

WARRANTY

30-YEAR RESIDENTIAL WARRANTY ONLY ON THE FINISH OF VARNISHED FLOORS AND LIFETIME WARRANTY ON OILED OR VARNISHED FLOORS AGAINST STRUCTURAL INTEGRITY AND MANUFACTURING DEFECTS.

3-year warranty only on the varnish installed in light-use commercial settings. The best choice for flooring that is also environmentally friendly!

American Wide Plank Flooring is proud to offer its program of residential and commercial warranties on all products, as well as the pre-oiled coating when pre-installed and maintained according to our recommendations and guidelines.

The warranty program applies to the original purchaser of residential and commercial American Wide Plank Flooring. It guarantees that pre-varnished or pre-oiled floors conform to American Wide Plank Flooring standards and to those of the industry at large.

Note: For the warranty to apply, the relative humidity of your home or building must be maintained at the levels specified in the warranty: **25% to 70% humidity in the air**. The guarantee on pre-varnished or pre-oiled floors applies only to the following facilities:

- Residential
- Light-duty commercial (ex. shopping mall, etc.). 3 years only on the varnish (Hotel room, considered residential)
- Business offices, 3 years only on the varnish
- Any facility not dedicated to restaurant business

It does not include medium-duty commercial or heavy-duty industrial use.

This warranty applies to residential and commercial pre-oiled and pre-varnished floors which were manufactured after January 5, 2009.



Lifetime warranty on the structural integrity of the floor

During the manufacturing process, American Wide Plank Flooring ensures strict quality control at every stage. This allows us to guarantee a consistently high-quality product.

American Wide Plank Flooring guarantees its pre-varnished and pre-oiled floors against manufacturing defects only to the original purchaser for the duration of the contract or for the period the original purchaser retains ownership of the residence or building.

American Wide Plank Flooring's warranty covers all manufacturing defects, classification defects according to the NWFA, and application of oil, dye, and polyurethane finish.

The lifetime warranty on the structural integrity of the floor indicates that this product will remain free from defects in size molding, rolling or assembly according to industry standards.

American Wide Plank Flooring Products: Contract Provision

American Wide Plank Flooring pre-varnished and pre-oiled products are guaranteed to the original purchaser against delamination (separation between the folds), warping, undulation, twisting and cupping within the humidity levels recommended by American Wide Plank Flooring, **25% to 70%** air humidity subfloor under normal environmental conditions, as outlined in the installation guide.

Important: The term "environmental conditions" implies that heating and ventilation systems maintain a relative humidity of **25% to 70%** for floors in the Ocean Collection (Engineered) and **40% to 60%** for solid wood floors in order to preserve maximal performance for hardwood floors.

Relative humidity levels apply to all wood products, including furniture.

When applicable, American Wide Plank Flooring's warranty is limited to the replacement or reparation of the boards which have a manufacturing defect, at the option of American Wide Plank Flooring. A manufacturing defect must be in excess of the industry standard of 5% margin of error; thus, it includes material which exceeds this margin of error due to factory grading and inspection, etc.



Not covered in the warranty: Any damage due to transportation, storage, installation or extreme indoor conditions (extreme heat, dryness, or humidity), extreme exposure to sunlight or other ultraviolet light source. (Heat, dryness, or humidity can damage the floor). It is very important to respect the level of **25% to 70%** air humidity.

It is normal for wood to slightly contract and expand. Changes in temperature may cause these small variations under normal environmental conditions.

Warranty on Oil Finish

No warranty is offered on the oil finish. A floor's oiled finish can last anywhere between 6 months and 100 years depending uniquely on its maintenance. For example, some products remove the oil from the floor, while others add oil, which will evidently extend the lifetime of the floor. Additionally, if there is not enough oil on the floor, it can be susceptible to stains and also to drying out in the wintertime when the air has a lower humidity level. Drying out may cause small or large cracks on the surface of the wood flooring.

Radiant heating system

American Wide Plank Flooring does not recommend installing a radiant heating system in a solid wood floor that is $\frac{3}{4}$ inches thick unless it is bonded with an adhesive designed for this purpose. American Wide Plank Flooring is approved by and installed in accordance to the recommendations of the NWFA (National Wood Flooring Association).

Available to contract (**Engineered**) only

Our engineered flooring can be installed on a subfloor with a radiant heating system (hot water pipe in concrete or sleeper wood). To maintain your floor in optimal condition, refer to the installation guide for engineered flooring.

Test the radiant heating system and use it for several weeks before installing the floor. The floor must be installed and maintained in a controlled environment. The humidity level must be **25% to 70%** for engineered flooring and **40% to 60%** for solid wood flooring. The surface temperature of the floor must never exceed 85° F (29.44° C). The radiant heating system must never lower the moisture content of the floor under **6%**.



30 Year Warranty against Wear: **Pre-varnished floors only**

American Wide Plank Flooring guarantees pre-varnished wood floors against normal residential wear to the original purchaser for 30 years (according to the purchase contract at the date of signature). These terms of normal residential use include **25% to 70% air humidity levels**.

Additionally, this warranty against wear excludes finish welts, scratches, dents and damage caused to the surface through lack of maintenance, negligence, high heeled shoes, wet mopping, water, rocks, erosion, sand and other abrasives, lack of adequate protection or prevention and any other misuse of the floor.

Wear must be easily observed and must cover at least 30% of the floor surface. Reduction of gloss is not considered wear.

Cleaning products used on the floors must be those suggested by American Wide Plank Flooring and designed specifically for pre-varnished American Wide Plank Flooring hardwood floors.

Use of products other than those suggested by American Wide Plank Flooring may damage the floor and voids the warranty. These warranties apply when preventive maintenance and installation are carried out as outlined in American Wide Plank Flooring guides.



Responsibilities of the Owner and Installer

Hardwood is a natural material that possesses certain unique characteristics. Flooring is manufactured in accordance with the highest standards of quality. Standard trade practice allows for up to a 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the owner, even if absent at installation:

- Before installation, the installer and owner must ensure that the work environment and subfloors meet or exceed the standards listed in the product's installation guide.
- Before installation, the installer and owner must conduct a final inspection of the grade, color, manufacturing quality, and finish of the boards to ensure that the floor conforms to the purchased product.
- During installation, the installer must not use boards that appear below standards in relation to grade, color, manufacturing quality, or finish. American Wide Plank Flooring will replace only defective boards, installed or not, exceeding the 5% margin of error allowed by the industry.
- American Wide Plank Flooring shall in no case be liable for an installer's lack of judgment or poor quality of installation.
- Once installed, all installed boards are considered as having been accepted by the installer and owner, even if owner is absent at time of installation.

Exclusions due to inherent properties of wood

Wood expands and contracts according to variations in humidity. Even if properly installed, narrow gaps and slight distortions can occur in the flooring. These natural occurrences are excluded from the present warranty.

Moreover, exposure to light alters the color of wood. Flooring made from soft wood is not recommended for commercial use.

Finish Warranty: Exclusions

- Gloss and color variation are excluded, as these are natural occurrences.
- All damage (ex. impact marks, dents, scratches, or abnormal wear) caused by, but not limited to, the following:
 - Maintenance that fails to meet the requirements in the product's installation guide
 - Use of cleaning products other than those recommended for flooring
 - Misuse
 - Negligence
 - Accidents
 - Spiked or high heeled shoes
 - Water
 - Wet mopping
 - Stones
 - Sand or other abrasives
 - Claw marks
 - Insufficient prevention
 - Insufficient protection, especially under furniture
 - Etc.

Exclusive Provision for Authentic Grade Floors

The nature of Authentic Grade floors accounts for the following characteristics that may be visible at the time of purchase or may develop over time. This list is not inclusive.

- Pronounced color variations
- Mineral streaks
- Open and closed knots
- Holes
- Checks
- Open cracks
- Worm holes
- Partial or irregular milling of floorboard edges
- Localized variable thickness
- Subsidence of character traits
- Etiolation or separation within character traits
- Elevation of some character traits, which become more prominent
- Localized deterioration of finish near character traits

These characteristics are considered normal for these products and are excluded from the warranty. No damage attributed to these characteristics is covered by the warranty.



General Warranty Limitations and Exclusions

- When applicable, American Wide Plank Flooring's warranty is limited to the replacement or reparation of the boards which have a manufacturing defect, at the option of American Wide Plank Flooring. These boards must present a defect covered by the warranty and be in excess of the 5% margin of error allowed by industry standards.
- When applicable, American Wide Plank Flooring's financial responsibility is limited to the cost of replacement boards, up to the total purchase price of the floor (excluding installation costs), in accordance with the original purchase invoice. American Wide Plank Flooring will not assume any other costs, including labor, installation, accommodation, meals, moving, or cleaning.
- The warranty applies only to the original purchaser and is not transferrable.
- The warranty does not apply to products that have not been paid for in full.
- The warranty does not apply to flooring under commercial use.
- Intentional alteration of the finish (ex. sanding, surfacing) voids the warranty for the altered portion of the floor.

Procedure for Registering a Complaint

Under the warranty program, when making a complaint, contact your authorized dealer where the American Wide Plank Flooring was purchased.

The complaint must be received in writing during the period covered by the warranty, at the latest 4 weeks after the onset of the problem leading to the complaint. The date of purchase, the invoice and the identity of the original purchaser will be verified.

The American Wide Plank Flooring which is the subject of a complaint must have been purchased from an authorized dealer and American Wide Plank Flooring must have been paid in full. The purchase of an American Wide Plank Flooring floor from an unauthorized deal will invalidate this warranty.



Important

American Wide Plank Flooring recommends preserving installation and maintenance guides, as well as the original invoice.

If the dealer is unable to fulfill your request, please contact American Wide Plank Flooring directly by mail at the following address:

American Wide Plank Flooring

524, rue des Entreprises

Thetford Mines, QC

G6H 4B1 Canada

Tel: 1 855 801-3030

Email: davidgilbert@americanflooring.ca

American Wide Plank Flooring will send you a form to fill out and return.

American Wide Plank Flooring reserves the right to inspect the floor. An authorized representative may take samples for analysis. The results of the analysis will be made available within a reasonable timeframe.

Registering your American Wide Plank Flooring Warranty

Congratulations on your choice and thank you for purchasing an American Wide Plank Flooring floor! To register your warranty, simply send this form to the following address:

American Wide Plank Flooring

524, rue des Entreprises

Thetford Mines, QC

G6H 4B1 Canada

Tel: 1 855 801-3030

Email: davidgilbert@americanflooring.ca

Note: Please preserve all original bills of purchase and installation, etc. You may need them for the warranty. Also, be sure to keep all information about your authorized American Wide Plank Flooring dealer, the installation team, and the products purchased.