

ENGINEERED WOOD FLOOR LIMITED RESIDENTIAL AND LIGHT COMMERCIAL WARRANTY

Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

Warranties are non-transferable and apply to customers who originally purchased and installed the flooring. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser.

25 Year Limited Finish And Wear Residential Warranty

Manufacturer warrants to the original purchaser that its factory applied finish will not wear through, peel off, or delaminate under normal and ordinary residential use and with proper maintenance and floor care for a period of 25 years from the date of purchase.

25 Year Limited Structural Integrity Residential Warranty

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including delamination (separation between plies), milling, and grading (Up to 5% of industry standard).

These warranties, which begin from the date of purchase, apply only to products used in indoor dry residential applications either below grade, on grade or above grade and are valid only in North America.

These warranties apply only to the original purchaser and the original residential location where the product is installed and are not transferable.

3 Year Limited Finish And Wear Light Commercial Warranty

Manufacturer warrants to the original purchaser that its factory applied finish will not wear through, peel off, or delaminate under approved light commercial use and with proper maintenance and floor care for a period of 5 years from the date of purchase.

3 Year Limited Finish And Wear Light Commercial Warranty

Manufacturer warrants its products in their original manufactured condition to be free from manufacturing and workmanship defects including delamination (separation between plies), milling, and grading. (Up to 5% of industry standard).

Any product designated as "tavern", "economy", "cabin grade", "seconds", "B grade" or "as is" is not covered by any of these warranties.

Hardwood flooring being a natural product will continue to expand and contract during seasonal and temperature changes. Products when properly installed may experience slight separation (up to 1/32") between boards. If minor separation or seasonal cracks occur, they are not covered by this warranty.

The accepted industry standard is an allowance of up to 5% of the flooring shipped to contain milling, grading, handling, and occasional finish defects and shall not be considered a finish or structural defect.

Finish wear through is defined as 100% finish removal over a minimum of 10% of the total installation.

Knoa's Flooring



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Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties: Product thought to be defective by the person doing the installation should be returned to the retailer for inspection and possible replacement **PRIOR TO INSTALLATION**. Installation implies acceptance. No warranty will be offered for obvious visual defects or appearance related claims such as grade or color once the products are installed.

RADIANT HEAT

Knoa's Flooring Floors products are NOT meant for radiant heat installations unless the product is clearly marked as suitable for radiant heat installations .

REMEDY

The only remedy for defective flooring covered by any of the above warranties shall be, at Knoa's Flooring Floors' sole option, the repair or replacement of such defective flooring or the return of the original purchase price of the defective flooring.

General Guidelines

Knoa's Flooring Floors recommends that all flooring is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This limited warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Knoa's Flooring Floors Installation Instructions and the Knoa's Flooring Floors Care & Maintenance Instructions.

The manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as the manufacturer has no control over the installer's proper application.

- Flooring should be one of the last items installed in any new construction or remodel project .
- Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there are any doubts to the quality, dimensions or appearance of the flooring **DO NOT INSTALL**. Please contact Knoa's Flooring Floors as **INSTALLATION IS ACCEPTANCE**.
- Store flooring boxes flat and fully supported during shipping and storage.
- Condition the flooring by storing the flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.

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Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

- Avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on flooring.
- Installations in facilities where walkers and wheelchairs are used (residential and/or extended care) or in facilities with movement of heavy displays, racks, dentist chairs, etc. may exert extreme stress and compromise the surface and locking system resulting in gapping, product separation, bowing, heaving, and expansion in one direction.
- It is the responsibility of the installer/owner to determine if the jobsite subfloor and jobsite conditions are environmentally and structurally acceptable for floor installation. The manufacturer declines any responsibility for flooring failure resulting from or related to subfloor, subsurface, jobsite damage or deficiencies after flooring has been installed.
- All installed areas must have a working heater & air conditioner to provide normal living conditions for a minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: normal living temperature of 60–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Do not use underlay products unless recommended by the product manufacturer. Please contact Knoa's Flooring Floors for questions about underlay and flooring installation.

ADDITIONAL TERMS AND CONDITIONS

These warranties apply only if the following conditions are met:

- The original consumer who purchased the floor is making the warranty claim.
- That claim is for the flooring located at the original site of installation, in its original manufactured condition (that is, properly installed, reasonable wear and use excepted).
- The floor has been used for residential use only.
- There has been full compliance with all of the other provisions of these limited Warranties, without exception.
- Knoa's Flooring Floors has been fully paid for the flooring.
- Knoa's Flooring Floors received the claim within six (6) months of the occurrence of the alleged defect. These warranties are not transferable. These warranties may not be altered by any dealer,

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installer, agent or distributor of Knoa's Flooring Floors, or anyone else. Do not install defective flooring. The installer and homeowner are responsible to inspect the flooring prior to installation. Defects discoverable prior to installation shall be conclusively deemed to be waived after installation.

Disclaimers [read these carefully]

The foregoing is the complete and exclusive statement of the express warranties provided and is in lieu of all the other express, implied and/or statutory warranties. Knoa's Flooring Floors makes absolutely no warranty of any kind, express or implied, whether of merchantability, fitness for any particular purpose, or otherwise, except as stated in these limited warranties. Knoa's Flooring Floors has no other obligations of any kind to anyone. Knoa's Flooring Floors will not compensate anyone for any claims, losses or damages of any kind during the applicable limited warranty period or otherwise except as stated expressly in these limited warranties. All of our obligations end when the applicable limited warranty period is over. Knoa's Flooring Floors shall not be liable to anyone for any incidental, special or consequential damages, labor costs, loss of income or profits for any defect or for any claim arising out of any alleged breach of (1) these limited warranties, or (2) any implied warranty, or (3) any other theory, law or otherwise.

Some states do not allow the exclusion or limitation of incidental, special or consequential damages, or the exclusion or limitation of implied warranties, so such exclusions or limitations may not apply to you. This warranty gives you specific legal rights and you may have other rights that vary from state to state.

WARRANTY EXCLUSIONS [READ THESE CAREFULLY]

These warranties do not cover the following:

- Improper transportation, handling or storage.
- Any goods sold as rustic grade, second quality, irregular, or repackaged goods.
- "Seconds", "Off goods", economy grade, cabin grade or shop grade products.
- Indentations, scratches or damage caused by negligence, water, sand, everyday wear, abuse, pets, spiked heel or cleated shoes or the equivalent, or wet, excessively damp or equivalent mopping.
- Color changes from exposure to light which are considered natural in wood floors.
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels. [Surface checking or cracking may result from a condition of low humidity, and mildew, cupping, crowning and/or discoloration may result from a condition of high humidity.]

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Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

- Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesive [Thane adhesive must be used for the installation of engineered wood floors] or install a moisture barrier.
- Improper installation or workmanship.
- Damage caused by insects.
- Staining caused by urine, feces or vomit.
- Gloss reduction or surface scratches are not considered surface wear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
- Improper care and maintenance. [Never use any household or furniture "dust remover," "polish or similar product; never use any oil-based cleaner, wax, polish or similar product; never use any detergent, soap, steel wool, scouring pad or the like; never use any ammoniated cleaner or abrasive cleaner.]
- Normal expansion and contraction that solid wood floors may experience between boards at different times during the year. [If minor separations do occur, they are not covered by this warranty.]
- Grading differences up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
- Milling differences up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
- Surface and other cosmetic differences (such as but not limited to discoloration and knots) up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
- Defects in manufacture that cross-cutting and other adjustments on-site during installation can resolve up to 5% of the square footage ordered. [Order 5% to 7% more flooring than actually needed by measurement to cover this allowance.]
- Normal color and grain variation. [Wood is a natural product and variations in color, grain, pattern and texture normally occur in original materials and are not considered defects. No two pieces are the same and the same species can vary in color and grain.]
- Deviations from samples supplied by dealers/contractors.
- Color Fastness. [All woods are sensitive to light/or oxygen, and over time, will change color, developing a unique patina. Native species, such as cherry, darken over time; walnut, on the other hand, lightens. In general, a water based finish tends to inhibit the degree of change, while an oil based finish allows a more pronounced change to occur.]
- Fading or discoloration from heat or sunlight.

Knoa's Flooring



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Manufacturer warrants to the original purchaser of its Engineered Hardwood Flooring in North America the following warranties:

- Failure to protect flooring from furniture, furnishings, accessories, sharp or heavy objects, dirt, grit, sand or other abrasives, pets and appliances.
- New or replacement flooring is not warranted to match pre-existing flooring.

- Surface wear in high-traffic areas such as doorways, hallways, in front of appliances, sinks or the like.
- Damage caused by accident, casualty, environmental conditions, flooding, or exposure to any contaminant.
- Removal or replacement of cabinetry, appliances, built-ins, etc.
- Settlement of the building or structural changes in the sub-floor.
- The use of floor products not recommended by Knoa's Flooring Floors may void these warranties.
- Non-payment to Knoa's Flooring Floors for the flooring involved will void these warranties.
- Any condition, circumstance, event or conduct beyond the control of Knoa's Flooring Floors.
- Squeaking or cracking by any cause OTHER THAN result of improper manufacturing (roller skates, golf shoes, pets, etc).
- Any condition of the flooring resulting from excessive or inadequate humidity – relative humidity before, during and after installation must be and remain between 40% - 55%. It is the purchaser's responsibility to ensure installation climate meets this criteria. Installation errors and pattern allowances.

Knoa's Flooring Floors is not responsible for any installation errors. Installers should allow a sufficient waste factor to allow for errors and the pattern selected. If a recurring problem occurs or waste on account of accumulated defects is excessive, stop immediately and email the service department ,please contact us at support@knoasflooring.com.