



1/2" ENGINEERED UNFINISHED FRENCH OAK

INSTALLATION INSTRUCTIONS

FLOOR CARE GUIDE AND WARRANTIES

STOP! READ BEFORE INSTALLING THIS PRODUCT

The installer assumes all responsibility for final inspection of product quality PRIOR TO INSTALLATION. It is imperative that you inspect the products size, profile, quantity, style, color, and any other natural variation to ensure that the product is satisfactory and meets your specifications. Also be sure to check each board during installation for any visible defects such as mis-milled planks and blotches.

This flooring is manufactured in accordance with accepted industry standards, which permit a defect tolerance not to exceed 5%. The defects may be manufacturing or natural. The installer must use reasonable selectivity and hold out or cut off pieces with defects, whatever the cause.

Do not install the product if there is any concern about its quality or specifications. If material is not acceptable, contact the seller immediately. Requests for replacement, refund or compensation made AFTER installation will NOT be honored.

Hardwood flooring is a product of nature and its inherent beauty stems from the fact that each piece is unique with no two pieces the same. This product may have very high color / character variation. This wood grade allows for some open wood character which may need some touch up after the installation is complete. Inspect each board for loose or rough wood character and cull out pieces appropriately.

When flooring is ordered, 10% or more for pattern installations to the actual square footage needed for cutting and grading allowance. See the "Pattern Material Ordering Details" document for amounts to order for many popular patterns.

Prior to installation of any hardwood-flooring product, the installer must determine that the job-site environment and the subfloors involved meet or exceed all applicable standards and recommendations of the construction and materials industries. These instructions recommend that the construction and subfloor be dry, stiff and flat. The manufacturer declines any responsibility for job failure resulting from or associated with sub-surface or job-site environmental deficiencies.

IMPORTANT

Please read the following information and instructions in their entirety before proceeding with installation.

- To ensure the full benefit of warranties, these instructions and maintenance procedures must be followed.
- Subfloors must be dry, level and clean.
- Both room and flooring must be properly acclimated to temperature and humidity conditions.

- Installers: Inform your customers of the details in "Installer/Owner Responsibility", "Installers - Advise Your Customer Of The Following", and "Floor Care Guide Sections".
- Do not open flooring packages until you are ready to begin installation.
- Work out of several cartons at the same time to ensure color and shade mix.
- When finished moldings are required for the project, pre-select the plank(s) that best coordinates with the color of the adjacent molding piece(s).

- This flooring may be laid over radiant heating provided there is effective and uniform heat distribution over the entire floor. *The floor's surface temperature must never exceed 80°F in any place.*
- Do not use water based adhesives over sheet vapor barriers or sound insulation.
- Not recommended for bathroom or other high moisture installations.
- Use of stain, filler or putty stick for defect correction during installation should be accepted as normal procedure.

INSTALLER/ OWNER RESPONSIBILITY

Due to the fact this flooring is a product of nature, the installer and/or owner, have the following responsibilities:

Understanding how the floor will look once installed – the installer and consumer must meet prior to installation to review expectations:

- Review the control samples, (the samples from which the floor was chosen), and compare to the actual flooring batch (if there are multiple batches open a carton for each unique batch number and compare and blend during installation) onsite prior to installation making sure it meets the owner's expectations as to:

- Grade – Is it the correct grade? Also grade from batch to batch may vary slightly so make sure the owner is happy with this batch of flooring you are about to install.
- Color/Graining – Do certain dark/light pieces or wild grained need to be graded out to meet the owners expectations?
- Color Variation, Batch to Batch – Inspect the production run of flooring you received and make sure it meets your expectations. Wood from different locales can have varying colors and grains and differ from the samples from which the floor was chosen. Make sure the owner will be happy with the batch they received.

- Color Change – Do they understand how the wood will change color over time? The owner may have chosen their floor from samples that have aged so they need to understand in advance of installation the color change to be expected in this wood.
- Finish Issues – Does the owner understand that the finish will scratch and wear and that care must be taken during installation, move-in and in-use?

First Aid Measures in case of Irritation:

In case of irritation, flush eyes or skin with water for at least 15 minutes. *Material Safety Data Sheets are available upon request.*

TOOLS NEEDED FOR INSTALLATION

Chalk Line • Tape Measure

Handsaw, Circular Saw or Jigsaw

Hammer • Tapping Block • Pull Bar

Wooden or Plastic Spacer Wedges

Moisture Meter (wood, concrete or both)

GLUE-DOWN INSTALLATION

Use Mapei, SikaBond, DriTac 9200, Parabond® Millennium 2002, Bostik Best®, Taylor 2071 or equivalent flooring adhesive (See your distributor for adhesive recommendations.) Follow manufacturer's guidelines and tool recommendations when using adhesive. Do not use water based adhesives over sheet vapor barriers or sound insulation.

CAUTION: By not using proper tools, "puckering" may result on the face of the plank. The manufacturer is not responsible for problems caused by use of improper tools. *See your distributor for tool recommendations and use.*

Never hit the planks directly with a hammer. Always use a wooden block to protect the edges of the boards.

ATTENTION INSTALLERS: CAUTION – WOOD DUST Sawing, sanding and machining wood products can produce wood dust. Airborne wood dust can cause respiratory, eye and skin irritation. The International Agency for Research on Cancer (IARC) has classified wood dust as a nasal carcinogen in humans.

INSTALLERS - ADVISE YOUR CUSTOMER OF THE FOLLOWING

SEASONS: HEATING AND NON-HEATING

Recognizing that wood floor dimensions will be slightly affected by varying levels of humidity within your building, care should be taken to control humidity levels within the 35-60% and 60°-75° Fahrenheit temperature range. To protect your investment and to assure that your floors provide lasting satisfaction, we recommend the following:

- Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat, in particular, tend to create very dry conditions.

- Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to water from tracking during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

RADIANT HEATING

See the "Installing Over Radiant Heat" and "Exclusions To Warranty: Radiant Heat" sections for specific details to inform your customers about radiant heating.

FLOOR REPAIR

Minor damage can be repaired with a touch-up kit or filler. Major damage will require board replacement, which can be done by a professional floor installer.

Natural flooring has variations. Planks may vary due to environmental exposure, soil, and natural tannin variations.

ALWAYS APPROVE FLOORING FOR QUALITY AND COLOR VARIATIONS

PRE-INSTALLATION PROCEDURES

ACCLIMATING THE HARDWOOD FLOORING

HVAC systems should be fully operational at least 14 days prior to flooring installation, maintaining a consistent room temperature between 60° - 75° Fahrenheit and relative humidity between 35-60%. This not only stabilizes the building's interior environment, but also is essential when acclimating hardwood flooring to the job site. Flooring should be unloaded and handled with care and stored within the environmentally controlled site. Flooring stored upon "on-grade" concrete floors should be elevated at least four inches to allow air circulation under cartons. Cartons should be spaced out, not stacked or stored on pallets. Leave hardwood flooring in closed cartons during acclimation period. Typical applications require at least a 48-hour acclimation period.

ROOM PREPARATION

Remove existing baseboards, quarter rounds, thresholds and undercut door jambs, using a piece of flooring material as a guide. Door frames and other wooden elements should be sawed off at the bottom in order to be able to push the panels under them.

PRE-INSTALLATION INSPECTION

It is the responsibility of the installer to inspect each board for visible defects before installation. Any board with visible defects will be replaced at no cost. If the defective board has been installed, no cost of labor will be paid for repair or replacement of defect.

SUBFLOOR TYPE

The manufacturer can be installed over the following subfloors if properly prepared. For other types of subfloors please contact your distributor.

- Concrete: On, above or below grade installations are acceptable. Must be clean, dry and smooth within 3/16" over 10'.
- Acoustic Cork: Must be bonded to the surface. Density must be between 11.4 and 13 lbs/cubic

foot. Cork must be a maximum of 1/4" thick, made from pure cork with polyurethane binders.

- Terrazzo and Ceramic Tile: Should be lightly sanded and cleaned with mineral spirits. Allow the mineral spirits to dry prior to spreading the adhesive. If grout lines are too deep they need to be filled and allowed to dry before installation.
- Wood Type Subfloors: Includes plywood, OSB and underlayment particle board and tongue and groove boards. Must be smooth and dry. Squeaks and popping areas should be screwed prior to spreading adhesive.
- Vinyl: Includes sheet and vinyl tile. Vinyl must be securely fastened to the subfloor with full spread adhesive. Loose laid or perimeter glued sheet vinyl must be removed. Lightly sand vinyl, clean with mineral spirits and allow to dry prior to spreading adhesive.

SUBFLOOR PREPARATION

Subfloor must be:

- clean and free of wax, paint, oil, and debris. Scrape smooth and sweep.
- subfloor should be flat to 3/16" over 10'. If subfloor prep work is required, "hills" should be sanded down and "valleys" filled with an underlayment patch, developed by a reputable manufacturer for use with hardwood flooring. Do not sand sub-surfaces such as vinyl or synthetic tiles that may contain asbestos. For depressions less than 1/4", it is possible to use dry sand as a leveler.
- structurally sound prior to installation. Screw loose areas to reduce squeaking and replace water damaged or delaminated sub-flooring or underlayments.

WOOD SUBFLOOR MOISTURE TESTING

Check moisture content of subfloor especially adjacent to exterior walls and plumbing fixtures. Moisture content of subfloor must not exceed 12% or have more than a 4% difference than moisture

level of product being installed. If more than a 4% difference, do not install. First determine the source of moisture and remedy prior to installation.

CONCRETE SUBFLOOR MOISTURE TESTING

Several tests are outlined below. These tests do not guarantee a dry concrete slab year round. With that in mind, a moisture barrier using a minimum of 6 mil poly film should have been installed between the ground and concrete. See "Moisture Barrier System" below.

- 3% Phenolphthalein in Anhydrous Alcohol Solution Do not apply solution directly to concrete surface. First, chip 1/4" deep into concrete test area and apply several drops of the solution. If any change in color is observed, further testing is required.
- Calcium Chloride Moisture transfer should not exceed 3 lbs/1,000 square feet with this test. One test must be performed every 250 square feet.
- Tramex Concrete Moisture Encounter Meter Moisture readings using a metering device should not exceed 4.5 on the upper scale.

MOISTURE BARRIER SYSTEM

If the above tests reveal unacceptable moisture levels, install sheet vinyl (PVC) directly to concrete slab. Follow instructions from sheet vinyl manufacturer, using a premium grade alkaline resistant adhesive and full spread application system to bond vinyl to subfloor. Do not use water based adhesives over sheet vapor barriers or sound insulation.

SET UP

- In order to have sufficient material on hand, calculate area and add 5% for plank and 10% for parquet patterns of material to allow for cutting waste and minor natural or manufacturer's defects.
- Work out of several cartons at the same time to ensure color and shade mix.

INSTALLATION OVER RADIANT

ADVISE CUSTOMER OF THE FOLLOWING

- Maximum allowable wood surface temperature is 80° Fahrenheit. Note that rugs can increase surface temperatures 5° Fahrenheit or more.
- Maintain 35-60% humidity at all times. If necessary, use humidifiers.
- Room temperature should not vary more than 15° Fahrenheit season to season.

HEATING SYSTEM REQUIREMENTS

- Only low temperature radiant heating systems with accurate control systems that assure that the floor's surface temperatures never exceed 80°F are permitted.
- The entire floor area must be evenly heated. Even with perimeter heating systems the floor's surface temperature must never exceed 80°F.

HEATING SYSTEM SETTINGS

- System must be fully operating at normal temperature for a minimum of 21 days prior to floor installation.
- The heating system must be turned off 24 hours prior to installation and must remain off for 24 hours after installation.
- Starting 24 hours after completion of installation, turn on the heating system and gradually increase the temperature over a 7-day period to normal operating level. Never allow the floor surface temperature to exceed 80° Fahrenheit.

SUBFLOOR

- The floor construction should have a heat dissipating layer that provides an even temperature across the entire floor area and avoids high temperatures in any

area. Under plywood subfloors heat transfer plates or insulation must be in place.

- The subfloor should be completely dry. Moisture on a dry weight basis must not exceed 1.5% for concrete, 0.3% or less for gypsum and 6-12% for wood subfloors.
- A vapor barrier should be installed on all concrete, stone, mineral or wood subfloors. It must be directly under and as close to the flooring as possible.
- Heating pipes must be covered with 1" of concrete or be a minimum of 1/8" below bottom of subfloor.
- The wood floor must lie tight against the sub-surface without an air gap that can cause considerable drying out of the wood.

LAYOUT

- Separate adjoining radiant heated and non-radiant heated areas with expansion joints.

HEXAGON PATTERN SET UP

The cartons must only be opened directly before installation work begins. Our quality controllers have graded and inspected the hardwood flooring prior to packaging. Any questions or claims regarding grading or visual defects must be made prior to the installation of the floor. We cannot accept any subsequent claims. Remember that the end result is the responsibility of the installer. In general – and particularly in the case of new buildings – it is preferable to install the hardwood flooring as one of the last tasks. If this is not possible, it is essential that the surface of the floor be protected using builders paper, hardboard or cardboard. Never use plastic film, as this does not allow for the diffusion of moisture. The laying out of the floor must be carefully considered before beginning the installation process. To obtain a good final result it is very important to be precise in the installation of the first rows of strips. The strips are always placed in the adhesive in front of the previous row and pushed and rotated into place along the side and end of each strip.

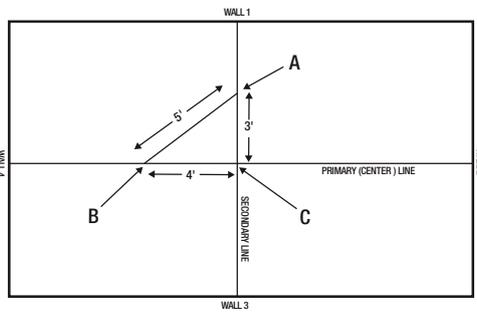
PERIMETER WORKING LINES

- Establish working lines at the perimeter of the room, which will represent the estimated inside working lines of the border.
- Perimeter working lines should be equal to a multiple of the width of the materials being installed, and should be equidistant from their adjacent walls. These lines should be adjusted to fit the width and the aesthetics of the border design. If the number of pattern repeats in the field is uneven, adjust the center working line so that the pattern is even on each side of the room.
- Using a chalk line, snap parallel lines representing the inside of the border.
- Working from the center of the room, build the field of the floor toward the perimeter working lines. Periodically check the measurements and make adjustments to ensure that the field will meet the perimeter working lines without the need for unsightly cuts or rips.

PRIMARY LINE AND SECONDARY LINES

Begin with 90-degree working lines at the center of the room. Choose one of the following options:

- The trammel point method (preferred)
- The 3-4-5 method
- The laser method



The Secondary Line must be exactly 90 degrees to the Primary Line. The directions below describe using trammel points and measurements of 3, 4 and 5 feet in a room measuring 12 by 20 feet. However, larger rooms may require doubling, tripling or even quadrupling those dimensions.

Option 1: Trammel Point Method (preferred)

- Measure Wall 2 to find the center point, and mark that point on the subfloor and wall.
- Measure Wall 4 to find the center point, and mark that point on the subfloor and wall.
- Snap a chalk line between those two points. This represents the Primary (center) working line.

To determine the Secondary Line

- Measure to find the center point on the Primary working line. Mark that point C.
- Using a 6-foot trammel point beam or bar compass set at 4 feet, scribe arcs on the Primary working line to the right and left of center point C.
- From the points at which the arcs intersect with the Primary working line, adjust the trammel point beam or bar compass to 5 feet and scribe arcs in the general area of where the 90-degree Secondary Line will be. Do this both above and below the Primary working line.
- Snap a line between the points where the arcs intersect, extending the line from Wall 1 to Wall 3.
- Also make a mark on each wall where the Secondary Line meets the walls. This line will be the Secondary working line and should be at a 90-degree angle to the Primary working line.
- Verify all measurements using the 3-4-5 method before proceeding.

Option 2: The 3-4-5 Method

- Measure Wall 2 to find the center point, and mark that point on the subfloor and wall.
- Measure Wall 4 to find the center point, and mark that point on the subfloor and wall.
- Snap a chalk line between those two points. This represents the Primary (center) working line.

To determine the Secondary Line:

- Measure to find the center point on the Primary working line. Mark that point C.
- From the center point C, measure 4 feet along the Primary Line and mark that point B.
- From the same center point, measure 3 feet in the general direction of where the Secondary Line will be and scribe an arc.
- Return to the original 4-foot mark (point B) on the Primary Line and measure 5 feet, scribing an arc that crosses the 3-foot arc made in the previous step. Mark that point A.
- Verify all measurements before proceeding.

- Snap a chalk line through the conjunction of the two arcs (point A) and the center point (point C) of the Primary Line. This will be the Secondary Line.

Option 3: Laser Method

Today's laser layout tools can assist in accuracy and speed in floor layout. Most laser layout tools have a primary beam line and a perpendicular beam, and often incorporate a 45-degree beam, as well. More advanced lasers also have lights to align floor layout to tray ceilings, chandeliers and other features above the floor. Follow the manufacturers' directions and cautions on the use of any laser. General rules for using a laser layout tool are to:

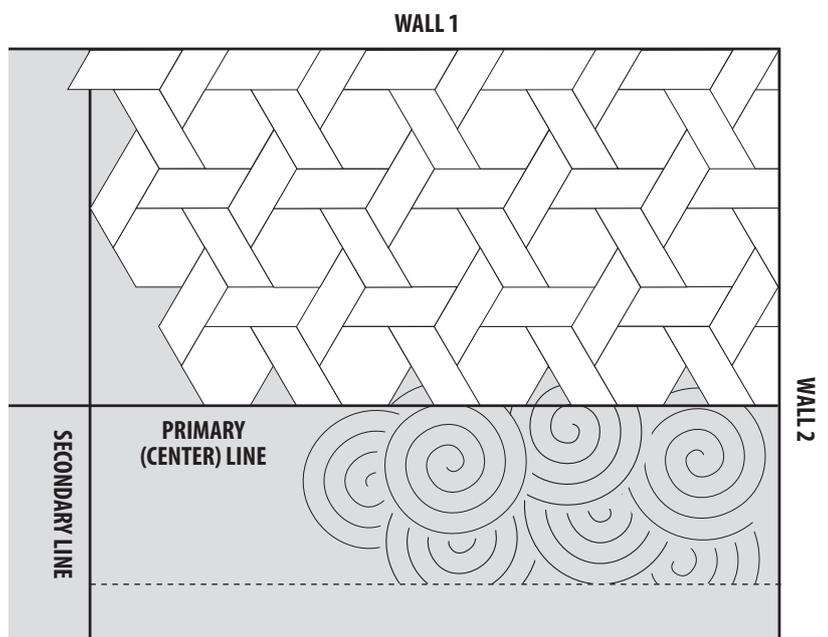
- Mark the center of Walls 2 and 4 at the base.
- Align the laser to target both marks.
- Turn on perpendicular lines and/or 45-degree lines.
- Mark lines accordingly and snap chalk lines.

Installation should be carried out in accordance with NOFMA and NWFA installation guidelines.

GLUE-DOWN INSTALLATION

The multi-layer hardwood flooring must always be glued directly to the sub-floor. The tongue and groove must **NOT** be glued. The choice of adhesive is dependent on the type of sub-floor and conditions associated with the buildings' construction. See first page and follow mfg recommendations. The adhesive is applied using a course toothed spatula. **DO NOT** apply more adhesive than can be "worked" in the course of 10 – 15 minutes.

- To determine a straight first starting row, use a snap line the width of a few boards plus 3/8" expansion space from the wall. To keep first rows straight and in place, nail a straight 1" x 2" or 1" x 4" holding board on the first snap line.
- Make another snap line at about 24" from the holding board.
- Spread adhesive in first working area. Do not spread more adhesive than can be covered within 15 minutes.
- When the first section is complete, strike another parallel snap line from the last row installed, spread the adhesive and complete the section.
- Repeat section by section until the job is finished. Remove the starting board, spread adhesive and complete the area from the starting board to the wall.
- To fit the last piece, lay it upside-down with the tongue edge parallel to the tongue edge of the piece next to it, the short end butting up against the wall. Mark the cutting line on the back of the board and cut it to the correct width.



RESIDENTIAL WARRANTIES & FLOOR CARE GUIDE

EXCLUSIVE LIFETIME WARRANTY

This flooring is produced according to strict manufacturing and environmental standards. Our confidence in the product is reflected by extension of this full residential warranty to the original purchaser.

PRE-INSTALLATION WARRANTY

We warrant that this product is free of defects and exceeds the industry standards. You and/or your installer should carefully inspect each plank before installation. Any uncut planks that appear to have defects should not be installed and can be returned to the original place of purchase to be replaced at no cost to you.

LIFETIME STRUCTURAL WARRANTY

We guarantee that this product is free from defects in lamination and milling and will remain free of these defects for as long as you own your residence. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, we will replace or repair the defective flooring pieces at no cost to you.

NO-BUCKLE MOISTURE WARRANTY

We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with the installation instructions and the adhesive manufacturer's application instructions.

ENVIRONMENTAL WARRANTY

All components of this flooring are chosen for their responsible environmental impact. This flooring product does not harm the environment throughout its complete life cycle from production through disposal. All woods are from professionally managed "sustained yield" forests. All glues used within this flooring are NAUF (No Added Urea Formaldehyde) cold press glue standard. The urethane acrylic finish does not release any harmful solvents, formaldehyde or heavy metals.

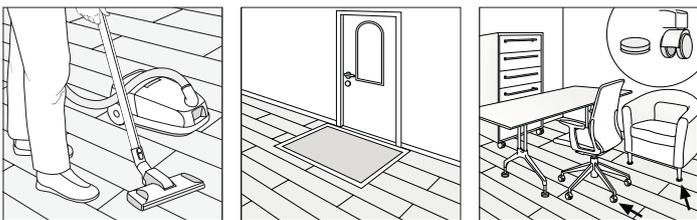
PREVENTATIVE MAINTENANCE

To ensure the full benefit of warranties and to extend the beauty of your new hardwood floor, we recommend the following preventative maintenance steps for your hardwood floor.

- Use floor mats at all entrances to help keep dirt and moisture from being tracked in. Area rugs are recommended in high traffic areas and at sinks. Mats and area rugs should be slip resistant with backing that will not discolor the floor.
- To help guard against scratches and dents, install felt floor protectors under furniture legs and equipment.
- Use soft rubber castors for rolling furniture.
- Remove high heels or shoes that need repair. Some types of high heel shoes can severely damage the surface of any floor covering.
- Maintain a healthy humidity at 35-55%. Certain regions within North America have extreme changes in humidity levels that can affect all wood floors. To maintain the humidity at the healthy range of 35-55%, it may require either a humidifier or a dehumidifier.

REGULAR MAINTENANCE

- Dust, sweep and vacuum floors regularly. **DO NOT** let sand, dirt and grit build up on your floors.
- For normal cleaning use a sponge mop with clear water, squeezed very dry. **DO NOT** wet mop your hardwood floor.
- All newly installed flooring needs to be swept or vacuumed, removing any dirt or debris before using liquid flooring cleaner. For heavier cleaning, use hardwood floor cleaner specified for polyurethane coated hardwood floors with a sponge or sponge mop. Hardwood floor cleaner is available at most local hardware stores. **DO NOT** use a steam cleaner and never use wax!



CAUTION: Carpets and rugs with backings made of insulating materials (e.g. rubber/foam) must not be used, as they cause an accumulation of heat which can damage the wood.

EXCLUSIONS TO WARRANTY

These warranties are exclusive to the original purchaser and may not be assigned or transferred. This is a residential warranty only and exclusions include damages arising from subflooring, plumbing breakage or leakage and similar catastrophes, and failures arising as a result of hydrostatic pressure.

The following are excluded from this warranty:

- **Improper Storage, Handling or Installation.** Installation instructions must be followed. Subflooring must be dry and properly installed.
- **Improper Adhesives.** Damage caused by use of water based adhesives over sheet vapor barriers or sound insulation.
- **Improper Maintenance.** Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
- **Extreme Conditions and Surface Checking.** The humidity level in the home must be in the 30%-50% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Dramatic variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
- **Gapping of Planks.** This warranty does not cover gapping caused by natural expansion and contraction, improper seating of planks during installation or by mastic memory.
- **Abuse or Misuse.** This warranty does not cover damage caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadded furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.
- **Water Damage.** This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks or similar water damage.
- **Insect Infestation.** This warranty does not cover any insect infestation after the product has left the factory.
- **Radiant Heat.** Only low temperature radiant heating systems which are regulated to never exceed 80°F at the wood surface may be used. If surface area is allowed to exceed 80° all warranties are void. Only Float-In installations are acceptable for Radiant Heat subfloors.
- **Natural variations.** Wood is a natural product, containing natural variations in color, tone and grain. We do not warrant against natural variations in color within the floor nor variations between samples and the installed floor. Variations may also develop over time because of varying exposure to sunlight or UV light.

Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods; installation of flooring with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended adhesives; squeaking, popping or crackling by any cause other than the mis-manufacture of the tongue or groove.

In the event that there is a claim against this warranty, the manufacturer will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor. The manufacturer excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinish or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B-grade which is sold "as is." There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while the manufacturer is willing to repair or replace defective goods. Some states do not allow the exclusion of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

Contact your dealer for recommended maintenance and floor care products or to obtain service under this warranty.