

Questions and Answers

What is the best way to mop my Bamboo Flooring Hawaii floor?

Never wet (or damp) mop your floor. Standing water can damage the floor. You may periodically use a very slightly dampened (near dry) mop to spot-clean; however excessive moisture will dull the finish. For wood flooring in the kitchen, place an area rug in front of the kitchen sink. We recommend using Bona Pro Hardwood Floor Cleaner & Bona Pro Hardwood Floor Mop to clean your floor.

How can I protect the finish of my bamboo floor from wear over time?

Sweep and vacuum your floor regularly using a broom or dust mop. Brush or felt vacuum heads are recommended as opposed to vacuums with beater bars or hard heads. Use throw rugs both inside and outside doorways to prevent debris from being tracked onto floors. Keep pet's claws trimmed to avoid excess scratches. Avoid contact with excess moisture. Avoid walking on your floors with cleats, sports shoes and high heels. Do not slide heavy furniture or appliances across the floor.

What are the best environmental conditions for my flooring?

As a general rule, with geographic exceptions, flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 40%-60% and a temperature range of 60° to 80° Fahrenheit. (In some climates, the ideal humidity range might be higher or lower – 25 to 45 percent in desert areas for example.) It is the owner's responsibility to maintain appropriate conditions via the use of humidifier and/or dehumidifier. In homes in which occupants are there for a short period of time (weekend home or vacation cabin), or in rooms that are closed off (not heated or air conditioned) to save energy, ventilation is a must even when the home is not occupied.

How do I fix a scratch on my finish?

If the scratch is white, the finish has not been compromised and is repairable. Simply using a flooring cleaner should eliminate these blemishes. If the scratch is deeper but the raw wood is not exposed, light buffing with a white polishing pad can shine up the dull area. Often the damage becomes less obvious. When removing stains from any wood floor, always begin at the outer edge of the stain and work toward the middle.

My wood floor was damaged through the finish. Can it be repaired?

If you have a minor chip or slight damage, this may be minimized with a colored wax. Color Rite Caulk and Mohawk Fill Sticks are wood fill products that work great to reduce the appearance of deeper blemishes. For light scratches we recommend Tibet Almond Stick. If the damage is severe enough, board replacement is typically the best option. To match your floor repairs, we suggest that you take a sample of the flooring to your local hardware store. In most cases, more than one shade may be appropriate.

Can I refinish my Strand Woven Bamboo Floors?

Major modifications are not recommended and are never a guaranteed solution; all repairs are unique. Excessive sanding is not covered under warranty. Nevertheless, the method of refinishing Bamboo Flooring Hawaii's Floors is the same as any hardwood flooring. An aluminum oxide coating is advisable. Please always seek assistance from an NWFA Certified Specialist, and always test on a sample plank before you proceed.

Can I put heavy furniture on floated flooring?

Heavy furniture (500+ lbs.) may obstruct the free, natural movement of a floated floor. Restricting this movement in certain areas can lead to problems such as buckling or separation when the floor experiences natural expansion and/or contraction.

Occasional Flooring Noise

Floor noise is normal and will vary from one installation type to the next. Occasional noise is due to structural movement and may relate to sub-floor type, flatness, deflection, and/or related to the fasteners, changes in environmental conditions, relative humidity and the amount of topside pressure applied to the flooring. For these reasons floor noise is not considered a product or manufacturer defect.

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Moisture Management for you Bamboo Floors

Bamboo is an organic material that reacts to its environment. It is hygroscopic, which means that it absorbs and loses moisture in reaction to its surrounding environment. In humid environments, bamboo floors gain moisture and swell. In dry environments, a bamboo floor loses moisture and shrinks. This is completely normal and happens at all stages of the bamboos' life cycle, even as the plant is growing in the forest.

Why is it so important to manage the moisture in my environment?

If bamboo floors gain or lose too much moisture, problems can occur.

Bamboo floors that gain too much moisture can cup. Cupping occurs across the width of a floor board, with edges that are raised on each board and centers that are lower than the edges. Cupping always happens due to a moisture imbalance through the thickness of the board.



Bamboo floors that lose too much moisture can gap. Gapping occurs between floor boards. Gaps can vary in size and are considered normal if they appear and disappear during seasonal changes in humidity. Gaps are not considered normal if they are large or do not close during more-humid months.

Both of these issues can be minimized by maintaining an environment that is consistently between 60-80 degrees Fahrenheit, and 30-65% humidity. Significant fluctuations outside these ranges can result in cupping or gaps.



How Moisture Affects Hardwood and Strand Woven Bamboo Flooring

Wood and Bamboo flooring is a natural product that responds to humidity variations by expanding and contracting even though the wood has been dried, cut and processed into flooring. Sometimes these changes may be noticeable. During warm and humid summers wood expands. During dry winter weather, hardwood contracts. This seasonal movement is normal for hardwood flooring. The best way to reduce such movement is by installing humidity controls and making sure that they function before flooring is installed.

Wood and bamboo is a hygroscopic material. This means that when wood or bamboo is exposed to air, it will dry or pick up moisture until it is in equilibrium with the humidity and temperature of the air. Moisture absorption causes wood or bamboo to swell. Moisture loss causes the floors to shrink. Shrinkage of the floors begins at 25-30% moisture content. Swelling occurs as the floors increases in moisture content from 0% to 25-30% moisture content. Above 25%-30% the floors are dimensionally stable.

Hardwood or Strand Woven bamboo does not shrink or swell equally in all directions. A change in moisture content of a flooring piece from 0% to 28% will increase the size of the piece approximately 0.1% along the **length** of the board, and 5% to 15% change in size in **width** of the strip with plain sawn flooring.

Winter Time (Not Applicable to Hawaii)

In the winter time when homes are heated and the air is dry, the flooring gives up some of its moisture and contracts as a result. When this happens, thin gaps can appear between planks. This is normal, and a homeowner should be prepared for it to occur. Once indoor heating is turned off in the spring and humidity levels rise again, most of the gaps will close up.

To avoid these separations, try to control and monitor air humidity levels during the dry season by installing a humidifier in the furnace or bringing a movable humidifier into the room that has good air circulation. Optimal humidity level falls in 40-65% range. As long as humidity does not fall lower than 40%, no gaps at all will appear between the planks. Installing a simple humidity meter will allow you to monitor and control humidity levels in your home all year round.

Summer Time

During warm and humid summers when indoor humidity can rise up to 90%, the opposite occurs. Wood and bamboo absorbs moisture from the air and expands as a result. Even just a few days of exposure to high humidity can cause wood flooring to cup. When a floor board cups, its edges are higher than its center. Cupping can also happen when spilled water is absorbed by the floor. Once cupping has occurred, it takes a while for the floor planks to restore its internal moisture and flatten out.

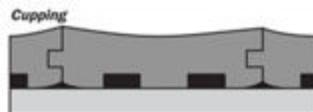
When extensive moisture or humidity causes the floor to expand significantly, adjoining boards start pressing against each other. In extreme cases, this increased pressure can cause the affected boards to lose their structural integrity and crack. To avoid cupping, keep indoor humidity level in your home or job site (prior to hardwood installation) within 40-65% range. Never allow indoor humidity to rise over 65%. Maintain optimal humidity levels by keeping air conditioner or dehumidifier running during hot humid summer weather.

KNOW YOUR WOOD OR BAMBOO FLOOR

Wood Flooring Expansion and Contraction

Unlike many floor coverings, wood and bamboo floors can last the lifetime of the building in which they are installed. Home owners who want them to last that long, however, should note the number one enemy of a hardwood and bamboo floors: **moisture**. Wood and bamboo floors naturally expand when moisture is present and shrink when it is not. Whether the reactions are a problem or not depends on the severity of the situation. Following are some of the common results when water and wood floors combine.

CRACKS BETWEEN BOARDS: Almost every wood and bamboo floor endures some expansion and contraction as seasons and humidity levels change. When homes are heated, humidity levels plummet, boards shrink and spaces appear between the boards. In dry months, cracks can easily develop to the thickness of a dime on a typical solid 2¼ inch oak floor, with light-colored woods making the cracks appear larger. Plank floors also will show cracks more. These spaces are to be expected and usually close up as the season changes and moisture returns to the air. To reduce the degree of change, home owners can add moisture to the air during the dry months, ideally by installing a humidifier in the furnace or air conditioner.



CUPPING: As with cracks between boards, both cupping and crowning are natural reactions to moisture and should not be a concern if they occur only to a minor extent. More severe cases, however, indicate a serious moisture problem.

“Cupping” describes a condition in which the edges of a board are high and its center is lower. Humidity is usually the culprit, although cupping also can happen after water has been spilled onto the floor and absorbed into the wood. The moisture causes the wood to swell, crushing the boards together and deforming them at the edges. In order to repair the floor, the cause of the moisture must be identified. Most often, indoor humidity will have to be controlled. Other causes could include situations such as a plumbing leak in the basement, which can allow moisture to migrate up into the subfloor and flooring.

Once the cause of the moisture is controlled, cupping usually can be reversed. Oftentimes the floor cupping may naturally dry out and improve over time. Fans may be necessary to speed the drying process. After the floor has dried, it may be necessary to recoat the floor with finish, or to sand and refinish the floor.



CROWNING: “Crowning” is the opposite of cupping: The middle of the board is higher than the edges of the board. This can occur when the surface of the floor encounters moisture. More often, it results when a floor has been sanded too soon after it has cupped. When this happens, the top edges of the board are sanded off, and thus are lower than the rest of the board when it returns to a normal moisture content.

BUCKLING or TENTING: Buckling is one of the most extreme reactions to moisture that can occur with a hardwood floor. It happens when the floor literally pulls away from the subfloor, up to heights as high as several inches. Fortunately, buckling is an uncommon occurrence, usually happening only after a floor has been flooded. Even in such cases, it is possible that a floor can be repaired instead of being totally replaced. A lack of expansion allowance will create a tenting effect.

THE VACANT HOUSE - "Greenhouse Effect": Security-conscious vacationers, a homebuilder's unsold inventory, whenever a wood floor is deprived of an air flow in the environment, it can and will misbehave. Ventilation helps avoid damage caused by expansion and contraction because it not only allows moisture to be removed from the air, but will help retain constant temperatures. For tropical climates, a dehumidifier or AC may be an option to intermittently run on a timer with your air conditioner.

Preventing Moisture Problems

- Controlling humidity is the most important factor in preventing problems with moisture and your wood floor. The correct maintenance also will go a long way in avoiding problems.
- Clean your wood floor with a cloth lightly dampened by a recommended cleaning product, using the manufacturer's directions for use. It is best to buy a "floor care kit" recommended by your wood floor installer or retailer.
- Do not clean your wood floors with water or water-based products on a regular schedule — clean only when necessary and clean only the soiled areas.
- Never damp mop a wood floor. The water deteriorates the wood and the finish.
- Never let a water spill dry on the floor.
- In order to meet temperature requirements, use an air humidifier during the dry season, and use an air conditioner to maintain acceptable humidity during humid summers. We recommend buying a combined digital temperature/moisture meter in order to monitor indoor conditions all year round.

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Limited Residential Warranty

Bamboo Flooring Hawaii, LLC warrants that its strand woven bamboo and or laminated plank in its original manufactured state, will be free from defects in assembly, mill, grade and finish. If, after you've opened your flooring carton, you find the flooring quality to be unacceptable, return the carton to the retailer or original distributor within thirty (30) days of purchase for replacement. Due to the natural content of bamboo, slight color variations are expected. Bamboo flooring must acclimate for 14 to 21+ days on the premises in which the floor will be installed. All moisture levels must be met on the sub-flooring (must not exceed higher than 12% on a wood substrate and must not exceed 3 pounds per thousand on concrete - use a Calcium Chloride test). Bamboo Flooring Hawaii's warranty may cover a one-time replacement for moisture-related issues when a vinyl sheet is installed properly as per the vinyl sheet manufacturer's installation instructions.

Bamboo Flooring Hawaii, LLC warrants when properly installed by a professional installer and maintained by the purchaser, its strand woven bamboo and or laminated plank will not buckle, cup or warp for a period of twenty five (25) years for residential and a two (2) year warranty for commercial from the date of purchase. Bamboo Flooring Hawaii's Installation & Maintenance Instructions are included in the flooring cartons. Bamboo Flooring Hawaii, LLC warrants that in normal residential use, its surface Wear Layer will not wear through or separate from the bamboo for a period of fifteen (15) years from the date of purchase. This warranty is limited to Bamboo Flooring Hawaii's new Aluminum Oxide finish only.

Limitations and Exclusions

These warranties, and any implied warranties that may exist under applicable law, apply only to the original purchaser of the bamboo laminated plank. These warranties do not apply to any product sold "as is".

These warranties do not cover indentations, scratches, or damage caused by usage. Failure to follow our Installation & Maintenance Instructions located in flooring cartons, improper alteration of the original manufactured product, insufficient protection from furniture legs and other abrasives, misuse, negligence, water, erosion, pebbles, sand, spiked heel shoes, or failure to provide reasonable and necessary maintenance will void this warranty.

Bamboo Flooring Hawaii, LLC shall not be liable for any consequential or incidental damages. Some states do not allow the exclusion or limitation of consequential or incidental damage, so this limitation may not apply to you.

All other warranties, express or implied, including any warranty of merchantability, are hereby expressly excluded.

The sole and exclusive remedies for any breach of warranty are repair, refinish, replacement of defective product, or refund for defective product. Costs relating to the removal or reinstallation of the bamboo planks or shipping costs for the replacement of warranted parts are not covered or included by this warranty.

These warranties apply only to flooring installed in the continental U.S., Alaska and Hawaii.

STOP: PLEASE CAREFULLY EXAMINE FLOORING FOR COLOR, FINISH, QUALITY AND STYLE BEFORE INSTALLING. IF THIS MATERIAL IS NOT ACCEPTABLE, CONTACT YOUR REPRESENTATIVE IMMEDIATELY. We will not assume responsibility for installation/removal costs after this material has been permanently installed.

How to Obtain Warranty Service

To file a claim, first contact the retailer or distributor from whom the flooring was purchased. If the retailer or original distributor is unable to satisfy the claim, contact us in writing at:

Bamboo Flooring Hawaii, LLC, 521 Ala Moana Blvd., #213, Honolulu HI 96813.

IMPORTANT: FOLLOW THE BAMBOO INSTALLATION & MAINTENANCE INSTRUCTIONS COMPLETELY AND ACCURATELY. FAILURE TO FOLLOW INSTRUCTIONS MAY VOID THIS WARRANTY.

Date of Purchase _____



CUSTOMER INFORMATION

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Property Type: _____ Residential _____ Commercial
_____ Remodel _____ New Construction

INSTALLER INFORMATION

Installer: _____ Contractors License # _____

Address: _____

Phone: _____

To validate warranty, please record the installation information below.

Type of Floors: _____

Installation: T & G _____ Interlocking _____

Nail Down _____ Glue Down _____ Floating _____

ACCLIMATION

Amount of time acclimation on location in actual living conditions: _____

Date to site: _____ Cartons fully open _____ Yes _____ NO

Date Installed: _____

All solid wood or bamboo floor require 2 weeks or MORE for extreme conditions.

INTERIOR EVALUATION

Area Temperature: _____ F/C Relative Humidity: _____

HVAC System Operating: _____ Yes _____ No

Capable of Mimicking Expected Living Conditions: _____ Yes _____ No

Note concerns: _____