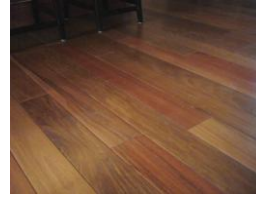
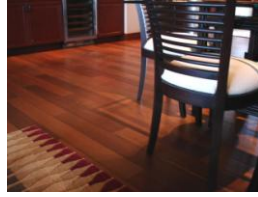


## Upgraded Hardwood Flooring, custom designed for Wainani and made in California by Plantation Hardwood Floors™.



### Frequently Asked Questions

- **Why would I want to select the Wainani hardwood floor upgrade, and can I get it throughout my home?**
  - Hardwood floors historically have been the mark of beauty and of longevity in flooring. The beautiful hardwood flooring specifically designed for Wainani by Plantation Hardwood Floors will long be appreciated by owners and guests as a rich and sophisticated design element.
  - Wood floors are recognized as being easier than hard surfaces like stone for walking and standing. This fact is increasingly important for those of us with “more experienced” backs, legs, and knees.
  - Aside from beauty and utility, high-quality genuine hardwood floors have almost always enhanced the value, and resale value, of real estate.
  - The Wainani hardwood floor option may be available completely throughout your home. Please check with your sales staff.
- **What are the technical specifications of the Wainani hardwood flooring upgrade option?**
  - Brazilian Walnut (“Ipe”) engineered plank flooring in 5/8” overall thickness x 5” wide face x 2-10’ random long lengths, sanded smooth, natural color, clear water-based finish.
- **Is the Wainani upgraded flooring real hardwood?**
  - Consistent with the quality of the Wainani home, the Wainani flooring is of course real hardwood. The hardwood upgrade is a high quality “engineered” construction, designed to provide more reliable floor stability in the moist Hawaiian climate. The genuine Brazilian Walnut hardwood “wear layer” is 4.0mm (3/16”) thick. The wear layer is adhered to a platform of multi-layer veneers, laid crosswise to one another. The Wainani floor is indistinguishable from solid flooring when installed, and will provide the long life expected in a high-quality hardwood floor.
- **What are the value characteristics of my Wainani Brazilian Walnut hardwood flooring?**
  - Brazilian Walnut, or “Ipe” in Brazil, is well-regarded as one of the hardest and most durable woods in commercial use. Because of its density and strength, Ipe is often used in outdoor decking. Its slight color variations from board to board create a highly-interesting and sophisticated wood tableau, both for its inherent beauty, and also as a design feature complementing artwork, fabrics, furniture, antiques, and area rugs.
  - The Wainani design incorporates long length boards, which creates a visually striking appearance in a room or hallway. Long board length also represents superior monetary value in flooring, making the Wainani floor both visually and monetarily superior to most flooring installations.
- **By what method is my Wainani floor installed?**
  - When you select your hardwood upgrade, the Wainani hardwood floor is installed by specialty flooring experts over a plywood subfloor, with an installed moisture barrier. Wood flooring properly installed eliminates hollow sounds, and provides total stability when walking on the floor.
- **Will my Wainani hardwood floor scratch and dent in use?**
  - All flooring, whether wood or hard surface, is subject to minor scratches and dents in normal daily wear. While modest scratches do not detract from the beauty of the floors, excessive scratching can be minimized by keeping pet nails clipped, by avoiding shoe soles with protruding nails, by deploying pads on furniture legs, and, in Hawaii, by avoiding sand tracking inside the house. Because of the density of this species, denting is usually not a problem short of dropping heavy items directly onto the floor. Deep scratches and damage can be professionally repaired without removing the flooring. Also, the homeowner can make routine “touchups” with a readily available generic stain pencil.
- **Will water, including rain, damage my hardwood floor?**
  - Wood and water do not mix well. Minor water spills can be wiped up promptly with no damage to the wood. Frequent water spills may eventually spot the finish slightly. Wood flooring left soaking in rainwater, or pools of water standing on wood flooring for extended lengths of time will cause problems. These more extreme conditions are usually the result of negligence, and are easily avoided.
- **What is the warranty for the Wainani floor?**
  - The Wainani floor itself is warranted by the Manufacturer (one year finish, lifetime construction); installation is warranted separately by the licensed flooring contractor.
- **How do I keep my Brazilian Walnut floor clean?**
  - The Wainani floor may be cleaned by routine vacuuming to remove dirt and debris that may collect in the bevels between boards. The vacuum brush must utilize soft bristles (no hard plastic or metal edges) to avoid marking the finish. Surface dirt may be removed with Bona Kemi® Hardwood Floor Cleaner (available at retail stores everywhere), which is designed to clean wood floors without leaving residue. Of course, hardwood floors of all descriptions should *not* be cleaned with water.