

Limited Warranty for Hakwood Duoplank® flooring products

Attention

Inspect all materials carefully before installation. Warranties do not cover materials with visible defects once they are installed. The natural characteristics of wood cause variations in color and grain. Even though our products are inspected many times, some grading deficiencies may occur (in up to 5% of the flooring).

These warranties are given to the original purchaser only. They are subject to the exclusions, procedures, limitations and exclusions set forth herein. Only approved product applications as recommended by Hakwood are covered by these warranties. For warranties on Hakwood flooring in combination with subfloor heating and cooling please consult the document: *Hakwood Subfloor Heating And Cooling*.

All claims regarding quality of goods shall be submitted within 14 days of receiving goods and prior to installation of goods. To submit a claim, it is required to submit product purchase documents and a completed Hakwood Claim Form.

Top layer warranty

Hakwood warrants to the original purchaser that the wood top layer of Hakwood flooring, when used under recommended residential or commercial traffic conditions and maintained as recommended by Hakwood, will not wear through or separate as a result of normal use for the period of twenty-five years as from the date of purchase. Warranty exclude any scratches, indentations or damage due to a uneven subfloor, improper maintenance, misuse, insects, erosion, negligence, spiked heel shoes, pets, water, moisture, pebbles, sand, other abrasives or poor protection on furniture, wet mopping or failure to follow all of the manufacturer's written maintenance instructions. Floor care products other than those recommended by Hakwood may damage your floor and may void the warranty.

Structural warranty

Hakwood warrants to the original purchaser, that the floorboards are free from manufacturing defects in assembly, dimension, grading of more than 5% of the flooring, lamination and milling. The warranties provided are only granted to the original purchaser and are not transferable or assignable. Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may therefore experience some gapping between boards at different times during the year. If gapping does occur, this is not covered by this warranty.

Pre-installation warranty

Hakwood warranty protection explained

If in the unlikely event any portion of the original purchaser's floor should fail with respect to the provisions of this warranty, Hakwood, at its sole option, will repair, refinish or replace said portion at no cost to the original purchaser with the same or equivalent product. In the unlikely event Hakwood is unable to correct the failure after a reasonable number of attempts, Hakwood will refund (if requested) the purchase price for the portion of the floor that failed. To file a claim, first contact the retailer where the original purchase was made. If the retailer is unable to satisfy the claim, contact Hakwood directly. Claims must be filed within the warranty coverage period and documentation verifying purchaser and date of purchase will be required. Hakwood reserves the right to have a designated Hakwood representative inspect the floor(s) and to have samples removed for technical analysis. Hakwood's warranty is not transferable or assignable. No installer, retailer, distributor, or employee of Hakwood has the authority to alter the obligations or limitations of any Hakwood warranty.

Disclaimers and exclusions

Colour variation in wood flooring is a natural occurrence due to species, age or character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring. Gloss reduction is not considered surface wear. Hakwood is not



responsible for colour variation of product or samples for the consumer matching flooring to other wood products such as furniture, stair railings and moldings. Naturally occurring wood characteristics such as variation in grain, colour, mineral streaks and knots are not considered defects. Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discolouring under the rug. This is not a product defect.

Installations and preventive measures must be performed in accordance with all Hakwood installation information. These are part of this warranty but not exclusive to this warranty. It is the responsibility of the installer and/or the owner to inspect boards prior to installation. Hakwood accepts no responsibility for costs of product or labour when boards with visible defects have been installed. Before installation can begin, the subfloor must be thoroughly inspected to ensure that the subfloor is sound, flat and dry. Written documentation of this inspection must be obtained. Subfloors with known moisture problems are not covered by this warranty.

Damage due to water and/or moisture, including, but not limited to broken or leaking pipes, wet mopping, weather or natural disasters, finish damage as a result of applying tape, is excluded from Hakwood warranties. Hakwood warranties do not cover indentations, scratches, stains or damage caused by negligence, fire, water, moisture, excessive heat, excessive dryness, erosion, pebbles, sand or other abrasives, pets, insects, spiked heel shoes, weather conditions or natural disasters, colour variations, naturally occurring wood characteristics. Failure to follow all the manufacturer's written installation and/or maintenance instructions, improper maintenance, wet mopping, insufficient protection, misuse or improper alterations of the original manufactured product. Hakwood warranty does not cover natural expansion and contraction resulting in gapping between boards or damage caused by low or excessive humidity.

No warranty applies to any products designated as seconds, off-goods or non-standard items. Any product(s) so designated are sold "as is."

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by the law. Hakwood assumes no liability for incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair, refinish, replacement or refund of defective products.

Prevention

In order to protect your floor:

Do:

- Maintain indoor relative humidity between 40% and 65%. If this preventive measure is not kept, the Duoplank can crack, split, discolour, crook, bow and delaminate.
- Use felt leg protector pads under all furniture legs.
- Replace narrow, hard furniture rollers with wide rubber ones.
- Always clean your floor in accordance with the Hakwood Care & maintenance instructions
- Wipe up spills immediately
- Use a dolly, rolled over plywood when moving heavy objects.
- Apply (slip resistant) runners or area rugs on High traffic areas,
- Use (slip resistant) door mats, to keep abrasives as dirt, grit and sand off the floor.
- Protect your floor from direct sunlight.



Don't:

- Allow water to stand on your floor.
- Walk on the floor with any hard and/or sharp object protruding from the sole.
- Use cleaning products that are abrasive or contain alkaline, ammonia, bleach, soap, citrus.
- Let furniture stand on your floor on small hard legs.
- Use a steam mop or any machine as you risk damaging the finish of the Hakwood floor.

Care

- As described in *Hakwood Care and Maintenance Instructions*.

See also:

Hakwood GENERAL TERMS AND CONDITIONS OF SALE
Hakwood INSTALLATION INFORMATION
Hakwood CARE AND MAINTENANCE INSTRUCTIONS
Hakwood SUBFLOOR HEATING AND COOLING
Hakwood HEAT SENSORS
Hakwood TECHNICAL PRODUCT INFORMATION
Hakwood MATERIAL SAFETY DATA SHEET

IMPORTANT INFORMATION AND DISCLAIMER:

This data sheet is made available for your convenience only and may be updated without notice. Hakwood makes no representation or warranty as to the accuracy of the data provided. Products are only sold subject to Hakwood general terms and conditions of sale. Your use of these data remains solely your responsibility. In no event shall Hakwood's liability arising out of this data sheet exceed the purchase price paid for the products concerned.

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