



## **Hardwood Flooring 25 Year Residential Warranty**

Thank you for choosing Montserrat's engineered flooring. Under the terms of this warranty, Montserrat agrees to at its discretion to either replace or repair manufacturing defects of any product covered by warranty and subject to the following conditions and exclusions.

### **25 year Limited Residential Warranty**

Montserrat provides a 25-year limited residential finish warranty and structural warranty. However, inspect all material for visible defects in grade, manufacturing, and finishing prior to installation. Wood flooring is a natural product that will vary in natural characteristics which is to be expected.

Reactive Stain – Hardwood that is treated with a reactive chemical stain will result in color variation. Carefully selected chemicals interact with the tannins, a natural occurring compound that is linked to color change, in the wood to replicate the oxidative processes that occur in wood when it is exposed to the elements. This results in a naturally aged look that would typically take years and decades for the wood to develop themselves. Depending on how much stain is applied and the grain structure, absorption of the stain will differ from plank to plank, as well as within the same plank. As the color follows the grain, the variation that occurs within the individual planks will collectively blend all of the boards together.

Prior to installation, the owner and or installer are responsible for the final inspection of materials and is encouraged to report any deficiencies in grade, manufacture and finish directly to the seller. Should an individual plank be questionable or does not meet standards, contact your dealer – do not install the flooring – any material installed with visible defects void the warranty. We do not warrant against natural variations from sample to plank or from plank to plank that will occur after installation, labor or damages incurred by delivery delays, wrong product shipment, incorrect installation, or under-prepared job-site conditions. Please see installation guidelines for more information.

### **Warranty on Product Structure**

Prior to installation of any hardwood flooring product, the installer must determine that the jobsite environment and jobsite subfloor meet or exceed all applicable standards for being structurally sound and environmentally acceptable as outlined in the installation instructions. The construction and subfloor must be clean, dry, flat, and structurally sound. Montserrat declines any responsibility for failure or deficiencies of the flooring resulting from or associated with subsurface or jobsite environmental conditions. Montserrat's engineered hardwood products should not have warping, cupping, buckling or bonding failure under the stated warranty. It would be at Montserrat's discretion to repair, replace, or refinish the floor, or issue a refund for the purchase price. Please note that minor separations or gaps between boards at different times during the year through seasonal and temperature changes are natural characteristics of real wood products, and are not covered under this warranty.

### **Warranty on Product Finish**

Under normal residential conditions and with proper maintenance, Montserrat's UV cured Aluminum Oxide Polyurethane finish will not wear through, peel, flake, or separate from the wood for 25 years. Gloss reduction over the years, however, is not considered as wear through and thus is not covered under this warranty.

### **Warranty Exclusions**

- Warranties are not applied to consumers who have originally installed Montserrat's products inside the house as long as they own it, and are non-transferrable. The original invoice is required to make any sort of claim against this warranty.
- Montserrat cannot warranty natural wood characteristics such as mineral streaks, small knots, grain variations, etc.
- The relative humidity guidelines states that 35-55% humidity should be maintained in your house year-round or your flooring may be negatively affected and void your warranty.
- Damage caused as a result of moisture problems from flooring is not covered under this warranty. Examples of such causes include burst pipes, leaky faucets, overflowed toilets, overly wet mops, dishwasher issues, icemakers, etc.
- Damage arising from accidents, abuse, spiked heels, grit, scratches, insect infestation, dents, or stains by pets is not covered under this warranty.
- The color of your wood flooring may change over time resulting from exposure to UV light & air (exotic woods may show this more than others). This is a natural occurrence and not covered under this warranty.
- "Buckling" or "cupping" due to the lack of expansion space left around objects such as walls, stairs, etc., is not covered under this warranty.
- This warranty does not apply if the product is installed with incorrect adhesive. Urethane adhesive is required. Bostik's / BST & BEST, DriTac 7400 & 7600, or equivalent, are recommended.

- Wood flooring installed on a subfloor with excessive moisture without the proper moisture barrier treatment is not covered under this warranty.