



Xulon Flooring - Hardwood Warranty Guide

Residential Hardwood Warranties

Limited Warranties for Solid and Engineered Hardwood Floors

Manufacturing Defects

- Xulon Flooring warrants to the original buyer that our solid (prefinished and unfinished) and engineered hardwood floors are free from manufacturing defects for as long as the buyer owns the home.
- As a natural product, there will be naturally occurring variations in grain, color, mineral streaks and knots so the owner/installer must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.
- The owner/installer has a maximum of 30 days from the time of installation and a visual defect is spotted to file a claim.

Finish Warranty

- Xulon Flooring warrants that the factory applied finish to our hardwoods will not wear through or lack finish adhesion as a result of normal wear.
- Diminished gloss is not considered wear through of the finish and in the event the finish wears through or releases from the hardwood than Xulon Flooring will repair or replace the affected area or planks.
- The limited Lifetime Residential Warranty is pro rata which means that it provides a refund or credit and decreases according to a set formula as the warranty period progresses.
- The warranties original value is reduced by the amount of time the homeowner owns it and when a claim is made than the value of the warranty becomes a percentage of ownership per year based on the warranty period.
- Services that have been provided as part of the Limited Lifetime Residential Warranty does not extend the warranty period which is prorated over 33 years and it does not apply to cabin grade or other downgraded or discontinued hardwood floors or products that are sold as is.
- Any representations, promises, warranties or statements by Xulon Flooring or its agents that differs from the terms of this limited warranty will not be enforced or effect unless in writing and signed by an authorized office of Xulon Flooring.
- Should there be a conflict between the general terms and conditions and the warranties terms and conditions than the warranties terms and conditions shall overrule.

- Xulon Flooring must receive notice in writing from the homeowner of the alleged defect prior to expiration of the limited warranty period and evidence that the hardwood floor is not subject to any of the limitations described below.

Additional warranties specifically for Engineered Hardwood

Structure Warranty

Xulon Flooring warrants that under normal use that the engineered hardwood flooring plies will not separate for as long as the homeowner owns the home. Should there be any defective planks than Xulon Flooring will at its option, repair or replace those planks at no cost to the homeowner.

Moisture Warranty

Xulon Flooring warrants our engineered hardwood against moisture damage due to topical spills or subfloor moisture for as long as the homeowner owns the home. Topical spills refer to normal household substances such as food and beverages and they must be removed promptly, and should they remain on the floor for any considerable time than it will damage the floor and void the warranty. Items that are not topical spills and will not be covered by this warranty are flooding, acts of God, plumbing accidents, leaking appliances such as icemakers, dishwashers, clothes washers and more.

Engineered hardwood flooring can be installed on, above or below grade on all common subfloors and will be warranted against subfloor moisture as long as the following conditions have been met:

- Written verification that a calcium chloride test for moisture has been completed and proven that no more than 3 lbs./1000 square feet/24 hours or an electronic concrete moisture meter has given an acceptable reading.
- Written verification that an electronic wood moisture meter has given a moisture reading of less than 13%.
- The approved adhesive from Xulon Flooring has been used and the homeowner can provide the original sales receipt that shows the approved adhesive was installed.

Should the flooring fail due to the incursion of moisture from the subfloor than Xulon Flooring will replace the damaged material at no cost to the homeowner for one time only so long as the testing approved by Xulon Flooring proves that moisture has penetrated the subfloor and only includes materials only. In this warranty, labor is excluded so all labor costs must be incurred by the homeowner. and this only applies to engineered hardwood only as solid hardwoods are not approved for direct glue down and are not covered by this warranty. Limited Warranties do not cover the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided for other.

Light Commercial Hardwood Warranties

Limited Warranties for Solid and Engineered Hardwood Floors

Manufacturing Defects

- Xulon Flooring warrants to the original buyer that our solid (prefinished and unfinished) and engineered hardwood floors for light commercial use are free from manufacturing defects for five years from the date of purchase.
- As a natural product, there will be naturally occurring variations in grain, color, mineral streaks and knots so the owner/installer must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation.

Finish Warranty

- Xulon Flooring warrants that the factory applied finish to our hardwoods will not wear through or lack finish adhesion as a result of normal wear for five years from the date of purchase.
- Diminished gloss is not considered wear through of the finish and in the event the finish wears through or releases from the hardwood than Xulon Flooring will repair or replace the affected area or planks.
- Xulon Flooring must receive notice in writing from the homeowner of the alleged defect prior to expiration of the limited warranty period and evidence that the hardwood floor is not subject to any of the limitations described below.

Additional warranties specifically for Engineered Hardwood

Structure Warranty

Xulon Flooring warrants that under normal use that the engineered hardwood flooring plies will not separate for five years from the date of purchase, and should there be any defective planks than the company will at its option, repair or replace those planks at no cost to the homeowner.

Jobsite Conditions

- It is recommended that all hardwood floors be acclimated for a minimum of at least 72 hours prior to installation and the purpose of acclimation is to allow the moisture content of the wood to adjust to the normal living conditions of the home. This refers to the temperature and humidity conditions that are typically experienced once the home is occupied.
- For Engineered Hardwood, the room temperature must be between a range of 60-80F and a relative humidity of 35-55% with the concrete subfloor moisture should not exceed 3lb per 1000 square feet per 24 hours per the ASTM 1869 or ASTM F2170-02. These environmental conditions have been specified as pre-installation requirements and are required to be maintained for the life of the product and should these conditions remain consistently outside of these set parameters than it could result in product performance problems that are not covered under these warranties.

- For Solid Hardwood, the room temperature must be between a range of 60-80F and a relative humidity of 35-55% to which the subfloor and flooring should be tested with the appropriate moisture meter. Subfloor moisture level cannot exceed 12% and the difference between the moisture content of the wood subfloor and the solid hardwood cannot exceed 4% for products that are less than 3" wide while anything equal to or greater than 3" width should have a moisture content of no more than 3% between the wood subfloor and solid hardwood. Solid hardwood is not suitable for installation over a concrete subfloor and is not recommended. Should these conditions remain consistently outside of these set parameters than it could result in product performance problems that are not covered under these warranties.

Limitations on Liability

Should it be determined that one or more of the above warranties apply to a claim by the homeowner than the homeowner's exclusive remedy and Xulon Flooring's sole liability on any claim regardless if in tort, contract or breach of warrant shall be limited to either (1) the repair or replacement of the defective hardwood for the affected area only or (2) the refund of the applicable purchase price. It is hereby disclaimed that all other warranties whether expressed or implied to include any warranty of merchantability of fitness for a particular purpose that in no event shall Xulon Flooring have any other liability or monetary liability to the homeowner that is in the excess of the purchase price of the hardwood. Xulon Flooring excludes and will not take responsibility for incidental or consequential damages of any kind. For this warranty, finish defects must exceed 10% of the total square footage of the purchased flooring for it to be covered, otherwise finish defects will not be covered. Xulon Flooring can elect to replace or repair the hardwood flooring that has been proven defective with a new hardwood flooring that is the same color and grade should it be available, but should it not be available or discontinued that they can supply the homeowner with a hardwood flooring that is of similar value and appearance. This warranty coverage is limited to a one-time floor replacement.

These limited warranties do not apply to cabin grade or other downgraded or discontinued hardwood floors or products that are sold as is and any representations, promises, warranties or statements by Xulon Flooring or its agents that differs from the terms of this limited warranty will not be enforced or effect unless in writing and signed by an authorized office of Xulon Flooring.

Items that will void or invalidate the above Limited Warranties:

- Visible Defects are defined as planks with defects that are apparent on the face of the flooring and should be reported before installation so that replacement hardwood can be supplied prior to installation. Any products with deformities that cannot be measurable or that can only be seen under certain light or certain angles is not considered a defect and will not be covered under the warranty. The installer is responsible for inspecting the flooring prior to installation and should never install visually defective planks and Xulon Flooring does not take responsibility for liabilities, claims, or expenses to include labor cost or flooring with visible defects that have been installed as that is acceptance of product.
- Uneven subfloors or building settling are part of the pre-installation process so if these issues exist than installers should not install hardwood flooring until these issues are

resolved as Xulon Flooring will not cover damage or defective flooring that has been caused by settling or uneven subfloors.

- The hardwood flooring must be installed per the strict directions specified in the written installation guide, so any improper installation done in a way that is contrary to the installation guide can cause issues with the hardwood flooring and will not be covered should any damage or defects arise due to improper installation.
- Hardwood floors require maintenance and the way to maintain these floors should be in accordance with the written maintenance guide, so these limited warranties do not cover damage or defects caused by improper care and maintenance and homeowners should never use steam cleaners, spray cleaners or any device that sprays liquids directly on the floor.
- Refinishing the factory finish on hardwood floors is possible but doing so will void the Finish Warranty.
- Should any damage or defects result from accidents, abuses or abnormal usage which stain or scratch the finish, diminish gloss or indent the surface of the hardwood will not be covered under the warranty. The limited warranties do not cover any damage or defects that has been caused due to heavy, concentrated foot traffic, pet claws or failure to protect the hardwood from sand, gravel or other abrasives by use of walk off mats.
- The limited warranties do not cover damage or defects from indentations caused by high heels, shoes in need of repair or gold cleats.
- The limited warranties do not cover damage or defects caused by the presence of excessive moisture or by conditions which are too dry, and these include flooding, acts of God, plumbing accidents, leaking appliances which include items such as icemakers, dishwashers, clothes washers, ect.
- Limited warranties do not cover damage or defects that are caused by excessive sunlight or intense lighting which contribute to color change to which window treatments can normally provide adequate protection. Homeowners should keep in mind that should they get new and/or replace their hardwood floors that any effects of excessive sunlight or intense lighting on existing floors will not match.
- The color differences between samples and color of installed floors are not covered under the limited warranties so homeowners should approve the color prior to installation.
- Engineered hardwood may be used with radiant heating systems and are covered under limited warranties so long as they are installed per compliance of the installation guide. Solid hardwood is not warranted for use with radiant heating systems.
- Xulon Flooring's warranties are non-transferable, so they will only apply to the original homeowner and to the hardwood of the original installation.
- Homeowners have an obligation when they purchase our hardwood floors that they agree to follow all installation, care and maintenance directions that are related to our hardwood floors while also agreeing to allow us the opportunity to repair any claimed defects. Xulon Flooring must be given the opportunity to inspect the flooring installation prior to any removal or repair that is submitted for warranty coverage and homeowner must provide the original proof of purchase with their submitted warranty claim.