

Exclusive Lifetime Warranty



This flooring is produced according to strict manufacturing and environmental standards. Our confidence in the product is reflected by extension of this full residential warranty to the original purchaser.

Pre-Installation Warranty

We warrant that 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 and can be returned to the original place of purchase to be replaced at no cost to you.

Lifetime Structural Warranty

We guarantee that 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, we will replace or repair the defective flooring pieces at no cost to you.

Finish Warranty

We warrant that there will be no wear-through of the finish for 50 years in residential (5-year limited commercial) installations provided the recommended maintenance procedures are followed.

No-Buckle Moisture Warranty

We guarantee that our floors will bond to the subfloor for the life of the flooring provided the installation and application are in full compliance with the installation instructions and the adhesive manufacturer's application instructions.

Environmental Warranty

Manufactured to CARB II specifications, the world's strictest formaldehyde emission standard. All woods are from professionally managed "sustained yield" forests with complete chain of custody, Pan European Forest Certification (PEFC) Certified. The urethane acrylic finish does not release any harmful solvents, or heavy metals.

Exclusions To Warranty

These warranties are exclusive to the original purchaser and may not be assigned or transferred. This is a residential warranty only

The following are excluded from this warranty:

- Improper Storage, Handling or Installation. Installation instructions must be followed. Subflooring must be dry and properly installed.
- Improper Adhesives. Damage caused by use of water based adhesives over sheet vapor barriers or sound insulation.
- Supplemental construction adhesive must be used with nail down installation. Failure to do so may result in board movement or noises to emanate from moving boards which will not be considered a manufacturing defect.
- 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.
- Installation defects, including installations made: in violation of applicable state or local housing or building codes, or contrary to written instructions furnished with the product.
- Natural variations. Wood is a natural product, containing natural variations in color, tone and grain. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra Violet rays (which may cause oxidation of finish/stain) is not considered a defect.
- Noises including, but not limited to, squeaks, popping, etc.
- Improper Maintenance. Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
- Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required.
- Abuse or Misuse. This warranty does not cover reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by neglect, abnormal use or misuse, application of solvents, corrosives or other chemicals to the

flooring, color change, excessive pivot and point-loads, stiletto shoes, heavy furniture or equipment, unpadding furniture feet, water, pet claws, pet urine, damage from sand, pebbles or other abrasives or other unintended uses.

- Damage caused by caster wheels or vacuum cleaner beater bars.
- 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.
- Splits, cracks, grain raising, surface checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity) are not covered by these limited warranties.
- The humidity level in the home must be in the 30%–50% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate. Variations in humidity may cause micro checking of the finish. This is not considered a defect and is not covered by the warranty.
- Gapping of Planks. This warranty does not cover gapping caused by natural expansion and contraction, improper seating of planks during installation or by mastic memory.
- Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, leaking plumbing, overflowing sinks, similar water damage catastrophes, and failures arising as a result of hydrostatic pressure.
- Insect Infestation. This warranty does not cover any insect infestation after the product has left the factory.
- Radiant Heat. Only low temperature radiant heating systems which are regulated to never exceed 80°F at the wood surface may be used. If surface area is allowed to exceed 80° all warranties are void.
- Wood flooring installed in full bathrooms with a shower or tub.
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material.
- A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Products designated as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "close-out," "off-goods" or "non-standard." Such products are sold "AS IS."
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.

Other items not covered under the warranties include damage caused by natural events such as hurricanes, tornadoes, earthquakes, and floods; installation of flooring with visible defects; construction traffic abuse to the surface of the flooring; use of non-recommended nailers, staplers or adhesives; squeaking, popping or crackling by any cause other than the mis-manufacture of the tongue or groove.

In the event that there is a claim against this warranty, the manufacturer will pay for one replacement of the portion of the installation that is defective. This includes all reasonable materials and labor. The manufacturer excludes and will not pay consequential or incidental damages under this warranty. The sole remedy provided herein is the repair, refinish or replacement, at the sole option of the manufacturer. In the unlikely event that the manufacturer is unable to correct the failure after a reasonable number of attempts, the manufacturer will refund, if requested, the purchase price of the portion of defective floor on a prorated basis. Any attempt to repair or replace the floor prior to the manufacturer's inspection and authorized repair actions will void this warranty. This warranty does not include the cost of labor if the flooring is installed by other than professional installers. It does not apply to any products designated or sold as B-grade which is sold "as is." There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied other than those listed within this warranty. This warranty will not be deemed to have failed its essential purpose while the manufacturer is willing to repair or replace defective goods. Some states do not allow the exclusion of incidental or consequential damages and therefore, this exclusion may not apply. This warranty gives you specific legal rights which may vary from state to state.

Warranty Service

To obtain service under this warranty, contact your dealer.

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