

---

# RESIDENTIAL & COMMERCIAL WARRANTY

---



## Lifetime Limited Structural Integrity Warranty

Pacific Floors quality engineered flooring features multi-ply cross grain construction made from a durable softwood substrate that is precision milled for a perfect tongue-and-groove fit.

Pacific Floors warrants to the original purchaser its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimension, and grade for the lifetime of the floor. Structural integrity does not cover the normal expansion and contraction that wood floors may experience between boards at different times during the year. If minor separations do occur, they are not covered by this warranty. Cupping, delaminating, crowning or discoloration due to excessive moisture or humidity is not covered by this warranty.

## 25 Year Residential Surface Finish Limited Warranty

Quality engineered UV Oil finished floors are warranted by Pacific Floor not to wear through or delaminate from flooring for 25 years from the date of purchase. Flooring must be used under normal residential traffic conditions. All care and maintenance instructions provided by Pacific Floors must be followed for this warranty to be valid. The use of other products not approved by Pacific Floors may damage your floor and void the warranty. Cupping, delaminating, crowning or discoloration due to excessive moisture or humidity is not covered by this warranty.

## 3 Year Commercial Surface Finish Limited Warranty

Quality engineered UV Oil finished floors are warranted by Pacific Floors not to wear through or delaminate from flooring for 3 years from the date of purchase for commercial applications. Flooring must be used under normal traffic conditions. All care and maintenance instructions provided by Pacific Floors must be followed for warranty to be valid. The use of other products not approved by Pacific Floors may damage your floor and void the warranty. Cupping, delaminating, crowning or discoloration due to excessive moisture or humidity is not covered by this warranty.

## Approved Maintenance Products

Pacific Floors only approves the use of the recommended Parquet Cleaner and Maintenance Oils. The use of any other oils or cleaners will void the warranty.

## Character Grade Disclaimer

Most of our collections supplied exclusively by Pacific Floors are purposely selected as a character grade wood and as such, contain all the original defining uniqueness such as open knotholes, pits, worm holes, true craftsmanship hand-scraping and other naturally occurring elements of a character grade floor. Our clients purchase these flooring collections precisely for these defining characteristics in order to create a truly vintage look. Pacific Floors suggest you allow 5% waste for cross cutting, removal of cracks and end splits, and an additional 5% if open knots are to be cut out without filling.

## Manufacturing Defects

Pacific Floors warrants its hardwood flooring against manufacturing defects caused by improper milling, grading, and finishing. Pacific Floors is liable only when the defective flooring exceeds 10% of the original hardwood flooring purchase order and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation. Damages caused by improper transportation, storage, and installation are not covered. Occasional defects in flooring from miss-milling or handling damage do occur. During installation, occasional defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row.

If there is a reoccurring problem or excessive waste during installation, stop immediately and contact Pacific Floors so that the problem can be reviewed before proceeding. Pacific Floors will at its option, either send replacement flooring or credit you for that portion of flooring which fails to make grade. **DO NOT INSTALL DEFECTIVE FLOORING.**

Flooring that has been installed is deemed to be acceptable. Pacific Floors shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

# RESIDENTIAL & COMMERCIAL WARRANTY



## Colour & Grain Variation

Wood is a natural material. No two pieces are the same. No two trees are the same. The same species can vary, based on the geographic area from which it was harvested. Pacific Floors cannot be responsible for claims arising from flooring that possesses a greater range of grain/colour variation than found in samples supplied by dealers.

## Colour Fastness

All woods are sensitive to light and oxygen; therefore over time they will change colour developing a unique patina.

## Radiant Heat Systems

If the floor is installed over a radiant heating system, never allow the surface temperature of the floor to exceed 27 degrees Celsius. Avoid dramatic temperature changes. Always adjust the system gradually in 2-3 degrees Celsius increments. It is recommended that a dedicated thermostat be installed to allow the temperature of the radiant heating system to be accurately controlled.

## Warranty Exclusions

The following is not covered under this warranty agreement:

- Indentations, scratches or damage caused by negligence, water, sand, and abuse and natural occurring changes in colour from exposure to light
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, and failure to follow instructions on the use of flooring maintenance products approved by Pacific Floors.
- Surface checking resulting from low relative humidity and/or mildew, discolouration, or cupping resulting from extreme sub floor moisture.
- Poor installation workmanship, improper care and maintenance.
- All modifications made to the supplied product will void warranty.

## Terms and Conditions

The use of floor care products other than those recommended by Pacific Floors may damage flooring and void this warranty.

Warranty provisions extend to the original purchaser only.

Inquiries regarding this warranty should be directed to Pacific Floors on +61-3 8825 6780

**EXCEPT AS EXPRESSLY SET FORTH ABOVE, PACIFIC FLOORS MAKES NO WARRANTY, EXPRESSED OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE AND PACIFIC FLOORS DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FOR THE ABOVE.**