



ENGINEERED HARDWOOD FLOORS

35-YEAR RESIDENTIAL WARRANTY ON THE FINISH

Warranty applies to the original purchaser that the finish will not wear through or separate from the wood for a full 35 years. This warranty applies from the date of purchase, as long as the floor is submitted to normal residential wear. Regular preventive maintenance as recommended by retailer must be followed.

- This warranty is non-transferable and applies only to the original owner of the floor.
- A proof of purchase and/or a copy of the original invoice are required.

GRADING AND MILLING

As hardwood is a product of nature, it will inherit natural characteristics or shadings. Industry standards allow a tolerance in quality variation.

Wear warranty

- The surface wear must be readily visible. At least 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance or accidents. Example: scratches, dents, etc.
- The warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes.
- We will not accept any claim resulting from non-compliance with the recommendations listed in this document. We may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.
- Although our finish helps reduce the natural fading of the wood, we cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.
- Since hardwood is a natural product, and even if your hardwood floor is well installed, your hardwood floor will continue to shrink or expand depending on seasons and humidity / heating conditions. The little spaces between the strips / planks are normal and not covered by this warranty.
- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips/planks of your floor.

- Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.

***Note:**

- It is the installer's liability to ensure that the cleat is properly in place as dimpling of the wood face is not considered a manufacturing defect.
- For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.
- An installation that does not follow our guidelines could void the warranty of your floor (for more details and precautions in installation of our engineered lines of flooring, please refer to the "Radiant Heating" paragraph in the "subfloors section of our installation warranty guide).
- Prior to installation of any hardwood or engineered flooring product, the installer must determine that the job-site environment and the sub-surfaces involved, meet or exceed all requirements as stipulated in the installation instructions. The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment.

MANUFACTURER COMMITMENT

If the proper maintenance and conditions indicated in this document are respected and the quality of the product or the finish does not comply with the established quality standards, the manufacturer will re-coat your floor or offer you compensation or replace defective wood in accordance with the manufacturer's choice based on the inspection findings.

RADIANT HEATING: To apply engineered floor over this type of heating, make sure that the system has gone through a heat/leak test and has run on and off for a few weeks prior to the floor installation. The system must be turned off and allowed to cool down the subfloor temperature before installing the floor. After the entire installation is finished, you can gradually (5°F per day) bring the heating system back to normal. The system's surface temperature should never exceed 26,6°C/80°F. Moreover, if radiant heat pipes are exposed or apparent from the sub floor, a 3/8" plywood or a thin concrete layer must be used to cover the pipes in order to spread out the heat more evenly.

NOTE: The warranty of your floor could be void if an improper use of installation of a radiant heat system is demonstrated.

SOFTWOOD 1"X 5" OR 6" DIAGONAL BOARDS: The use of 5/8" plywood or 3/4" O.S.B. must be nailed/screwed to this existing subfloor.

HANDLING AND STORING

Hardwood is a natural living material, which reacts to changes of relative humidity. It absorbs and releases moisture before and after it is installed, depending on the variations in the environment. Hardwood expands in summer and shrinks in winter. To prevent excessive expansion or shrinking of your hardwood floor, it is recommended to maintain the relative humidity level in your home (location of wood installed), at the appropriate humidity level for your area (between 37% and 50% approximately) throughout the year. Your authorized Dealer / Distributor supplies you with specially designed cartons that have been stored in a heated and well-ventilated warehouse. It is important not to transport your wood under raining and/or damp conditions, nor should you store it in a non-heated or poorly ventilated area.

INFORMATION ON FILING A CLAIM

STRUCTURAL WARRANTY (GRADING & MILLING):

If you have doubts concerning the quality of the merchandise, call your local authorized Dealer/Distributor BEFORE installing your floor and within 30 days following the purchase. If a defect is only noticeable once a board is installed, please stop the installation as soon as the defect becomes apparent and contact your local authorized Dealer / Distributor to have the defective material replaced. We will replace the defective wood that does not meet the industry standards as long as the wood has not been installed and over the 5% waste factor.

WE WILL NOT ACCEPT CLAIMS ON ALREADY INSTALLED MATERIAL.

TOOLS AND MATERIAL REQUIRED

- Tongue and groove adhesive bottle (floating method)
- Vacuum cleaner or broom
- Jamb saw (for under cutting door frames and casing)
- 1.5” finishing nails (for wood sub floors only)
- Wood/concrete moisture meters
- 3M tape or painter’s tape
- Leveling bar
- Chisel
- Tape measure
- Scraper
- Chalk line
- Drill
- Circular Saw
- touch up and maintenance kits
- 1/8” close cell foam (floating method), recommended underlayment
- Proper stapler (stapled down method) with staples.
- Moisture cure urethane adhesive (glued down method)
- Tapping block
- Last board puller
- Nail punch
- Chop saw or hand saw
- Hammer

FINISH WARRANTY:

Send a claim notice to your retailer within 35 years following the purchase for the residential warranty with a copy of the original receipt. We reserve for a period of 30 days, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty.

READ THE FOLLOWING BEFORE INSTALLING YOUR HARDWOOD FLOOR:

The installer and/or the owner assumes Final responsibility to the product quality. Therefore, all flooring *must* be inspected prior to installation. Carefully examine your floor for color, grade, finish, and general quality before installing it. If any material is not acceptable, immediately contact your authorized Dealer / Distributor and DO NOT INSTALL THE FLOOR. Once the strip / plank has been nailed down, it is deemed accepted by the installer and/or the owner.

Contact your local dealer for further inquiries.