

WARRANTY

Canadian Heritage Series



Unique Manufacturing Process, Superior Quality

Thank you for choosing Laurentian Hardwood prefinished solid hardwood flooring. The durability and long-lasting nature of natural wood makes it one of the most economical floor coverings in the long term.

The manufacturing process includes high performance sanders that smooth wood panels with unequalled precision. Laurentian Canadian Heritage Series finish contains aluminum oxide and new ingredients that double abrasion resistance. Nine coats of finish are applied and dried using innovative ultraviolet curing to ensure unsurpassed hardness and a finish beyond compare. Laurentian Hardwood flooring will give you years of satisfaction.

Product Warranty

This warranty is offered on all products manufactured after August 6, 2013. Under the terms of this warranty, Laurentian Hardwood agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions.

Lifetime Structural Warranty

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification or grading errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects within the Exclusive Grade definition. Differences in the colour of samples and installed flooring are normal and not considered as defects.

A margin of imperfection not exceeding 5% is an accepted industry standard and does not constitute a structural defect under the terms of this warranty.

Finish

Laurentian Hardwood guarantees the finish applied to its boards against total wear, flaking, peeling or flaws in the application of stain and finish for a period of twenty five (25) years in residential installations and five (5) years in commercial installations as of the product purchase date.

Board Installation

The installer must examine each board before laying it down. Any board installed (nailed, stapled, glued or floating) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install the flooring and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. Laurentian Hardwood cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood, its structural quality or finish, please stop the installation and contact your dealer immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring, nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor (does not apply to a glued or floating installation). Before installing wood flooring, the installer must ensure that the worksite and subfloors meet or exceed all applicable standards in the installation guide. Laurentian Hardwood declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.

Floor Maintenance

The use of cleaning products offered or recommended by Laurentian Hardwood is mandatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

Warranty Exclusions

THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON-TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, Laurentian Hardwood cannot guarantee its finish against the fading that results from normal wear. Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wear on garments or objects in contact with the Extreme finish cannot give rise to a claim for flooring or other items having experienced wear. Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack.

To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as required to manage indoor humidity levels. Temperature in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of Laurentian Hardwood is limited to repairing, refinishing or replacing defective products, at the discretion of Laurentian Hardwood. If it is impossible to correct the situation, Laurentian Hardwood will refund the purchaser an amount based on the purchase price of the defective area of the flooring. Laurentian Hardwood does not guarantee the colour, stain or texture of samples, or flooring boards installed at a later date in flooring covered by this warranty. No Laurentian Hardwood distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. This warranty specifically excludes and replaces any other warranty in relation to Laurentian Hardwood products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law.

Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against Laurentian Hardwood, irrespective of its nature, with the exception of what is specifically provided for in this warranty and under conditions stipulated.

Procedure for a Claim Filed while an Installation Is in Progress

If, upon opening boxes, flooring is found to contain non-conforming products, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. We strongly recommend that you have the consumer approve a sampling of boards prior to installation. If you have installed less than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume all costs associated with the removal of the portion already installed. If you have already installed more than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered. If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.

Claim Procedure

If you wish to file a claim under warranty, please first contact the dealer who sold the flooring.