

# Contractors CHOICE

## Contractors Choice Hardwood Limited Warranty

*Applies to **Legends** and **Lakeshore Maple** Collections*

**Pre Installation Warranty:** We carefully inspect every plank before it leaves our factory. However, we encourage you and your installation professional to carefully inspect each board for any visible defects prior to installation of the floor. Any boards with cracks, splits, irregular finish or damaged boards should not be installed. Simply return these materials to the store where purchased for replacement.

**Lifetime Structural Warranty:** This floor is manufactured from only the highest quality components. In the unlikely event that a structural failure occurs, we will repair boards, authorize finish restoration/coating or replacement of your floor (our option) for as long as you own your home.

**15 Year Finish Warranty:** Your floor's finish is warranted not to wear through for a full 25 years for residential applications when properly maintained using our Floor Care Guidelines.

**CHARACTERISTICS OF YOUR FLOOR** Hardwood floors are a natural product with inherent variations in grain and color. These variations, which may be slight or significant depending on the wood type, add to the beauty of real wood and are not indications of a defect.

**Expansion and Contraction:** All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor. However, these issues can be easily avoided by maintaining proper humidity levels (25% to 45%) and temperatures between 68° to 78° Fahrenheit.

**Color Changes:** All natural wood products are subject to change due to ultra-violet light, the most prominent source is sunlight but also from interior lighting sources. Tropical species will develop darker patinas as they age. To protect your wood flooring and other interior furnishings we recommend the use of Ultra-Violet inhibiting tints as well as adequate window coverings to minimize the effects of Ultra Violet light. Please Note: Boards or

sections of the floor that are replaced at some date in the future, will not initially match the rest of the floor.

**ACCLIMATION:** Flooring should be acclimated in opened cartons in the environment in which it will be installed to allow for proper installation and "marriage" with the sub-floor and home. Acclimate the flooring for at least 48 hours (preferably 3-4 days) prior to installation. In addition, the heating or cooling system should be operating and controlled at for at least 48 hours before, during and maintained after installing.

**Floating Floor:** In the event that your floor is installed using this method, it is normal to experience some minimal flexing in the surface of the floor. The underlayment system allows for this movement and it is considered normal. The sub-floor must meet manufacturing tolerance listed in the installation instructions. Use a back and forth motion with the duster. When the terry cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are reusable so simply throw the cover in the wash and dry it as you would any towel.

**Warranty Service:** In the unlikely event that your floor does not perform within the listed parameters established by this warranty the following steps are required. We wish to provide excellent customer service and the following procedures are needed to ensure that commitment of timely service is met. It is important that you have the original invoice for your hardwood floor purchase to initiate the warranty process.

1. Contact the Authorized Dealer from whom you originally purchased your engineered hardwood floor. They will inspect the floor and note any and all of your concerns. If further action is required they will contact highest quality components. In the unlikely event that a structural failure occurs, we will repair boards, authorize finish restoration/ coating or replacement of your floor (our option) for as long as you own your home.
2. In the event that the initial inspection by the original selling dealer is inconclusive or you the homeowner have additional questions, the original Authorized Dealer will contact the Wood Distributor to conduct a follow-up inspection. The Distributor representative will file a report with Contractors Choice.
3. After Distributor inspection, Contractors Choice will issue its findings and will determine if any additional action is required.

Should any questions remain after the simple two step process is completed the Distributor Representative can arrange for a factory review of the process. This warranty applies to the original purchaser and is not transferable. It is vital to us that you as our consumer experience the highest level of satisfaction and service in respect to your flooring product. This warranty requires that an employee, owner, or officer of the Authorized Dealer from whom you purchased the floor responds to any concerns you have regarding your floor. We require the dealer to perform the first inspection which will initiate the warranty review process. This warranty requirement excludes the use of independent inspectors when responding to your initial concerns. We feel personal attention from your dealer is vital to resolve any warranty concerns in a concise and timely manner.

## **WARRANTY EXCLUSIONS**

1. Installation Error: Any product which is damaged as a result of installation mishandling or installed in a manner which is inconsistent with our written installation instructions will not be eligible for warranty consideration.
2. Pre-Installation Warranty: Boards are eligible for replacement if they contain manufacturing defects. Boards that are subjectively viewed as a problem but fall within industry accepted norms as established by the NWFA will not be eligible for replacement. Sunlight and Ultraviolet Light Reaction: Normal exposure to sunlight will cause subtle to extreme reaction depending on species and degree of exposure. Ultraviolet light can also be produced by in home lighting. Window coverings and UV inhibiting films can be used on windows to minimize the effect.
3. Environmental Reactions: All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor (see expansion and contraction).
4. Misuse: Damage caused by moisture, spiked or high heeled shoes, sharp objects, gravel, sand, or other abrasive materials or corresponding scratches, indentations, unprotected chair and furniture legs, loss or gloss level related to any of the above, or damage from pets and pet claws is excluded from this warranty.
5. Maintenance: Maintenance of this floor must follow the instructions listed in this brochure. Wet mopping or use of unauthorized cleaning products will invalidate this warranty.

This warranty is limited to residential installation only and does not apply to commercial or industrial use. This warranty does not apply to any product which is abused, improperly installed, improperly maintained, or damage caused by insects, floods, pet urine, plumbing leaks, moisture intrusion, improper drainage, building defects, or circumstances beyond our control. Contractors Choice assumes no responsibility for incidental or consequential damages. However, some states do not allow the exclusion or limitation of 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 only remedies provided herein are the repair, finish restoration/coating or replacement of defective products. We strongly recommend that you visit [woodfloors.org/consumer](http://woodfloors.org/consumer) for installation help and maintenance tips.

**Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. It is the installer's responsibility to check color, finish and quality before installation. If your installer is not satisfied with our flooring prior to installation, then do not install the floor and contact us right away. We are not responsible for any costs associated with repairing or replacing boards that were installed with evident defects.**