



Length. Finish. Service.

Hardwood Flooring Warranty

Structural Lifetime Warranty

Gaylord Hardwood Flooring warrants to the original purchaser, their pre-finished hardwood floors against any manufacturing defects caused by improper milling, grading, staining, and coating. Structural Lifetime Warranty means the hardwood flooring product will remain free from defects in milling, dimension and grading for as long as the original purchaser owns the residence. Following recommended installation guidelines, complying with our floor maintenance procedures and controlling the humidity in your home between 30-50% are essential. Humidity levels in the residence outside of the 30-50% range will void the warranty and potentially cause cupping, cracking, gaps, as well as width variations. Should it be necessary to correct a manufacturing defect, *Gaylord Hardwood Flooring*, will supply material to replace the affected boards. Heritage and Villa Nova grades may have slight machining defects which are not covered under this warranty.

40 Years Finish Guarantee

We guarantee to the original purchaser that the product finish will not wear through or separate from the wood for a full 40 years from the date of purchase, when used under normal residential traffic conditions. We guarantee the product finish against manufacturing defects and flaws in the applications of wood stains and polyurethane titanium oxide finish. Small checks and splits are a natural characteristics of wood and are not covered under warranty.

Pre-Installation Warranty

Flooring must be installed following *Gaylord Hardwood Flooring* Installation recommendations. Flooring should be inspected before installation. If any defects are discovered during installation, do not continue. Notify *Gaylord Hardwood Flooring* of the defects right away. Should there be any doubts about a piece of flooring as to manufacture, factory finish or grade, do not install the piece. Hardwood floors are manufactured in accordance with accepted industry standards which permit a defect tolerance which should not exceed 5%. Such defects may be a manufacturing or natural type. If this exceeds 5%, *Gaylord Hardwood Flooring* will supply the boards required.

Warranty Exclusions

- Indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence or accidents.
- Finish damage caused by tape on flooring surface
- Failure to use Aquabar underlayment
- Spiked heeled shoes, water, fire, wet mopping, pebbles, sand and other abrasives.
- Insufficient prevention/protection in kitchen working stations, under furniture and/or extreme environmental conditions.
- Insects, pets, natural wood fiber surface discolouration.
- Poor workmanship by installer.
 - Improper board placement
 - Failure to start flooring with a straight line
 - Not allowing for an adequate amount of expansion space
 - Getting urethane based adhesives on the finished flooring
- Failure to follow all the manufacture's written installation and/or maintenance instructions, misuse or improper alterations of original manufactured products.
- Lack of Humidity control – Allowing interior humidity to be outside of the 30-50% range
- Attempt to repair, replace or refinish prior to an inspection by *Gaylord Hardwood Flooring*
- Damage caused by storage in an area with humidity above 50% or below 30%
- Squeaks are not covered by this warranty
- Use of improper subfloor
 - Minimum 5/8" CDX Plywood or 23/32" OSB
 - Maximum 4% moisture content difference between subfloor and hardwood flooring for 2-1/4" boards and 2% for wider boards.

Colour variations are a natural occurrence in flooring due to age, species, and exposure to UV light. The mild colour variations are not covered under this warranty.



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Hardwood flooring is produced from natural products; therefore all wood floors will expand and contract from humidity level changes. This expanding and contracting is not covered under this warranty. Humidity below 30% will cause spaces, humidity above 50% can cause cupping, cracking, and buckling of the hardwood floor.