

A close-up photograph of a light-colored wood-grain engineered wood floor, showing the texture and grain patterns of the planks.

# WARRANTY & INSTALLATION

*Signature Brushed*  
*Premium Engineered Wood Flooring*

Revised July 2018

# IMPORTANT!

IT IS THE RESPONSIBILITY OF THE CUSTOMER OR INSTALLER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. THE MANUFACTURER ACCEPTS NO RESPONSIBILITY FOR LABOUR COSTS INCURRED TO REMOVE ANY INSTALLED PRODUCTS.

## RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by the manufacturer of **ETM SURFACE DESIGN SIGNATURE BRUSHED** Prefinished Engineered Hardwood Floors, and is extended to the original purchaser of our product for as long as the original purchaser owns the residence (warranty is non-transferable). The Warranty Program is limited to residential application only and does not apply to any commercial or industrial use.

Claims must be filed by the initial buyer at the point of purchase. Notice of claim must be filed within the warranty coverage period and the distributor must be notified of any problems with the flooring within 30 days from the date of the problem occurs. Information such as proof of purchase, original warranty and our Installation Guide will be requested. The distributor reserves the right to inspect the floor and remove samples for technical analysis after the receipt of a written claim. This guarantee is pro-rated based on the amount of time the floor has been installed.

### STRUCTURAL/MANUFACTURING LIFETIME WARRANTY

- The manufacturer warrants to the original purchaser its **ETM SURFACE DESIGN SIGNATURE BRUSHED** Prefinished Engineered Hardwood Floors against any manufacturing defects caused by improper milling, grading, dimension and delamination (separation between plies due to bond line failure but not shearing of wood fibers) in normal environmental conditions. Normal environmental conditions mean that heating and ventilation systems should be designed to **maintain interior relative humidity level (in the air) between 40% to 60% all year round**, to ensure the best performance of the **ETM SURFACE DESIGN SIGNATURE BRUSHED** prefinished engineered hardwood flooring.
- Hardwood is a natural product with naturally occurring imperfections and variations in colour, grain and appearance. Actual flooring products may differ in colour, grain and appearance from illustrations and samples, and variations in colour, grain and appearance will exist in any quantity of the flooring itself. These are not considered defects.
- Whenever this warranty is applicable, the manufacturer's (or its distributor's) liability is limited to replace, or repair, at the option of the manufacturer or its distributor, the defective products with the same product or similar product with equivalent value due to manufacturing defects in excess of industry standards (5% of the total flooring quantity), excluding the cost of transportation, storage, and installation. Damage due to improper transportation, storage, installation, extreme sunlight, extreme indoor conditions (extreme heat, dryness or moisture), or any other cause are not covered. Excessive heat or dryness can result in gapping or splitting; excessive humidity can result in cupping and warping. Gapping, splitting, cupping or other problems resulting from exposure to improper environmental conditions are not covered by the product warranty. It is natural, due to the inherent properties of wood that, some minor contraction and expansion may occur. These occurrences and/or visual changes in the hardwood floor will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions. Under no circumstances will the value of a warranty claim exceed the original purchase price of the product and the manufacturer (or its distributor) accepts no responsibility for labour costs incurred to remove any installed products.

## 25-YEAR FINISH WARRANTY

- The manufacturer warrants, to the original purchaser, the lacquer finish will not wear through for 25 years from the date of the original purchase and used under normal residential traffic conditions and with proper maintenance. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss reduction, indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes, water, wet mopping, erosion, pebbles, sand and other abrasives, however, are not considered wear through and therefore are not covered under the finish warranty.
- If wear-through does occur within the warranty period, the manufacturer (or its distributor), at its option, will refinish, repair or replace the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labour costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.
- To be eligible for a finish warranty claim, the wear-through must be readily visible and must cover at least 10% of the total floor surface. Gloss reduction and isolated areas of surface wear in high traffic areas (doorways, hallways, etc) are not considered normal wear-through and are not covered by this warranty.

## RADIANT HEAT PERFORMANCE WARRANTY

- The manufacturer warrants that **ETM SURFACE DESIGN SIGNATURE BRUSHED** can be installed over a radiant-heated subfloor (water-filled tubes through concrete thermal mass). New water radiant heat system must have been tested and in operation for a few weeks prior to installation. **THE SURFACE TEMPERATURE MUST NEVER EXCEED 80°FAHRENHEIT (OR 26°CELSIUS)**. Proper relative humidity level must be maintained throughout the year. Run humidifiers and/or dehumidifiers as necessary to maintain recommended relative humidity level. Upon completion of installation, heating system may be turned on gradually. Heating and ventilation systems should be designed to **maintain interior relative humidity level (in the air) between 40% to 60% all year round**, in order to ensure the best performance of the **ETM SURFACE DESIGN SIGNATURE BRUSHED** engineered hardwood flooring.
- Wood flooring is a natural product, it is normal that seasonal effect and in-floor heating system will affect the humidity thus minor gaps and changes in dimension will occur with wood flooring. **ETM SURFACE DESIGN SIGNATURE BRUSHED** engineered hardwood flooring is NOT recommended for use with any in-floor ELECTRIC heating system nor water tube system not encased in a thermo mass.

**Note: Any attempt to repair, replace, or refinish the floor prior to the manufacturer's (or its distributor's) inspection and authorized repair actions will void this warranty.**