

Residential Warranties and Floor Care

LIMITED LIFETIME STRUCTURAL WARRANTY

Warrants that your flooring will be free from manufacturing defects and, for the life of the product, when used under normal household conditions*, will not:

- Buckle
- Warp
- Twist
- Separate at the plies due to glue bond failure

*"Normal household conditions" means those daily activities commonly associated with residential use and maintained according to maintenance procedures.

LIMITED LIFETIME SUBFLOOR BOND WARRANTY

Warrants that, when installed according to installation guidelines, and when used under normal household conditions*, your flooring will not release from the subfloor during the life of the product.

*"Normal household conditions" means those daily activities commonly associated with residential use.

LIMITED SCRATCHRESIST™ FINISH WARRANTY FOR RESIDENTIAL USE

Warrants that its factory applied finish, when used under normal household conditions*, will not wear through or peel during the warranty period applicable to the product series of the flooring you have purchased. See the Finish Warranty Guide below for the warranty period applicable to your floor.

*"Normal household conditions" means those daily activities commonly associated with residential use.

LIMITED SCRATCHRESIST™ FINISH WARRANTY FOR COMMERCIAL USE

Please refer to LIMITED Warranty for further details.

LIMITED PRE-INSTALLATION REPLACEMENT WARRANTY

Prior to installation, will replace (up to a maximum of 6 months after date of purchase) any flooring plank which does not meet with your satisfaction. Simply return the plank to your retailer, and you will be given a replacement.

LIMITED 2-TIME SANDING WARRANTY

We warrant to you (the original purchaser) that the following products may be professionally sanded and refinished at least 2 times as specified by product and proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association.

- Maison/Antigua product series
- Sanctuary

FINISH WARRANTY GUIDE

The following products are warranted for a period of 50 years from the date of purchase under Limited Warranty for Residential use: Sanctuary, Maison Collection, Antigua Collection and Smokehouse Collections:

The following products are warranted for a period of 35 years from the date of purchase under Limited Warranty for Residential use.

The following products are warranted for a period of 25 years from the date of purchase under Limited Warranty for Residential use.

The following flooring products are warranted for a period of 15 years from the date of purchase under Limited ScratchResist™ Warranty for Residential Use:.

Commercial Finish warranty

REMEDIES AVAILABLE TO YOU

If your floor fails to perform as stated in the applicable Limited Warranty, at its option, (i) repair without charge the affected planks to conform to the warranty;(ii) replace the affected planks without charge with planks of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, will also pay for the professional labor cost to install your replacement planks. Will not pay for the removal or replacement of cabinets, appliances or other fixtures.

Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not warranted to match in color, grain, and gloss with your existing floor.

Flooring that fails to perform as stated in the Limited Lifetime Subfloor Bond Warranty will be repaired or replaced only one time.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE THIS PRODUCT.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

IF YOU HAVE A WARRANTY CLAIM ...

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- The Limited Warranties set forth herein apply only to flooring purchased after January 1, 2020. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to "seconds," "off goods," economy grade, cabin grade or shop grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular subflooring or improper sub-floor preparation.
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- The Limited Warranties do not cover gapping of planks.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover planks that have been installed with obvious visual defects.
- The Limited Warranties do not cover noises, such as popping, crackling, or squeaking.
- The Limited Warranties do not cover damage caused by insects.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
 - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
 - damage resulting from failure to follow floor care instructions.
 - marks, scuffs, scratches, gouges, dents or cuts, including without limitation, those caused by pets.

- damage caused by burns, flooding, fires and other accidents.
- damage caused by abuse (i.e. dragging objects across the floor without proper protection)
- wear caused by pebbles, sand and other abrasives.
- damage caused by caster wheels or vacuum cleaner beater bars.
- use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as "non-staining."
- failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
- Does not approve the use of steam based cleaners for hardwood floors.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- Wood is a natural product, will not guarantee match of color, grain, or gloss of any plank replaced for any reason.
- For purposes of the Limited ScratchResist™ Finish Warranty for Residential Use, "wear through" means complete loss of the wear layer.
- The Limited Warranties do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
- Use of flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor's finish. This condition, known as "checking," is not covered by the Limited Warranties.
- The Limited Lifetime Subfloor Bond Warranty does not apply unless the subfloor is visually dry at the time of installation and does not have a history of moisture problems.

FLOOR CARE INSTRUCTIONS

- Wood flooring performs best in climate-controlled interior environments. A permanent HVAC unit must be operational in order to provide consistent room temperature between 60° and 80°F (16° to 27°C) and a humidity level of 35% to 50%. Temperature and humidity must be controlled for the life of the flooring.
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
- Remove spills promptly using a soft cloth and cleaning products recommended.
- Never mop or flood your floor with water or other products. This can severely damage the flooring.
- The use of maintenance and floor-care products is highly recommended.
- Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oil, tung oil or ammonia.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and UV rays accelerates the oxidation and aging of hardwood and fabrics. This causes the stain and/or hardwood to fade and/or change color. We recommended you rearrange rugs or furniture periodically so the floor ages evenly.
- Your floor will wear more evenly if you use area rugs in heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.).
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

HARDWOOD FLOORS

Additional Installation and Care Guidelines

Please Read Prior to Installation

IMPORTANT: COMPLETELY READ AND UNDERSTAND THESE GUIDELINES BEFORE INSTALLATION BEGINS. ALL INSTALLATION INSTRUCTIONS PLUS THESE ADDITIONAL GUIDELINES MUST BE FOLLOWED. FAILURE TO DO SO CAN/WILL RESULT IN THE FOLLOWING TYPES OF DAMAGE TO YOUR WOOD FLOOR: CUPPING, WARPING, BOWING, TWISTING, BUCKLING, SHRINKING, DELAMINATION, GAPPING, CHECKING, CRACKING, SPLITTING, DISCOLORING, EARLY WEAR, DENTING, SCRATCHING, HOLLOW SPOTS, AND RELEASING FROM THE SUBFLOOR. FAILURE TO ABIDE BY THESE GUIDELINES CAN/WILL VOID ANY/ALL WARRANTIES OFFERED BY US.

STORAGE

All floor covering products require care during storage and handling. It is important to store flooring products in a dry, temperature-controlled interior area. The temperature range should be between 60° F and 90° F, and the relative humidity MUST be controlled and maintained between 35% to 55%. If it is not possible to provide these storage conditions, you must make provision to have the material conditioned for at least 48 hours before beginning the installation.

JOB SITE CONDITIONS

The environment and condition of the home play a very important role in assuring a successful flooring product installation. If the home is not climate-controlled or structurally sound, the chances for a successful flooring installation are dramatically reduced. The home must be closed in with all outside doors and windows in place. All concrete, masonry, framing members, drywall, and other "wet" work should be thoroughly dry.

TEMPERATURE AND HUMIDITY REQUIREMENTS

Do not install hardwood products until the work area can be climate controlled. The recommended temperature range for starting the installation is no cooler than 60° F and no warmer than 90° F and a relative humidity of range of 35% - 55% MUST be achieved and maintained for the life of the floor. This acceptable climatic condition must be maintained for at least 48 hours before, during and after the installation. This requirement can seldom be fulfilled with temporary space heaters or air conditioners. A permanent, operational heating or cooling system must be operational before proceeding with the installation of the flooring products.

Failing to maintain a climate-controlled interior environment will adversely affect the performance of the flooring products and/or the adhesives.

****Warning –** Humidity levels below the above prescribed range will likely cause movement and damage to the floor including gapping, cupping, wear layer/inner ply separation and checking/splitting in the face**

Factory Finished Flooring Performance by Zone

RH - Relative Humidity

EMC - Equilibrium Moisture Content

Safe Zone			Caution Zone			Guaranteed Failure Zone		
RH	EMC	May experience normal seasonal movement (gapping)	RH	EMC	May experience greater than normal movement	RH	EMC	May experience excessive gapping, cupping, checking, cracking and/or splitting
55%	10.1%		35%	6.9%		25%	5.4%	
50%	9.2%		30%	6.2%		20%	4.5%	
45%	8.5%					15%	3.5%	
40%	7.7%					10%	2.5%	
35%	6.9%					5%	1.3%	

RADIANT HEAT POLICY

Most styles of engineered wood flooring may be installed over radiant heated subfloors, provided the surface temperature of the system does not exceed 85° F and all other temperature and humidity requirements are maintained for the life of the floor. A FIDBOX or similar temperature and humidity recording device must be installed, functional, and operational throughout the life of the floor. Before installing engineered wood flooring over a newly constructed radiant heating system, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heating system. Once this is complete, set the thermostat to a comfortable room temperature for the installation. All subfloor heating systems must be installed as recommended by their manufacturer's instructions. Wood floor warranties do not cover problems caused by inadequate radiant heating systems. Always check the system for its suitability in regard to wood flooring.

Does not recommend installing rotary peeled hickory floors over radiant heat.