

Viviano 5" x ¾" (19 mm) Solid Wood Flooring Limited 75-Year Warranty
Viviano 7 ½" x 1/2" (13mm) Engineered Wood Flooring Limited 75-Year Warranty

Installer and/or owner responsibilities

Floor boards are made from natural materials that may have inherent imperfections. The industry allows a 5% error margin for natural and manufacturing imperfections. The following responsibilities are incumbent on the owner, even if they are absent at the time of installation.

Prior to installation, the installer and owner must ensure the installation site and subfloor comply with the conditions specified in the Installation and Maintenance Guide.

The installer and the owner are responsible for inspecting the flooring prior to installation. The installer must select floor boards in a reasonable manner and, if necessary, discard, install in an inconspicuous location, or cut boards with irregularities, regardless of the cause. **Once a board has been installed, it is considered to have been accepted by the installer and owner, even if the latter is not present at the time of installation.**

The manufacturer warrants to the original purchaser of the floor that the finish will resist complete wear and peel for a period of:

- **75-year finish warranty** from the purchase date for normal residential use.

- **10-year finish warranty** from the purchase date for commercial use.

Light commercial use includes installation in commercial buildings without direct outdoor access, such as offices, conference rooms, and stores in shopping centers. Floors installed in restaurants are covered by a 3-year warranty from the date of purchase.

Complete wear and peel must affect at least 15% of the total area of the installed flooring.

Variations in color and gloss level are normal and are excluded from the warranty.

Structural lifetime warranty on wood boards

The manufacturer grants the original purchaser a lifetime warranty on the structural integrity of the wood flooring boards.

This warranty is contingent on compliance with the required environmental conditions, including maintaining a relative humidity of 35% to 55% for solid flooring and of 35% to 65% for engineered products and an ambient temperature of about 68 °F (20 °C).

Because wood boards are made entirely of natural material that reacts to its environment, variations in product dimensions, which can lead to gaps between the boards, cupping, and the development of post-installation splits and checks, are due to environmental factors. **Therefore, they are not covered by this warranty.**

Manufacturer obligations

Under the terms of this warranty, the manufacturer is liable for only one of the following actions, at its discretion and to the exclusion of any other compensation:

- i. Provide material to replace defective floorboards only (excluding labor, accessories, and any other related costs)
- ii. Provide compensation equivalent to the cost of refinishing the floor in the room where finish has completely worn off.

Only boards with manufacturing or natural defects exceeding the 5% error margin recommended by the industry excluding cut loss, are covered under the warranty.

Exclusions

The manufacturer bears no responsibility under the terms of the warranties and will not pay any compensation for:

- i. Any damages other than those listed in the obligations section, including but not limited to loss of use of space, moving costs, hotel costs, and loss of time or goods;
- ii. Installed flooring that does not comply with the technical specifications listed in the Installation Guide.
- iii. Product defects resulting from improper storage or transportation;
- iv. Claims made without sufficient evidence that the maintenance instructions were followed;
- v. Damage caused, in whole or in part, by misuse, abrasive substances, dropping or rubbing objects on the floor, moving furniture with or without casters, high heels, hammering, scratching, or any other use that is not considered normal;
- vi. Damage caused, in whole or in part, by factors including but not limited to fluctuations in the moisture content of the wood, extreme flooding, heat, humidity, or dryness; natural disasters, lack of heating, insect infestation, and stains or scratches caused by pets;
- vii. Repairs carried out without prior written approval from the manufacturer;
- viii. Replacement of boards with defects that were detectable when the flooring was installed;
- ix. Wood oxidation or discoloration;
- x. Any changes in the product other than completely worn off finish;
- xi. Shipping and handling costs;
- xii. Claims made without the original purchase invoice;
- xiii. Slight color variations between the sample and the flooring;
- xiv. Floors that have not been maintained at the required humidity level 35% to 55% for solid wood flooring and of 35% to 65% for engineered products and at approximately 68°F (20°C) at all times;
- xv. Solid flooring installed in a basement;
- xvi. Solid flooring installed over a radiant heating system;
- xvii. Any product damage caused by improper use of the recommended tools;
- xviii. Any non-measurable product deformation or the appearance of lines or lighter sections visible only from a specific angle or under a specific lighting;
- xix. Cracking noises, cupping, or telegraphy in floors that are in use;
- xx. Claims made by anyone other than the original buyer;
- xxi. Products that have not been paid in full;
- xxii. Boards with cracks or splits that appear after the installation;
- xxiii. For any product purchased through an unauthorized retailer.

Site preparation and floor maintenance

For a full description, please refer to the Installation Guide and Maintenance Guide.

- The subfloor must be structurally sound and solidly attached to the floor joists using flooring screws.
- The moisture content of the subfloor must never exceed 12%, and the difference between the subfloor and the flooring must not exceed 3%. The internal moisture content of the floorboards, must be between 6% and 9%.
- The subfloor must be level, i.e. no more than 3/16" (5 mm) out of level over a distance of 10' (3 m). Failure to follow the maintenance instructions may void your warranty.
- Use a vacuum to remove day-to-day abrasive substances that could damage your floor, such as sand, glass, gravel, etc.
- Clean your floor with a recommended prefinished hardwood floor cleaner.
- Never wash your floor with large amounts of water or a steam cleaner.
- Stiletto heels are not recommended on wood floors as they can mark the surface of the floor.

Normal environmental conditions

"Normal environmental conditions" means that a heating, ventilation, and air conditioning (HVAC) system has been installed and is operating to maintain a temperature of approximately 68°F (20°C) and a relative humidity of 45%.

How to file a claim

If you need to file a claim under this warranty, first contact your flooring retailer from whom the flooring was purchased within 6 months of experiencing a problem.