

A WEALTH OF INFORMATION ON PRAVADA FLOORS FINE PRODUCTS

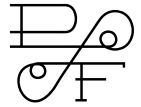
SPACES

ENGINEERED | WARRANTY




PRAVADA[®]
F L O O R S

MONOGRAM - Canvas Collection



TERMS & CONDITIONS
WARRANTY

THANK YOU FOR CHOOSING PRAVADA!

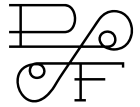
THANK YOU for choosing the high quality structure and design of Pravada's Engineered Hardwood Floors! While warranty and high quality are very important, proper installation along with care and maintenance are also essential to living on and enjoying your floors for years to come. Our 35-Year limited warranty ensures that your floors will be free of defect within the material and workmanship. Our limited warranty also ensures that your floors finish will not wear through under normal residential use along with proper care and maintenance. Should you have any questions or concerns regarding our 35-Year limited warranty; please feel free to contact us at 1-888-PRAVADA. For more information and up-to-date content, please visit PravadaFloors.com.

IMPORTANT!

REGISTER YOUR PRAVADA FLOORS

Register your product online at pravadafloors.com/product-registration for Pravada's 35 year Limited warranty* or complete the warranty card and follow the instructions found at the back of this document.

More information at pravadafloors.com/product-registration.



PLEASE READ BEFORE YOU START

Installer/Owner Responsibility

Your hardwood floors are manufactured in accordance to the accepted industry standards, which permit a natural or manufacturing defect tolerance, not to exceed 5%. Please ensure that a 5% coverage in material is ordered to allow for cutting and grading waste factors. Floors installed in a pattern or on a diagonal may require additional material.

Prior to installation, the installer must inspect all flooring material and assumes all responsibility for final inspection of product quality. It is the responsibility of the installer/home owner to inspect the product for any defects in structure, colour, finish, quality and style, BEFORE installation. All defects should be reported to the flooring retailer IMMEDIATELY for inspection and/or replacement. This does not apply to natural wood occurrences due to species, age, grade and exposure to ultraviolet light or characteristics resulting from craftsmanship, as they are not considered defects.

Please refer to Installation guidelines for specific recommendations about different installation methods. Download your guide at pravadafloors.com. If you do not have access to the internet please contact Pravada Floors at 1-888-772-8232 to receive a copy via email, fax, or post. **Failure to comply with proper installation guidelines as stated in Pravada Floors Installation guide may void your floors warranty.**

ONCE INSTALLED, ALL PLANKS WILL BE DEEMED ACCEPTED AND THE MANUFACTURER ASSUMES NO RESPONSIBILITY FOR THE ABOVE.

ATTENTION

- Download complete up-to-date INSTALLATION Guide at pravadafloors.com/installation-guide
- Download CARE & MAINTENANCE Guide for your type of finish at pravadafloors.com/care-maintenance

IMPORTANT

In order to preserve the natural beauty of your new wood flooring, it is important to read the complete installation guidelines as well as the care and maintenance instructions, prior to installation. Download your copy at pravadafloors.com. Please note: Complying with the following installation and maintenance instructions is required to ensure the full benefit of your hardwood flooring warranty. With wood's natural beauty and characteristics, you can expect variations in color, tone, and grain. Therefore, we cannot warrant against color variation within a floor, or variation between samples and the installed floor.

- **Installers:** Please review with your customers the information under the section: "*Installers-Advise Your Customers of the Following.*"
- Prior to installation, it is the responsibility of the installer to determine that the job-site environment and subfloors meet or exceed all applicable standards and recommendations of the construction and materials industries. These instructions recommend that the construction and subfloor be dry, clean, secure, and flat. The manufacturer declines any responsibility for job failure resulting from, or associated with, sub-surface or job-site environmental deficiencies.
- Install out of several cartons simultaneously to achieve proper colour and shade mix.

INSTALLERS – ADVISE YOUR CUSTOMER OF THE FOLLOWING

IMPORTANT TO KNOW BEFORE INSTALLATION

Please note: For detailed instructions on each type of approved subfloor - please download complete Installation Guide at pravadafloors.com/installation-guide.

MOISTURE & ENVIROMENTAL CONDITIONS

Pravada Engineered Wood Flooring is designed to withstand normal fluctuations in humidity, when installed and maintained in strict accordance with Pravada Floors' installation and maintenance instructions. As with any wood flooring it is recommended that relative humidity (R.H.) levels be between 35% and 55% and temperature between 65-75°F (18-24°C) for at least 3-5 days prior to installation and maintained thereafter. This may require the use of an appropriate ventilation and/or humidification system. Always maintain a 1/2" (12mm) expansion gap around all vertical obstructions including walls, to allow for contraction and expansion. Failure to comply with these requirements at all times could result in gaps, slits, cupping, splintering or other structural damages and will void the warranty.

Do not handle products in moist or damp areas. Store flooring in a dry, well ventilated, climate-controlled environment. If delivery is to a construction site, flooring should be placed inside a sufficiently enclosed, climate-controlled building. Flooring with engineered construction, while offering advantages in stability and installation options, can abnormally and excessively shrink or swell as a result of a failure to consistently maintain the proper environmental conditions.

PLEASE DO NOT INSTALL THE FLOORS PRIOR TO CONFIRMING THAT ALL NECESSARY ENVIRONMENTAL REQUIREMENTS CAN BE MET AND MAINTAINED FOR THE LIFE OF YOUR FLOORING.

SEASONS: HEATING AND NON-HEATING

Use care to control humidity levels within the 35-55% range (humidity may vary with regional conditions). In addition, we recommend the following:

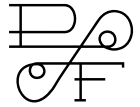
- Heating Season (Dry) - A humidifier is recommended to prevent excessive shrinkage in wood floors due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid, Wet) - Proper humidity levels can be maintained by use of an air conditioner, dehumidifier, or by turning on your heating system periodically during the summer months. Avoid excessive exposure to moisture during periods of inclement weather. Do not obstruct in any way the expansion joint around the perimeter of your floor.

FLOOR REPAIR

Minor damage can be repaired with a touch-up kit or filler. Major damage may require board replacement, which should be performed by a professional wood flooring installer. Review Pravada's care and maintenance guidelines before attempting repairs or maintenance to your floors, so that you do not void your warranty.

COLOUR CHANGES AND VARIATION

Hardwood flooring ages and matures over time with exposure to UV light. Most floors will darken and become richer in colour. To prevent spot darkening of floors, routinely rearrange area rugs and large pieces of furniture. Many wood floors will display variation in colour from board to



board. Some floors will have more variation than others depending on the species. This is not indicative of any fault in the floor, but is a natural occurrence with any wood product. Installing boards from several cartons simultaneously can help to ensure a good mix of colour and shading.

SPECIAL CARE FOR RADIANT HEAT

- Owner/Installer must ensure flooring is approved for use over radiant heat.*
- Floating installation is recommended over radiant heat.
- When using Glue down method, use only adhesives specially formulated for use over radiant heat.
- NEVER penetrate heating elements when installing floors over radiant heat.
- Always check subfloors for moisture. ** Subfloors must have proper moisture tests performed.
- For hydronic radiant heat, a pressure test must be performed and documented by a qualified plumber or radiant heat installer prior to flooring installation.
- An outside thermostat should be installed to prevent changes in moisture content due to temperature.
- DO EXPECT seasonal shrinkage and expansion with changes in temperature and humidity.

(*) Hickory, African Teak, African Pearwood, Sirari, Sapele, Acacia/American Walnut, Pacific Maple and other non-approved species are NOT covered under this warranty for ANY application over radiant heat.

PRE-INSTALLATION PROCEDURE

SETUP

- Ensure sufficient material is on hand for the job. Calculate the area and add 5% more flooring material to allow for cutting waste and for minor natural or manufacturing de-

fects.

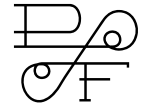
- When installing on a diagonal or in a pattern increase your cutting waste accordingly.
- It is the responsibility of the installer to inspect each board for visible defects prior to installing the board. If a defective board is installed, manufacturer will not assume cost of labor for repair or replacement of defect.
- Install from several cartons simultaneously in order to achieve proper colour and shade mix.

ROOM PREPARATION

- HVAC systems should be fully operational at least 14 days prior to flooring installation, maintaining a consistent room temperature between 65°-75° Fahrenheit, and relative humidity between 35-55%. This not only stabilizes the building's interior environment, but also is essential when acclimating hardwood flooring to the job site.
- Remove existing baseboards, quarter rounds and thresholds. Undercut door jambs, using a piece of flooring material as a guide.
- Door frames and other wooden elements should be sawed off at the bottom to ensure proper fit and expansion tolerances of the installed wood flooring.

ACCLIMATING THE HARDWOOD FLOORING

- Hardwood flooring should be handled and unloaded with care and stored within the environmentally controlled site. Flooring stored upon "on-grade" concrete floors should be elevated at least four inches to allow air circulation under cartons.
- Floors should be acclimated for at least 72 hours in the room in which it will be installed. *(See installation instructions for more details)*
- **FAILURE TO ALLOW FLOORING TO ACCLIMATE PRIOR TO INSTALLATION MAY RESULT IN STRESS CRACKS, CUPPING OR SQUEAKING.**



SUBFLOOR TYPE

Engineered hardwood flooring can be installed over the following properly prepared subfloors:

- **Concrete:** On, above or below grade installations are acceptable. Must be clean, dry, and smooth to within 3/16" over 10'. Concrete slabs must be cured for at least 45-90 days with 30-60 days drying time prior to installation. Moisture tests must be completed and documented on all concrete slabs using an accurate moisture test**.
- **Terrazzo:** Should be lightly sanded and cleaned with mineral spirits prior to spreading the adhesive. Allow the mineral spirits to dry prior to spreading the adhesive.
- **Ceramic Tile:** Tiles must be securely fastened to the subfloor. Surface should be roughened up with a sander or grinder and cleaned to remove all dust. If grout lines are too deep, they must be filled.
- **Wood Subfloors:** Plywood, (minimum of 3/4"/19mm thick) OSB (APA rated, minimum of 3/4"/19mm thick) must be smooth and dry. Squeaks and popping areas should be secured prior to installation.
- **Vinyl:** sheet vinyl and vinyl tile. Vinyl must be securely fastened to the subfloor with full spread adhesive. Loose laid or perimeter glued sheet vinyl must be removed. De-gloss flooring as necessary to create a good adhesive bond using an abrasive pad. Do not sand sub-surfaces such as vinyl or synthetic tiles that may contain asbestos. Do not install over floors that exceed one layer, as the thickness of the flooring materials will prevent an adequate mechanical bond.

SUBFLOOR PREPARATION

Subfloor must be:

- Tested for moisture content - moisture should not exceed 12% and the difference in moisture between subfloor and flooring should not exceed 3%.
- Clean and free of wax, paint, oil, and debris.

Scrape smooth and sweep thoroughly prior to installation.

- Flat to 3/16" per 10' radius. If subfloor leveling is required, "hills" should be sanded down and "valleys" filled with an underlayment patch, developed by a reputable manufacturer for use with hardwood flooring.
- Structurally sound prior to installation. Secure loose areas to reduce squeaking and replace water damaged or delaminated sub-flooring or underlayment.

Testing for Moisture Content

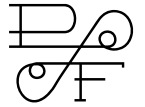
For all types of Subfloor, moisture should not exceed 12% and the difference in moisture between subfloor and flooring should not exceed 3%. If moisture limits are exceeded DO NOT INSTALL flooring, prior to correcting the problem.

Correct the problem by:

- Raising the heat and increasing ventilation until proper conditions are met or;
- Apply appropriate moisture retardant or use a vapor barrier underlayment.

All concrete subfloors must be tested for moisture content. A moisture barrier using a minimum of 6-mil poly film should have been established between the ground and concrete, although construction can damage this resulting in areas of higher moisture. For this reason a minimum of three test locations for areas up to 1,000sf is recommended; add one additional test for each 1000sf or fraction thereof. Several types of tests are outlined below however; these tests do not guarantee a dry concrete slab year-round.

- Tramex Concrete Moisture Encounter Meter. Moisture readings obtained should not exceed 3.5 on the upper scale.
- Calcium Chloride. Moisture emission should not exceed 3 lbs./1,000 square feet during a 24-hour period with this test. Per industry standards, 0-3 lbs. is dry, over 3lbs requires moisture barrier (see below), and over 7lbs is too wet.



- RH (relative humidity) probe: RH testing is determined by in-situ probes at a depth of 1.5" or 40% of the slab depth (20% depth if drying on two sides). Readings should not exceed 75% RH. Installations over a concrete floor with readings over 75% RH require use of a vapor retarder.

Moisture Barrier System

If the above tests reveal excessive moisture or relative humidity levels, install an impermeable vapor retarder or vapor-resistant membrane with a presence rating of one perm or less. Follow manufacturer's instructions for use when applying any vapor retarder.

(**) You may require documentation or proof of moisture testing, for warranty claims. Register your product at pravadafloors.com/product-registration or use the warranty card at the back of this document to record this data and take pictures for your records.

CAUTION!

Using improper tools can result in "puckering" on the face of the plank. Manufacturer is not responsible for problems caused by using improper installation tools. See your distributor for tool recommendations and use.

FLOOR CARE & MAINTENANCE QUICK TIPS

Please note: For detailed information on how to care and maintain your floors - please download complete Installation Guide at pravadafloors.com/installation-guide.

Please refer to Care & Maintenance guidelines for specific recommendations about different finishes. Download your guide at pravadafloors.com/care-maintenance. If you do not have access to the internet please contact Pravada Floors at 1-888-772-8232 to receive a copy via email, fax, or post. Failure to comply with proper care and maintenance as stated in Pravada

Floors Care & Maintenance guide may void your floors warranty.

- Dry mop or vacuum your floor. DO NOT use vacuum brush head.
- NEVER use a wet mop on wood floors.
- Wipe up spills/liquid promptly as damage resulting from standing water is not covered.
- USE ONLY products specially formulated for use on pre-finished hardwood floors.
- NEVER use abrasive chemical cleaners on your hardwood floor.
- NEVER change the temperature of radiant heated subfloors by more than 2°C (35°F) each day.
- Help protect floors by using mats and area rugs at entrances and high traffic areas.
- Place felt pads under legs of furniture and clean them regularly to prevent scratching your floor.
- Never wear high heels or stiletto shoes on wood flooring.

35-YEAR LIMITED WEAR WARRANTY

TERMS & CONDITIONS

All Pravada Engineered wood flooring is guaranteed for 35 years as outlined below provided that the flooring has been installed in accordance with the Pravada installation guidelines available at pravadafloors.com/installation-guide. The installation guidelines are based on the National Wood Flooring Association and the Hardwood, Plywood and Veneer Association which have individually found that certain conditions (environment controlled to stay within 35-55% relative humidity, and between 65-75°F) will promote the longevity of wood flooring. Under accepted industry standards, Natural wood products permit a natural or manufacturing defect tolerance, not to exceed 5%. The limited warranty is valid for the original purchaser, is NON-TRANSFERABLE and subject to the procedures, conditions, limitations, disclaimers and exclusions set forth herein.

ONCE INSTALLED, ALL PLANKS WILL BE CONSIDERED AS ACCEPTED BY THE INSTALLER AND/OR HOMEOWNER.

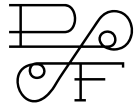
WARRANTY COVERAGE

Pravada Floors will, at its option, either repair or replace the Flooring which is defective or credit you for the portion of the purchase price attributable to the Flooring which is defective. Under no circumstances shall Pravada Floors be liable to you for any other costs relating to any defects in the Flooring, including but not limited to costs of hotels or alternative housing requested or required during the inspection and/or repair process, removal of any household fixtures, furniture, or other items required to allow for the repairs or replacement to take place, removal or replacement of cabinets, islands, countertops, baseboards, or other fixtures or property which are built over or on top of the flooring or which may otherwise need to be removed to repair or replace the Flooring, cleaning fees, or other costs which may be incurred directly or indirectly as a result of the repair and/or replacement of all or any part of your flooring. Under no circumstances shall Pravada Floors be responsible for costs or fees in excess of the total amount of the purchase price of your Flooring. Due to the unique nature of the flooring products offered by Pravada Floors, Pravada Floors does not warrant or represent that any Flooring offered to repair or replace any portion of your Flooring will match

the original Flooring in terms of color, tone, pattern, or other natural characteristics of wood. These remedies are your sole and exclusive remedies under this warranty.

GOVERNING LAW

If a dispute arises under, from, or is related to this warranty or the Flooring provided hereunder, whether based on contract, tort, statute, or other legal or equitable theory, the parties will have 30 days to resolve the matter themselves. After 30 days, if the parties fail to resolve the matter, the exclusive remedy for the dispute will be submission of the dispute to final and binding arbitration in the province of British Columbia, Canada. The parties agree that no arbitration proceeding hereunder will be certified as a class action or proceed as a class action, or proceed on a basis involving claims brought in a purported representative capacity on behalf of the general public, other customers, potential customers, or persons similarly situated. Similarly, no arbitration proceeding hereunder may be consolidated with, or joined in any way with, any other arbitration proceeding. **THE PARTIES AGREE TO ARBITRATE ON AN INDIVIDUAL BASIS AND EACH WAIVES THE RIGHT TO PARTICIPATE IN A CLASS ACTION.** If any provision of this war-



ranty is found to be unenforceable, the remaining provisions will remain in full force and effect. PRAVADA Hardwood Floors Installation Guidelines are intended to offer general guidance as it relates to PRAVADA Hardwood Floors and are not a replacement for a licensed contractor who is experienced in installation of engineered hardwood flooring. For best results, we suggest using a licensed contractor for installation who is certified by the National Wood Flooring Association. PRAVADA Hardwood Floors must be installed according to the National Wood Flooring Association's installation guidelines in order for this warranty to be valid. The most current publication of the National Wood Flooring Association guidelines is available at www.nwfa.org where you can also find professional, licensed installers who are certified by the National Wood Flooring Association.

PRE-INSTALLATION / VISUAL APPEARANCE WARRANTY

Every box of Pravada Engineered wood flooring is carefully inspected prior to shipment from our factory. Consumers and installers must inspect planks for visual defects PRIOR TO INSTALLATION. Warranty does not apply to natural wood occurrences, due to species, age, grade and exposure to ultraviolet light among others, as they are not considered defects. This includes but is not limited to: color, grain pattern and/or texture variations, mineral deposits, open or closed knots, pits, worm holes, splits/checks, splintering, shake, unfilled grain, visual or natural imperfections, or other characteristics resulting from true craftsmanship such as hand scraping, wire brushing or distressing. To avoid dramatic variation mainly caused by aging, it is recommended installation be completed from the same lot.

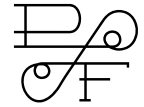
STRUCTURAL WARRANTY

Pravada Floors warrants that the structural integrity of all joints will not fail for 35 years of normal use.

- **Residential use – 35-year structural warranty** - applies for normal, residential use only. PRAVADA Flooring warrants products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension, and grading for thirty-five years from the date of purchase.
- **Light commercial use – 3-year structural warranty**– applies for normal, light commercial use only. PRAVADA Flooring warrants products in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension, and grading for three years from the date of purchase.

FINISH WARRANTY

Pravada Floors 35-Year warranty assures that under normal residential traffic conditions, the surface finish of our flooring will not wear through or separate from flooring provided that proper care and maintenance instructions were strictly adhered to. This "wear through" warranty is subject to a standard trade allowance of up to 10 percent (10%) of the total flooring area, with the exclusion of stairs which are exempt from warranty coverage. Pravada Floors surface finish are as follows but are not limited to; UV Lacquer finish which sits on top of the flooring creating a surface film, Natural Oil, UV Oil and Hardwax Oil finishes which contain penetrating hardening oil, designed to protect the floor without an actual surface film. Due to the nature of wood, all finishes require proper care and maintenance to retain their beauty and durability. Always ensure you have read and understand the care and maintenance instructions related to your specific product. With no top layer, no actual finish warranty is extended to products with Oil finish, although following proper care and maintenance instructions along with the capability of refreshing the oil surface, can ensure you can live on and love your floor for years to come.



DISCLAIMER

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can Pravada Floors Inc. be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. Pravada Floors is under no obligation to reinstall or replace warranted planks or cover reinstallation costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies or other materials used during removal, installation or refinishing. The repair of defective product material or the supply of replacement product, are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while Pravada Floors Inc. is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are NON-transferable.

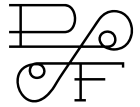
3-YEAR COMMERCIAL SURFACE FINISH LIMITED WARRANTY

The surface finish for flooring purchased for commercial use is warranted by Pravada Floors not to wear through or separate from flooring under normal commercial traffic conditions for 3 years from the date of retail purchase so long as proper care and maintenance instructions provided by Pravada were strictly adhered to. Failure to care for and maintain your flooring pursuant to Pra-

vada's instructions may void this warranty. This "wear through" warranty is subject to a standard trade allowance of up to 10 percent (10%) of the total flooring area, with the exclusion of stairs which are exempt from warranty coverage.

SPECIAL LIMITED RADIANT HEAT WARRANTY

Certain domestic and exotic species (such as African Teak, African Pearwood, Sirari, Sapele, Hickory, Acacia/ American Walnut, Pacific Maple, and other non-approved species) are more susceptible to damage from excessive heat from radiant heat systems and thus will not be covered by warranty if installed over a radiant heat system. While the structural warranty still applies for approved species, some minor cracks in the finish are deemed acceptable for these species. Hairline finish splits can occur due to shrinkage from high temperatures and extreme changes in humidity levels. If installing in a dry climate area, over radiant heat, or in situations where dry conditions are expected such as high-rise buildings, the flooring should be acclimated with the ends of the boxes opened for 2-3 weeks prior to installation to ensure proper acclimation. HVAC systems should be operating normally throughout the acclimation period, and portions of the flooring should be distributed to acclimate in the actual rooms where each portion will be installed. Slight surface checking (cracking), particularly at the ends of planks, should be expected in installations over radiant heat and does not constitute a product failure. Knots and fillers in lower grades are NOT warranted. This flooring is not warranted for installation over electric radiant heat systems. Only hydronic systems are approved. **NEVER change the temperature of radiant heated subfloors by more than 2°C (35°F) each day. Before installing Pravada Engineered Wood Floors, radiant heat systems must have been tested and operational for at least three weeks. Surface temperature of the subfloors MUST NEVER exceed 27°C (80°F). Abruptly turning on or off the radiant heat system can cause**



crowning and cupping of the boards which will not be covered by the warranty.

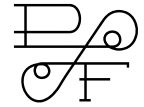
HOW TO GET SERVICE

Any claim under this limited warranty shall be made by contacting your retailer/dealer within thirty (30) days after the defect is detected, with proof of purchase along with a copy of the warranty document included the product. This warranty covers the repair or replacement, at the manufacturer's option, of the affected hardwood flooring panels*. If repair is not commercially practicable, or if the design or model line that is claimed for is no longer available, the manufacturer will replace the affected materials with another design or model of equal value at their discretion. The above constitutes the customer's sole and exclusive remedy for claims under this limited warranty. This limited warranty constitutes the entire agreement between parties.

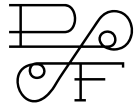
(*) Surface wear must be readily visible, and correspond to at least 10 percent (10%) of the total flooring area, with the exclusion of stairs which are exempt from warranty coverage.

GENERAL TERMS AND CONDITIONS

- Pravada offers no additional warranties, expressed or implied, other than those set forth herein.
- It is the purchaser's responsibility to ensure that product delivered is the product that has been chosen.
- All wood floors will eventually darken, fade or lighten depending on the species and how exposed they are to the sun. Prevention tips are available at pravadafloors.com/care-maintenance.
- Flooring is intended for indoor use only and should not be used outdoors.
- Flooring is not suitable for installation in areas of high humidity such as saunas and baths.
- CEO/President of Pravada Floors has the sole authority to alter the terms of this warranty. No installer, retailer, agent or employee of PRAVADA Floors Inc has the authority to alter the obligations or limitations of this warranty.
- Natural wood occurrences, due to species, age, grade and exposure to ultraviolet light among others are not considered defects. This includes but is not limited to: colour, grain pattern and/or texture variations, mineral deposits, open or closed knots, pits, worm holes, splits/checks, splintering, sap, shake, unfilled grain, visual or natural imperfections, or other characteristics resulting from true craftsmanship such as hand scraping, wire brushing or distressing.
- Warranty applies to the original end user ONLY. Resale or transfer of flooring or the property to which the flooring is attached, constitutes the termination of the warranty agreement.
- Incidental or consequential costs associated with the repair or replacement of a damaged flooring product are not the responsibility of PRAVADA FLOORS INC. Some states do not allow the exclusion or limitation of incidental or consequential damages and therefore, this exclusion may not apply.
- The liability of the manufacturer under this warranty shall be limited to the actual replacement cost of material only. Pravada will not be liable for any labour costs associated with this warranty.
- Temperature should be maintained between 65-75°F (18-24°C).
- Humidity should be between 35-55% and must be maintained throughout the year. Maintaining humidity levels may require use of a humidifier or dehumidifier.
- New or replacement hardwood flooring required to settle a claim is not guaranteed to match the existing installed hardwood flooring or retailer display samples.
- A moisture barrier is required over concrete or gypsum floors and moisture retardant is recommended for wood subfloors, failure to comply will void warranty.
- Flooring must be installed and used in ac-



- accordance with the manufacturer's installation and maintenance instructions. Please visit pravadafloors.com/installation-guide
- All hardwood floors will scratch and dent depending on living conditions. Scratching and denting are excluded from warranty claims.
- Surface wear or damage claims will be considered if not the result of accidents or abusive conditions such as, but not limited to: damage caused by severe impact, scratching or cutting, or improper maintenance.
- Surface wear must be readily visible and excludes reduction in gloss as well as stairs. Subject to a standard trade allowance of up to 10 percent (10%) of the total flooring area, with the exclusion of stairs which are exempt from warranty coverage.
- Variation or reduction in gloss or sheen is not considered as wear under this warranty.
- Visible manufacturer defects which could have reasonably been discovered prior to installation will not be covered under this warranty. As stated, defects must be reported to the dealer for inspection or replacement prior to installation.
- Filler used for knot and cracks may require occasional touch up and maintenance which is not covered by this warranty.
- Alterations or repairs of the product outside of recommended care and maintenance guidelines. NO warranty coverage will be provided to cover repairs.
- Moisture of concrete subfloors or other subflooring must be tested prior to installing the floor. Tests must result in less than 3 lbs per 1000 square feet per calcium chloride moisture test. Written documentation of the moisture test must be obtained to validate this warranty. Register your product at pravadafloors.com/product-registration
- While wood flooring will not be damaged by the effects of normal fluctuations in humidity (RH between 35-55%) or dryness, spills or liquid not removed promptly, may result in unwarranted damage.
- Pravada engineered flooring is not warranted for installation over electric radiant heated subfloors.
- Only select Pravada engineered floors are deemed safe for installation over hydronic radiant heated subflooring. Verify your products specifications at pravadafloors.com to ensure your floor is safe for installation over hydronic radiant heated subfloors prior to installation.
- Hickory, African Teak, African Pearwood, Sapele, Acacia Walnut/ American Walnut, Pacific Maple are NOT covered under warranty for ANY application over radiant heat.
- To prevent buckling, warping, and cupping, NEVER change the temperature of radiant heated subfloors by more than 2°C (35°F) each day. Before installing Pravada Engineered floors, radiant heat systems must have been tested and operational for at least three weeks. Surface temperature of the subfloors MUST NEVER exceed 27°C (80°F). Abruptly turning on or off the radiant heat system can cause crowning and cupping of the boards which will not be covered by warranty.
- PRAVADA shall be permitted the opportunity to conduct or cause to be conducted any inspections deemed reasonable or necessary on all warranty related product claims. Claimant must agree to allow a reasonable sample of installed flooring planks to be removed and taken for analysis if determined to be necessary for claim consideration by Pravada Floors Inc.
- The manufacturer is not responsible for matching the hardwood flooring to other wood products such as but not limited to; cabinets, stair railings, trim, and moldings.
- This warranty will not be deemed to have failed its essential purpose while manufacturer is willing to repair or replace defective goods.
- This warranty gives you specific legal rights, which may vary from state to state.
- A moisture barrier is required over concrete or gypsum floors and moisture retardant is recommended for wood subfloor.

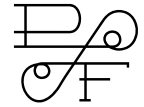


- Pravada flooring must be purchased from an authorized dealer of Pravada Floors products for warranty to apply.
- Pravada flooring purchased via the internet, classifieds, or auctions whether from an authorized dealer or not, is excluded from warranty coverage.
- There are no other warranties, including merchantability or fitness for a particular purpose, expressed or implied beyond those listed within this warranty.
- In a Force Majeure of Event, Consequences of Force Majeure Event, Events of Force Majeure, Instances of Force Majeure, Effects of Force Majeure and Notice of Event of Force Majeure which result in damages, destruction, and loss; Pravada Floors Inc will be fully relieved of all responsibility, liability and/or warranty to all parties.
- Damages due to excessive ground or concrete moisture caused by natural weather conditions, including but not limited to, rainfall, hurricanes, tornadoes, flooding and/or other natural disasters.
- Damages due to an earthquake or other shifting of the ground and settling.
- Insect infestation, damages due to insect infestation after the product has left the manufacturer is not covered under this warranty.
- Damages due to improper flooring finish work, including but not limited to, oil or stain application, sanding or refinishing after hardwood installation.
- Damage caused by sustained water exposure such as leaking appliances, including but not limited to: dishwashers, washing machines and refrigerators, hydrostatic pressure, overflows of fixtures resulting in sub-surface penetration, standing water, urine or other corrosive liquids, excessive subsurface penetration or moisture emissions from concrete, leaking pipes or faucets, flooding or natural disasters.

WARRANTY EXCLUSIONS

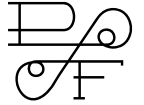
This warranty DOES NOT cover the following:

- Failure to perform required pre-installation job site testing and preparation.
- Failure to inspect and approve the hardwood flooring product prior to installation.
- Failure to install the hardwood flooring per manufacturer requirements and NWFA guidelines.
- Failure to remove excess flooring adhesive and/or tongue and groove glue during installation.
- Failure to care for and maintain flooring per manufacturer requirements.
- Failure to maintain a consistent indoor temperature of 65°- 75° F and relative humidity levels of 35%-55% at all times for the life of the hardwood installation.
- Damages arising from accidents, negligence, abuse, or abnormal wear.
- Damages due to water saturation or exposure to extreme heat, dryness, harsh chemicals and industrial or cleaning products not for use with hardwood flooring.
- Damages due to the use of adhesive or tape on the flooring surface.
- Damages due to the use of harsh chemicals, including but not limited to, acetone, paint thinner, alcohol or other cleaning products not suitable for hardwood floors.
- Damages due to wet mopping, steam/steam cleaners or power scrubbing machines.
- Damages due to body loon or cosmetics coming in contact with flooring surface.
- Scratches or stains caused by domestic pets or other animals.
- Floor colour changes due to direct and indirect sunlight or other UV light exposure.
- Mechanically fastened products are not warranted against squeaking or popping sounds.
- Improper installation. Instructions must be followed including the requirement that the subfloor must be dry before installation.
- Improper Maintenance. Maintenance instructions must be followed and the floor cannot be wet mopped.



- Extreme Conditions. The humidity level in the home must be in the 35-55% range throughout the year using air conditioners, humidifiers, or dehumidifiers as sought appropriate.
- Abuse or Misuse. This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pet urine, pet soil, pebbles, grit or sand or other items that may scratch, indent or damage the floor.
- Water Damage. This warranty does not cover damage caused by moisture penetration through the subfloor, flooding, or similar water damage.
- Damages as a result of radiant heat hot spots.
- Downgraded product. It does not apply to any products designated or sold as B-grade or Cabin grade, which is sold "as is".
- Any flooring that was not purchased from an authorized dealer of Pravada Floors products. Flooring may not be purchased via the internet or auction, whether from an authorized dealer or not.
- Improper installation and abuse from cleats, stiletto heels, unprotected furniture legs, indentations, scratches, pet claws, sand, grit, rocks and circumstances causing abnormal or excessive wear.
- All boards which are bowed less than 1.1% of the total length of the board. This is considered normal as bending or bowing of boards may occur along length direction as a result of humidity and temperature fluctuations; however, bowing should settle once pieces are installed.
- Damage from sub-floor moisture, flooding, leaking plumbing, overflowing sinks or similar moisture related damages.
- Alterations or repairs of the product outside of recommended care and maintenance guidelines. NO warranty coverage will be provided to cover repairs.
- Indentations, scratches, or other damages caused by negligence, intentional acts, water, sand, abuse, or other misuse of the flooring. All hardwood floors will scratch and dent depending on living conditions.
- Inadequate product choice for flooring application and environment. Always ensure that all environment and installation guidelines can be met prior to installation.
- Natural wood occurrences, due to species, age, grade and exposure to ultraviolet light among others, as they are not considered defects. This includes but is not limited to: color, grain pattern and/or texture variations, mineral deposits, open or closed knots, pits, worm holes, splits/checks, splintering, shake, unfilled grain, visual or natural imperfections, or other characteristics resulting from true craftsmanship such as hand scraping, wire brushing or distressing.
- Defects not exceeding ten percent (10%) of the total square footage of your purchased flooring, except as otherwise set forth herein.
- Manufacturing defects in flooring that has been installed, when such defects are visible or which reasonably could have been discovered by you or your installer, prior to installation.
- Filler touch up maintenance. Pravada does not guarantee filler to be permanent, as it may require occasional touch up maintenance which falls under general maintenance and is not covered warranty.
- Special, incidental, or consequential damages of any kind. This warranty does not cover this although some states do not allow the exclusion or limitation of special, incidental, or consequential damages, so the above limitation may not apply to all.
- Cupping, delaminating, crowning, gapping, splitting, or checking that become visible due to excessive moisture, lack of moisture, low humidity, improper sub-floor preparation, or other site conditions.
- Discolouration resulting of sunlight sensitivity. Prevention tips are available at pravadafloors.com/care-maintenance

To obtain service under this warranty contact your dealer.



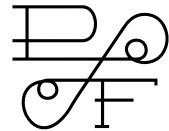
REGISTERING YOUR PRODUCT

INSTRUCTIONS: Register your product for Pravada Floors 35-year Limited warranty or complete and return the warranty below.

- Online: Go to pravadafloors.com/product-registration
- By E-mail: warranty@pravadafloors.com
- By Mail: Send to 205-19365 22 Ave, Surrey, BC Canada V3Z 3S6
- By FAX: +1 (604) 597-6863

REGISTER YOUR PRODUCT

WARRANTY CARD



CUSTOMER NAME: _____

PHONE NO.: _____ EMAIL ADDRESS: _____

PRODUCT NAME: _____ BATCH NO.: _____

ADDRESS OF INSTALLATION: _____

DATE INSTALLED: _____

MOISTURE CONTENT (MC%) OF FLOORING: _____

ACCLIMATION PERIOD: _____

DEALER NAME: _____

TYPE OF SUBFLOOR

Please check all that apply, and include related Moisture Content reading.

Plywood: _____ MC% _____

OSB: _____ MC% _____

Concrete: _____ MC% _____

Other: _____ MC% _____

*** PLEASE RETAIN THIS COPY WITH YOU. ***