

Bruce Full Warranties

Since 1884, the Bruce name has been synonymous with quality hardwood flooring. Bruce's dedication to quality and to research and development are some of the reasons why we can offer our customers the most inclusive warranties in the hardwood flooring industry. The Warranties described below are given to the original purchaser only AND ARE SUBJECT TO THE PROCEDURES, LIMITATIONS, DISCLAIMERS AND EXCLUSIONS SET FORTH HEREIN. The Warranties cover only approved product applications as recommended by Bruce Hardwood Floors and are effective on hardwood flooring products described below purchased after JANUARY 1, 2001.

FULL LIFETIME STRUCTURAL INTEGRITY WARRANTY

Bruce warrants its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the floor. Bruce additionally warrants that all its engineered hardwood flooring products, even when applied on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding 85°F. will not buckle, cup or warp for as long as the original purchaser owns the floor when properly installed according to Bruce installation instruction procedures, and when properly maintained in accordance with such instructions and the Bruce Floor Care and Product Warranty Guide. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separation occurs. It is not considered a product defect and is not covered by this warranty.

FULL LIFETIME ADHESIVE BOND WARRANTY

Bruce warrants that the urethane adhesive recommended by Bruce in the installation instructions for 5/16" thick product, when properly installed with Bruce 5/16" thick hardwood flooring products in accordance with the installation instructions, will maintain its bond for as long as the original purchaser owns the floor. Bruce also warrants that its own adhesive, when properly installed with Bruce engineered hardwood flooring products or other engineered hardwood flooring products that meet all the technical specifications that Bruce hardwood flooring products meet will maintain its bond for as long as the original purchaser owns the floor. Proper job site pre-inspection, installation and maintenance procedures must be followed. Adhesive breakdown caused by subfloor moisture damage and/or water damage, including but not limited to broken water pipes or flooding, is not covered under this warranty. Subfloor moisture is detailed below under the section entitled "Full Lifetime Subfloor Moisture Protection Warranty."

FULL LIFETIME SUBFLOOR MOISTURE PROTECTION WARRANTY

Bruce provides an additional Full Lifetime Subfloor Moisture Protection Warranty (for residential applications only) against adhesive failure only for Bruce engineered hardwood flooring products, or other engineered hardwood flooring products that meet all the technical specifications of Bruce engineered hardwood floors, when properly installed with Bruce recommended adhesive for as long as the original purchaser owns the home. This recommended adhesive has been specially formulated for use with Bruce engineered hardwood floors. Before installation begins all subfloors must be inspected for moisture problems to ensure they are dry. Written documentation of this inspection must be obtained to validate this Full Lifetime Subfloor Moisture Protection Warranty. This Full Lifetime Subfloor Moisture Protection Warranty is limited to one repair or replacement.

FULL FINISH AND WOOD LAYER WARRANTIES

Bruce warrants to the original purchaser that the finish on its Bruce Dura-Luster® Plus (urethane), Bruce Dura-Luster® (urethane) and Bruce Dura-Satin® (wax) factory finished products, from the date of purchase, when used under normal residential or commercial traffic conditions, as applicable, will not wear through or separate from the wood for the period specified for each of the respective warranties below, on all such products purchased after JANUARY 1, 2001. Bruce also warrants to the original purchaser that the engineered, acrylic impregnated wood layer (this excludes the Permion finish) on all Bruce acrylic impregnated factory finished products, from the

date of purchase when used under normal residential conditions, as applicable, will not wear through or separate from its multi-ply, engineered construction for the period specified for each of the respective warranties below, on all such products purchased after JANUARY 1, 2001.

All commercial and residential finish and Impregnated Wood Surface Warranties exclude any indentations, scratches or damage caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, pets, insects, water, moisture, erosion, pebbles, sand, other abrasives, insufficient protection on furniture, wet mopping or failure to follow all the manufacturer's written maintenance instructions. Use of floor care products other than those especially formulated for use on Bruce flooring, may damage your floor and may void the warranty.

FULL 25-YEAR FINISH WARRANTY FOR BEST- RATED, DURA-LUSTER PLUS (URETHANE) FINISH PRODUCTS

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 25 full years or as long as the original purchaser owns the home for all Bruce BEST-Rated factory finished products with the Dura-Luster Plus finish.

FULL 15-YEAR FINISH WARRANTY FOR BETTER-RATED, DURA-LUSTER PLUS (URETHANE) FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 15 full years or as long as the original purchaser owns the home for all Bruce BETTER-Rated factory finished products with the Dura-Luster Plus finish. This includes Bruce American Home Series® and America's Best Choice factory finished, BETTER-Rated products with the Dura-Luster Plus finish.

FULL 10-YEAR FINISH WARRANTY FOR GOOD-RATED DURA-LUSTER (URETHANE) FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 10 full years or as long as the original purchaser owns the home for all Bruce GOOD-Rated factory finished products with the Dura-Luster finish.

FULL 5-YEAR FINISH WARRANTY FOR DURA-SATIN(WAX) FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 5 full years or as long as the original purchaser owns the home for all Bruce factory finished products with the Dura-Satin finish.

AMERICAN HOME SERIES® COLLECTION FULL 15-YEAR FINISH WARRANTY FOR THE DURA-LUSTER PLUS (URETHANE) FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 15 full years or as long as the original purchaser owns the home for all Bruce factory finished products with the Dura-Luster Plus finish in the American Home Series Collection.

SPECIAL MILL AND PROMOTIONAL GRADE PRODUCTS FULL 10-YEAR FINISH WARRANTY FOR DURA-LUSTER PLUS FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 10 full years or as long as the original purchaser owns the home for all Bruce factory finished products with the Dura-Luster Plus finish designated as special mill or promotional grade.

PROMOTIONAL GRADE FULL 1-YEAR FINISH WARRANTY FOR DURA-SATIN (WAX) FINISH PRODUCTS.

Bruce warrants to the original purchaser that the finish will not wear through or separate from the wood for the lesser of 1 full year or as long as the original purchaser owns the home for all Bruce factory finished products with the Dura-Satin finish designated as promotional grade.

BRUCE WARRANTY PROTECTION MEANS...

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Bruce, at its sole option, to the original purchaser, will repair, refinish, or replace such portion, AT NO COST TO YOU, with the same product or another product of equal value. In the unlikely event Bruce is unable to correct the failure after a reasonable number of attempts, Bruce will refund, if requested, the purchase price for that portion of the floor that fails. To file a claim, first contact the Bruce retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact us at Armstrong World Industries, Inc., 2500 Columbia Avenue, Lancaster, PA 17602, Attn: Consumer Solution Center. Claims must also be filed within the warranty coverage period and information verifying date of purchase will be required. Bruce reserves the right to have a designated Bruce representative inspect the floors and remove samples for technical analysis.

Bruce warranties are not transferable.

No installer, retailer, distributor or agent, or employee of Bruce Hardwood Floors, has the authority to alter the obligations or limitations of any Bruce warranty.

Sources of additional information:

Sources of additional information regarding installation and maintenance of Bruce hardwood flooring products can be found in the following: Installation sheets, which are included in every carton, and the Bruce Floor Care and Product Warranty Guide. By following all recommended installation and maintenance procedures as specified by Bruce, you will assure yourself the maximum enjoyment of your Bruce hardwood floor.

Contact the retailer where you purchased your Bruce hardwood floor for a copy of the above mentioned literature. Or write to: Armstrong World Industries, Inc., Attn: Consumer Solution Center, 2500

Columbia Avenue, Lancaster, PA 17602. This information is also available at our web site: www.armstrong.com.

Warranty disclaimers and exclusions

- Color variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.
- Due to color variations of product and/or samples, Bruce is not responsible for the consumer matching flooring to other wood products, such as cabinets, stair railings, trim and moldings.
- Gloss reduction is not considered surface wear.
- Natural occurring wood characteristics such as variations in grain, color, mineral streaks, and knots, are not considered defects.
- Normal exposure to sunlight will bring about changes in the shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.
- Installations must be performed in accordance with all Bruce installation instructions.
- It is the responsibility of the installer and/or the homeowner to inspect boards prior to installation. Bruce accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Damage due to water and/or moisture including but not limited to damage resulting from broken or leaking pipes, wet mopping, or weather conditions or natural disasters, is excluded from Bruce warranties.

WARRANTY EXCLUSIONS

BRUCE WARRANTIES DO NOT COVER INDENTATIONS, SCRATCHES, STAINS OR DAMAGE CAUSED BY NEGLIGENCE, FIRE, WATER, MOISTURE, EXCESSIVE HEAT OR EXCESSIVE DRYNESS, EROSION, PEBBLES, SAND, OR OTHER ABRASIVES, PETS, INSECTS, SPIKED HEEL SHOES, WEATHER CONDITIONS OR NATURAL DISASTERS, COLOR VARIATIONS, NATURALLY OCCURRING WOOD CHARACTERISTICS, FAILURE TO FOLLOW ALL THE MANUFACTURER'S WRITTEN INSTALLATION AND/OR MAINTENANCE INSTRUCTIONS, IMPROPER MAINTENANCE, WET MOPPING, INSUFFICIENT PROTECTION, MISUSE, OR IMPROPER ALTERATIONS OF THE ORIGINAL MANUFACTURED PRODUCT. BRUCE WARRANTIES DO NOT COVER NATURAL EXPANSION AND CONTRACTION RESULTING IN SEPARATION BETWEEN BOARDS OR DAMAGE CAUSED BY LOW OR EXCESSIVE HUMIDITY. NO WARRANTIES APPLY TO ANY PRODUCT OR PRODUCTS DESIGNATED AS THRIFT, ANTIQUE, TAVERN, BARGAIN OR CABIN GRADES, SECONDS, ECONOMY GRADE, OR NON-STANDARD ITEMS. ANY PRODUCT OR PRODUCTS SO DESIGNATED ARE SOLD "AS IS". THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE EXPRESS WARRANTIES PROVIDED HEREIN AND IS IN LIEU OF ALL OTHER EXPRESS AND/OR STATUTORY WARRANTIES BY THE MANUFACTURER, TO THE EXTENT PROVIDED BY LAW. THERE ARE NO IMPLIED WARRANTIES EXTENDING BEYOND THE TERMS OF THIS WARRANTY. BRUCE ASSUMES NO LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. HOWEVER, SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THE SOLE REMEDY PROVIDED HEREIN IS THE REPAIR, REFINISH OR REPLACEMENT OF DEFECTIVE PRODUCTS, OR REFUND FOR DEFECTIVE PRODUCTS.