
ENGINEERED WOOD ACCLIMATION & FLOORING WARRANTY



ENGINEERED WOOD FLOORS ACCLIMATION

While engineered wood floors are designed to better withstand changes in temperature and humidity than solid hardwood floors, the location these floors are being installed in still must meet the requirements of the flooring products themselves. This will ensure the flooring will perform as it was intended to perform in that given environment. Acclimation is simply about aligning the jobsite with the requirements of the flooring being installed in it.

ALLOW THE FLOORING TO ACCLIMATE TO THE HOUSE / PROJECT FOR AT LEAST 48-72 HOURS. DEPENDING ON THE GEOGRAPHY and/or CLIMATE.

Acclimation can be influenced by:

- Seasonal changes
- The specific engineered flooring requirements
- The type and moisture conditions of the subfloor
- Climate conditions of the jobsite
- Whether or not the installation site is enclosed and the HVAC is running (HVAC) is required for the house, no HVAC no warranty.

Before engineered flooring can be installed, it must be at, or close to, the equilibrium moisture content (EMC), as defined by the manufacturer requirements, to avoid moisture-related failures like cupping, crowning, or warping.

Measure the Moisture Condition of the Subfloor

Another critical step in ensuring the flooring is acclimated properly includes measuring the moisture in the subfloor. If your subfloor – whether wood or concrete – is still wet, then it doesn't matter how acclimated your wood flooring is. You probably still will have a moisture-related flooring failure.

Be sure to conduct the appropriate moisture test for the subfloor you're installing over, whether it's wood or concrete. This will guarantee that the subfloor and the wood floor are moisture-compatible.

1 – Enclose the Project Jobsite

If the installation location is enclosed, you can bring the wood in without worrying about it being exposed to the elements.

2 – Ensure Drainage Runs Away from the Building

Make sure that grading is completed and the drainage runs away from the building. Proper drainage will prevent water from pooling anywhere and impacting the moisture condition of the subfloor. If the subfloor moisture condition is affected, it eventually will cause moisture problems for the wood flooring.

3 – Complete All Wet Construction Elements

Wet construction elements, including paint, release moisture as they dry. When they do so, the wood may absorb that moisture and increase the MC.

4 – Run the AC and Heating Systems

When the AC and heating systems have been running, you can be confident that the temperature and humidity of the installation location are stable, which is crucial for proper wood installation. Running these systems for at least five days before the wood shipment's arrival will best prepare the installation site.

There are no warranties that extend beyond the description provided within this document. These warranties are given in lieu of all other warranties. There is no warranty of merchantability or fitness for any particular purpose except the express warranties contained in this document. The manufacturer excludes all warranties implied by law or implied by fact which are not expressly set forth. The manufacturer excludes and will not pay any consequential or incidental damages. Repair or replacement is the sole remedy set forth by the manufacturer.

WHEN WARRANTY APPLIES

This warranty is effective for all Engineered Wood flooring. Our warranty extends only to the original purchaser of the flooring, and not transferable to purchasers of residence, business/ commercial or other locations where the flooring is installed. Our warranty only applies if the flooring is installed in strict compliance with Manufacturer's installation and maintenance guidelines provided with your product. You must also perform regular and preventative maintenance for this warranty to apply.

MANUFACTURING & STRUCTURAL WARRANTY

The manufacturer warrants to the original purchaser that its flooring will remain free from manufacturer defects in , milling, delamination, dimension and grading for as long as the **original purchaser** owns the floor. The manufacturer also warrants to the original purchaser against any manufacturing defects caused by improper milling or grading.

EXTREME CONDITIONS

Engineered Wood flooring is a natural product, some minor contraction and expansion will occur and considered normal. The relative humidity level in the home must be maintained in the **35%- 65%** range throughout the year using the air conditioning, dehumidification, or humidification as necessary. Normal seasonal changes in the flooring due to the natural properties of the wood will not be covered by the warranty. Extended periods of low humidity typical of late winter or desert climates may cause the flooring to shrink/gap. Excessive humidity beyond RH range of 65% may result in swelling, possible buckling of individual boards. These occurrences and/or visual changes in the hardwood floor will frequently self-correct with controlled seasonal climate changes of **35%- 65%**. Prolonged exposure to sunlight may cause the planks/ stain to change color. Decorative rugs or furniture may cause a "shadow" effect on the floor. Oak & Broad will not repair/replace the hardwood floor due to these natural changes caused by normal environmental conditions of **35%-65%**.

IMPROPER INSTALLATION

Proper NWFA installation procedures must be followed, including a dry wood sub-floor within 4% of engineered flooring. This flooring warranty is considered void if a wood sub-floor other than or $\frac{3}{4}$ " thick or greater performance rated plywood or Oriented Strand Board (OSB) is used. Floor joists must be 19.2" or less on center or be approved by an architect for hardwood floor installation. Concrete testing per ASTM F1860 or F2170 must be completed per NWFA installation guidelines and documented prior to flooring installation. Installation of defective planks is not covered under warranty if installer installs material that has not been properly inspected for flaws/defects in the wood, milling, or finish before installation. This warranty will not cover the installation labor or replacement costs of material that was not properly inspected prior to installation for visual or structural defects that are eventually rejected by the end user or their agent. National Wood Flooring Association (NWFA) installation guidelines lists approved flooring fasteners (staples, cleats or nails) must be used and placed according to standard. For more information about NWFA, visit **www.nwfa.org**

ABUSE OR MISUSE

This warranty does not cover damage caused by high heel, , sports equipment, furniture, cleaning equipment, sudden impact by hard objects, pet claws, use of abrasive cleaners, or abrasion by any object such as sand or pebbles. Scratches/dents that appear after installation are considered to be normal wear. This warranty does not cover damage due to insect infestation after the product has left the factory.

WATER DAMAGE

This warranty does not cover damage caused by moisture penetration, flooding, leaking plumbing, overflowed sinks, washing machines, refrigerators, dishwashers, or any similar damage.

LIMITS OF THIS WARRANTY

Any attempt to replace, refinish or repair the floor prior to professional flooring inspection and/or authorized repair actions will void this warranty. No distributor, installer, dealer, agent, sales person or wood floor sales representative is authorized to change or increase the terms of coverage of this warranty. This warranty is in lieu of all other representation, collateral agreements, conditions or warranties of any kind, whether expressed or implies, including without limitation any condition or warranty as to merchantability, fitness for a particular purpose, durability, quality, condition, suitability or any condition or warranty arising by stature or otherwise in law or equity or from a course of dealing or usage of trade. There are no warranties, which extend beyond the face hereof. **LIMITS ON DAMAGE** In no event shall Unique Wood Products or its suppliers be liable for any direct, punitive, indirect, commercial, economic, incidental, consequential, or special damages resulting from use or loss of use or the performance or non-performance of Unique Wood Products or from a breach of this warranty, whether such liability is asserted on the basis of contract, tort or otherwise. Unique Wood Products. **UNDER NO CIRCUMSTANCES WILL BE HELD LIABLE FOR ANY DIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. UNDER NO CIRCUMSTANCE WILL OUR LIABILITY OR REFUND INCLUDE THE INSTALLATION COSTS OR ANY AMOUNT BEYOND THE SELLERS ORIGINAL COST OF THE WOOD FLOOR.**

ADDITIONAL TERMS

Certain conditions, limitations and exclusions set out in this warranty are not permitted or effective in some states. Some of the conditions, limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other legal rights, which vary from state to state. This manufacturer warranty replaces any legal warranty otherwise applicable within the limits permitted by law.

EXCLUSIONS OF WARRANTY

Engineered Wood Flooring warranty does not cover the following:

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mop-ping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture or dryness can cause issues such as face splits, checks, cupping, crowning, warping, buckling, peeling, twisting, or gapping.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the floor care instructions.

Noise: Squeaking, popping or crackling is not covered with mechanically fastened flooring. Other conditions due to low spots, uneven subfloor, insufficient expansion space will also cause these noise related conditions.

Gloss reduction: Fading or loss of gloss of the floor finish is not a product considered a defect. This would be considered normal wear and tear.

Boards Installed with Visible Defects: If any planks were installed with visible defects including visible manufacturing, natural or other defects are not covered. The installer is required to stop installation and contact Oak and Broad representative for replacement material. Once a defective plank is installed it is deemed acceptable by the installer and not covered under this warranty.

Color and Shade Variations: Whether new or replacement flooring may not always match control samples, printed color photography (including websites and catalogs), existing flooring or other wood products due to natural variations that occur by species, age, exposure to UV/sunlight. These variations should be expected and considered normal of wood flooring.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. The manufacturer assumes no liability for incidental or consequential damages, losses, damages or expenses relating other than the floor itself are not covered. Personal damages/costs that may arise while pursuing a claim issue, such as loss from work, hotel costs, meals, storage fees, boarding costs for pets, etc., are not covered. Costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty.

Any and all disputes arising out of the purchase of this product or this warranty shall be subject to mandatory and binding arbitration in Atlanta, GA, pursuant to the rules of the American Arbitration Association. Any jury trials are expressly waived.