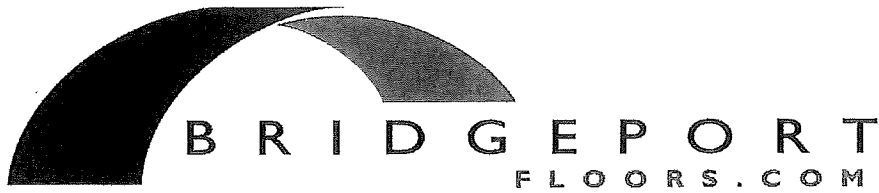


FLOORING



Dear Client;

We would like to thank you for using Bridgeport Floors for all your flooring needs. Now that your new Flooring has been installed, Please find attached the proper Cleaning and Maintenance Procedures and ensure you follow the proper steps to maintaining your floor correctly for warranty purposes and to maintain its beauty for years to come.

Bridgeport carries a one year **Labour Warranty** for any product(s) installed by one of our Installation Teams. This *does not include* any damage incurred *after* installation nor does it cover any damage caused by Humidity or Structural issues within the home. If Labour Warranty is needed, please have your Invoice number ready and call our Service Department to book the original installer to return for a repair. **(If it is not labour related damage, a minimum charge may occur.)*

Product Warranty Varies with every Manufacturer and to be more environmentally cautious can be downloaded onto your computer from their Websites or you can call your Sales Representatives or our Service Department to e-mail you the appropriate information.

Always have your invoice number ready before calling so we can assist you in the quickest way possible.

Thank you for your Business and we hope to see you for any future Flooring needs!



HARDWOOD FLOOR CARE

By following a few simple rules to day, you can minimize the need for repair and replacement tomorrow.

Dirt, grit and sand act like sandpaper to scratch, dent and dull Hardwood floors. Place floor mats at entrances to trap dirt and sweep, vacuum or dust mop at least once a week.

SWEEPING - Brooms with fine, exploded ends trap dust and grit effectively.

VACUUMING - Use a brush attachment. Do not vacuum with beater bar because this can cause dents in your floor's finish. Canister vacuums with special bare floor attachments are the surest way to get rid of all the dirt and dust. Always ensure that the wheels are in good shape and are not scraping the floor.

MOPPING - Swiffer type mops work great but we do not recommend the Wet-Jets or the Steamers. Wood is a natural product so keep in mind that it will absorb any moisture that is put on it. Use spray cleaner specifically designed for Hardwood Floors. You can pick them up at most hardware stores such as Rona, Home Depot or you can order from Bridgeport if needed. Absolutely do not use a mop and bucket of water, this will null and void your Warranty.

SPILLS - Standing liquid can warp a finished floor so please wipe up right away. Starting at the edge and working toward the center, wipe up spills, pet accidents and other mishaps when they happen.

FURNITURE - should be moved by lifting, not dragging. Felt contacts under furniture legs are recommended to help prevent scratches in routine use.

SHOES - with exposed nails and heel supports will dent or scratch any flooring.

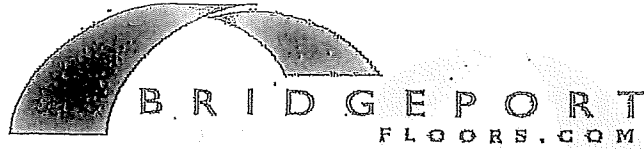
MATS - are handy to collect heavy soils or wetness in entrances or other busy areas. Make sure that they are cleaned and dried on a regular basis. It is highly recommended to put the proper waffle matting underneath area rugs and mats to protect the hardwood.

HUMIDITY and dry spells can cause your wood to separate or peak at the joints and also may cause damage to the finish. It is mandatory to have a Humidity Control System in your home to control the moisture level. If proper maintenance steps are not taken by the home owner then this may void any warranties on Material or Labour.

WARRANTY on products varies from each Manufacturer. Most boxes of Wood have pamphlets inside that have Warranty, Maintenance and Installation information. Keep a pamphlet along with your Purchase Receipt for future reference.

WARRANTY ON LABOUR done by Bridgeport is one year from installation date. This does not include any damage incurred after installation. You will be asked for Proof of Purchase so please have your Invoice number handy if you do have any labour Warranty issues.

**If a repair needs to be done, read the following tips for D-I-Y if it is minor scratches or dents. If board removal is necessary then an installer can be dispatched, you must have wood onsite and there will be a charge applied.*



Bridgeport Floors has taken every precaution to ensure your new Hardwood Floor was installed correctly. It is Mandatory that our Hardwood Installers record the moisture readings of your new Hardwood, the existing subfloor as well as the relative air humidity. All this information is then recorded in our system for Humidity Verification on date of installation. We have also included a small hydrometer for your home to assist you in maintaining your homes appropriate humidity levels. If you do not have a Humidity Control System Installed and operating at time of installation your Warranties may be null and void if any issues should incur after installation due to Humidity. Please read below and understand the relationship between Humidity and Hardwood and how important the correct Humidity is maintained in your home.

We have also included some Maintenance Directions for your new Hardwood, Please read carefully and make sure that your cleaners or housekeepers also get a copy to maintain your new Hardwood correctly.

Understanding the relationship between Humidity and Hardwood...

Floors that are made with woody materials are more likely to damage as a result of standing water and extreme changes in humidity. In order to increase the longevity of your hardwood floors, it's important that you know what preventative measures you need to take, and how important it is to have a *Humidity Control System in your home*.

No matter how strong or expensive your hardwood floors are, they can still incur damage as a result of exposure to extreme changes in humidity. This is also true of bamboo, laminate and cork floors, as they are all manufactured with woody materials (e.g. cork is made of bark; bamboo is made of grass shoots).

Trees are designed with vertically-aligned fibers, or vessels, that allow them to absorb water from the ground. These vessels are responsible for drawing up water from the earth through a root system and transporting it to the tree's branches. Even after a tree has been cut and milled into planks, these vessels are still present in the wood. It's this quality that makes hardwood floors so absorbent. *Spills should be cleaned up immediately!*

The more moisture there is in the air, the more moisture hardwood floors can absorb. When hardwood planks soak up moisture, they expand and swell up. When the humidity level drops below 33%, any moisture within the hardwood planks dries up, consequently causing the planks to shrink. You can safeguard your floors from this predicament by *maintaining a steady indoor humidity level*. One of the ways to accomplish this is by investing in a Humidity Control System. Ideal indoor humidity level for hardwood floors is a minimum 33% and no higher than 55%.

The environment in which the wood is stored *prior* to being shipped to the store is also a determinant in the floor's structural durability. For optimal performance, wood should be kept in a room that has the recommended humidity level above to adapt. An increase or decrease in this humidity level may cause wood to swell and shrink, and make them less favorable for installation. Bridgeport Installers always check Humidity levels upon delivery and Installation. **Once the Hardwood is installed, it is up to the Customer/Client to maintain the Hardwood and Humidity levels in the home.*

For further information on wood floor types, humidity effects on hardwood or any other hardwood information, here are some helpful websites; knol.google.com or www.nofma.org

Warranty on any Humidity issues or damages that occur after Installation are not covered by Warranty and is the responsibility of the Client to properly care for their wood once installed. If you should incur any issues with your Hardwood after Installation please call your Bridgeport Representative to assess the issue(s) and discuss your options.

Ceramic Floor Maintenance and Protection

Routine Maintenance

1. You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
2. Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
3. A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
4. Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout.
5. Heavy traffic areas should be mopped more often than once a week.
6. Never use a detergent or soap because it may dull the surface.
7. When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
8. The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
9. Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
10. Remember: Routine cleaners should never contain acids, vinegar, chlorines or ammonia as these chemicals can damage and discolor the grout or the surface of the stone or tile.
11. Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

Protecting Your Ceramic Floor

1. Protect your ceramic tile by affixing felt or similar pads to the legs of any metal, iron, wood or plastic furniture that could scratch and dull the surface.
2. Exterior metal furniture which rests on tile floors or patios may rust and cause staining.
3. Good quality entry mats will help protect your ceramic tile from wear by collecting dirt, sand, grit and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
4. You can also place these mats at heavy pivot locations such as in front of the kitchen sink or stove.



MOHAWK[®]

Carpet Cleaning & Maintenance



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CARPET CARE

Quick Reference Guide

This quick reference guide is provided for your convenience only and contains general information about personal carpet care and maintenance.

It **does not** supersede or take the place of the Mohawk Carpet Warranty Brochure. You should always refer to the Carpet Warranty Brochure for specific details and instructions.

Carpet Maintenance Program

All Mohawk carpet, either through permanent protection or topical application, is designed to resist staining and soiling and withstand foot traffic. A regular maintenance program to prevent and remove spills and residue will maximize every carpet's naturally existing features and help your floor retain its beautiful appearance.

- Use mats or runners at all entrances and on uncarpeted areas adjacent to carpet to reduce soil, stains and moisture in traffic areas. Regularly clean mats and any other rugs placed over carpet.
- Use furniture coasters under heavy items to distribute the weight, especially on furniture with wheels. Use protective barriers between wheels and carpet.
- Close drapes or blinds during hours of direct sunlight to minimize carpet fading and extend original appearance.



- Exercise extreme caution when handling bleaches, oven or tile cleaners, mildew removers, drain openers and plant food. These are strong chemicals that can permanently discolor or dissolve carpet fibers.

Regular Vacuuming

Most dirt, and even dust, takes the form of hard, dry particles which can be removed with a vacuum cleaner. When left in the carpet, these gritty, sharp particles abrade the pile of the carpet. Regular vacuuming literally extends your carpet's life as well as enhancing its appearance, so the type of vacuum cleaner you use is important.

A vacuum's performance will vary based on the carpet's fiber type and construction. A good vacuum typically has features that allow you to adjust the height, beater bar rotation and fan speed.

Features

Adjustable height is the most important feature because this enables the machine to be used on a wide variety of carpet constructions. If your vacuum is set too high above the carpet surface, the vacuum can't attract the gritty soil below. If the setting is too low, the vacuum's beater bar or brushes can "fuzz" the carpet's surface, causing it to look worn and frayed.



- When vacuuming thick loop, casual frieze or long pile carpets such as “shag,” you may need to completely disengage the beater bar and vacuum with suction only.
- Additionally, when vacuuming high pile, wool, wool-blend, and premium soft carpets, look for the following features that will allow you to easily maintain your carpet:

Adjustable Height - Use the highest setting where appropriate

Adjustable Fan Speed - Use a medium or low setting where appropriate

Large Wheels - The appliance should glide easily across the carpet

- For all other carpet constructions not mentioned above, use a vacuum with a rotating brush or beater bar. Change the bags often and check the beater bars for burs and gouges to prevent damage to the surface of the carpet.

If you're unsure about the proper height setting, use an inconspicuous place like a closet to test your vacuum. Its beater bar or brush should just lightly touch your carpet surface. Make sure it doesn't dig into or gouge the carpet pile.



The following list provides examples of vacuums with features that tend to perform well on a wide range of carpet constructions.

Standard Upright Vacuum Models

Hoover UH70120	(\$100-\$150)
Hoover UH70205	(\$150-\$200)
Hoover U5780-950	(\$150-\$200)
Dirt Devil UD70115	(\$50-\$100)
Eureka AS5203A	(\$50-\$100)

Lightweight / No Depth Adjustment Models

Oreck Magnesium	(\$250-\$300)
Oreck Magnesium RS	(\$450-\$500)
Hoover Nano UH20020W	(\$50-\$100)

Canister Vacuums

Hoover Canister S3865	(\$300-\$350)
Oreck Quest Pro	(\$350-\$400)

For a complete list of CRI approved vacuums, visit www.carpet-rug.org.

Carpet Cleaning Recommendations

- Vacuum high-traffic areas daily, medium-to-high traffic areas twice weekly, and the entire house at least once a week with a vacuum that carries the Carpet and Rug Institute Seal of Approval (visit www.carpet-rug.org for a complete list of certified products).
- Even with regular vacuuming, soil particles and oily dirt will cling to carpet fibers. Foot traffic drives these particles and dirt deep into the carpet. **Your carpet should be cleaned by professional hot water extraction every 18 months with cleaning products, equipment or systems that carry the Carpet**



and Rug Institute Seal of Approval. (Visit www.carpet-rug.org for a complete list of certified products.) Periodic cleaning by a certified carpet care professional using the hot water extraction method will refresh carpet appearance.

- The most-used areas— entrances, doorways, traffic lanes and in front of chairs— will collect dirt faster than other areas. Clean these areas as soon as they begin to show soil. This will stop dirt from spreading and will extend the time between professional cleanings.

Removing Common Stains

Even the most careful homeowner experiences spills and stains. The type of spill will determine the most effective type of treatment. If treated quickly, most carpet stains can be removed, **so treatment of the affected area should begin immediately upon discovery as stain removal becomes more difficult with time.**

Most household spills can be easily removed using the steps shown. To start, locate your stain on the Common Stains Chart and follow these steps:

- First, use a spoon, dull knife or a Mohawk Carpet Cleaning Key to remove as much solid material as possible.



- Always work from the outside of stain to the center to prevent spreading, especially with large stains.
- Blot up liquid spills with a white towel or paper towel.

For best results, try to remove remaining stain with warm water only. If stain cannot be removed with warm water extraction or a clean, warm, wet cloth, use Mohawk FloorCare Essentials™ Carpet Spot Remover and Cleaning Kit and follow the directions given (call 1-800-266-4295 for a FloorCare Essentials retailer near you). If FloorCare Essentials products are not available, perform the following:

PROCEDURE A (for water-based, special water-based and greasy, oil-based stains)

- 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. Do not over-saturate carpet; use small amounts of solution and blot frequently.



- Wet the stained carpet fibers with clear, lukewarm water to rinse.
- Cover the spot with an absorbent white towel or 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 white towel or paper towel over the area cleaned, and weigh towels down with a heavy colorfast object, such as a weighted plastic wastebasket.
- Change towels or paper towels until carpet dries.
- If stain remains, perform **Procedure B** (for coffee, tea or urine, skip **Procedure B** and perform **Procedure C**).

PROCEDURE B (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 Procedure A.
- Do not dry with paper towels. Follow Procedure C to neutralize the ammonia solution.



PROCEDURE C

- Mix ½ cup of white vinegar with 1 cup of lukewarm water.
- Apply vinegar solution, rinse and blot as outlined in Procedure A.

COMMON STAINS CHART

Most Common Water-Based Stains

For these stains, start with Procedure A. If stain remains, complete Procedures B and C.

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



Special Water-Based Stains

For these stains, start with Procedure A. If stain remains, complete Procedure C. Omit Procedure B.

Coffee

Tea

Urine

Greasy, Oil-Based Stains

For these stains, use GooGone®. Follow directions on package, then complete Procedures A, B and C.

Butter

Margarine

Chocolate

Mascara

Cooking oil

Mayonnaise

Cosmetics

Nail polish

Crayon

Oil

Furniture dye

Oil paint

Furniture polish (oil-based)

Ointment

Glue*

Peanut butter

Gravy

Rouge

Grease (black)

Salad dressing

Gum*

Spaghetti

Hand cream

Varnish

Ink

Wax*

Lipstick

**Freeze and remove solid materials before using cleaning fluid*



If you have any questions about specific stains or general carpet care, please call Mohawk Technical Services at **888-387-9881** or visit **MohawkFlooring.com's** "Care and Maintenance" section.



Notes



Notes



Notes





<http://www.mohawkflooring.com/care-maintenance/carpet-care.aspx>

Mohawk Industries • 508 East Morris Street | Dalton, GA 30721 • 877.ASK MOHAWK

Job# 5341





Nuheat

25 YEAR LIMITED PRODUCT WARRANTY FOR FLOOR HEATING PRODUCTS

Pentair Thermal Management warrants all goods listed below against faulty workmanship and use of defective materials when such goods are properly installed, operated, and maintained according to product documentation. All documentation regarding proper use and installation can be found on our web site at www.nuheat.com.

Additionally, the online warranty registration form must be completed at www.nuheat.com within thirty (30) days from the date of installation and kept by the owner of the building, together with a copy of the commissioning report, relevant invoice, and photographs, showing the product(s) in their entirety after installation but before covering with flooring material.

A TWENTY FIVE (25) YEAR LIMITED PRODUCT WARRANTY FROM THE DATE OF PURCHASE IS AVAILABLE ON THE FOLLOWING PRODUCTS:

Brand	Products
Nuheat	<ul style="list-style-type: none">• Nuheat Custom Mat• Nuheat Standard Mat• Nuheat Mesh• Nuheat Cable• Nuheat Membrane

A THREE (3) YEAR LIMITED PRODUCT WARRANTY FROM THE DATE OF PURCHASE IS AVAILABLE ON THE FOLLOWING PRODUCTS:

Brand	Thermostats
Nuheat	<ul style="list-style-type: none">• Nuheat Signature• Nuheat Element• Nuheat Home

This Limited Product Warranty is only valid for products purchased and installed within the United States or Canada on or after November 1st, 2016. This Limited Product Warranty can be amended only by a written instrument signed by a duly authorized officer of Pentair Thermal Management.

• What Will We Do to Correct Problems?

Pentair Thermal Management will examine and confirm that any alleged product issue covered by this Limited Product Warranty actually exists and occurred in the course of proper and normal use and was not caused by accident, misuse, neglect, alteration or improper installation, operation, maintenance, repair, or testing, or such other cause outside of the responsibility of Pentair Thermal Management under this Limited Product Warranty. Pentair Thermal Management will repair such goods or supply replacement goods or credit Buyer's account for goods covered by this Limited Product Warranty, whichever Pentair Thermal Management may elect at its sole discretion.

• How Do You Get Service?

The Buyer must promptly notify Pentair Thermal Management, or its Representative, either by written correspondence or by e-mail within thirty (30) days after discovery of an alleged warranty issue. Detailed warranty claim information will be requested at this time, including the documentation listed above, and must be supplied by the Buyer. The Buyer may then be asked to return the goods, postage paid, to the location given by Pentair Thermal Management.

Nuheat

25 YEAR LIMITED PRODUCT WARRANTY FOR FLOOR HEATING PRODUCTS

- **What Does This Product Warranty Not Cover?**

Goods subjected to misuse, neglect, alteration, or improper installation, operation, maintenance, repair, or testing (or such other act or omission, not attributable to Pentair Thermal Management) are not covered by this Limited Product Warranty. This Limited Product Warranty also does not cover cracks or fractures in tile(s) or grout resulting from structural movement or failure, excessive deflection, or other failure in the flooring substrate. Pentair Thermal Management shall in no event be liable for the cost of removal or installation, for loss or damage to or loss of use of facilities or other property, loss of revenue, loss of use of revenue, loss of profits or anticipated profits, or other damages or costs of any kind whatsoever, whether direct, indirect, incidental, punitive, or consequential, and in no event shall Pentair Thermal Management's liability exceed an amount equal to the sales price. In addition, this warranty is non-transferable.

- **What Must You Do to Keep the Warranty in Effect?**

Properly install, operate and maintain your Pentair Thermal Management system as specified in the associated Pentair Thermal Management installation literature.

- **How Does State/Provincial Law Relate To This Warranty?**

THE FOREGOING LIMITED PRODUCT WARRANTY IS IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES, OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT, AND OF ANY OTHER OBLIGATION OR LIABILITY ON THE PART OF PENTAIR THERMAL MANAGEMENT, WHETHER BY STATUTE, CONTRACT, STRICT LIABILITY, TORT OR OTHERWISE.

If the goods are a consumer product in Buyer's jurisdiction, Buyer may have additional legal rights under the applicable national/state/provincial legislation governing the sale of consumer goods. As a result, the above exclusions and/or limitations on the warranty may or may not apply.

NORTH AMERICA

Tel: +1.800.545.6258
Fax: +1.800.527.5703
Tel: +1.650.216.1526
Fax: +1.650.474.7711
thermal.info@pentair.com

LATIN AMERICA

Tel: +1.713.868.4800
Fax: +1.713.868.2333
thermal.info@pentair.com

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