

# WOOD INSPIRATION LTD

Product Limited Warranty. Please read the installation instructions for this product warranty before fitting.

**This Limited Product Warranty only applies if the fitting of the product has followed the Wood Inspiration Ltd installation instructions for fitting and underfloor heating.**

**This Hardwood Floor comes with a:**

**Lifetime Structural Integrity Warranty for 20mm engineered products  
25 years for 18mm engineered products  
20 years for 14mm and 15mm products**

**Surface Finish** – 5 years for lacquered and 1 year for natural/uv oiled (another coat of oil is highly recommended and required before or after installation), 2 years for hard wax oiled.

These warranties, which begin from the date of purchase, apply to products used in dry residential applications. Lifetime warranties apply for as long as the original purchaser owns and resides in the home where the product was installed.

**What the Hardwood Flooring Limited Warranty covers: Finish and Wear Warranty** – warrants to the original purchaser that its finish surface will not peel off or wear through for the indicated period of time, from the date of purchase.

**Lifetime Structural Integrity Warranty** – The manufacturer warrants these engineered hardwood products in their original manufactured conditions to be free from defect in material and workmanship including assembly dimension and grading.

**Note:** Hardwood flooring is a natural product that will continue to expand and contract during seasonal and temperature changes. Products may experience separation between boards when properly acclimated and installed. If separations do occur, they are not covered by this warranty.

**What you should do if problems occur and you need warranty service:**

You (the original retail customer) should notify the authorized Hardwood Flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of the applicable limited warranty. You (the original retail customer) must present to that authorized Hardwood Flooring dealer the following items for a warranty claim to be considered:

- **A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.**
- **A description of the problem and/or a photograph/sample that clearly shows the warranty problem.**

**What the manufacturer will do should you need warranty service:**

If the manufacturer accepts a claim under this limited warranty, the manufacturer will authorize your dealer to replace, free of charge, the amount of strips presenting a manufacturing defect or pay compensation equal to the cost of the defective strips.

The manufacturer will not reimburse any installation fees or labour costs. If the claims related to the finishing of the floor, the manufacturer will assume the material and labour costs necessary to refinish the flooring of a room or rooms for which the claim was approved. This procedure constitutes the one and only way to make a claim in regard to this limited warranty.

**Each manufacturer of Hardwood Flooring Limited Warranty is subject to the following conditions:**

- This limited warranty is valid only in North America and United Kingdom. The warranty is not transferable. It extends only to the original retail consumer. This limited warranty applies only where the affected area of the The manufacturer Flooring is visible and covers an area greater than 10% of the room. The flooring must be installed in accordance with the manufacturer flooring recommended installation instructions using the manufacturer installation materials.
- Natural wood characteristics such as mineral streaks, small knots, grain variations etc. are normal characteristics and are not considered as defects. No two pieces of wood are the same and colour or other variations will occur. We do not guarantee against natural variations, or the normal difference between colour samples or photographs and colours of installed floors.
- Indentation, scratches or damage caused by negligence, water moisture, insects, animals, and high heeled or spiked shoes, or failure to use pads under rolling chairs or other furniture.
- Any product deformity that is not measurable or that is visible only in a certain angle is not considered a defect. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.
- Failure to follow manufacturers written installation instructions including protecting the floor from subfloor moisture.
- Excessive or inadequate humidity in the area of use. Relative humidity in the area of use must be within a normal range of 40%-55%.
- Improper or insufficient protection, care and maintenance.
- Accidents abuse or misuse. Warranty will be made void if man-made or natural disasters including leaking or broken plumbing, fire, flood, earthquake, or standing water occur during or after installation.
- Improper alteration of original manufactured product. Alterations or repairs to the manufacturer's original product will void any and all warranties.
- Changes in colour due to full or partial exposure to sunlight and weather.
- Maple, Merbau, Kempas, Tamarindo, Pine, Brazilian Cherry and other species may darken due to light exposure. This is a natural occurrence and is not covered by this warranty.
- Failure due to structural changes in the subfloor, settling of the building or uneven subfloor that has not been adequately levelled.

- This warranty does not cover removal or replacement of cabinets, appliances, furniture or other fixtures.
- Gloss reduction is not considered wear.
- Faces checking, cracking, are not covered by this warranty.

**Please note that engineered floors must be installed in environments of 40% to 55% relative humidity to prevent possible damage not covered by warranty. Installation of a humidifier or dehumidifier may be necessary. The floor is designed to perform in an environmentally controlled structure. Warranty exclusions are, but not limited to, surface checking resulting from low humidity, mildew or discoloration resulting from extreme sub-floor moisture.**

**Please Note:**

The manufacturer does not grant to any person or entity the authority to create for it any obligation or liability in connection with the manufacturer flooring.

The manufacturer shall not be liable to the consumer or any other person for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability). Some states or provinces do not allow the excluding of limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the customer specific legal rights, such rights may vary from state to state.

**"INSTALLATION IMPLIES ACCEPTANCE." NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCTS ARE INSTALLED.**

**UNDERFLOOR HEATING**

**You must never install a wooden floor before the underfloor heating system is tested and it needs to have been on at least 3 weeks at before installation.**

**The UFH must be stopped at least one day before the fitting job starts.**

**You must read the UFH instructions and user guide before you fit a wood flooring.**

**You must consult the UFH company or Wood flooring company if you are not sure anything.**

**The surface temperature must never exceed 27 degrees.**

To gain the best performance from your heating system and the finished floor it is important to have all components working together. Leave the flooring at least 4-5days time after the installation, switch on the UFH and temperature gradually increased to higher levels (2-3 degrees a day)

**Never:**

- Create dramatic changes in the surface temperature, room temperature and humidity; • Have heat hot spots;
- Carry on using UFH if it has a problem;
- Have high humidity in the room;
- Operate the heating above a surface temperature of 27 degrees;
- Clean the floor with water;
- Place heavy rugs or similar thing covers on the wood flooring.

**If you do, you can get the following wooden flooring reactions and will not be covered by factory guarantee:**

- Warped boards;
- Engineered flooring that will delaminate, this is the top layer coming off; gaps appearing;
- If not fitted correctly you will also find the whole floor lifting; • Lack of effective heat transference through the flooring;
- Splits or cracks on the wood.

**PLEASE CONSULT A PROFESSIONAL IF UNSURE OF HOW TO PROCEED.**

**THE FACTORY WARRANTY WILL NOT COVER THE FLOORING OF ANY INSTALLATION THAT WAS FITTED NOT FOLLOWING THE INSTRUCTIONS ABOVE.**