

mirage[®]



Maintenance &
Warranty Guide

Congratulations!

By opting for Mirage hardwood flooring, you have made the right choice. Mirage products' outstanding quality and exclusive residential ALUMIX® Ultra polyurethane finish combined with regular maintenance will preserve the beauty of your Mirage floor for years to come.

Preserve the beauty of your floor

Specially formulated for maintaining your polyurethane hardwood floor finish, *Mirage Clean* products are quick and easy to use, require no rinsing, are non-abrasive and leave no detergent residue.

So easy to care for, so easy to enjoy!

The finishing technology used for Mirage floors makes them the best choice for easy maintenance.

To preserve all the beauty of your Mirage floor, simply follow a few very simple maintenance suggestions.

Mirage floors can be cleaned in three quick and easy steps.



The maintenance kit includes:

- 1 Mirage ultra resistant mop
- 1 Spray bottle cleaner 1 liter [34 oz.]
- 2 Machine washable thick terry cloth mop covers

Sold separately:

- Spray bottle cleaner 1 liter [34 oz.]
- Concentrated cleaner 1 liter [34 oz.]
- Replacement mop cover
- *Mirage Touch* repair kit

1 Sweep
or vacuum floor to remove any dust or abrasive material.



2 Spray
a light coat of *Mirage Clean* directly over soiled area or on terry cloth mop cover.



3 Mop
floor in a back-and-forth motion in same direction as strips, cleaning only a small area at a time. Finish one section before starting another.

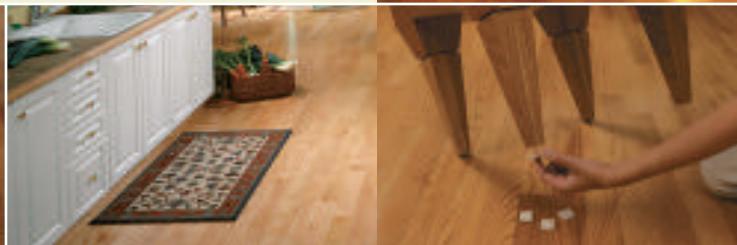


Note: Never pour cleaner or other liquid directly onto floor surface to avoid infiltration and wood fiber damage. A dirty mop cover is likely to streak the floor. Replace with a clean one. Machine wash mop covers like any other terry cloth towel. Avoid using fabric softener during wash and/or dry cycle.



Protecting your investment

Although your Mirage floor finish is more resistant to wear than any other competitive products on the market, it is not indestructible. With regular preventive maintenance, you will be able to enjoy the beauty of your floor for an extended period of time.



We recommend that you:

- Sweep or vacuum regularly to rid your floor of dust and eliminate abrasives that can scratch the finish.
- Quickly wipe spills from floor to protect wood from excess liquid.
- Use mats outside and inside entrances to prevent sand and abrasives build-up on floor. Avoid rubber or other dense mat backings that prevent airflow beneath rugs and retain abrasives and humidity.
- Use mats near sink, dishwasher and workstations to protect floor from cooking utensils, water spills, detergents, oils and other kitchen mishaps.
- Stick felt pads under any furniture or chair legs to ease movement and prevent scratches. Keep pads clean at all times and regularly check for signs of wear.
- Opt for large soft polyurethane or rubber casters rather than narrow rigid plastic ones.
- Protect your floor when moving heavy furniture. Place on a reversed mat, a smaller piece of plywood. Place furniture on this and slide smoothly over floor.
- Be careful with pointed objects such as spiked-heeled and sport shoes that may damage the finish of your floor, especially if they are worn or damaged.
- Maintain relative humidity level around 45% [between 40% and 50%] for your good health, your wood floor and furnishings. Wood is a natural material that reacts to relative humidity variations when moisture is absorbed or released.
 - During humid periods, wood absorbs excess humidity and expands, which cause cupping in Mirage Classic or buckling in Mirage Engineered. Control humidity level with a dehumidifier or heating system and good ventilation.
 - During dry periods, wood releases humidity, contracts and shrinks, which cause gapping between strips in Mirage Classic or cupping in Mirage Engineered. Use a humidifier to minimize excessive shrinking of wood strips.
- Although Mirage's UV PROTECTION™ delays and reduces most of the sunshading phenomenon that causes wood to darken and yellow over time in some natural species, your floor needs to be protected from sunlight and intense artificial lighting to reduce discoloration of exposed wood. This phenomenon with wood surfaces is normal and natural. The lighter the color of the wood, the more apparent this color change will be.
- Occasionally move furniture and carpets around and reduce intense light sources to minimize color contrasts.

Note: After water and sand, spiked-heeled shoes are the worst enemies of hardwood floors. This applies to all floor surfaces, even a concrete floor.

Note: Changes in wood color are due to the natural process of wood aging and not to yellowing of the finish.



Things to avoid:

- Never pour cleaner or any other liquid directly onto floor surface.
- Do not use a wet mop that leaves excess water.
- Some manufacturers recommend cleaning floors with a warm water and vinegar solution. This is acceptable if mop is fully wrung out and practically dry beforehand.
- Do not use wax, oil-based detergents or other household cleaning agents on your floors, since these products may dull or damage finish, leave a greasy film that makes floors slippery, make maintenance more difficult and refinishing impossible without in-depth sanding and complete recoating.
- Do not raise or lower temperature of subfloor radiant heat system by more than 5 °F [2.8 °C] per day when turning system on and off.

First aid for floors

Mirage hardwood floors are easy to care for. However, in case of mishaps, a few useful tips will help you preserve all the beauty of your floor.

Problems / mishaps	Easy solutions
Food, soft drinks, alcohol, etc.	Promptly sponge or wipe with damp, well-wrung cloth. Spray with <i>Mirage Clean</i> to dissolve spot and wipe off.
Sticky, stubborn or dark stains	Spray <i>Mirage Clean</i> on damp cloth and wipe off. For more stubborn stains, use white vinegar directly on stain, leave for 2 to 3 minutes and scrub vigorously. Still having trouble? Dampen a cloth with a bit of thinner or lighter fluid and wipe stain away.
Marks from shoes, rubber casters, tar, etc.	Spray <i>Mirage Clean</i> on a cloth and wipe off.
Grease, oil, lipstick, coloring pencil, etc.	Spray <i>Mirage Clean</i> on a cloth and wipe off.
Chewing gum, candle wax, crayon marks, etc.	Apply a plastic bag filled with ice cubes to surface until soiled area hardens and crumbles. Spray <i>Mirage Clean</i> on a cloth and wipe off.
Ink	Dampen a cloth with a bit of thinner or lighter fluid and wipe stain away.
Surface scratches or cigarette burns	Use <i>Mirage Touch</i> repair kit.
Deep scratches, major problems	Replace damaged strip [see further instructions].
Deep scratches, dents, gouges, bumps, over entire floor	After many years of use or abuse, floors show normal wear. Ask your Mirage Authorized Dealer to sand and refinish your floor if necessary.

Did you know that...

You can easily replace a damaged strip

One of the numerous advantages of prefinished hardwood floors is how easy it is to replace a heavily damaged strip.

Replacing damaged floor strips is quick, clean and inexpensive compared to in-depth sanding and refinishing. It only takes about 15 to 20 minutes per strip, which is why we suggest keeping a few strips on hand after installation.

- 1** Select a replacement strip that most closely matches your floor.
- 2** Carefully cut out damaged strip close to edges with wood chisel.
- 3** Lift out center of cut out strip with wood chisel, then remove its tongue and groove edges with caution, avoiding damage to neighboring strips.
- 4** Clean floor and subfloor of any residue.
- 5** Cut tongue-edged end of replacement strip to required length.
- 6** Remove lower edges of groove from end and side of replacement strip.
- 7** Make a trial insert to ensure that replacement strip fits well, then remove.
- 8** Reshape micro-V joint of replacement strip with sandpaper and retouch with a bit of stain and finish.
- 9** Finally, spread glue over subfloor and glue replacement strip in place.

Do not hesitate to contact your Mirage Authorized Dealer either to have some advice or to have the work done.

Note: For ease of description, the word strip is equivalent to plank.



You can refinish your Mirage floor

Mirage exclusive residential **ALUMIX® Ultra** high-performance finishing process is 3 to 5 times more resistant to wear than competitive finishes. Its exceptional durability is the result of an aluminum oxide compound suspended in the ultraviolet cured polyurethane.

Despite its long-lasting exclusive finish, your floor will naturally show signs of wear after years of use. In most cases, the finish can be easily restored with a simple application of quality water-based or oil-based polyurethane varnish, compatible with the original Mirage finish.

This type of refinishing is simple and economic compared to in-depth sanding. You have the option of refinishing the whole floor or just part of it. Ensure that the new gloss level is the same as that of the original finish.

Refinishing steps:

- 1** Floor must be clean and free of residue and grease.
- 2** Sand floor surface lightly and evenly with a synthetic scrub pad similar to "Scotch Brite", in order to obtain a uniform finish without damaging the stain of the wood, and to prepare surface for application of the new varnish.
- 3** Vacuum and damp mop floor to remove dust.
- 4** Apply primer before the application of the polyurethane varnish according to manufacturer's recommendations.
- 5** Apply two coats of varnish.

Mirage recommends using water-based polyurethane varnish. This type of varnish is easy to apply and dries quickly within a few hours. It does not yellow the wood, further more it leaves no strong odor or toxic fumes.

Refinish [continued]

Your floor may be refinished many times. However, if you wait too long before refinishing, the varnish may be completely worn off, causing damage to wood and requiring in-depth sanding. Frequency of refinishing varies according to traffic flow and maintenance.

See your Mirage Authorized Dealer to evaluate the overall condition of your floor and have the work done. He can advise you concerning which type of polyurethane varnish to use, required drying time and ease of application. Depending upon the time of year or the state of your floor, it may be a good idea to wait awhile before going ahead with your project.

Note: Remember that varnish is used to protect your floor, not to harden its surface.

You can change the color of your Mirage floor

Another great advantage of a Mirage prefinished floor is that you can change its color or refinish it like new after considerable wear. Deep sanding will eliminate the micro-V joint and uncover the wood's natural color. Simply apply a new stain and revarnish with 3 or 4 coats of water-based polyurethane varnish.

You can depend on your Mirage Authorized Dealer to evaluate and have the work done.

A lifetime investment!

Be proud of your Mirage floor and preserve the beauty of your investment for years to come.



A MASTERPIECE FOR EVERY MOMENT

Warranty

Quality made to last a lifetime

Manufactured with the greatest care by a team that combines a passion for wood with state-of-the-art technology, Mirage floors are built to last and leave a lasting impression.

Boa-Franc Inc. is pleased to offer you the following Residential Warranty Program on all Mirage prefinished flooring products installed following recommended installation guidelines, and complying with floor maintenance procedures and specific relative humidity conditions within your home.



Under this Residential Warranty Program, Boa-Franc Inc. warrants that its products meet all established Mirage and industry quality standards specified for each product category. The residential warranty is extended to the original purchaser of the Mirage prefinished hardwood floor. This program applies strictly to residential and light commercial conditions, such as business offices, clothing and/or toy stores [or any non-food service stores] in shopping malls, therefore excluding any other commercial and/or industrial use.

The Residential Warranty Program is effective on all Mirage Classic prefinished hardwood floors manufactured after October 5, 1998, and on all Mirage Engineered prefinished hardwood floors manufactured after May 3, 1999.

Structural lifetime warranty

Every step of the manufacturing process goes through strict and rigorous quality control standards. This is your best guarantee of superior quality and consistency in all our products.

Boa-Franc Inc. warrants to the original purchaser its Mirage prefinished hardwood floors against any manufacturing defects caused by improper milling, grading, staining, and ALUMIX® Ultra polyurethane finish. Structural lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the residence.

The following provision is valid exclusively for Mirage Engineered products:

Being more structurally stable than a traditional 3/4-inch thick solid hardwood floor, Boa-Franc Inc. warrants to the original purchaser its Mirage Engineered prefinished hardwood floor against delamination [separation between plies], buckling, warping, twisting and cupping in normal environmental conditions, as suggested in the Mirage Engineered Installation Guide.

Normal environmental conditions mean that heating and ventilation systems should be designed to maintain interior relative humidity level [in the air] between 40% to 60% RH all year round, to ensure the best performance of the Mirage Engineered hardwood flooring and other wood furniture or wood cabinets.

Whenever this warranty is applicable, Boa-Franc's liability is limited to replacing, or repairing, at the option of Boa-Franc Inc., the defective boards due to manufacturing defects in excess of five percent [5%], industry standard, material only. Damage due to improper transportation, storage, installation, extreme indoor conditions [extreme heat, dryness or moisture], extreme sunlight, or any other cause are not covered. Exposure to excessive heat, dryness or moisture may cause damage to the flooring. It is natural, due to the inherent properties of wood, that some minor contraction and expansion might occur. These occurrences and/or visual changes on the hardwood floor will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions.

Radiant heat performance

The following provision is valid exclusively for Mirage Engineered products:

Being more structurally stable than a traditional 3/4-inch thick solid hardwood floor, Mirage Engineered product can be installed over a radiant-heated subfloor [water-filled tubes through concrete or sleeper subfloor]. In order to maintain the product at its optimal condition and performance, you must have followed the recommended installation guidelines, as mentioned in the Mirage Engineered Installation Guide.

The radiant heat system must have been tested and in operation for a few weeks prior to installation. The surface temperature must never exceed 85 °F [29 °C]. You must also maintain proper relative humidity level at all time during the year. Run humidifiers and/or fans as necessary to maintain normal relative humidity level.

25-year finish warranty

Boa-Franc Inc. warrants, to the original purchaser, that the surface finish, UV cured polyurethane, factory applied on its Mirage prefinished hardwood floor will not wear through or separate from the wood for a period of:

- **Twenty-five [25] years**, from the date of purchase, when used under normal residential traffic conditions, or
- **Three [3] years** from the date of purchase, when used under light commercial conditions, such as business offices, clothing and/or toy stores [or any non-food service stores] in shopping malls, for all products manufactured after August 5, 2002.

We do not recommend the use of American Cherry and American Walnut on light commercial application due to low relative hardness of these specific hardwood species.

These warranties apply on the condition that regular and preventative maintenance have been carried out as recommended in this guide and in the Mirage Installation Guides.

Finish Warranty excludes any indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes, water, wet mopping, erosion, pebbles, sand, other abrasives, insufficient prevention and/or protection. The surface wear must be readily visible and cover at least ten percent [10%] of the surface area. Gloss reduction is not considered surface wear.

Use of floor care products other than those especially formulated for use on Mirage prefinished flooring may damage your floor and void the warranty.

To file a claim

If you need to file a claim under this Warranty Program, you must first contact your Mirage Authorized Dealer where the original purchase was made.

A written notice of claim must be filed within the warranty coverage period, and no later than six [6] months after the occurrence of the problem giving rise to your claim. Information verifying date of purchase, identity of the original purchaser, and invoices as proof of purchase, will be requested. The floor must have been purchased from a Mirage Authorized Dealer and entirely paid for. The purchase of Mirage hardwood flooring from an unauthorized Mirage dealer and/or via Internet will automatically void any manufacturer's warranty.

Important! We strongly suggest that you keep your original invoice, together with the Mirage Installation Guide and the Mirage Maintenance and Warranty Guide, in a safe place.

If your Authorized Dealer is unable to answer your claim, then contact us by letter at the following address:

Boa-Franc Inc., Technical Service Department
1255, 98th Street, Saint-Georges [Quebec] Canada G5Y 8J5
Tel.: [418] 227-1181 – Toll free: 1-800-463-1303 – Fax: [418] 227-9360

Or by e-mail: technical@boa-franc.com

Boa-Franc Inc. will send you a form that needs to be completed and returned for processing.

Boa-Franc Inc. reserves the right to have a designated Boa-Franc representative inspect the floor and remove samples for technical analysis. The representative will then report the findings within a reasonable amount of time.

Register your warranty

Congratulations! We are confident you have made the right choice.

You can instantly register your warranty online at www.miragefloors.com, or simply fill in the following form and mail it to:

Boa-Franc Inc.
1255, 98th Street
Saint-Georges [Quebec] Canada
G5Y 8J5

Note: Save all original invoices [purchase, installation, etc.] as these are necessary for warranty claims. Also keep on hand any information about your Mirage Authorized Dealer, installer and product-related purchases.



Personal identification

First name:	Last name:
Address:	
City:	Province/State:
Country:	Postal/zip code:
Telephone:	E-mail address:

Age group

- 18-24 25-34 35-44 45-54 55-64 65 +

Retailer

Name [Co.]:	Sales person:
Address:	
City:	Province/State:
Country:	Postal/zip code:
Telephone:	Date of purchase [dd/mm/yy]:

Installer

Name [Co.]:	Installer:
Address:	
City:	Province/State:
Country:	Postal/zip code:
Telephone:	Date of installation [dd/mm/yy]:

The installer is:

- Specialized hardwood flooring installer Flooring installer
 Carpenter Handyman
 Do-it-yourselfer Other [specify]:

Total footage installed: _____ sq. ft. _____

Installed product[s]

Mirage Classic [3/4" solid]

1 Species: _____ Grade: _____

Width: _____ Color: _____ Finish: _____

2 Species: _____ Grade: _____

Width: _____ Color: _____ Finish: _____

Mirage Engineered [3/8"]

3 Species: _____ Grade: _____

Width: _____ Color: _____ Finish: _____

4 Species: _____ Grade: _____

Width: _____ Color: _____ Finish: _____

Room[s] where floor has been installed

- Entrance Living room
 Dining room Bedroom
 Den/family room Other [specify]: _____
- Hallway Kitchen
 Office Light commercial use

Subfloor type

- Wood Concrete

Installation type

- Standard
 With color insertion
 45° angle
 Other [specify]: _____

Use of flooring accessories

- Reducer
 Wood vent
 Molding
 Stair nosing
 None
 Other [specify]: _____

Residence age

- New construction Under 5 years
 5 to 10 years 11 to 15 years
 Over 15 years Unknown

Residence type

- Single family residence
 Condominium/town house
 Commercial
 Second home
 Other [specify]: _____

Property value

- \$99,000 - 149,000 \$150,000 - 199,000
 \$200,000 - 299,000 \$300,000 - 499,000
 \$500,000 - 999,000 \$1,000,000 +

How many people are living in or have access to the residence?

Adult[s]:

Children:

Teenager[s] [13 to 18]:

Total:

Who was the most influential in decision to buy Mirage?

- Husband Wife Joint decision
 Children Designer Contractor
 Other [specify]: _____

How did you become interested in Mirage products?

- Recommendation of a salesperson
 Recommendation of a friend or relative
 Recommendation of a contractor or builder
 Recommendation of a designer or architect
 Advertising in magazines
 Advertising on radio
 Advertising on TV
 Advertising of a local dealer
 Store display
 Exhibitions
 Other [specify]: _____

What influenced your choice of Mirage products?

- Quality Reputation
 Range of colors Style
 Appearance Price
 Ease of maintenance Durability
 Easy installation Warranty
 Other [specify]: _____

Have you kept a copy of the Mirage Installation Guide?

- Yes No

Warranty exclusions

The Boa-Franc Inc. warranty does not cover indentations, scratches or damage caused by negligence, water, wet mopping, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, insects, pets, misuse, abuse, accidents, natural wood fiber surface discoloration, extreme environmental conditions, failure to follow all manufacturer's specific written installation instructions, poor workmanship by installer, improper maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products.

THE FOREGOING SETS FORTH BOA-FRANC'S SOLE OBLIGATIONS AND LIABILITY UNDER THE WARRANTY. THE WARRANTY IS AN EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER REPRESENTATIONS, COLLATERAL AGREEMENTS, CONDITIONS OR WARRANTIES OF ANY NATURE OR KIND, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONDITION OR WARRANTY AS TO MERCHANTABILITY, QUALITY OR CONDITION OR ANY CONDITION OR WARRANTY ARISING BY STATUTE OR OTHERWISE IN LAW OR IN EQUITY OR FROM A COURSE OF DEALING OR USAGE OF TRADE. IN NO EVENT SHALL BOA-FRANC INC. OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, ECONOMIC, COMMERCIAL, CONSEQUENTIAL, INCIDENTAL OR SPECIAL LOSS OR DAMAGE OR ANY CLAIM BY A THIRD PARTY, RESULTING FROM THE USE OR LOSS OF USE OR THE PERFORMANCE OR NON-PERFORMANCE OF MIRAGE PREFINISHED FLOORING PRODUCTS. THE FOREGOING PROVISIONS SHALL APPLY WITH RESPECT TO ANY CLAIM, DEMAND OR ACTION IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, INCLUDING BUT NOT LIMITED TO NATURE OF THE BREACH OF CONTRACT, BREACH OF COLLATERAL WARRANTY OR TORT INCLUDING NEGLIGENCE OR MISREPRESENTATION.

CERTAIN CONDITIONS, EXCLUSIONS AND LIMITATIONS SET OUT IN THIS WARRANTY ARE NOT PERMITTED OR EFFECTIVE IN SOME PROVINCES AND STATES, SO SOME OF THE CONDITIONS, EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE AND STATE TO STATE.

The sole remedy provided herein is the repair, refinish or replacement, at the option of Boa-Franc Inc., of defective products. In the unlikely event that Boa-Franc Inc. is unable to correct the failure after a reasonable number of attempts, Boa-Franc Inc. will refund, if requested, the purchase price of the portion of the defective floor on a prorata basis. Any attempt to repair, replace, or refinish the floor prior to Boa-Franc's inspection and authorized repair actions will void this warranty.

No distributor, dealer, installer, agent, sales person or Boa-Franc sales representative is authorized to change or increase the terms or coverage of this warranty program.

mirage



A product of **BOA-FRANC** Inc.
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