



Maintenance & Warranty Guide

Residential





Congratulations!

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

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.

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.

The maintenance kit includes:

- 1 Mirage ultra resistant mop
- 1 Spray bottle cleaner 1 liter [34 oz.]
- 1 cotton microfiber cover



Sold separately:

- Spray bottle cleaner 1 liter [34 oz.]
- Concentrated cleaner 1 liter [34 oz.] [4 in 1]
- Replacement mop cover
- Mirage Touch repair kit

Mirage Clean maintenance products can be purchased from the Mirage dealer where you have purchased your floor. You can also call the following number to inquire about Mirage cleaning products and for any questions on the maintenance of your Mirage hardwood floor. Tel.: 800-463-1303



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 the cotton microfiber cover.



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

Note: Rinse and wring out mop before use to prevent cleaner from being absorbed too deeply in the fibers.

Never pour cleaner or other liquid directly onto floor surface to avoid infiltration and wood fiber damage.

A dirty cloth is likely to streak the floor. Replace with a clean one. Machine wash cloth 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 most other finishes 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 object. Place on a reversed mat, a smaller piece of plywood. Place object on this and slide smoothly over floor.
- With Mirage Lock, avoid putting heavy objects on the joints as they may damage the locking system.
- 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.

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.

- Maintain relative humidity level around 45% 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.

	Relative humidity level to maintain in the house	Wood movement during a humid period [Wood absorbs excess humidity and expands.]	Wood movement during a dry period [Wood releases humidity, contracts and shrinks.]
Mirage Classic	Between 40 and 50%		
Mirage Engineered	Between 40 and 60%		
Mirage Lock	Between 40 and 60%		
Advices	Maintain relative humidity at the recommended level throughout the year.	Control humidity level with a dehumidifier or heating system and good ventilation.	Use a humidifier to minimize excessive shrinking of wood boards.

- Although Mirage's UV protection delays and reduces most of the sunshading phenomenon that causes wood to darken and yellow over time in some light natural species, the 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 and varied according to specie.
- Occasionally move furniture and carpets around and reduce intense light sources to minimize color contrasts.

Things to avoid:

- Never pour cleaner or any other liquid directly onto floor surface.
- Do not use a wet mop that leaves excess water.
- 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.
- 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. The wood surface temperature must never exceed 80 °F [27 °C].



Did you know that...

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 Mirage Clean to dissolve spot and wipe off.
Sticky, stubborn or dark stains	Spray Mirage Clean 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 Mirage Clean on a cloth and wipe off.
Grease, oil, lipstick, coloring pencil, etc.	Spray Mirage Clean 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 Mirage Clean 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 Mirage Touch repair kit.
Deep scratches, major problems	Replace damaged board [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.

You can easily replace a damaged board

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

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

Common Steps

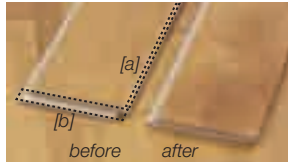
- 1 Select a replacement board that most closely matches your floor.
 - 2 Cut out damaged board along the edges using a wood chisel or circular saw.
 - 3 Lift out center of cut-out board with a wood chisel, then carefully remove its tongue and groove edges to avoid damaging neighboring boards.
 - 4 Clean floor and subfloor of any residue.
- Mirage Classic and Mirage Engineered**
- 5 Cut tongue-edged end of replacement board to required length.
 - 6 Remove lower edges of groove from end and side of replacement board.
 - 7 Make a trial insert to ensure replacement board fits well, then remove.
 - 8 Reshape micro-V joint of replacement board with sandpaper and retouch with a bit of stain and finish where required.
 - 9 Finally, spread glue over subfloor and glue replacement board in place. Immediately remove any excess glue visible on surface.



Mirage Lock

For Mirage Lock glueless installations, be extremely careful not to damage the waterproof acoustic membrane underneath boards.

- 5 Remove longitudinal tongue [a] of replacement board and cut end groove [b].



- 6 Apply wood glue to groove [c] of board on floor.

- 7 Insert board by introducing groove under tongue of adjacent board on floor. Pivot board into its final position.



- 8 Place sufficient weight on board joint while glue sets. Remove all excess glue visible on surface.

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

You can refinish your Mirage floor

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 varnish according to manufacturer's recommendations.
- 5 Apply two coats of varnish.

Mirage recommends using water-based 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.

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 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 Classic or Mirage Engineered floor

Another great advantage of a Mirage Classic or Mirage Engineered 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 varnish.

You can depend on your Mirage authorized dealer to evaluate and have the work done.





Warranty

Quality made to last a lifetime

Boa-Franc, G.P., hereafter called “Boa-Franc”, 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 the Residential Warranty Program, Boa-Franc guarantees the original purchaser that its prefinished hardwood floors meet all Mirage and industry quality standards for each product category. The warranty program for Mirage Classic and Mirage Engineered flooring applies solely to residential and light commercial applications, including business offices and clothing or toy stores in shopping malls [or any other non-food service establishments], but excluding any other commercial or industrial locations. For Mirage Lock flooring, the program applies to light residential and commercial applications [business offices only].

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.

The Residential Warranty Program is effective on all Mirage Classic prefinished hardwood floors manufactured after October 5, 1998, all Mirage Engineered prefinished hardwood floors manufactured after May 3, 1999, and all Mirage Lock floors manufactured after January 1, 2007.

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 warrants its Mirage prefinished hardwood floors to the original purchaser against any manufacturing defects caused by improper milling, grading, staining, and polyurethane finish. Structural lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, and dimension.

The following provision is valid exclusively for Mirage Engineered and Mirage Lock products:

Boa-Franc warrants its Mirage Engineered and Mirage Lock to the original purchaser against delamination [separation of layers], buckling, warping, twisting, and cupping within recommended subfloor humidity levels and in normal environmental conditions, as suggested in the Mirage Engineered and Mirage Lock installation guides.

The following provision is valid exclusively for Mirage Lock products:

Mirage Lock floors can be disassembled and reinstalled up to three times while remaining covered by the Warranty Program. Damage caused during installation, handling, or disassembly is not covered by the warranty.

To ensure the performance of hardwood flooring, normal environmental conditions must be maintained. This means that heating and ventilation systems must operate in such a way as to maintain relative ambient humidity between 40 and 60% for Mirage Lock and Mirage Engineered floors and between 40 and 50% for Mirage Classic floors. Similar humidity conditions are usually required for other wood furnishings and cabinets.

Whenever this warranty is applicable, Boa-Franc’s liability is limited to replacing, or repairing, at the option of Boa-Franc, 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 or visual changes on the hardwood floor will self-correct with seasonal climate changes or when maintaining suggested normal environmental conditions.

Radiant heat performance

Installing a radiant heating system under a traditional 3/4 inch solid hardwood floor [Mirage Classic] is not recommended.

The following provision is valid exclusively for Mirage Engineered and Mirage Lock products:

Most Mirage Engineered and Mirage Lock products with the exception of Brazilian Cherry [Jatoba], 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 and Mirage Lock installation guides.

The radiant heat system must have been tested and in operation for a few weeks prior to installation. The surface temperature must never exceed 80 °F [27 °C]. You must also maintain the proper relative humidity level throughout the year. Run humidifiers or dehumidifiers as required to maintain the proper relative humidity level.

Note: Installation of a Mirage Engineered floor in Brazilian Cherry [Jatoba] on subfloors equipped with a radiant heating system is covered by a limited warranty as of March 1, 2005.

Finish warranty

Boa-Franc warrants, to the original purchaser, that the finish 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 or toy stores in shopping malls [or any non-food service stores] for all products manufactured after August 5, 2002. **Note:** For Mirage Lock flooring, light commercial applications are limited to business offices only.

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 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.

These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide and in the Mirage installation guides.

To file a claim

If you need to file a claim under this Warranty Program, 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 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, G.P., Technical Service Department
1255, 98th Street, Saint-Georges [Quebec] Canada G5Y 8J5
Tel.: 418-227-1181 • 800-463-1303 • Fax: 418-227-9360
Or by e-mail: technical@boa-franc.com

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

Boa-Franc 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, G.P.
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.

General information

First name: _____ Last name: _____
Address: _____
City: _____ State/Province: _____
Country: _____ Zip/Postal 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: _____ State/Province: _____
Country: _____ Zip/Postal code: _____
Telephone: _____ Date of purchase [yyyy/mm/dd]: _____

Installer

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

The installer is:

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

Total footage installed: _____ ft² _____ m²

Installed product[s]

Mirage Classic [3/4" solid] Mirage Engineered Mirage Lock

1 Species: _____ Grade: _____
Width: _____ Stain: _____ Luster: _____

2 Species: _____ Grade: _____
Width: _____ Stain: _____ Luster: _____

Room[s] where floor is installed

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

Subfloor type

Wood Concrete

Installation type

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

Use of flooring accessories

None
 Molding
 Reducer
 Stair nosing
 Threshold
 Other [specify]: _____

Residence age

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

Residence type

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

Property value

Less than \$99,000
 \$100,000 - 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?

Mirage floor owner
 Friend/relative
 Contractor/builder
 Designer/architect
 Search on the Internet
 Magazine ad
 Radio ad
 Local dealer ad
 Home shows
 TV ad
 Store display
 Report
 Other [specify]: _____

What factors influenced the choice of Mirage products?

Appearance
 Comparison with other products
 Range of colors
 Wood species available
 Ease of maintenance
 Easy installation
 Possibility to resand
 Quality
 Style
 Durability
 Price
 Reputation
 Warranty
 Other [specify]: _____

Have you kept a copy of the Mirage Installation Guide?

Yes No

Warranty exclusions

The Boa-Franc 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, bumps or dimples illusion created by nailing machine and cleats or staples, improper maintenance, insufficient prevention or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, or any damage caused by heavy objects placed on top of Mirage Lock floor joints. Any product deformity that is not measurable or that is visible only in a certain light or from a certain angle is not considered a defect and is therefore not covered by the Boa-Franc warranty. Defects are evaluated by their visibility from a reasonable vertical distance [standing height] from the floor.

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, FITNESS FOR A PARTICULAR PURPOSE, DURABILITY, SUITABILITY, 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 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.

THIS MANUFACTURER WARRANTY REPLACES ANY LEGAL WARRANTY OTHERWISE APPLICABLE WITHIN THE LIMITS PERMITTED BY LAW. NOTWITHSTANDING THE FOREGOING, IN THE EVENT A LEGAL WARRANTY SHALL APPLY, SUCH LEGAL WARRANTY SHALL BE AS LIMITED AS PERMITTED BY THE APPLICABLE LAW AND NOTHING SHALL BE INTERPRETED AS EXTENDING THE LEGAL WARRANTY BEYOND THE MINIMUM REQUIREMENTS OF SUCH LAW.

The sole remedy provided herein is the repair, refinish or replacement, at the option of Boa-Franc, of defective products. In the unlikely event that Boa-Franc is unable to correct the failure after a reasonable number of attempts, Boa-Franc 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. After an agreement is reached between the floor owner and Boa-Franc, the repairs or terms of the final agreement shall be carried out within twelve [12] months of the date the agreement is signed or any other deadline prescribed therein.

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.





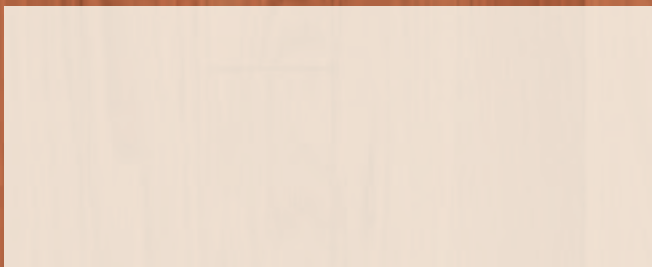
The Unique Reflection of Quality



A product of **BOA-FRANC**

1255, 98th Street, Saint-Georges, Quebec, Canada G5Y 8J5
T.: 418-227-1181 • 800-463-1303 • F.: 418-227-9360

Your authorized Mirage dealer:



www.miragefloors.com