



SALES & TRAINING MANUAL





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Q u a l i t y | D e s i g n | E n v i r o n m e n t

BHW Floors is an industry leader, innovator and leading manufacturer of high-quality flooring products since 1995. Our mission is to provide durable, cost-effective and ecologically sustainable products while delivering the highest level of customer service. We believe social and environmental sustainability is a natural complement to producing products with stunning aesthetics, performance and value that we can stand behind with 100 percent confidence. We ensure that every product produced is done so with meticulous quality, care and attention, using only the most modern technologies, along with the best adhesives and finishes available in the industry. BHW Floors sets the standard for beauty and durability throughout the industry.

Why BHW Floors?

QUALITY ASSURANCE

You expect the highest quality flooring and so do we. This is why BHW Floors employs quality control engineers who live in China and Vietnam. Every order is inspected throughout the entire production process and goes through a rigorous 40-point inspection process before the material ships. This means that every order is up to our standards before it ever leaves the factory.

HIGH-QUALITY

All of our flooring lines have been meticulously designed to provide an appealing range of styles and textures that lend themselves to modern and timeless design trends alike. We believe that aesthetics are equally as important as performance, durability and sustainability.

FLOORSCORE® CERTIFIED

FloorScore® is the most recognized indoor air quality (IAQ) certification standard for hard surface flooring materials, adhesives, and underlayments. It qualifies for many green building schemes including LEED v4, BREEAM, and CHPS.

ADHESIVES & WARRANTY

We pride ourselves on selling our customers a product that will last a lifetime. Using a poor-quality adhesive can lead to problems further down the line and that is why we use high-quality, adhesives that do not contain added urea formaldehyde. We back it with a lifetime structural warranty as well as a 50-year residential finish wear-through warranty (15-year light commercial).

Color Variation

Wood and bamboo are natural materials that feature changes in color and tone. The color variations are more pronounced in some products, less in others. Customers should expect a beautifully varied installation with any of our natural wood products. Wood products have inherently high color variation between plank to plank. This inherent color variation can also be seen within each plank.

If your customer is searching for a more uniform appearance, the Sawatch & Evolution lines are a great option because they are our only flooring lines with low color variance. Sawatch & Evolution do not have the same color variation associated with wood or bamboo floors.



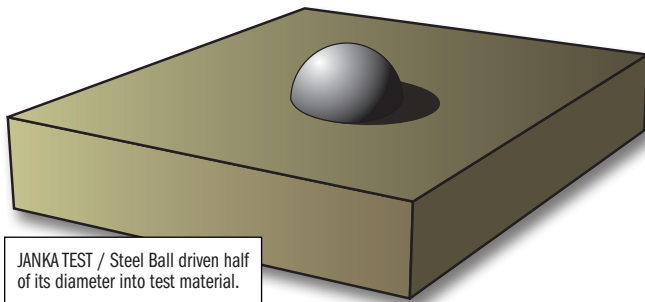
DURABILITY & HARDNESS

The hardness rating of a hardwood floor is the foremost indicator in determining its susceptibility to dings and dents. BHW Floors products are available in a variety of hardnesses which vary based on the manufacturing process, with most being over 3000 on the Janka scale (for comparison, Oak is around 1350 on the same scale).

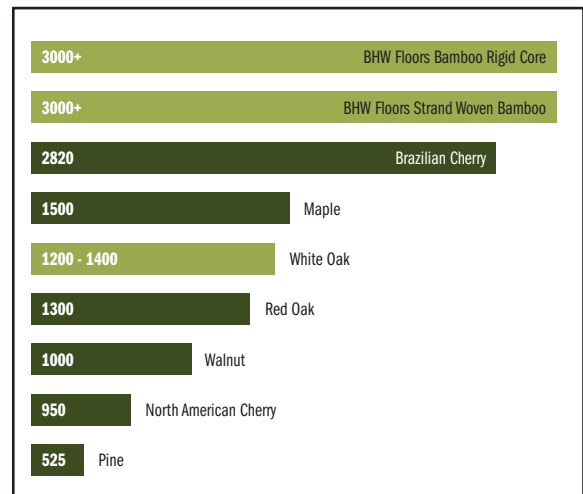
All wood flooring is subject to scratches, dings, and dents and bamboo is no exception. However, different types of hardwood floors will wear differently depending on their hardness and type of finish. With proper care, a BHW Floors product can be the longest lasting floor you will ever own.

JANKA HARDNESS TEST

The Janka Hardness Test measures the hardness of a floor by driving a .444 inch (11.28mm) steel ball half of its diameter into the wood. The amount of force required to do this is considered the Hardness Rating. The higher the Janka score, the harder the floor is.



JANKA HARDNESS CHART



Regardless of whether an item is purchased for home or commercial use, one key consideration involves quality and durability. How long a product lasts before it wears out is an essential part of this perceived quality.

The Taber test is used to measure the resistance of a material to surface abrasion and scratching. This test subjects our flooring finish to years of simulated abrasion and wear. All of our floors pass ASTM requirements for abrasion resistance.

Test Criteria	Standard	Result
Cross hatch & removal	EN ISO2409	0
Impact resistance	EN 438-2.11	>5N
Scratch resistance	EN 438-2.14	>2.5N
Abrasion resistance	EN 438-2.6*	IP>550
Coin scratch resistance		Good





Product & Sales Information



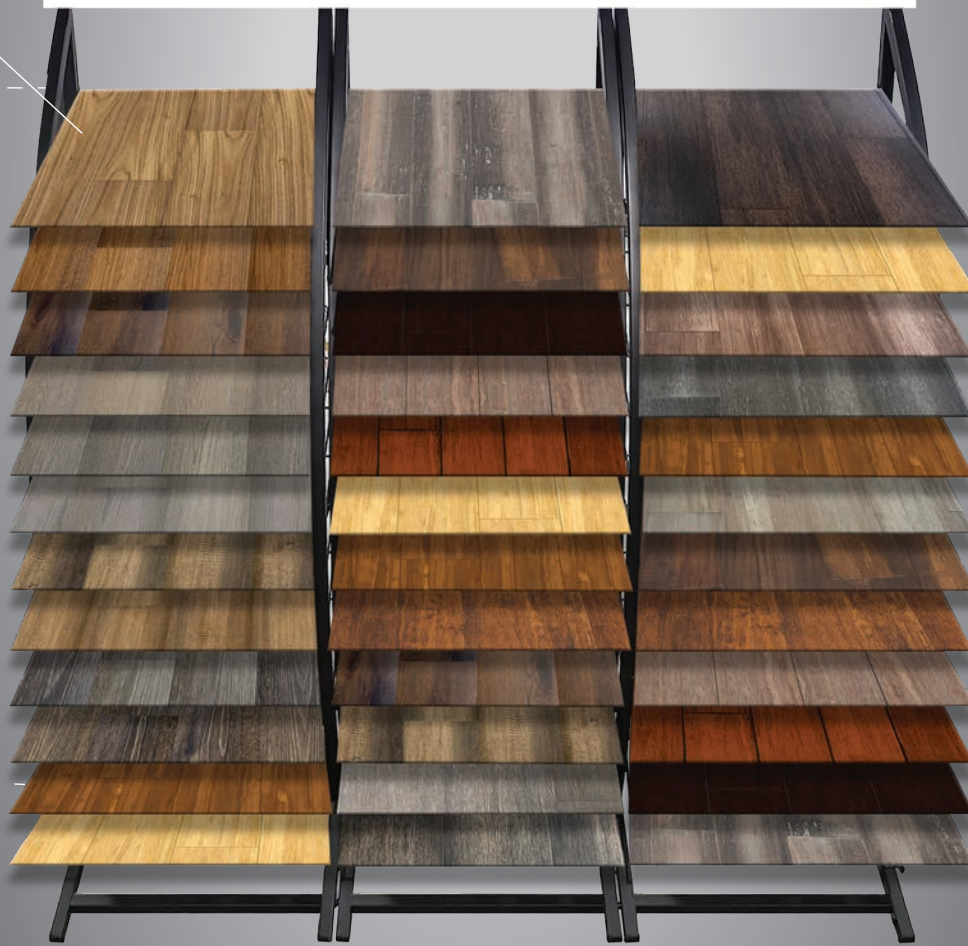
NEW!

PANOPTIC

FLOORING DISPLAY SYSTEM
BY BHW FLOORS

A larger header boldly enforces the BHW Floors brand while making the display easier to spot for our customers

18 x 18 panels give perfect demonstration of color and construction



Easy to assemble

All inclusive wood display offers everything from click-lock to our waterproof rigid core

DISPLAY DIMENSIONS: 18" DEEP X 63" WIDE X 75" TALL



bhwfloors.com | (800) 607-2414

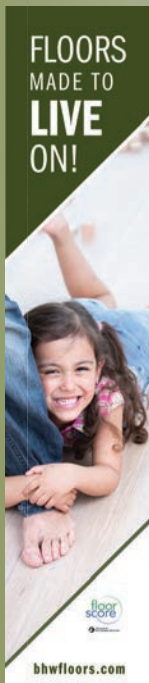


PILLAR

FLOORING DISPLAY SYSTEM
BY BHW FLOORS

A larger header boldly enforces the BHW Floors brand while making the display easier to spot for our customers

18 x 18 panels give perfect demonstration of color and construction



Easy to assemble

All inclusive SPC display offers everything from click-lock to our waterproof rigid core

DISPLAY DIMENSIONS: 18" DEEP X 21" WIDE X 75" TALL



bhwfloors.com | (800) 607-2414

Check out the promotional products we have available!



Flooring Brochure



18 x 18 Floor Samples - Slab style samples allow consumer to view more of the product, including the edges.



Builder Boards



Chip Samples



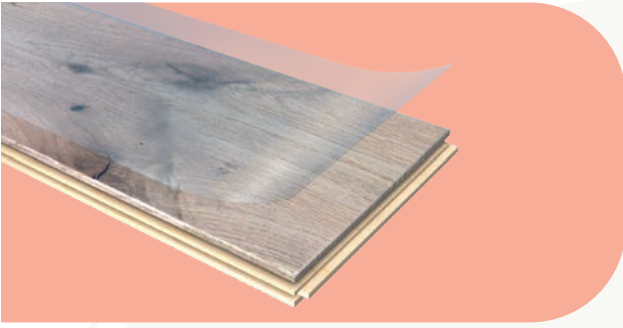
Flooring Comparison Matrix

Style Selector - Our new style selectors are available as a complete package and also individualized SPC, WOOD, and WOOD-SPC Kits.

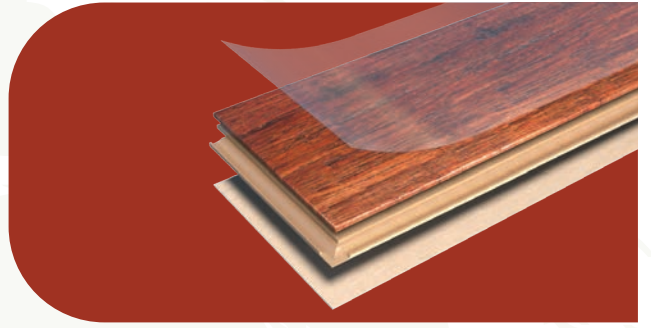


bhwfloors.com | (800) 607-2414

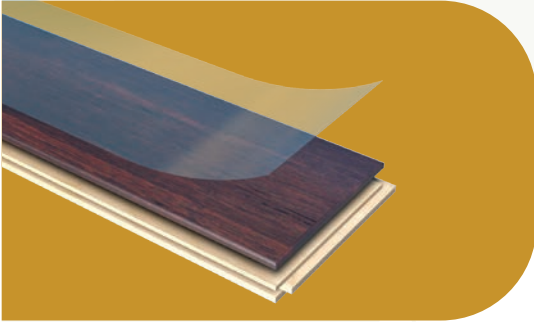
VALOR



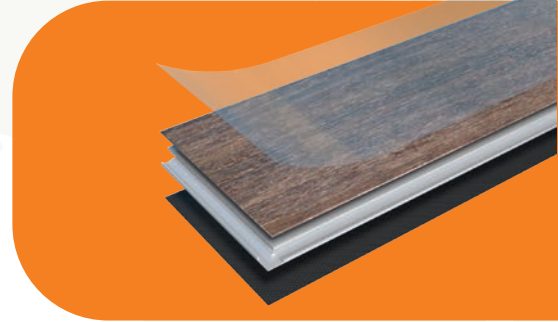
ARCADE



MANOR II

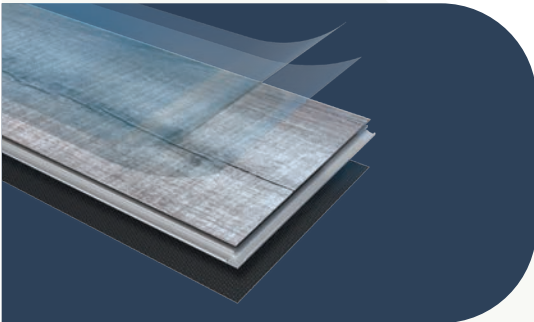


SYMPHONY

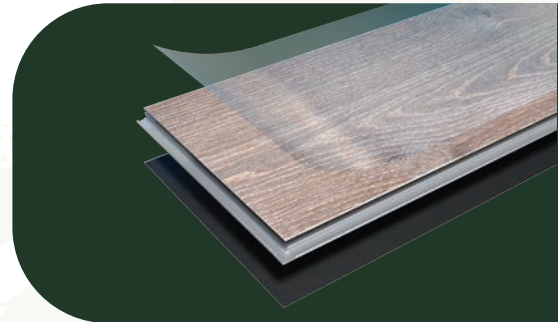


bhwfloors[®]
COLLECTIONS

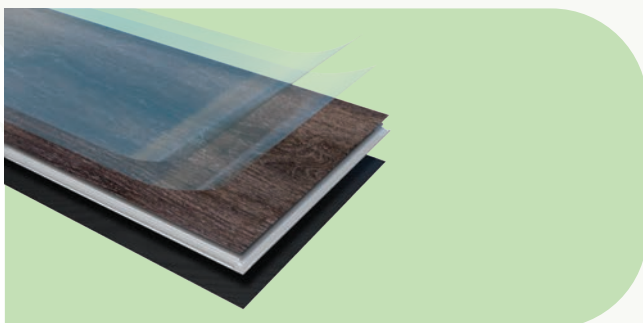
SAWATCH



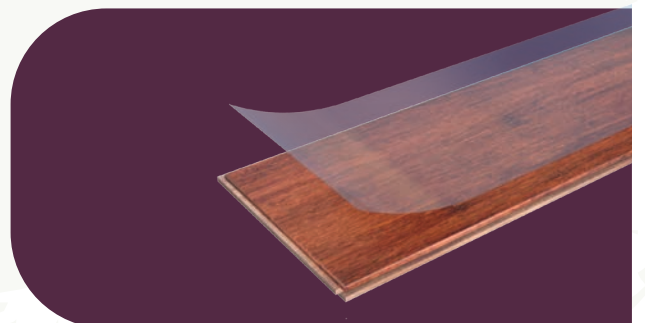
HARMONY



EVOLUTION



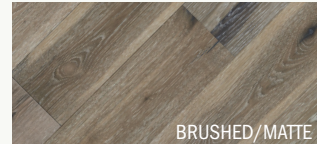
SUITE



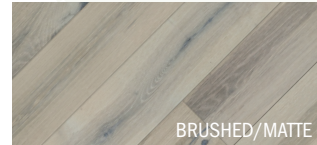
VALOR FLOORING SPECIFICATIONS

PRODUCT INFORMATION

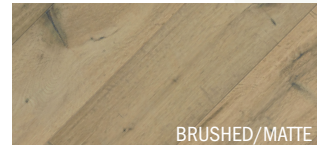
CONSTRUCTION	Engineered 2-Ply Pine Core with 4mm White Oak, Hickory or Maple Veneer
PLANK DIMENSIONS	5/8" Thick x 7-1/2" Wide x 75" Random Lengths
MILLING	4-sided Micro-Bevel Edge / Tongue and Groove
FINISH	Aluminer™ Aluminum Oxide Finish / Reactive Stain / Wire Brushed or Smooth
COLOR VARIANCE	Wood is a natural product, thus colors and tones may vary.
RADIANT HEAT	Radiant floor heating compatible.
INSTALLATION	Nail, Staple or Glue. Above, on or below grade.
HARDNESS	Janka Hardness Rating of White Oak 1400, Hickory 1800 & Maple 1500
ENVIRONMENTAL	CARB II Compliant / LEED® Credits IEQ4.4 and MR6 / FloorScore® Certified



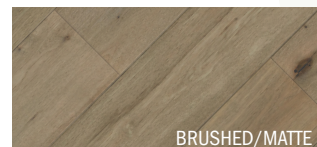
BRUSHED/MATTE
MANCHESTER 55701



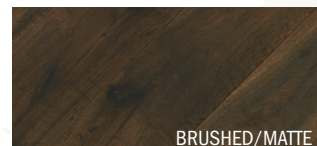
BRUSHED/MATTE
FARROW 55702



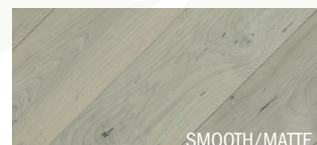
BRUSHED/MATTE
OXFORD 55703



BRUSHED/MATTE
BUXTON 55704



BRUSHED/MATTE
HERON 55705



SMOOTH/MATTE
FLORA 55706

PACKAGING

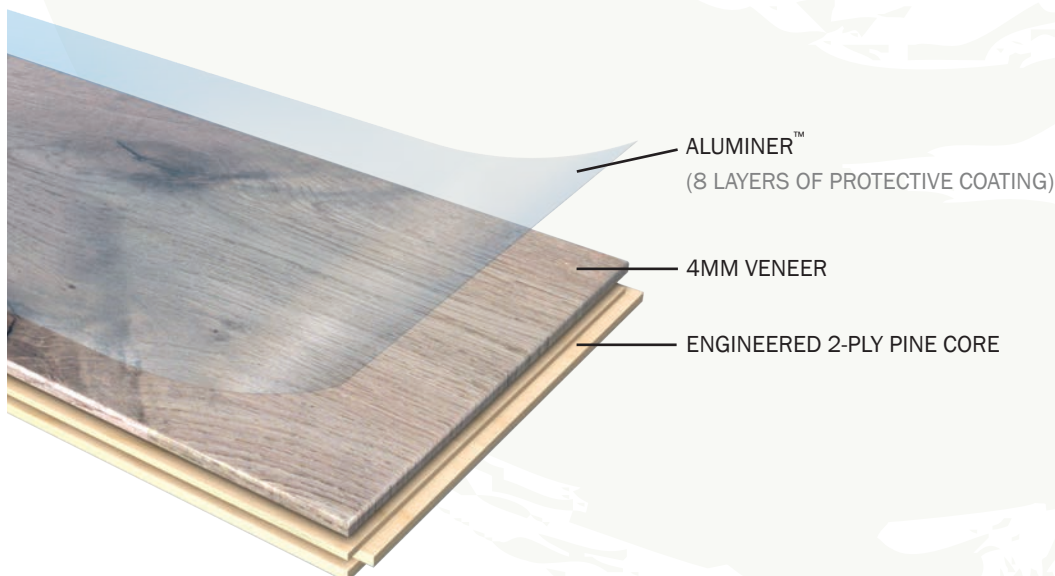
BOX WEIGHT: 50 LBS	PACK SIZE: 40 Boxes/Pallet	BOX DIMENSIONS: 5.5" x 8" x 76"
SQFT PER BOX: 31.09		

WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

Download the latest versions of our installation and maintenance guides, as well as watch installation videos, at www.bhwfloors.com



ARCADE FLOORING SPECIFICATIONS

PRODUCT INFORMATION

CONSTRUCTION	Engineered HDF Core with 2.5mm Strand Woven Bamboo Veneer
PLANK DIMENSIONS	7/16" Thick x 5" Wide x 36-1/4" Long
MILLING	4-sided Micro-Bevel Edge / Uniclic® Locking System
FINISH	Aluminer™ Aluminum Oxide Finish / Smooth, Wire Brushed or Hand Scraped + Wire Brushed
COLOR VARIANCE	Bamboo is a natural product, thus colors and tones may vary.
RADIANT HEAT	Radiant floor heating compatible
INSTALLATION	Float or glue. Above, on, or below grade.
HARDNESS	Janka Hardness Rating of 3,000+
ENVIRONMENTAL	CARB II Compliant / LEED® Credits IEQ4.4 and MR6 / FloorScore® Certified

PACKAGING

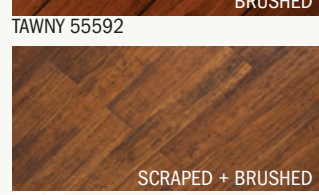
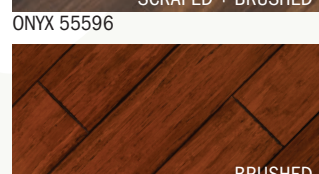
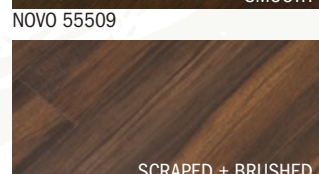
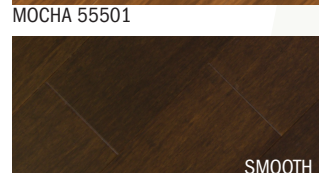
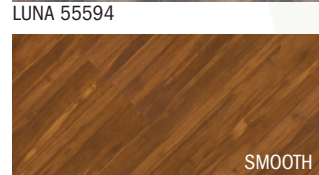
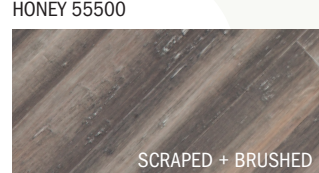
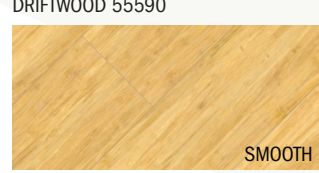
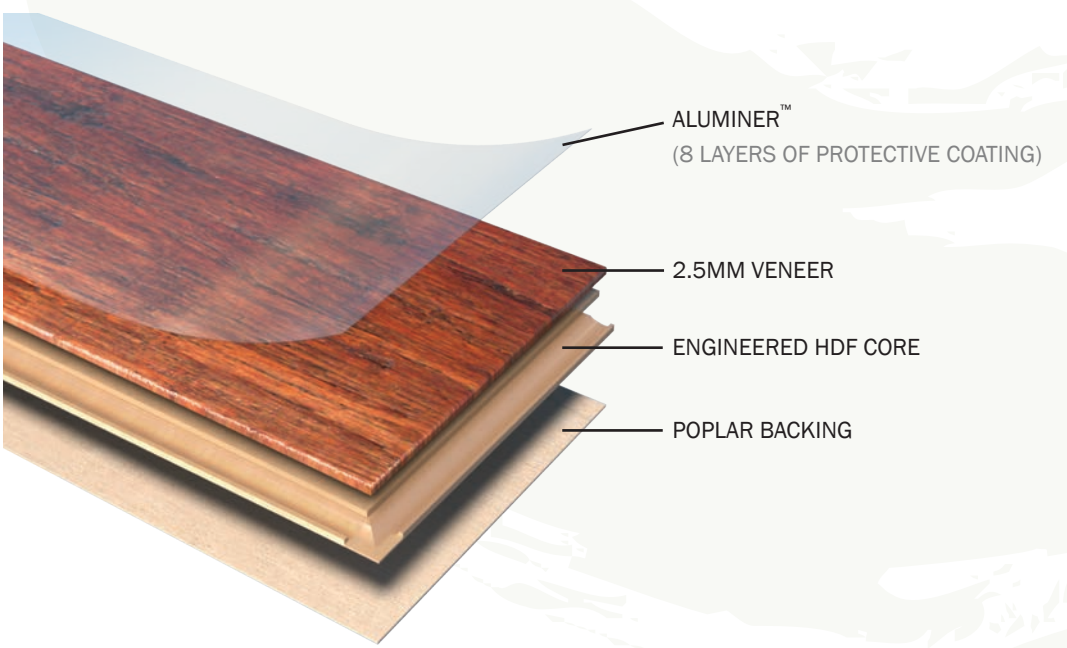
BOX WEIGHT: 47 LBS	PACK SIZE: 36 Boxes/Pallet	BOX DIMENSIONS: 4.3" x 10.6" x 37"
PLANKS PER BOX: 20	SQFT PER BOX: 24.75	

WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

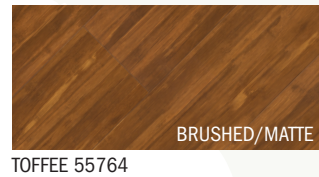
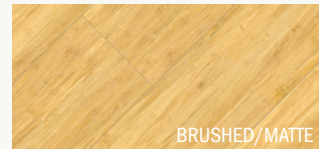
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MANOR II FLOORING SPECIFICATIONS

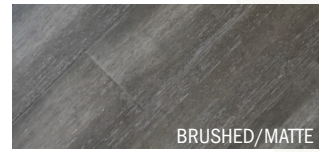
PRODUCT INFORMATION

CONSTRUCTION	Engineered Multi-ply Poplar Core with 2.3mm Strand Woven Bamboo Veneer
PLANK DIMENSIONS	1/2" Thick x 5" Wide x 72-3/4" Long
MILLING	4-sided Micro-Bevel Edge / Tongue and Groove
FINISH	Aluminer™ Aluminum Oxide Finish / Wire Brushed
COLOR VARIANCE	Bamboo is a natural product, thus colors and tones may vary.
RADIANT HEAT	Radiant floor heating compatible.
INSTALLATION	Nail, float, or glue. Above, on, or below grade.
HARDNESS	Janka Hardness Rating of 3,000+
ENVIRONMENTAL	CARB II Compliant / LEED® Credits IEQ4.4 and MR6 / FloorScore® Certified



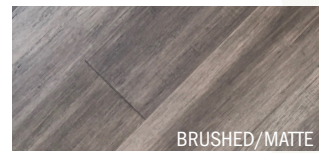
PACKAGING

BOX WEIGHT: 36 LBS	PACK SIZE: 63 Boxes/Pallet	BOX DIMENSIONS: 4.3" x 5.5" x 73.5"
PLANKS PER BOX: 8	SQFT PER BOX: 19.92	



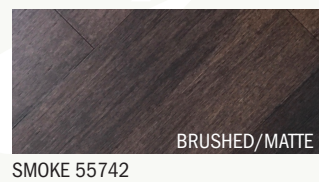
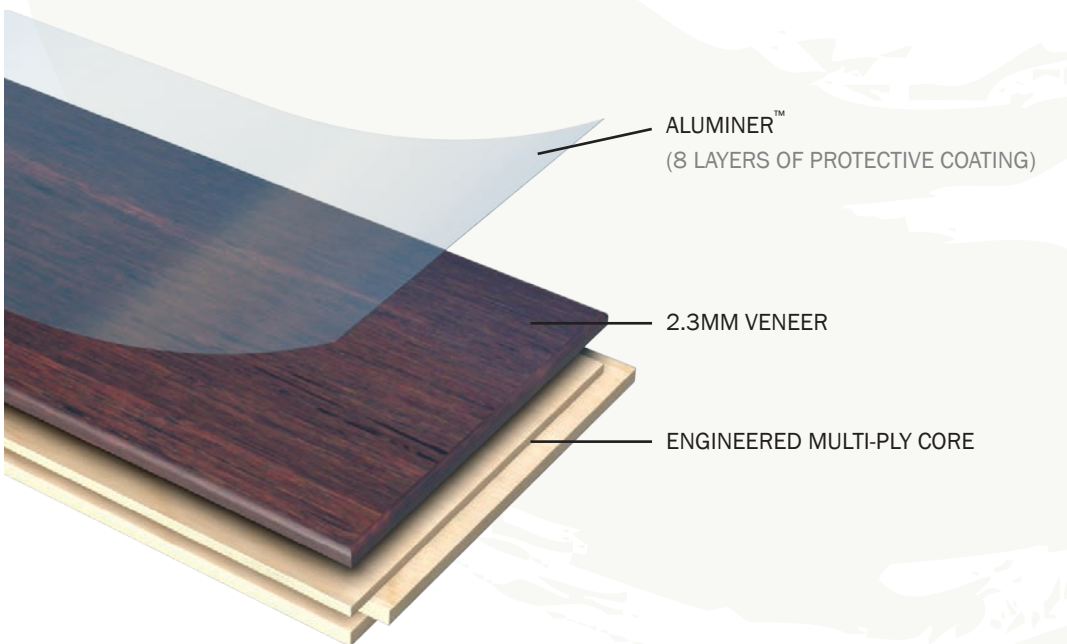
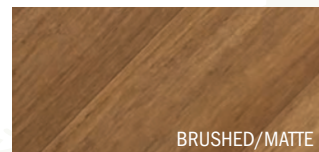
WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty



RESOURCES

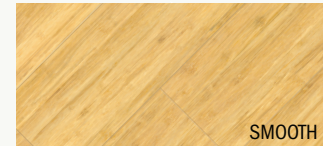
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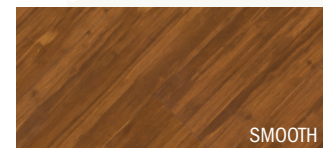
SUITE FLOORING SPECIFICATIONS

PRODUCT INFORMATION

CONSTRUCTION	100% Solid Strand Woven Bamboo from top to bottom
PLANK DIMENSIONS	1/2" Thick x 5-5/8" Wide x 72-3/4" Long
MILLING	4-sided Micro-Bevel Edge / Tongue and Groove
FINISH	Aluminer™ Aluminum Oxide Finish / Smooth
COLOR VARIANCE	Bamboo is a natural product, thus colors and tones may vary.
RADIANT HEAT	Not radiant floor heating compatible
INSTALLATION	Glue. On or above grade only.
HARDNESS	Janka Hardness Rating of 3,000+
ENVIRONMENTAL	CARB II Compliant / LEED® Credits IEQ4.4 and MR6 / FloorScore® Certified



HONEY 55852



MOCHA 55851

PACKAGING

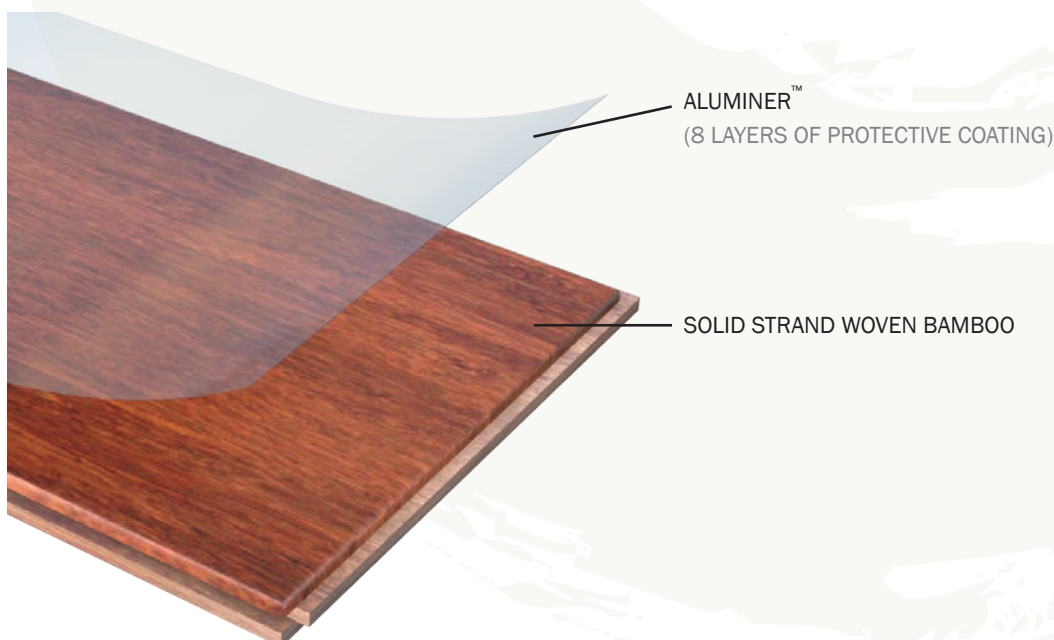
BOX WEIGHT: 51 LBS	PACK SIZE: 63 Boxes/Pallet	BOX DIMENSIONS: 3" x 6" x 73.5"
PLANKS PER BOX: 6	SQFT PER BOX: 16.96	

WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

Download the latest versions of our installation and maintenance guides, as well as watch installation videos, at www.bhwfloors.com



HARMONY FLOORING SPECIFICATIONS

PRODUCT INFORMATION

CONSTRUCTION	Engineered Rigid Core Stone-Polymer Composite (SPC) with 1.2mm Oak or Maple Veneer
PLANK DIMENSIONS	1/4" Thick x 7-1/2" Wide x Random Length up to 72"
MILLING	4 sided Micro-Bevel Edge / Uniclic® Locking System
FINISH	Aluminer™ Aluminum Oxide Finish / Wire Brushed or Hand Scraped
COLOR VARIANCE	Hardwood is a natural product, thus colors and tones may vary.
INSTALLATION	Float. Above, on, or below grade.
ENVIRONMENTAL	CARB II Compliant / FloorScore® Certified
WATER PERFORMANCE	Waterproof hardwood and safe to install in kitchens, bathrooms and basements.

PACKAGING

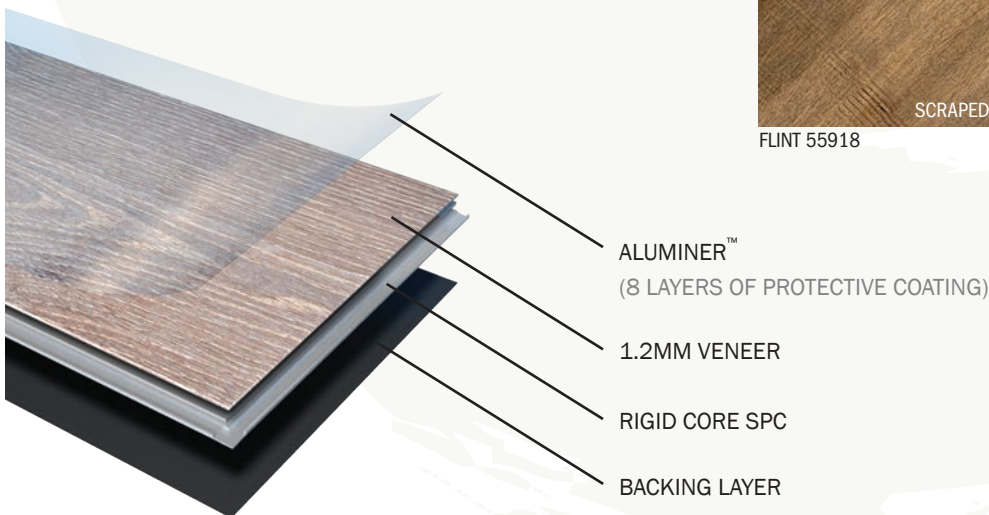
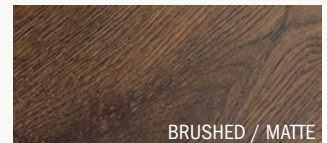
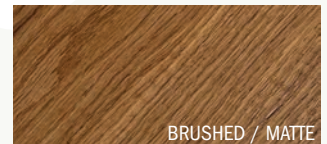
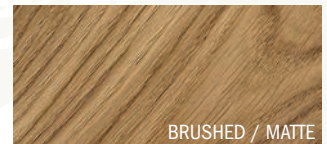
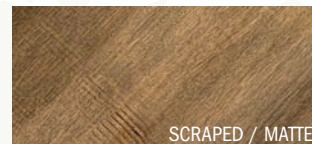
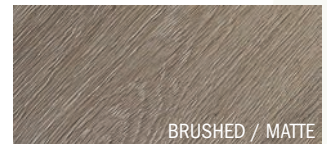
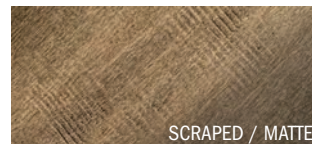
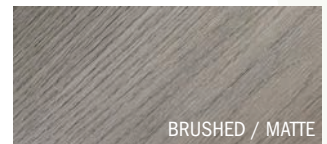
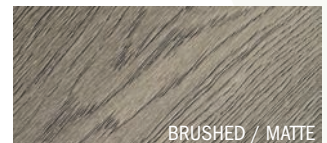
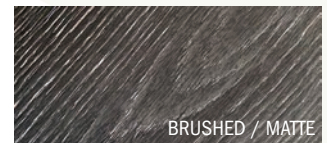
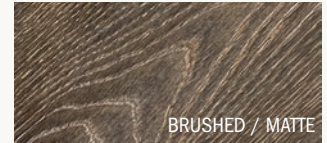
BOX WEIGHT: 54 LBS	PACK SIZE: 55 Boxes/Pallet	BOX DIMENSIONS: 2" x 8" x 75"
SQFT PER BOX: 23.32		

WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

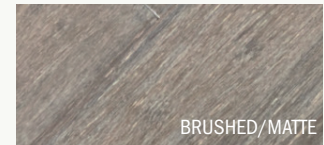
Download the latest versions of our installation and maintenance guides, as well as watch installation videos, at www.bhwfloors.com



SYMPHONY FLOORING SPECIFICATIONS

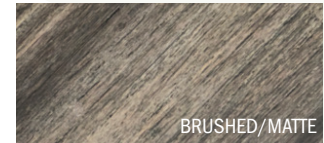
PRODUCT INFORMATION

CONSTRUCTION	Engineered Rigid Core Stone-Polymer Composite (SPC) with 1.2mm Strand Woven Bamboo Veneer
PLANK DIMENSIONS	ANISE: 1/4" Thick x 5-1/8" Wlde x 72-3/4" Long CURRANT: 1/4" Thick x 5" Wide x 72" Long
MILLING	4 sided Micro-Bevel Edge / Uniclic® Locking System
FINISH	Aluminer™ Aluminum Oxide Finish / Wire Brushed
COLOR VARIANCE	Bamboo is a natural product, thus colors and tones may vary.
INSTALLATION	Float or glue. Above, on, or below grade.
ENVIRONMENTAL	CARB II Compliant / FloorScore® Certified
WATER PERFORMANCE	Waterproof hardwood and safe to install in kitchens, bathrooms and basements.



BRUSHED/MATTE

ANISE 559751



BRUSHED/MATTE

CURRANT 55977

PACKAGING

ANISE:

BOX WEIGHT: 48 LBS	PACK SIZE: 63 Boxes/Pallet	BOX DIMENSIONS: 2.25" x 5.62" x 73.5"
PLANKS PER BOX: 8	SQFT PER BOX: 20.71	

CURRANT:

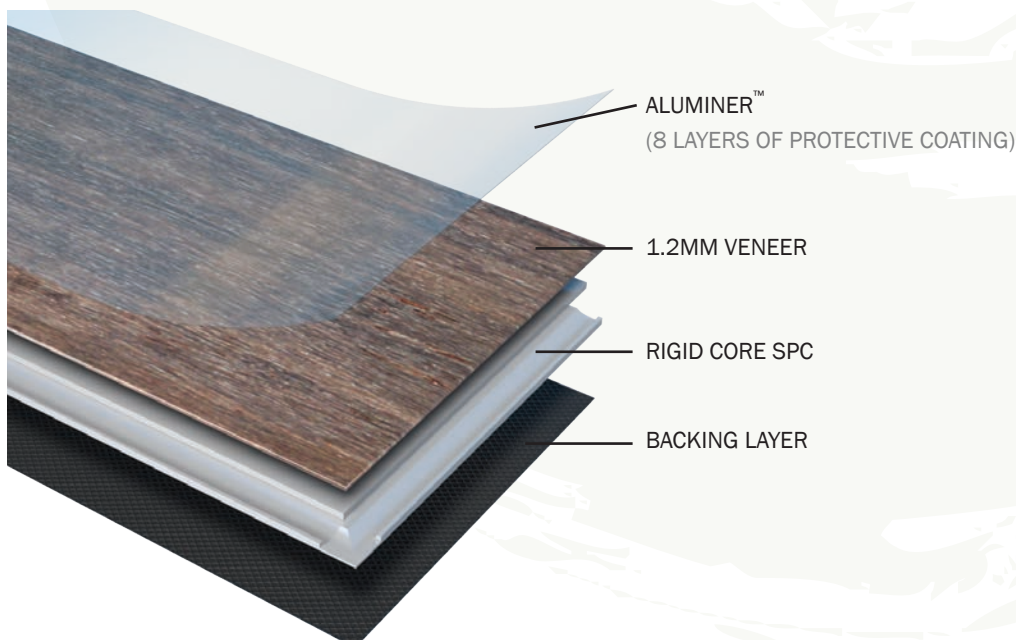
BOX WEIGHT: 56 LBS	PACK SIZE: 50 Boxes/Pallet	BOX DIMENSIONS: 3.6" x 5.5" x 73.3"
PLANKS PER BOX: 12	SQFT PER BOX: 31.07	

WARRANTY

FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

Download the latest versions of our installation and maintenance guides, as well as watch installation videos, at www.bhwfloors.com



SAWATCH FLOORING SPECIFICATIONS

PRODUCT INFORMATION

CONSTRUCTION	Engineered Rigid Core Stone-Polymer Composite (SPC) with 20mil (0.5mm) Wear Layer
PLANK DIMENSIONS	7/32" Thick x 7-7/32" Wide x 48-1/32" Long (attached 1.5mm EVA pad)
MILLING	4 sided Micro-Bevel Edge / Uniclic® Locking System
FINISH	Aluminer™ UV Cured Acrylic / 10% Sheen / Textured
COLOR VARIANCE	Low
INSTALLATION	Floating. Radiant floor heating compatible. Above, on, or below grade.
ENVIRONMENTAL	FloorScore® Certified
WATER PERFORMANCE	100% waterproof and safe to install in full bathrooms, laundry rooms, and mudrooms.

PACKAGING

BOX WEIGHT: 53 LBS	PACK SIZE: 28 Boxes/Pallet	BOX DIMENSIONS: 3" x 8" x 49"
PLANKS PER BOX: 12	SQFT PER BOX: 28.84	

WARRANTY

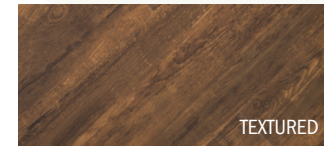
FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

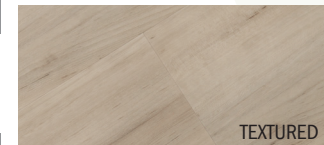
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METROZ 55641



CIMARRON 55643



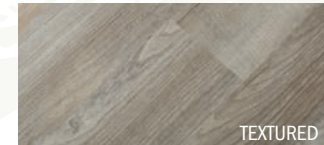
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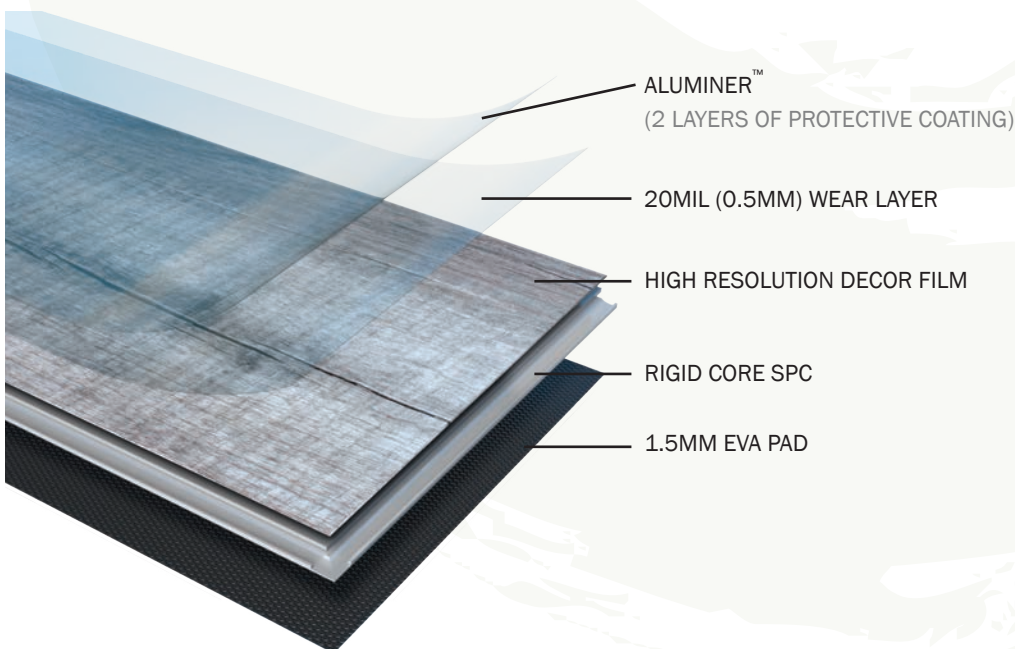
KEYSTONE 55647



SOMERSET 55649



SILVERTHORNE 55651



EVOLUTION FLOORING SPECIFICATIONS

PRODUCT INFORMATION

CONSTRUCTION	Engineered Rigid Core Stone-Polymer Composite (SPC) with 20mil (0.5mm) Wear Layer
PLANK DIMENSIONS	5/32" Thick x 9" Wide x 72" Long
MILLING	4 sided Micro-Bevel Edge / Uniclic® Locking System
FINISH	Aluminer™ UV Cured Acrylic / 10% sheen / EIR Texture
COLOR VARIANCE	High
INSTALLATION	Float. Radiant floor heating compatible. Above, on, or below grade.
ENVIRONMENTAL	FloorScore® Certified
WATER PERFORMANCE	100% waterproof and safe to install in full bathrooms, laundry rooms, and mudrooms.

PACKAGING

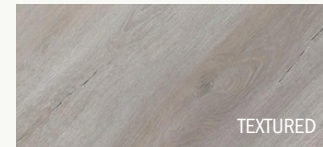
BOX WEIGHT: 62 LBS	PACK SIZE: 48 Boxes/Pallet	BOX DIMENSIONS: 2.5" x 9.75" x 73"
PLANKS PER BOX: 8	SQFT PER BOX: 36.64	

WARRANTY

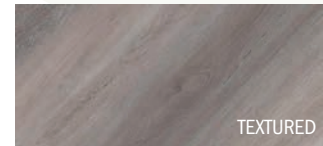
FINISH	50-year Residential / 15-year Light Commercial
STRUCTURE	Lifetime Structural Warranty

RESOURCES

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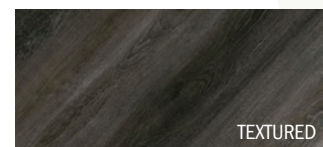
WINTER 55600



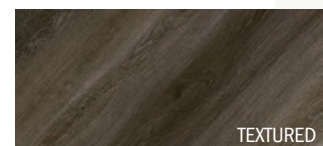
MIST 55602



SANDY RIDGE 55604



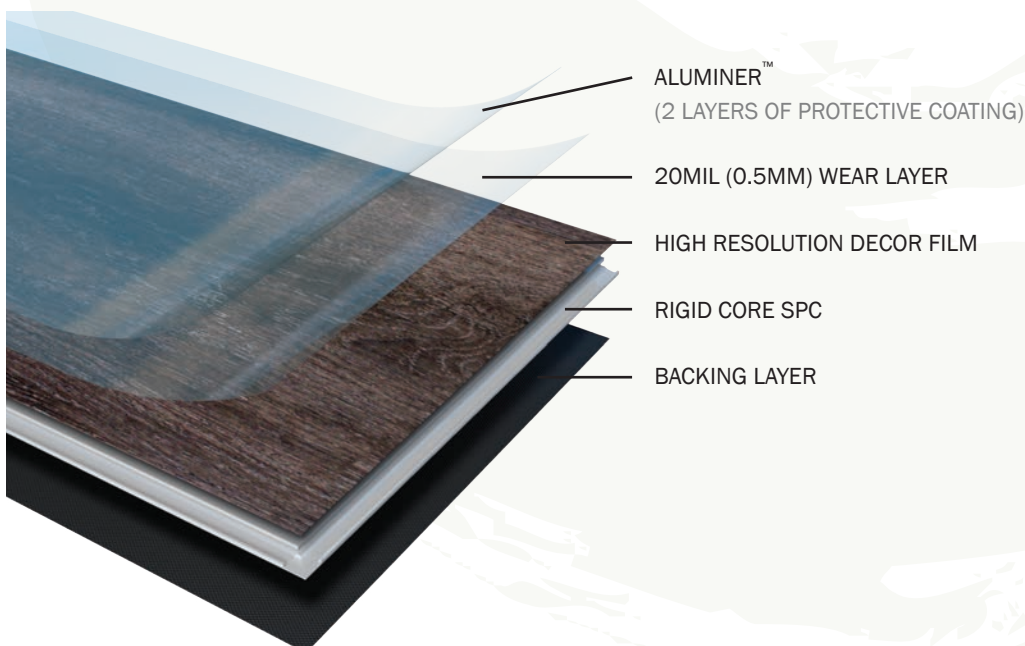
SAGE BRUSH 55606



TARNISHED OAK 55608



BARREL 55610







General Information





VIETNAM MANUFACTURING FACILITIES

BHW Floors now has four Vietnam Manufacturing Facilities for our SPC and Wood SPC flooring products. Products manufactured from this facility maintain our strict production and quality standards you expect from BHW Floors while providing many new advantages directly to our customers. Vietnam based production provides a reduction in import taxes, production materials and expenses. We strive to deliver high-quality, low-cost, premium flooring products to the industry and this facility is one of the new ways we are able to provide that directly to you.

- Increased Production Capacity
- Tax Exempt for (4) Years
- Lowered Cost of Production
- Lower Cost of Goods (Raw Material)
- No additional USA import taxes
- Maintained FSC on applicable products

Installation, Warranty Information, Care and Maintenance of our Flooring

You can view our Installation Guides, Warranty Information, and Care and Maintenance of our Flooring on our website at: bhwfloors.com/downloads.



L.E.E.D. Credit & Qualifications

The U.S. Green Building Council (USGBC) is working to improve the quality of life by ensuring that buildings and communities are designed, built and operated in an environmentally responsible, profitable and healthy manner. The USGBC's Leadership in Energy and Environmental Design Green Building Rating System (LEED™ Rating System) is the national standard by which green building is judged. Buildings are awarded LEED certification by earning credits for green building performance in sustainable site development, water savings, energy efficiency, materials selection and indoor environmental quality. LEED certification is a signal of commitment to human and environmental health.

Below is a list of credits that apply to our flooring products under LEEDS v3 (2009)

LEED™ Rating System MR CREDIT 6: RAPIDLY RENEWABLE MATERIALS

BHW Floors brand flooring (SUITE lines) contribute towards LEED™ Rating System MR Credit 6: Rapidly Renewable Materials.

LEED™ Rating System IEQ CREDIT 4.4: LOW-EMITTING MATERIALS

BHW Floors brand flooring (SUITE lines) contribute towards LEED™ Credit IEQ 4.4: No Added Urea-Formaldehyde Resins (NAUF).

Indoor Air Quality: CARB Compliant and FloorScore® Certified

WHY EVERYONE SHOULD CARE ABOUT INDOOR AIR QUALITY.

IAQ is important because, if you're like most people, you spend around 90% of your time indoors. If you're breathing poor quality air, you could be facing a higher risk level for a variety of health problems, including headaches, dizziness, and more serious long-term conditions.

At BHW Floors we have always been very serious about producing high-quality, sustainable and healthy products. We have never used added urea-formaldehyde adhesives in any of our products. We met CARB II standards for formaldehyde emissions before there even was a CARB standard. But we know that there are a lot of other harmful volatile organic compounds (VOC's) besides formaldehyde that homeowners should be concerned about. BHW Floors wants you to have the healthiest home possible, which is why our products are FloorScore® certified.



WHAT IS FLOORSCORE®?

FloorScore® is a voluntary, independent certification program that tests and certifies hard surface flooring and the materials they're made with are in compliance with stringent indoor air quality emissions. The FloorScore® program was developed by the Resilient Floor Covering Institute (RFCI) and is certified by SCS Global Services (a nationally recognized third-party certification company.)

Whereas CARB II standards only measure formaldehyde emissions, FloorScore® standards are much more stringent and measure a wide array of harmful VOC's in addition to formaldehyde.

Basically, the FloorScore® certification means healthier, cleaner air inside your home. When you are floor shopping, choose a product with the FloorScore® label to be assured that your new floor contributes to good indoor air quality.

WHAT'S YOUR FLOORING'S FLOORSCORE®?

Is your flooring promoting healthy indoor air quality? How do you know? It's easy to find out. Just look for the FloorScore® seal and breathe easy.

The Facts About Formaldehyde [Reprinted from USA EPA and CARB Websites]

Health effects of formaldehyde:

Formaldehyde can cause irritation of the skin, eyes, nose, and throat. High levels of exposure may cause some types of cancers. The International Agency for Research on Cancer (IARC) reclassified formaldehyde from "probably carcinogenic to humans" to "carcinogenic to humans" in 2004, based on the increased risk of nasopharyngeal cancer.

For more information about this important topic we suggest you visit
USA Environmental Protection Agency's website <http://www2.epa.gov/formaldehyde>
California Environmental Protection Agency Air Resources Board [CARB] <http://www.arb.ca.gov/homepage.htm>
CARB I and CARB II Regulations from <http://www.arb.ca.gov/regact/2007/compwood07/fro-final.pdf>

Warranty Guide Pre-Finished Solid & Engineered Flooring

LIFETIME STRUCTURAL (RESIDENTIAL) WARRANTY

BHW Floors® warrants that our products conform to our strict quality standards and specifications and are free from defects in materials and workmanship and will remain free from such defects for the lifetime of the installed floor.

50-YEAR FINISH (RESIDENTIAL) WARRANTY / 15-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

BHW Floors® warrants to the original purchaser, that the factory applied surface finish on its prefinished hardwood flooring products will not wear through or separate from the wood for a period of: Fifty [50] years, from the date of purchase, when used under normal residential traffic conditions, or Fifteen [15] years from the date of purchase, when used under light commercial conditions as defined by the NWFA guidelines.

Terms and Conditions

Breach of the following conditions shall render the warranty null and void;

1. Warranty must be registered within 30 calendar days of installation of the floor;
2. Liability is limited to the original purchase price or cost of repair to affected area(s), subject to the discretion of BHW Floors®;
3. Warranty is NON-TRANSFERRABLE;
4. Warranty does not apply to any product designated as "Closeout," "AS-IS," "Blowout," "Rustic," "Cabin," "Antique," "Tavern," "B-Grade," "Discontinued," "Discounted," or "Clearance";
5. The lifetime of the floor is defined as the length of time from installation to resale or from installation to removal, whichever is shorter;
6. Installation constitutes acceptance. Bamboo flooring is a natural product, individual planks will vary slightly in color and appearance. The color and appearance of individual samples, panel, and displays may vary slightly from the color and appearance of individual planks;
7. The flooring shall be installed according to Manufacturer's written instructions;
8. The sub-flooring shall meet or exceed the requirements of the building codes of the local jurisdiction and the recommendations of the National Wood Flooring Association;
9. All heating and cooling systems, including radiant heating systems, shall meet or exceed the recommendations of the National Wood Flooring Association;
10. The relative humidity of the room where the floor is installed shall be kept between 35% - 55% year-round. The use of a humidifier/dehumidifier may be necessary to maintain this range. DO NOT INSTALL FLOORING IF THESE CONDITIONS ARE NOT CONTINUOUSLY BEING MET;
11. The ambient temperature of the room where the floor is installed shall be kept between 60° F - 80° F continuously;
12. The subfloor surface temperature for radiant heat installations shall not exceed 80°F with no more than a 5°F variance in surface temperature over a 24-hour period. Set-back style thermostats are not permitted. Please refer to BHW Floors® Radiant Heat Instructions for specific details;
13. The floor shall be maintained according to Manufacturer's written instructions;
14. The floor shall not be altered or repaired without prior written authorization from BHW Floors®.

Limitations & Exclusions

The Limited Warranties do not cover conditions caused by improper use or maintenance outlined below;

1. Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including (without limitation) those caused by pets, pebbles, sand or otherwise abrasives, construction traffic or failure to maintain the floor as required;
2. Any damage caused by negligence, accidents, misuse, non-approved cleaners, or abuse;
3. Damage caused by furniture, appliances, wheeled items or other such items applied to the face of the material;
4. Installing cabinets or countertops over nail and/or glue down bamboo flooring shall be at the risk of the installer and consumer. BHW Floors® will not be liable for any associated replacement or repairs regarding such installations. Installing cabinets over any floating floor will render this warranty null and void;
5. Failure to support furniture, appliances or other items of the like with floor protectors that are appropriately sized, made of non-staining felt, such as Safeglides® from Glitsa®, rest flat on the floor and are replaced regularly. The use of rubber, plastic or metal glides is not permitted;
6. Any splits, cracks, grain raising, checking, edge fracturing, splintering, cupping, crowning/peaking, warping, twisting, expansion/contraction, buckling, chipping, scratching, bowing, bubbling, separating or dimpling, that occurs during or after the

floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive or insufficient moisture, improper environmental conditions including excessive heat from radiant heat systems, or installing products not rated for radiant heat over a radiant heat system are not covered by this warranty;

7. Flooring installed in full bathrooms with a shower or tub;
8. Damage caused by fire, flooding, and other natural disasters and acts of God;
9. Changes in color due to aging, excessive moisture, exposure to sunlight or UV rays will not be considered a defect. All hardwood flooring is sensitive to UV rays and will exhibit some change in color. Area rugs and large furniture should be moved occasionally, as they block sunlight and may cause the flooring to age at different rates or areas of varying coloration;
10. We do our best to have the most accurate representation of our floors in all marketing material and samples. However, variances may appear from digital photographs, printed photographs, sample material, finish texture, finish sheen and color when compared to the actual material. Any exact matches are to be considered coincidental;
11. Color variations between flooring and/or samples and other flooring and/or samples you wish to match are not considered a defect and are not covered under warranty;
12. Accessories are not manufactured by BHW Floors® and are therefore not covered under this warranty;
13. Deficiencies related to subfloor or floor joist assemblies, subfloor preparation materials and fasteners, including, but not limited to uneven subfloor surfaces, floor deflection or voids in the subfloor;
14. Noises including but not limited to squeaks, popping, creaks or sounds of the like;
15. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Possible defects should be evaluated by their visibility from a standing position (5 feet up, 2 feet out) under normal lighting conditions, per NWFA guidelines;
16. Natural wood characteristics such as variations in grain, color, mineral streaks, knots, nodes, normal differences between color of samples and the color of installed floors and color variations from board to board are not covered by this warranty;
17. Expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity;
18. Floors that are installed in other than owner-occupied or tenant-occupied residences;
19. Commercial installations of residential products;
20. Any shipping, construction or installation-related damage;
21. Floors damaged by subfloor moisture or water damage*, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, weather conditions, wet slabs, basements, crawl spaces or high humidity levels; * Topical spills up to 72 hours permitted on BSPC/WSPC products only
22. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes or (ii) contrary to written instructions furnished with the product;
23. Surface wear must be readily visible under normal lighting conditions as defined by the NWFA and cover at least five percent [5%] of the surface area. Gloss reduction is not considered surface wear;
24. Any use of non-approved installation or maintenance products including, but not limited to, steam cleaners, string mops, sponge mops, microfiber pads, or pre-treated mopping pads;
25. Any damaged associated with the use of area rugs or protective covers of the like. Please refer to the manufacturer for specific instructions on applications over hardwood flooring;
26. Failure to use transitions or expansion space where directed in installation instructions;

NOTE: NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

WARRANTY REGISTRATION INFORMATION

As soon as you have installed your floor, fill out your Warranty Registration below and mail to the address below. Please scan this page and keep a copy for your personal records. Any claims must be made in writing within 30 days of detection.

BHW Floors
Warranty & Claims Department
4525 Frederick Drive SW STE B
Atlanta, GA 30336

Warranty Guide SPC Flooring Products

LIFETIME STRUCTURAL (RESIDENTIAL) WARRANTY

BHW Floors® warrants that our products conform to our strict quality standards and specifications and are free from defects in materials and workmanship and will remain free from such defects for the lifetime of the installed floor.

50-YEAR FINISH (RESIDENTIAL) WARRANTY / 15-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

BHW Floors® warrants to the original purchaser, that the factory applied surface finish on its prefinished flooring products will not wear through or separate from the core for a period of: Fifty [50] years, from the date of purchase, when used under normal residential traffic conditions, or Fifteen [15] years from the date of purchase, when used under light commercial conditions.

Terms and Conditions

Breach of the following conditions shall render the warranty null and void;

1. Warranty must be registered within 30 calendar days of installation of the floor;
2. Liability is limited to the original purchase price or cost of repair to affected area(s), subject to the discretion of BHW Floors®;
3. Warranty is NON-TRANSFERRABLE;
4. Warranty does not apply to any product designated as "Closeout," "AS-IS," "Blowout," "Rustic," "Cabin," "Antique," "Tavern," "B-Grade," "Discontinued," "Discounted" or "Clearance";
5. The lifetime of the floor is defined as the length of time from installation to resale or from installation to removal, whichever is shorter;
6. Installation constitutes acceptance. The flooring comprised of natural products, individual planks will vary slightly in color and appearance. The color and appearance of individual samples, panel, and displays may vary slightly from the color and appearance of individual planks;
7. The flooring shall be installed according to Manufacturer's written instructions;
8. The sub-flooring shall meet or exceed the requirements of the building codes of the local jurisdiction and the recommendations of the National Wood Flooring Association;
9. The subfloor surface temperature for radiant heat installations shall not exceed 80°F with no more than a 5°F variance in surface temperature over a 24-hour period. Set-back style thermostats are not permitted. Please refer to BHW Floors® Radiant Heat Instructions for specific details;
10. The floor shall be maintained according to Manufacturer's written instructions;
11. The floor shall not be altered or repaired without prior written authorization from BHW Floors®.

Limitations & Exclusions

The Limited Warranties do not cover conditions caused by improper use or maintenance outlined below;

1. Any wear or reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including (without limitation) those caused by pets, pebbles, sand or otherwise abrasives, construction traffic or failure to maintain the floor as required;
2. Any damage caused by negligence, accidents, misuse, non-approved cleaners, or abuse;
3. Damage caused by furniture, appliances, wheeled items or other such items applied to the face of the material;
4. Installing cabinets or countertops over a floating floor is strictly prohibited and will render this warranty null and void. BHW Floors® will not be liable for any associated replacement or repairs regarding such installations.
5. Failure to support furniture, appliances or other items of the like with floor protectors that are appropriately sized, made of non-staining felt, such as Safeglides® from Glitsa®, rest flat on the floor and are replaced regularly. The use of rubber, plastic or metal glides is not permitted;
6. Any splits, cracks, grain raising, checking, edge fracturing, cupping, crowning/peaking, warping, twisting, expansion/contraction, telegraphing, buckling, mold, mildew or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, improper installation technique and improper environmental conditions including excessive heat from radiant heat systems are not covered under the manufacturer's warranty;
7. Damage caused by fire, flooding, and other natural disasters and acts of God;
8. Changes in color due to aging, excessive moisture, exposure to sunlight or UV rays will not be considered a defect. All vinyl flooring is sensitive to UV rays and will exhibit some change in color. Area rugs and large furniture should be moved

occasionally, as they block sunlight and may cause the flooring to age at different rates or areas of varying coloration;

9. We do our best to have the most accurate representation of our floors in all marketing material and samples. However, variances may appear from digital photographs, printed photographs, sample material, finish texture, finish sheen and color when compared to the actual material. Any exact matches are to be considered coincidental;
10. Color variations between flooring and/or samples and other flooring and/or samples you wish to match are not considered a defect and are not covered under warranty;
11. Accessories are not manufactured by BHW Floors® and are therefore not covered under this warranty;
12. Deficiencies related to subfloor or floor joist assemblies, subfloor preparation materials and fasteners, including, but not limited to uneven subfloor surfaces, floor deflection or voids in the subfloor;
13. Noises including but not limited to squeaks, popping, creaks or sounds of the like;
14. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Possible defects should be evaluated by their visibility from a standing position (5 feet up, 2 feet out) under normal lighting conditions;
15. Naturally present characteristics such as variations in grain, color, mineral streaks, knots, nodes, normal differences between color of samples and the color of installed floors and color variations from board to board are not covered by this warranty;
16. Expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity;
17. Floors that are installed in other than owner-occupied or tenant-occupied residences;
18. Commercial installations of residential products;
19. Any shipping, construction or installation-related damage;
20. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, long-standing water, weather conditions, wet slabs, basements, crawl spaces or high humidity levels;
21. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes or (ii) contrary to written instructions furnished with the product;
22. Surface wear must be readily visible under normal lighting conditions and cover at least five percent [5%] of the surface area. Gloss reduction is not considered surface wear;
23. Any use of non-approved installation or maintenance products including, but not limited to, steam cleaners, string mops, sponge mops, microfiber pads, or pre-treated mopping pads;
24. Any damaged associated with the use of area rugs or protective covers of the like. Please refer to the manufacturer for specific instructions on applications over flooring;
25. Failure to use transitions or expansion space where directed in installation instructions;

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

WARRANTY REGISTRATION INFORMATION

As soon as you have installed your floor, fill out your Warranty Registration below and mail to the address below. Please scan this page and keep a copy for your personal records. Any claims must be made in writing within 30 days of detection.

BHW Floors
Warranty & Claims Department
4525 Frederick Drive SW STE B
Atlanta, GA 30336

Frequently Asked Questions

HOW ARE BAMBOO FLOORS MADE?

Bamboo poles are split lengthwise, leaving crescent-shaped “splints” of bamboo. These splints are then run through a shaper to give them all a rectangular cross-section and remove the outer skin of the bamboo. These milled splints are then kiln-dried, color selected and laminated together with a hot-press and high-tech Low VOC Adhesives. The resulting planks are then milled in a variety of ways to produce the flooring and panel that suits your needs.

WHAT ARE ENGINEERED FLOORS?

Engineered floors mean that the layers of the floor are “cross-laminated”. For example, the grain of the top “wear-layer” runs “North-South”. The grain of the middle layer, or “core”, runs “East-West” and the grain of the “backing” layer once again runs “North-South”.

WHAT ARE THE ADVANTAGES OF YOUR ENGINEERED FLOORS?

Our engineered floors are made this way to create a floor that has maximum dimensional stability. Once the floor is put together, the force of the various cross-laminated layers averages out to zero. An engineered floor is much less likely to be affected by temperature and humidity changes.

ARE ENGINEERED FLOORS THE SAME AS LAMINATE FLOORS?

Absolutely not! Laminate floors are photographs of wood printed on plastic and glued to a particle board plank. They cannot be re-finished. Scratches and dings often go right through to the particle-board core inviting many problems concerning moisture and longevity.

WHAT IS A “FLOATING” FLOOR?

Engineered floors can be “floated”. This means that rather than nailing or gluing the planks to the sub-floor, the boards are edge-glued or clicked together above an underlayment. A floor may be floated above a concrete subfloor, above radiant heat and in condominiums where a nail-down floor is either not possible or not permitted. Other advantages of a floated floor include: less sound travel from the floor above to the living space below (most “walking” sounds you here from the floor above are transmitted through the floor, to the nails, into the joists and out through the ceiling of the floor below). A floated floor expands and contracts as one giant piece, rather than as individual boards.

WHAT ARE YOUR FLOORS FINISHED WITH?

All of our pre-finished floors are finished with Aluminer™. This finishing process yields an extremely durable and abrasion resistant floor.

ARE YOUR FLOORS FORMALDEHYDE-FREE?

Formaldehyde is a substance that is naturally present in nearly everything, but the adhesive used in our flooring does not contain any added formaldehyde content. Our formaldehyde levels are less than the existing standard in the USA (CARB II Compliant). In other words, the only formaldehyde that is present in our flooring is there naturally.

WHERE DO WE GET OUR FLOORS?

Our quality flooring is produced in China and Vietnam from the best factories available. Quality Control Specialists monitor and maintain the stringent standards that we've established in these factories. This ensures that we are continually producing floors that meet our high expectations of quality.

WHAT IS SPC?

SPC Flooring is the biggest current trend in flooring. It is a unique stone plastic composite product featuring a Uniclic® locking system. SPC Flooring is completely waterproof, eco-friendly, easy to install, and available in many patterns and styles including realistic wood patterns.

WHAT IS BSPC/WSPC?

BambooSPC/WoodSPC is the newest upcoming trend in wood flooring. It features a real bamboo veneer attached to a traditional SPC base. These flooring products provide all the benefits of SPC Flooring with the look and feel of real hardwood. Bamboo or Wood veneered SPC features unmatched water-resistance for up to 72 hours, and is eco-friendly, sustainable and stylish.

HOW DIFFICULT ARE OUR FLOORS TO MAINTAIN?

With today's advances in flooring stains and finishes, cleaning your floor has never been easier. Simply sweep with a soft bristle broom. Clean your floors periodically with a professional floor cleanser, recommended is a prefinished cleaner, such as Bona®. Avoid using any cleaning agents containing wax, oil or polish as left over residue will form a dull film. Do not use vinegar as a cleaning solution; its acidic properties will harm the finish. Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas. Do not use a steam mop of any kind. Wipe up spills immediately. Do not wax your floor unless it was originally wax finished. Keep pets' nails trimmed. Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor. Place protective pads beneath furniture legs and other heavy objects. When moving heavy furniture, do not slide it on the flooring. It is best to pick up the furniture completely to protect the floor from damage.

Resources and Links

Below is a list of useful links to companies, organizations, and associations that BHW Floors has association with, or does business with, on a regular basis.

BHW FLOORS

WWW.BHWFLOORS.COM

The BHW Floors website not only includes detailed product information for each of our products, but also a wealth of company information including pertinent news articles, maintenance guides, installation guides and videos, photos, and more.

BUILT GREEN

WWW.BUILTGREEN.NET

Built Green is an environmentally-friendly, non-profit, residential building program of the Master Builders Association of King and Snohomish Counties, developed in partnership with King County, Snohomish County, and other agencies in Washington State.

NWFA - NATIONAL WOOD FLOORING ASSOCIATION

WWW.NWFA.ORG

The National Wood Flooring Association's members-only web site - the ultimate source of information for wood flooring professionals. The NWFA has been training and educating wood flooring professionals in the installation, sanding, finishing and sales of wood flooring products for nearly 20 years.

SCS - SCIENTIFIC CERTIFICATION SYSTEMS

WWW.SCSCERTIFIED.COM

FloorScore® is the most recognized indoor air quality (IAQ) certification standard for hard surface flooring materials, adhesives, and underlayments. It qualifies for many green building schemes including LEED v4, BREEAM, and CHPS.

USGBC - U.S. GREEN BUILDING COUNCIL

WWW.USGBC.ORG

Non-profit organization dedicated to sustainable building design and construction. Developers of the LEED building rating system. Listings of regional chapters.

INBAR - INTERNATIONAL NETWORK FOR BAMBOO AND RATTAN

WWW.INBAR.INT

The International Network for Bamboo and Rattan (INBAR) is an intergovernmental organization dedicated to improving the livelihoods of the poor producers and users of bamboo and rattan, within the context of a sustainable natural environment.

ABS - AMERICAN BAMBOO SOCIETY

WWW.BAMBOO.ORG

Promoting the Beauty and Utility of Bamboo... Your only source for all things Bamboo, Bamboo Societies, Bamboo Growers and Bamboo Products.

SURFACES

WWW.INTLSURFACEEVENT.COM

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NAFCD - NATIONAL ASSOCIATION OF FLOORING COVERING DISTRIBUTORS

WWW.NAFCD.ORG

The North American Association of Floor Covering Distributors (NAFCD) was organized to foster trade and commerce for those having a business, financial or professional interest as wholesale distributors or manufacturers of floor coverings and allied products.

FLOORSCORE

WWW.SCSGLOBALSERVICES.COM/SERVICES/FLOORSCORE

FloorScore® is the most recognized indoor air quality (IAQ) certification standard for hard surface flooring materials, adhesives, and underlayments. Developed by SCS with the Resilient Floor Covering Institute (RFCI), a leading industry trade association of flooring manufacturers and suppliers, it qualifies for many green building schemes including LEED v4, WELL, BREEAM, and CHPS.



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