



Tim White

HOME IMPROVEMENTS, INC.

Warranty and
Care & Maintenance Packet

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DECORA, HOMECREST, KITCHENCRAFT CABINETS WARRANTY



What does this limited warranty cover?

Subject to the exclusions and limitations set forth in this Limited Warranty, we warrant to You that each Product will be free from defects in material and workmanship, under normal use and maintenance, for the applicable warranty period stated below.

What is the warranty period applicable to residential purchasers?

The warranty period for Your Product begins on the date the Product was purchased, whether purchased by You or by a third party on Your behalf. Your warranty is only valid if you use the dwelling as your primary or secondary home and does not extend to future owners if the property is sold.

What this limited warranty does NOT cover:

The Limited Warranty does not apply to any Product:

- installed or used outdoors;
- used for purposes for which it is not designed or intended by Us;
- which has been subjected to misuse, vandalism, abuse, negligence, accident, or unauthorized modifications;
- which has been improperly stored (if the Product must be stored, it should be covered and stored in a humidity and temperature-controlled environment, away from direct sunlight);
- which has been improperly installed, cleaned, or maintained
- damaged by fire, flood, acts of God, or other external causes beyond our control;
- varying in color and characteristics due to age, sunlight, smoke, or other environmental conditions;
- exhibiting any effects on the color and/or integrity of the finish or appearance due to the use of abrasive cleaners, cleaners that contain chlorine, acidic cleaners, scuffing sponges or steel wool; and/or exhibiting normal wear and tear.

In addition, natural woods may vary in color and characteristics and exhibit subtle changes as they age. For example, painted doors, drawer fronts, and face frames may eventually have visible cracking around the joint area, and cabinet colors may darken or lighten over time. These variations are considered to be the nature of the material in relation to their environmental exposure and are not covered under this Limited Warranty.

FOREVERMARK CABINETRY WARRANTY



Forevermark Cabinetry warrants to be free of manufacturer defects that are avoidable, and unnatural defects in material and workmanship under normal use, for five (5) years from the date of purchase by the original consumer purchaser (except for cabinets with painted finishes, which are limited to a two (2) year warranty).

What this limited warranty does NOT cover:

Does not cover or apply to any defect that is not caused by TSG. This does not cover or apply to products that have been misused; mishandled; abused; improperly stored or installed; modified; or subject to excesses of moisture or extreme temperatures, abrasive or citrus cleaning products or normal wear and tear.

To be expected:

Differences in grain pattern and color should be expected. Wood characteristics naturally occur, such as variations and color softening in cabinets and a natural occurrence due to species, age, character of cabinets and exposure to sunlight. Replacement cabinets may not match display samples and/or existing cabinets. Such variations are not considered defects.

The limited liability warranty applies only to defects, and does not apply to yellowing, aging or warping of any wood product. Every species and grade of solid wood behaves in such a way as to eventually result in hairline cracks. Painted finishes react differently than stained finish with normal wood movement, and climatic conditions may result in breaks in finish, joint and panel lines. Doors that are warped in either direction do not exceed normal material expectation and are not included or covered by this limited liability warranty.

DECORA, HOMECREST, KITCHENCRAFT AND FOREVERMARK CABINETRY MAINTENANCE



How to Clean

Always use a clean, soft cotton cloth dampened with warm water. You can also use a mild solution of dishwashing liquid mixed with warm water and that will take care of dirt and grease. After cleaning your stained or painted cabinets, wipe them down with a clean, damp cloth and be sure to dry wet/damp surfaces with another clean soft cloth.

Waxing or polishing is not recommended on any cabinet surface.

For glass door care, clean the glass by spraying an ammonia-free glass cleaner on a clean, soft, lint-free cloth or paper towel, and wiping down the glass. Don't spray glass cleaner directly on the glass to avoid seepage behind mullions or dividers, which could cause damage to the wood or other materials.

Wipe Spills Promptly

If you spill on your cabinets, wipe them quickly as needed with warm water or the mild dishwashing liquid solution. Prolonged exposure to food, water and other liquids, as well as grease and oil splatters can cause permanent damage or discoloration to your cabinet's finish.

Avoid Direct Heat

Heat from the self-cleaning oven feature is much greater than normal cooking temperatures, and could potentially damage surrounding cabinetry. While it is a rare occurrence, minimize the risk of cabinet damage by removing cabinet doors and drawers closest to the oven before using the self-cleaning feature. Direct sunlight tends to darken the color of natural wood products, with the exception of walnut, which will lighten.

Avoid Moisture

Don't drape damp dish towels or clothes over your cabinet doors. Moisture can cause permanent damage, like peeling and discoloration to the cabinet finish. Dry wet surfaces immediately using a soft, clean cloth.

Important to know: Wood will expand and contract based upon the amount of moisture in the home. Maintaining a consistent temperature and humidity level is key to cabinet health.

Products to Avoid

- Harsh detergents, strong soaps, multi-purpose and abrasive cleaning products:
- Tub and sink cleaners
- Scouring powders and scouring pads
- Steel wool or self-polishing waxes
- Sponges or dish cloths. They could contain particles that could scratch your cabinets, as well as food, oil residue or remnants of harsh cleaning solutions.
- Paper towels due to the ease of scratching
- Solvent based or petroleum-based products such as mineral spirits, nail-polish removers or paint thinners.
- Ammonia, bleach or cleaning products that contain either ammonia or bleach.
- Silicone based cleaning, waxing or polishing products.



Cambria Care



Simply wash with a soft cotton cloth and warm water, and mild soap if desired. Cambria is resistant to staining and eliminates the need for any sealing.

Do not expose to abrasive, strong alkaline, acid, or other similar cleaners. Various chemicals are corrosive and/or erosive in their ability to attack any surface, including Cambria Product. Be very aware of these potential damages to its surface. Cambria is not heat proof, chemical proof, or fracture proof in any form. Be aware of exposure to these potentially damaging acts.

Full list of Cambria approved cleaners can be found on their website at:

www.cambriausa.com/warranty

Grout Cleaning

The grout in between your ceramic subway tiles also needs to be cleaned on a regular basis. You can clean grout using hot water and a brush with stiff bristles, although you might need to add baking soda and vinegar if your grout has severe discoloration or grime buildup.

After cleaning your grout, you can spray it with a mix of water and vinegar regularly to stop grime from accumulating. Keep in mind that you can also protect grout by sealing it after installing your subway tiles. You might need to reseal it after that once a year or every other year.

Ceramic and Porcelain Tile Maintenance

Water and a soft sponge will usually be enough to clean the surface. If you clean with something other than water, opt for a neutral pH cleaner that will not affect the finish. Washing these tiles is a simple process that involves using a combination of water, vinegar and mild dish soap. This cleaning solution should be enough to remove grime. If tile or stone is heavily soiled, we recommend that a professional cleaning company determines the proper cleaning technique.

Marble Tile Care

Daily care: Be sure to wipe down your marble backsplash tile with a soft sponge or cloth, using a gentle cleanser, at least once a week. This removes dust as well as any splatters or dirt you may not have noticed, keeping them from becoming more difficult to remove later on.

Annual care: Once a year, your marble backsplash tile and grout will need sealing to keep it water- and stain-resistant.

Preventing Stains: Tiles can become stained, which ruins their appearance. If you have spills or splatters on your kitchen or bathroom tiles, such as on backsplashes from your stove, wipe them up promptly. Letting these spills stay on your tiles gives them a chance to form stains that are difficult to remove later on.



Luxury Vinyl Flooring

Dust-mop or broom can be used for daily maintenance. When necessary, clean with a MOIST cloth or mop and a neutral PH cleaner – heavy use of detergent cleaners will leave a residue and, over time, lead to a cloudy film. NEVER USE floor polish or floor cleaning wax, oil soaps, etc. These products can damage and/or leave a film on the flooring. This is not a defect in the floor.

Floor Tile Care and Maintenance

After sweeping or vacuuming, mop ceramic tile floors at least once a week with a small amount of mild dish detergent mixed in hot water. Avoid using a sponge mop, which will push dirt off tiles and into grout. Replace water as soon as it gets dirty or you'll get dull, cloudy results.

Pick up spills promptly.

Everyday messes like spilled milk and tracked mud should be cleaned up as soon as you spot them or tiles can stain. Simply dampen a cloth or mop with warm water and a bit of mild dish detergent and swipe it up.

Hardwood Floors

Dust Daily

This is one of the most underestimated and easy steps in the process. Dust daily to keep dust and dirt off the floor. This will prevent scratches and extend the beauty and life of your floor. Daily dust mopping will significantly reduce allergens in the home. More effective than traditional methods, a microfiber material uses a static charge to attract more dust and allergens.

Clean Weekly

Over time, debris builds up on hardwood floors. That's why it's important to clean them on a regular basis. It's best to use a cleaner that's made for your floor's finish. Too much liquid can damage floors, while the wrong formula may not work. Look for pH-neutral, nontoxic and biodegradable formulas to clean effectively and keep your home and environment safe.

Sweeping is not the best method for cleaning hardwood floors because it spreads the dust around the floor and into the air. If, however, you choose to sweep, use a broom with angled soft bristles and sweep with the grain.

Polish Quarterly

Polishing helps to extend the life of your hardwood floors and adds shine. Before polishing, dust or sweep the floor to remove loose debris. You may also want to follow up with vacuuming to make sure you pick up all the dirt and dust. Use water-based polishes to restore luster and shine every two to three months. These polishes won't leave a residue or emit harmful toxins, but they will prevent overcleaning and stripping of your floor.

For all flooring:

- Always use felt tip protectors on all furniture legs/feet
- Entryway/walk off mats are recommended

Warnings:

- Never use rubber protective mats
- Area rugs are recommended
- Keep pet nails trimmed
- Exposed nails on sharp shoes or heels (ex. high heels) may damage floors
- Never slide furniture across a floor without pads
- Keep floors clean
- It is important to remember that extreme heat and excess moisture can damage them

Additional Tips:

- Regularly dust and clean your hardwood floor to keep it looking like new.
- Avoid using water and vinegar, soap-based cleaners, wax or steam cleaners on your hardwood floor. Over time, vinegar and water will dull the floor's finish, while soap or wax will leave a residue. Steam cleaners put heat and excessive water on your floor, which can lead to cupping and long-term damage.
- Use a natural, rubber rug underlayment with a waffle pattern in entryways or high-traffic areas.
- Felt floor protectors for furniture and chair leg pads help cut down on scrapes and scuffs in the wood.
- Use the proper tools to clean your floor: a mop paired with a machine-washable microfiber pad for dusting and cleaning. Avoid string mops — these put excessive amounts of water on the floor, which can be damaging, and just push dirt around instead of picking it up and removing it.
- Refrain from using oil-based polish, which not only dulls the wood's finish but can also make the floor slippery and cause injury.