge sealant is applied along all vertical walls and surfaces such as tubs and showers.
5. Any planks that are cut on the ends or edges must be protected with a high-quality silicone sealant.
6. This warranty applies only to defects inherent to the material supplied. It includes the delamination of the wear layer, but does not include wear along the edges of the planks less than 3/16” from the edge. Johnson reserves the right to repair or replace the product, at its option. If replacement of the flooring is approved, only Forever-Tuff II flooring will be offered. Substitutions to other Johnson products are not permitted.
7. In the case of a product defect claim, responsibility under this warranty only applies to hidden defects. Flooring that was installed with obvious visual defects are not covered under this warranty.
8. The Topical Moisture Warranty applies to spills/splashes, not full immersion in/under water.
9. This warranty does not apply to flooring that has been put to abnormal use or abused in any way. Abnormal/abusive conditions include, but are not limited to:
 - a. Damage caused by negligence
 - b. Water damage from storms, floods, excessive plumbing leaks, appliance leaks, or any other event normally covered by homeowners insurance.
 - c. Damage caused by improper alterations of the product
 - d. Damage caused by moisture remaining on the floor for a period of greater than 72 hours. Moisture exposure exceeding 72 hours could damage your Reservoir Series flooring.
10. The following Reservoir Series species **ARE WARRANTED** for installation over hydronic radiant heat systems: Oak, Maple, Hickory, and Walnut. In all installations over radiant heat, the warranty will be void if any of the following requirements and instructions are not adhered to:
 - The radiant heat system must be hydronic (using warm water). This flooring is not warranted over electric radiant floor heat systems.
 - The heat system must be designed for wood flooring and have an outside temperature sensor and in-floor direct contact temperature sensors.
 - The system controller must be designed for wood flooring and have a temperature control mechanism that will not allow the surface temperature of the subfloor to exceed 80°F.
 - The system must be kept on and within 15°F of normal operating temperature AT ALL TIMES.
 - Relative humidity at the jobsite must be maintained between 35% and 55% at all times. Failure to maintain proper humidity levels will void all warranties.
 - The radiant heat system must be on and operating at normal output a minimum of 14 days prior to the start of the installation.

- Flooring must be delivered to the jobsite and acclimated to the installation environment with cartons open for a minimum of 2 days prior to the start of the installation. For proper acclimation, boxes should be laid flat on the floor.
 - Temperature in the installation area must be controlled between 60°F and 80°F at all times.
 - Maximum surface temperature of the wood flooring can never exceed 80°F.
 - Excessive heat, rapid heating, and/or failure to maintain humidity levels between 35% and 55% may cause cracking, cupping and other forms of failure and will void the warranty.
 - NOTE: in wood flooring installations over radiant heat, surface checking, cracking (especially at the ends of boards and around knots), shrinkage, gapping between planks, surface discoloration, and slight cupping are all to be expected and do not constitute a product defect.
11. In areas of high moisture content in the subfloor, it is likely that mold/mildew growth will occur below the floor. The warranty excludes any structural or appearance issues resulting from exposure to mold/mildew.

35 YEAR RESIDENTIAL FINISH WARRANTY:

Johnson Premium Hardwood Flooring warrants, to the end user, that the surface finish will NOT wear through for thirty five (35) years from the date of purchase, when used under normal residential traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, which are available at johnsonhardwood.com. This finish warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, standing water beyond 72 hours, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area. Loss of gloss is not a warranted issue.

5 YEAR LIGHT COMMERCIAL FINISH WARRANTY:

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that the surface finish will NOT wear through for FIVE (5) years from the date of purchase, when used under normal light commercial traffic conditions, and as long as preventive and regular maintenance is performed in accordance with Johnson Hardwood's maintenance procedures, which are available at johnsonhardwood.com. This finish warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, standing water beyond 72 hours, water, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area. Loss of gloss is not a warranted issue.

Examples of light commercial flooring installations:

- **Retail:** Entryways*, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms.
- **Doctor's Offices:** Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Breakrooms, Storage Rooms.
- **Hotels:** Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges,
- **Offices:** Business Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms.
- **Restaurants:** Entryways*, Lobbies, Hallways, Offices.
- **Educational:** Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.
- **Multi-family Housing:** Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.
- **NOTE:** *Walk off mats are required at all entryways

72 HOUR TOPICAL MOISTURE WARRANTY

The Limited Topical Moisture Warranty covers only topical moisture resulting from normal household use, such as wet shoes, spills, or dripping while exiting the bath tub or shower, provided such topical moisture is removed within 72 hours. The warranty excludes damaged caused by flooding, broken pipes, or continuously running water. Warranty covers the delamination of the wear layer, but does not include wear/discoloration along the edges of the planks less than 3/16" from the edge or end of the board. This warranty does not cover any costs to remove/replace/refinish molding/trim, and kitchen cabinets.

LIFETIME STRUCTURAL WARRANTY

Johnson Premium Hardwood Flooring warrants, to the original purchaser, that it's engineered prefinished pre-finished hardwood floors are free from any manufacturing defect. Manufacturing defects include, but are not limited to, the following: improper milling, grading, staining, and coating. Structural limited lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, dimensions, and grading for as long as the original purchaser owns the home. It is the installer's responsibility to inspect each board prior to installation. Planks that are not structurally acceptable should not be installed. Planks that are not visually/aesthetically acceptable should be put to the side and used in an acceptable location. Once a plank is installed, there is no longer a question as to its visible/aesthetic characteristics. If a plank does not install properly, it is not to be used. Although improper installation voids this warranty, Johnson Premium Hardwood Floors reserves the right to replace boards that have cracked, split, and/or delaminated due to structural defects. If more than 5% of the boards for the complete installation are unusable, return the boards to Johnson Premium Hardwood Floors for replacement. Damages due to improper transportation, storage, installation, extreme indoor conditions (i.e. extreme heat, dryness, and/or moisture), extreme sunlight, excessive wear and usage, or any other cause are not covered by this warranty.