



## Residential & Commercial Warranty

The warranties apply only to the original purchaser and are non-transferable.

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. The primary cause of problems with any hardwood floor is moisture, either too much or too little. It is the homeowner/installer's responsibility to ensure that the conditions prior to install, as well as for the life of the hardwood floor, meet certain criteria. 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.

- (i) **Wood Sub-floors:** The wood sub-floor to which you are nailing or gluing your hardwood floor must have a moisture content (MC) of 12% or less when measured with a properly calibrated pin-type moisture meter, and should be within 3% of the measured MC of the hardwood flooring prior to installation. The sub-floor must remain at 12% or less MC throughout the life of the hardwood floor. It is the homeowner/installer's responsibility to verify those measurements, and to ensure that the environment, including the crawl-space, is and will remain dry.
- (ii) **Concrete Subfloors:** Adequate moisture testing, in the form of a calcium chloride test according to ASTM F-1869 (The moisture emissions from the concrete floor shall not exceed 4 lbs/1000 sq ft/ 24 hours) or probe testing in accordance with ASTM F-2170 must be performed, and the results used to choose the proper adhesive system as per our Installation Instructions. The relative humidity (RH) of the slab must not exceed 75%. If the relative humidity in the slab exceeds 75%, DO NOT INSTALL any Innovata Floors until the above parameters are met. Failure to perform and document the specified test will void this warranty. Failure to use the correct adhesive, as indicated by the moisture test results, may void this warranty.
- (iii) **Environment:** Other factors which can affect the MC of the floor, and cause problems, are uncontrolled environmental relative humidity (RH). It is the homeowner's responsibility to install, operate and monitor such systems as necessary to maintain a RH of between 35% and 55%, and a temperature range of between 60° and 80 ° F at all times. Failure to ensure a maintain a dry sub-floor and/or crawl-space or failure to regulate environmental RH or temperature as required can lead to excessive cupping, splitting, checking and gapping. Such occurrences will not be covered by any Innovata Flooring warranty. Innovata Floors are not recommended for applications such as areas of intense or extremely heavy foot or vehicular traffic, (e.g. commercial kitchens, restrooms, department store aisles and entries, restaurants/bars, or industrial floors) and such applications are not covered under this warranty.

## **25-Year Finish Wear Limited Residential Warranty**

### **5-Year Finish Wear Limited Light Commercial Warranty**

Innovata Flooring will warrant under normal residential conditions and uses, and providing that Innovata Flooring's maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring for a period of 25 years. Innovata Flooring will warrant under normal Light Commercial conditions and uses, and providing that Innovata Flooring's maintenance guidelines are strictly followed, that the finish will not wear through or peel off of the hardwood flooring for a period of 5 years. In the event that the finish wears through or peels off of the hardwood flooring, Innovata Flooring will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area; or (3) refund the purchase price, for the affected area only, prorated over the remaining life of this limited warranty. This limited warranty extends only for defects that cover at least 10% of the surface area of the installed flooring. Gloss reduction, scratches, indentations, or gouges in the finish are not considered surface wear and are not covered under this warranty. The Limited Warranties for Finish Wear begin from date of purchase. The manufacturer warranties apply only to the original purchaser and are non-transferable. This Finish Wear Warranty does not apply to flooring purchased from any close-out sales, liquidation sales, clearance sales or flooring items sold-as is.

## **Lifetime Limited Structural Warranty for Residential 5 Year Limited Structural Warranty for Light Commercial**

Every Innovata Flooring Engineered Hardwood Floor is manufactured using our best core veneers. This process permanently locks the plies together to deliver more dimensional stability and split resistance than ordinary solid flooring. In the event that the plies should separate due to glue bond failure, Innovata Flooring will, at our option, either: (1) repair the defective plank(s); (2) replace the defective plank(s); or (3) refund the purchase price if we are unable to provide a replacement and repair is not commercially practical or cannot be timely made. For Light Commercial Applications this warranty is limited to 5 years, and begins on the date of purchase. Only adhesives approved by Innovata Flooring may be used for glue-down applications. Glue-down installation using a non-approved adhesive will void this structural warranty. Innovata Flooring is not warranted for installation over radiant heat systems in commercial applications. The manufacturer warranties apply only to the original purchaser and are non-transferable. This Structural Warranty does not apply to flooring purchased from any close-out sales, liquidation sales, clearance sales or flooring items sold-as is.

## **Floating Floor Installations**

Innovata Flooring Engineered Hardwood Floors are warranted for floating installations provided installation is done in strict accordance with the Innovata Flooring Engineered Hardwood Flooring Floating Installation Instructions.

## **Radiant Heat Installations**

These warranties are extended to all Innovata Flooring Engineered Hardwood Floors when installed over Hydronic Radiant Heat systems, provided installation is done in strict accordance with the Innovata Flooring Engineered Hardwood Flooring Installation Instructions and NWFA Guidelines and ongoing operating floor

temperature and room humidity is controlled as detailed therein. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. These symptoms are NOT covered by this warranty. Use of electric mat systems is not warranted. Innovata Flooring is not warranted for installation over radiant heat systems in commercial applications.

## **Warranty Exclusions**

Innovata Hardwood Floors are not recommended for applications such as areas of intense or extremely heavy foot or vehicular traffic, (e.g. commercial kitchens, restrooms, department store aisles and entries, restaurants/bars, or industrial floors) and such applications are not covered under this warranty. Innovata Hardwood Flooring is not warranted against gloss reduction, scratches, indentations, gouges or damages which are caused by neglect, water, wet mopping, erosion, pebbles, sand, other abrasive, misuse, abuse, insufficient protection, insects, pets, and spiked shoes. Failure to follow Innovata Flooring's written installation or maintenance instructions, not maintaining proper humidity conditions, or any improper alterations of the Innovata Flooring voids applicable warranties. Surface checking and/or occasional cracks in the surface due to changes in humidity or dryness as the floor ages are common in natural wood products and are not covered by these warranties. Damage due to water saturation such as leaky plumbing, broken pipes and wet mopping is excluded from the Lifetime Limited Structural Warranty. Maintaining proper humidity is necessary (please refer to installation instructions for suggested range). Minor separations due to seasonal humidity changes are not covered by this warranty. Innovata Flooring reserves the right to determine, with sole discretion whether any item here under is defective or subject to exclusion noted hereby. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Wood is a natural product containing natural variations in color, tone, and graining. Innovata Flooring cannot warrant against natural variations in color or any other variations, such as mineral streaks, small knots, and grain variations from plank to plank. Any sample or model shown or used by your seller is for demonstrative purposes only, and such sample or model DOES NOT create a warranty of any kind that the goods you purchased shall conform thereto. Any warranties based on any such sample or models are specifically disclaimed. Responsibility for final inspection and approval falls to the customer and installer prior to permanent installation. Innovata Flooring is not responsible for any costs associated with repairing or replacing planks with apparent defects after the floor is installed. Innovata Flooring may repair or replace any defective product at its sole discretion. Any attempt to repair, replace or refinish prior to Innovata Flooring optional inspection will void this warranty. No installer, retailer, agent or employee of Innovata Flooring (other than claims department) has the authority to increase or alter the obligations of this warranty.

## **Information on Filing a Claim**

If you or your installers are not satisfied with the quality of the product, prior to installation, please contact your local authorized dealer before installing within 30 days of your purchase for a full replacement. (Accepting or rejecting the shipment must be done on full shipment quantities only, not carton-by-carton or plank-by-plank). All claims must be filed through the original point-of-sale supplier, i.e. distributor, retailer or dealer with original receipt.