

# WARRANTY

## UNIQUE MANUFACTURING PROCESS, SUPERIOR QUALITY

Thank you for choosing PG prefinished or pre-oiled flooring. No other kind of flooring offers the characteristics and advantages of this natural material. The durability and long-lasting nature of wood makes it one of the most economical floor coverings on the long term. In addition to offering solid hardwood flooring, PG Flooring also manufacture engineered PG Cohesion product for installation on concrete or in locations where hardwood is not recommended. The manufacturing process followed by PG Flooring in the production of its product line is unique in North America. High performance sanders smooth wood panels with unequalled precision. A PG floor will give you years of satisfaction.

## PRODUCT WARRANTY

**This warranty is offered on all products manufactured after August 6, 2013.** Under the terms of this warranty, PG Flooring agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions if it exceeds the 5% margin of error expected in the industry.

## WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to the installation and maintenance guide available on our website at [pgflooring.com](http://pgflooring.com). In order to benefit from the warranty, the purchaser must comply with maintenance instructions in the guide and follow the preventive measures indicated hereafter.

## LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping, manufacturing defects and classification errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects when grade definition is respected.

Differences in the colour of samples and installed flooring are normal and not considered as defects.

A margin of imperfection not exceeding 5% is an accepted industry standard and does not constitute a structural defect under the terms of this warranty. Products sold as waste, seconds or "as is," as well as *Heritage*, *Mystique* and *Unique* grades are not covered by the lifetime structural warranty.

PG Flooring protects the original purchaser of PG Cohesion engineered flooring, guaranteeing the flooring against delamination (separation between plies), warping, twisting, buckling or cupping when used under normal conditions and according to recommendations formulated in the official PG installation and maintenance guide.

## BOARD INSTALLATION

### RESPONSIBILITY OF THE INSTALLER AND OWNER

The installer must examine each board before laying it down. Any board installed (nailed, stapled, glued or floating) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install the flooring and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. PG Flooring cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood (as described at [pgflooring.com](http://pgflooring.com)), its structural quality or finish, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring, nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor (does not apply to a glued or floating installation).

Before installing wood flooring, the installer must ensure that the work-site and subfloors meet or exceed all applicable standards in the installation guide. PG Flooring declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.

# WARRANTY

## SPECIFIC INFORMATION

### PREFINISHED AND PRE-OILED FINISHES

PG Flooring guarantees the polyurethane finish against total wear, flaking, peeling as well as any application flaws of the stain and the finish for a period of 35 years starting on the purchase date. The warranty covering the exclusive finish is only offered on prefinished flooring sold and installed exclusively for residential use. Commercial or industrial use is excluded.

#### MAINTENANCE OF PREFINISHED AND PRE-OILED FLOORING

The use of cleaning products offered or recommended by PG Flooring is mandatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

Ingredients in the Model Extreme finish provide exceptional resistance to wear, but flooring with this finish may require more frequent maintenance, particularly if dark stained or opaque.

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, PG Flooring cannot guarantee its finish against the fading that results from normal wear.

### MODEL EXTREME FINISH

#### WEAR

PG Flooring is so convinced of the quality of its products that they are guaranteed against total wear, flaking and peeling for a period of forty (40) years for residential use and five (5) years for light commercial use. Light commercial use refers to "flooring installed in an administrative office, showroom, medical office, etc." To take advantage of this warranty, any project exceeding 1000 ft<sup>2</sup> must be submitted to customer service ([pgservice@pgflooring.com](mailto:pgservice@pgflooring.com)) for approval.

Wear on garments or objects in contact with the Model Extreme finish cannot give rise to a claim for flooring or other items having experienced wear.

#### GLOSS

If the flooring is maintained as per specifications described in this document and all warranty conditions are complied with, PG Flooring will replace the flooring if, within one year of purchase, it has lost all its gloss.

### OILED FINISH

No warranty covers the oiled finish itself, since an oiled finish is an integral part of the wood. Therefore, it is normal that wear of the wood will result in wear of the oiled finish. This applies to both residential and commercial use.

### GYMNASIUM FLOORING

The warranty does not cover damage caused in whole or in part by accident, ordinary wear and tear, abuse, use for which the materials are not designed, faulty construction of the building, settling of the building walls, failure of third-party contractors to comply with specifications, separation of the concrete slab or excessive dryness, excessive moisture caused by ambient humidity, spillage, migration through the slab or walls, or any other source.

PG Flooring hereby warrants its systems to be free from manufacturing defects. The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. This warranty is in lieu of all other warranties, expressed or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose, and of any other obligations on the part of PG Flooring. In the event of any breach of warranty, the liability of PG Flooring shall be limited to repairing or replacing PG material and system components supplied by PG Flooring and proven to be defective in manufacture, and shall not include any other damages, either direct or consequential. It is the policy of PG Flooring to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser.

### ACCESSORIES

It is the responsibility of the installer to ensure that accessories (moldings) complement the flooring. Wood is a natural material with colour variations based on the cut, grain configuration, and mineral streaks, making each plank unique. For best results, the boards adjacent to the accessory should be chosen from those whose colour closely matches that of the accessory. An installed accessory is considered accepted.

PG Flooring protect the original buyer of accessories (moldings) and guarantee the finish against total wear, chipping, peeling, as well as any defects in stain and finish application for a period of five (5) years from the date of product purchase. The warranty is only applicable to accessories installed and strictly used for residential purposes, excluding any commercial and industrial use. To be covered by the warranty, wear must be total and cover at least 20% of the accessory's surface area.

# WARRANTY

## WARRANTY EXCLUSIONS

**The warranty applies only to the original purchaser of the product and is non-transferable. The original purchaser must provide an invoice or proof of purchase in order to benefit from coverage.**

Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

During use, light cracking sounds may be heard once the floor is installed. Cracking sounds may occur more often and become louder during dry periods. This situation is not considered to be a manufacturing defect by PG Flooring and is not covered by warranty.

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the PG Flooring warranty.

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of PG Flooring is limited to repairing, refinishing or replacing defective products, at the discretion of PG Flooring. If it is impossible to correct the situation, PG Flooring will refund the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. PG Flooring does not guarantee the colour, stain or texture of samples, or flooring boards installed at a later date in flooring covered by this warranty. No PG Flooring distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. This warranty specifically excludes and replaces any other warranty in relation to PG products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law.

Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against PG Flooring, irrespective of its nature, with the exception of what is specifically provided for in this warranty and under conditions stipulated.

## WARRANTY REGISTRATION

To register your residential warranty, please visit our website at [pgflooring.com](http://pgflooring.com) within thirty days of the purchase date. The flooring must have been purchased from an authorized PG dealer and be paid in full.

## PROCEDURE FOR A CLAIM FILED WHILE AN INSTALLATION IS IN PROGRESS

If, upon opening boxes, they are found to contain non-conforming products, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. As indicated in the PG Certified Installer Program, we strongly recommend that you have the consumer approve a sampling of boards prior to installation.

If you have installed less than 10 % of the entire flooring surface and note that there is a problem with product quality, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume all costs associated with the removal of the portion already installed.

If you have already installed more than 10 % of the entire flooring surface and note that there is a problem with product quality, first contact the authorized PG dealer from whom you purchased the flooring. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered.

**If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.**

## CLAIM PROCEDURE

**If you wish to file a claim under warranty, first contact the authorized PG dealer from whom you purchased the flooring.** If the latter is unable to solve your problem, please contact our head office at PG Flooring, 2424, Principale, Saint-Edouard-de-Lotbinière (QC) G0S 1Y0 (phone: 418-796-2328) or by email at [pgservice@pgflooring.com](mailto:pgservice@pgflooring.com). Claims must be made in writing and sent to PG Flooring within six (6) months of the appearance of the defect. PG Flooring reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

**Important: claims regarding any article covered by this warranty must be accompanied by the production sticker.**

PG Flooring to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser

**"IF, UPON OPENING BOXES, THEY ARE FOUND TO CONTAIN NON-CONFORMING PRODUCTS, FIRST CONTACT THE AUTHORIZED PG DEALER FROM WHOM YOU PURCHASED THE FLOORING"**