

Residential limited Warranty: 25 Years

1. The finish will not wear through in normal residential conditions with proper maintenance.
2. Flooring will be free from manufacturing defects for as long as you own your home (original purchaser only). Manufacturing defects are improper milling, laminating, or assembly.
3. Flooring will not gap between boards after installation.

This limited warranty is made subject to the following conditions:

- The flooring must be used only indoors in residential areas and installed and used in accordance with our installation procedures and jobsite requirements.
- The installation was done in compliance with the written instructions.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless.
- The surface wear must not have occurred as a result of incorrect maintenance or accidents such as damage caused by scratching, impact, or cutting. It must be readily visible and be 10% or more of the floor. Gloss reduction is not considered wear through.
- Wood is a natural product; variations in its grain pattern, color, and or texture are normal and are not considered defects and no warranty shall apply to those. For wood flooring that has a Thermally treated hard wood layer, significant color variations will occur from board to board and should be expected. The warranty will not apply to the natural color changes which occur in wood over time due to UV light exposure. Area rugs should be moved periodically to minimize the effects of UV light on hardwood floors.
- The relative humidity in the home is maintained between 30% and 60%.

Preventative Maintenance

- To ensure full enjoyment from your floor and to extend its beauty for years to come, the following list of guidelines should be followed.
- Install floor protectors on furniture legs to protect against scratches and dents. These furniture pads should have no wrinkles and be made of soft, non staining material (i.e. felt pads)
- Do not drag or roll furniture or other heavy objects across the floor. Rollers from refrigerators, TV's, stereos, etc will dent the floor. To prevent the denting first lay 1/2" plywood on the floor and roll the appliance or heavy furniture on the plywood.
- Avoid high heels or shoes with protruding nails. Some types of high heel shoes can severely damage the surface of any floor covering.
- Sweep and vacuum floor regularly.
- Avoid sand and grit build up. Use protective mats or rugs at doorways and areas of heavy wear.
- Never use latex or rubber backed mats or rugs; they will permanently stain the floor
- Place protective mats under chairs with wheels
- Use only recommended cleaning products from your dealer
- Never wet mop your floor. Never wax or use oil-based products on your floor.

Warranty Exclusions:

- Color match to other wood products such as moldings, stairs, cabinets.
- Indentations, scratches, or damages caused by negligence, exposure to extreme heat , dryness, or water saturation (including but not limited to a leaky faucet,, broken pipe and wet mopping), accidents, abuse, misuse, indentation from high heels or pet nails, pet stains, furniture rollers, stains as a result of chemical or industrial products, failure to follow all the manufacturers specific written installation and maintenance instructions, insufficient protection or improper alterations of the original product.
- This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. The manufacturer assumes no liability for incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of the defective products. Labor for installation is not covered by this warranty.
- No installer, retailer, distributor, or agent has the authority to increase or alter the obligations or limitations of this warranty. Any and all disputes arising out of the purchase of this product or this warranty shall be subject to mandatory and binding arbitration in Wausau, Wisconsin, pursuant to the rules of the American Arbitration Association. Any jury trials are expressly waived.