



WARRANTY Residential & Commercial

Innovata Flooring comes with industry-leading warranties when purchased from an authorized retailer/distributor. These warranties apply to you if (i) you are the original purchaser of Innovata Flooring Engineered Floors (ii) have purchased the floors for your own personal residential use and not for resale and (iii) have the original retail flooring receipt. These warranties are not transferable or assignable.

Pre-installation

Prior to installation, we recommend that the homeowner examine the flooring material thoroughly to make sure that the color and appearance of the product meet expectations. Please be reminded that natural wood materials possess inherent and unique characteristics that cannot always be fully demonstrated in display samples. Please refer to our Installation Guide for exclusions and warranty voids.

Important Notes Concerning Installation

To ensure that your hardwood floor is installed properly, Innovata Flooring recommends that you follow the installation instructions if you install it yourself or hire an authorized professional installer. Innovata Flooring cannot be held responsible for the poor quality of the installation. If you decide to hire an installer who will install your hardwood floor without your supervision, it is your responsibility to ensure the common sense of the installer. The installer should use reasonable selectivity in assessing the quality of the wood and grading and in arranging floorboards according to the natural color variations of the species selected. Innovata Flooring cannot be held responsible for any unpleasant surprise resulting from the installer's lack of judgment. The installer and/or the owner should select boards reasonably and, either discard, relocate in hidden places or cut out pieces with glaring defects when required.

25-Year Residential Warranty on Product Finish

Under normal residential conditions and with the proper maintenance, Innovata Flooring warranties that its finish will not peel or separate from the wood for 25 years. Gloss reduction can occur due to factors outside of manufacturer's control, which is not considered as wear-through and thus is not under warranty.

5-Year Commercial Warranty on Product Finish

Under normal commercial conditions and with the proper maintenance, Innovata Flooring warranties that finish will not peel or separate from the wood for five years. Gloss reduction can occur due to factors outside of manufacturer's control, which is not considered as wear-through and thus is not under warranty.

Warranty on Product Structure

Our engineered hardwood flooring features 3 ply construction for stronger dimensional stability. The floorboard structure should not delaminate under normal living conditions. Please be reminded that it is normal for minor separations or gaps between floorboards to occur at different times throughout the year due to factors outside of manufacturer's control (such as moisture) and therefore are not considered structural defects.

Lifetime Structural Warranty

Any structural failures are subject to the provisions of this warranty. Innovata Flooring's warrants that the floorboards will remain free from manufacturing defects for as long as the original purchaser occupies the building. The factory warranties apply only to the original purchaser and are non-transferable.

Radiant Heat Warranty

It is critical that the floor be installed to Innovata Flooring's specifications and by the NWFA's guidelines. The surface temperature of the floor should not exceed 85° F. Relative humidity should be maintained at a minimum of 35%. Hydronic, water-based radiant heat systems must be used. Use of electric mat systems is not authorized.

Information on Filing a Claim

Structural Warranty / Grading & Milling - If you have doubts concerning the quality of the product, call your local authorized dealer *before* installing your floor within 30 days following the purchase.