



## **FloorTek Engineered Wood Floor Limited Warranty**

### **Pre-Installation Warranty**

The manufacturer warrants 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. Wood is a natural product, containing natural variations in color, tone and grain. The manufacturer does not warrant against natural variations in color within the floor nor variations between samples and the installed floor.

### **Lifetime Structural Warranty**

Floortek hardwood flooring uses the most advanced flooring technology available and every piece is put through a rigorous quality control system. Floortek warranties all the product collections to the original owner of a non-commercial floor in its original manufactured condition to be free from: delamination, milling defects and grading for the lifetime of the floor. This warranty excludes the standard defect allowance of 5% for widths below 4'' and 8% for 4 1/4'' and over. The relative humidity in the residence must be targeted at 40%-55% and the maximum ranges in the specific product warranty never exceeded. Radiant heat warranty is limited as specified in the radiant heat section. The warranty does not cover the normal movement and reactions of wood to humidity and damages as listed in the exclusion list. To fulfill this warranty, the owner must ensure the pre-installation, installation, maintenance and care guidelines are complied with. In the unlikely event of delamination, warping, cupping or buckling of the product because of manufacturing defects, the manufacturer will replace or repair the defective flooring pieces at no cost to you.

### **25-Year Residential Wear Warranty**

Floortek hardwood flooring is finished with exclusive aluminum oxide finish. This warranty guarantees to the original purchaser that finish will not wear through or peel for 25 years from the date of purchase. The wear warranty is applicable to non-structural defects only. Checks, lines or peeling that appear on the surface of knots, checks, holes, color variation and other related natural character allowed for in the grades are not covered under this warranty. The floor must be installed and maintained in accordance to Floortek's installation and maintenance guidelines. See warranty exclusion for other limitations.

## Warranty Exclusions

**The following are excluded from all Floortek warranties**

- Any damages or failures, but not limited, to the following are not covered by Floortek's warranty
  - The finish wear surface must be easily noticeable and cover at least 15% of the total floor area for a claim to be considered.
  - Damage or structure failure relating to installation and interior conditions that do not comply with Floortek's installation requirements.
  - Damage due to improper care or failure to comply with Floortek's maintenance and care instructions.
  - Structural Defects natural in the wood where the finish cracks, contains voids, or color variation that appear on the surface of a knot, check, split, hole or similar naturally wood character in the grade.
  - Natural expansion, contraction and tensions caused by wood reaction to humidity variations.
  - Gloss changes due to wear or use, including variation in replacement boards.
  - Damage due to water, spills, steaming, excessive cleaner, wet mopping, moisture, sink/dishwasher/pet bowl/planter spills that cause distortion of the wood and blistering and peeling of the finish
  - Dents, scratches, high heel marks, pet damage, chemical & adhesive damage. Use of tape except 3M blue tape.
  - Natural discoloration of the finish, aging, fading or darkening of the wood and excessive exposure to sunlight, including uneven discoloration under rugs and furniture.
  - The use of mats with a latex or rubber backing since these backing can cause permanent discoloration.
  - Natural color and character marks in the wood as allowed in the grade (samples do not show all possible character marks allowed in the entire floor).
  - Environmental extremes of heat, dryness, or humidity that exceeds the product specified humidity range.
- Construction damage, in particular on textured surface, can contaminate the naturally occurring or intended undulations in the surfaces (I.e. Drywall dust).
- In all cases, any warranty, remedy, or repair must first be approved by Floortek hardwood flooring.
  - Maintenance instructions must be followed and, in particular, the floor cannot be wet mopped.
  - The humidity level in the home must be in the 40-55% range throughout the year using air conditioners, humidifiers or dehumidifiers as appropriate.
  - Excessive swelling, cupping and gapping caused by moisture fluctuations outside the range of 40-55%.

- Any insect infestation after the product has left the factory.
- Any squeaking sound, movement, unevenness of the floor due to improper use of tools and/or accessories for floating, glue-down or nail-down installation.
- 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.

#### Warranty Exclusion – For Deluxe Collection Carbonized Engineered Hardwood

Floortek Deluxe Collection engineered hardwood is made of carbonized white oak under high pressure and high temperature conditions which make the whole veneer to become same color. Due to its unique production process, minor checks or cracks may happen under extreme moisture or temperature changes and these are not covered by the Floortek engineered wood floor warranty.

**For more information, please contact your local dealer or visit our website:  
[www.hybc.ca](http://www.hybc.ca)**

