

Cambrian Hardwood

INSTALLATION RECOMMENDATIONS FOR WARRANTY

Floors should be installed according to widely recognized industry standards and practices. Before the installation, the plastering, cement work and painting have to be completed and well dried. Acclimatization of 48 hours minimum is essential before installation. The sub-floor should be well installed and leveled. As this is a finished product, it should be handled with care in order not to damage it at any time.

25-YEAR LIMITED WARRANTY

Cambrian Hardwood floors coated with aluminum oxide are covered by a 25-year warranty against wear-through on all products sold in North America by authorized dealers and/or distributors. This warranty covers flooring installed for residential use only. This warranty covers the original buyer for a period of 25 years from date of purchase. This warranty is non-transferable. Failure to comply with any of the terms, obligations or recommendations 'explained herewith will render this warranty null and void.

CONSUMER OBLIGATIONS & MAINTENANCE

- Humidity - To prevent excessive expansion or shrinkage of your hardwood floor, it is important to maintain the relative humidity level for your area between 35% and 50% approximately.
- Final Product Inspection - The installer and/or the owner assume final inspection and acceptance for the product quality prior to the installation.
- Protection - Water, dust, sand and salt are the worst enemies of wood. The combined effect of water and sand or salt or dust is devastating to flooring, so it is important to place floor mats at entrances. Install felt pads to the legs of furniture and chairs to avoid scratching floor when object are moved.
- Liquids & Spills - Never use a dampened mop or wet cloth to clean your hardwood floor. Water can seriously damage any kind of wood. All liquids and spills should be wiped off as soon as possible in order to prevent possible damage.
- Sunlight - Normal exposure to sunlight will cause slight colour changes in any hardwood floor. Area rugs, which block out light, should therefore be shifted regularly.
- Care Products - For best results, we recommend the use of specially formulated wood care and maintenance products. Also, never use wax, household detergents or oil-based soap on the floor. These products may damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards.

PROCEDURES

Should you need to file a claim under this warranty, here is the procedure to follow:

- Contact your authorized dealer and/or distributor where the floor was purchased.
- You must have a copy of your original receipt and be the original owner of the floor.
- The surface wear must be readily visible. At least 10% of the floor surface must be affected.
- The manufacturer retains the right to inspect the floor and remove samples for technical analysis within 30 days from receipt of a written claim.

MANUFACTURER OBLIGATIONS

The responsibility of the manufacturer is limited to repairing, refinishing or replacing defective products, at the discretion of the manufacturer. No distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or durations of this warranty. Other compensation, like removal, installation, incidentals or any other expense, are not covered by this warranty. (Note: Exclusions or limitations may not apply if they are against state or province law.)

- Improper installation or acclimatization.
- Any unauthorized repairs, refinishing, or removal of wood strip flooring.

EXCLUSIONS

This warranty shall exclude the damages, resulting, from the following:

- Products installed in a basement, or directly over a concrete floor, or in a room equipped with radiant heat.
- Reduction or dulling of the floor's shine or gloss, which is not considered surface wear.
- Shrinking and/or expansion of the floor due to seasonal changes in relative humidity.
- As wood is a product of nature, minor quality variations inferior to 5% of total square footage purchased are not covered by this warranty (per industry standard).
- Incorrect handling or storage.
- Neglect of maintenance, prevention or protection of product.
- Use of the product for other means than residential purposes.
- Abnormal wear or abuse (indentations caused by spike heels, furniture or other sharp or abrasive objects, etc.)
- Excessive moisture resulting from saturation of water or other liquid.
- Insect infestation, blemishes or scratches caused by pets.
- Extreme weather conditions and natural disasters.