

Engineered Wood Flooring Warranty

Pre-Installation Warranty

The manufacturer warrants 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.

Wood is a natural product, containing natural variations in color, tone and grain. The manufacturer does not warrant against natural variations in color within the floor nor variations between samples and the installed floor.

Lifetime Structural Warranty

This product uses the most advanced flooring technology available. The manufacturer guarantees 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, the manufacturer will replace or repair the defective flooring pieces at no cost to you.

25-Year Finish Warranty

This product is finished with exclusive aluminum oxide finish. The manufacturer warrants there will be no wear-through of the finish for 25 years in residential installations provided the recommended maintenance procedures are followed.

Exclusion To Warranty

- Instructions must be followed including the requirement that the subfloor must be dry before installation.
- Maintenance instructions must be followed and, in particular, the floor cannot be wet mopped.
- The humidity level in the home must be in the 40-60% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.
- Excessive swelling, cupping and gapping caused by moisture fluctuations outside the range of 40-60%.
- Damage due to radiant heat subfloors.
- Damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, pebbles or sand or other items that may scratch, indent or damage the floor.
- Damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks or similar water damage.
- Any insect infestation after the product has left the factory.
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor.