



## **ENGINEERED HARDWOOD FLOORING LIMITED WARRANTY**

(Revised Dec 19<sup>th</sup>, 2018)

### **LIMITED LIFETIME STRUCTURAL WARRANTY**

This warranty is extended to the original purchaser ONLY and is not transferable.

It is the owner/installer's responsibility to carefully inspect the flooring for visible defects PRIOR TO INSTALLATION. Contact your seller if you have doubts about the grade, factory finish or other quality aspects. If the owner/installer is not satisfied with an individual plank, that piece should not be installed. Martisan accepts no responsibility for costs of product or labor when planks with visible defects have been installed. As wood is a natural product industry standards allow for a defect and irregular tolerance of up to 5%. This warranty applies ONLY to material that is in EXCESS of this 5% allowance.

**IMPORTANT:** Martisan's installation and maintenance guidelines MUST be followed as a condition for this warranty. Any floor installed outside of Martisan's installation and maintenance parameters is subject to denial of the claim.

Martisan warrants that the residential flooring sold under this warranty is, at the time of sale, free from defects in material. Martisan further warrants that when installed and maintained according to Martisan specifications and when used according to its intended purpose, the flooring will not delaminate, separate, buckle or cup as a result of a manufacturing defect.

Martisan's warranty commits to provide quality engineered hardwood flooring that is free from manufacturing defects in milling and lamination for the lifetime of the product. If your Martisan product fails for any of the above reasons, Martisan will replace or repair, at its option, a portion, or all of the flooring at no cost to the original purchaser as long as the original purchaser still owns the property where the floor was installed. Martisan warranty is only extended to flooring maintained in Normal Environmental Conditions. Meaning that the heating and ventilating systems are working to maintain an interior humidity level between 35% to 50% and a room temperature between 60°F to 80°F year-round.

### **RESIDENTIAL FINISH WARRANTY**

Martisan warrants that, under normal residential conditions and with proper cleaning and maintenance as prescribed for the

applicable coating type, the finish on Martisan's flooring products will not wear through to raw wood in any single area for 10 years from the date of purchase, will not wear through to raw wood over an area consisting of 10% or more of the total installed area for a period of 15 years from the date of purchase, and will not wear through to raw wood over an area consisting of 20% or more of the total installed area for a period of 35 years from the date of purchase.

Gloss reduction is not considered a manufacturing defect and is not included in this warranty. Finish warranty excludes any surface checks/splits caused by improper environmental conditions, scratches, indentations, and color change from indoor UV light or sunlight

### **LIGHT COMMERCIAL WARRANTY**

Martisan further warrants that, under normal Light Commercial conditions and with proper maintenance as prescribed for the applicable coating type, the finish on Martisan's flooring products will not delaminate, separate, buckle or cup as a result of a manufacturing defect and will not wear through to raw wood in any single area for 3 years from the date of purchase.

### **MOLDINGS WARRANTY**

Martisan warrants to the original purchaser that the moldings will be free of defects in material and workmanship when installed and maintained according to Martisan specifications. If a molding fails, Martisan will replace or repair, at its option for as long as the original purchase still owns the property where the molding was installed.

**IMPORTANT:** Although moldings are designed to be the closest representation of the actual floor, variation in color, texture, shading, grain, knots, gloss level, and distressing will be evident and in some species can be extensive. This is normal and is not considered a defect.

**CAUTION:** Carefully inspect moldings and approve before installation. If moldings are not acceptable DO NOT INSTALL. Once material is installed it is considered ACCEPTED.

**NOTE:** Moldings are not covered by a finish warranty.

### **WIREBRUSHED TEXTURE WARRANTY**

Due to the wire brushing process, some planks may contain minor snags and a rough grain in the finish. These character features do not affect the quality or structural strength of the flooring and are not considered a manufacturing defect.

### **WARRANTY EXCLUSIONS**

- Failure to maintain the environment at a humidity range of 35% to 50% year-round and a room temperature of 60° to 80°F
- Construction or installation-related damage
- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by fire, flooding and other natural disasters and/or Acts of God

- Damage caused by negligence, accidents, misuse or abuse
- Damage caused by vacuum cleaner beater bar or hard heads
- Damage caused by steam mops
- Damage caused by appliances, furniture, and casters
- Damage caused by cutting from sharp objects, rocks, debris, etc.
- Damage to the coating caused by tape or other adhesive products
- Reduction in gloss, scratches, or indentation due to sand, pebbles or other abrasives, debris, pets, insects, construction traffic, or failure to maintain the floor as required
- Color, shade, or texture variations between samples, printed color photography or replacement flooring and original flooring material
- Changes in color due to exposure to air, sunlight and age
- Noises (squeaks, etc.) associated with anything other than the mis-manufacture of the flooring
- Naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners, including but not limited to uneven subfloor surfaces, floor deflection, voids in the subfloor, or excessive moisture in the subfloor
- Natural expansion and contraction resulting in separation between boards or damage caused by high or low humidity
- Cracks or separations between the flooring boards caused by expansion and contraction due to seasonal changes
- Cupping or crowning in the flooring boards due to excessive subfloor moisture or low humidity
- Floor damage or adhesive breakdown caused by subfloor moisture or water damage, including without limitation to broken or leaking water pipes, flooding, wet mopping spills or weather conditions
- Installation defects including installations made in violation of applicable state or local housing or building codes, or contrary to the Installation Instructions

**WARRANTY DISCLAIMER:**

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No retailers, distributors or employees have the authority to alter the obligations, limitations, or exclusions under any of the Martisan's warranties. Martisan excludes and will not be liable for or pay incidental, consequential or special damages under any warranties. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. This warranty is extended to the original purchaser ONLY and is not transferable.