

Millstead Engineered

Limited Residential Warranty Program

THE MANUFACTURER PLEDGE

RESIDENTIAL WARRANTY: Applicable products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, laminating, grading or assembling only.

FINISH WARRANTY: We warrant that under normal residential conditions and with proper maintenance, our finish will not wear through within the given period. Gloss reduction is not considered wear through. Therefore it is not covered under the finish warranty.

STRUCTURAL WARRANTY: If a properly installed and maintained Engineered product should ever warp, cup or buckle, or if the plies should ever separate due to internal glue bond failure, we will arrange for the repair or removal and replacement of the defective boards.

MOISTURE WARRANTY: Engineered floors are warranted against warping, cupping, buckling and, if glue-down installation is used, releasing from the subfloor due to water migration up through the concrete only. ALL WARRANTIES ARE LIMITED TO THE ORIGINAL PURCHASER AND APPLY ONLY TO PRODUCTS LISTED IN THIS BROCHURE. DAMAGE DUE TO WATER SATURATION (INCLUDING BUT NOT LIMITED TO) A LEAKY FAUCET, BROKEN PIPE AND WET MOPPING IS EXCLUDED. We also recommend you retain ALL documentation regarding your pre-installation tests. This may assist you if a claim has to be filed under this warranty. This warranty provides for a one-time only repair due to subfloor moisture caused by water migration up through the concrete only.

REFINISHING WARRANTY: Manufacturer warrants that our prefinished Genesis products can be sanded and refinished one time when performed correctly by a professional floor refinisher. Please note: Sanding will alter hand-scraped or distressed appearance. Color will remain on the edges of beveled-edge products.

RADIANT HEAT WARRANTY: In-floor radiant heating systems can significantly alter product performance. Only Oak, American Cherry and Walnut can be used over these heating systems. If any other product is used, all warranties are voided.

REGARDING ALL WARRANTY COVERAGES: It is critical that all installations are done in compliance with the procedures outlined in Manufacturer installation instructions. Failure to install in accordance with the instructions will void all warranties. The sole obligation and liability of Manufacturer, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, at no cost to the original purchaser OR to issue a refund of the purchase price, at Manufacturer's discretion. Only Floors that were professionally installed will be eligible for labor cost reimbursement. If you installed the floor yourself we will cover the cost of replacement materials only. No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If before installation you discover any flooring that has obvious defects please contact Manufacturer immediately and replacement flooring will be provided at no cost.

Not intended for full bath application.

EXCLUSIONS

- Manufacturer cannot warrant a color match of our products to other wood products, such as stairs, stair railings, cabinets, trim, molding, etc.
- Distressed/scrapped/wirebrushed products are random applications. These processes leave no two boards alike.
- In order to maintain the recommended relative humidity (35%-55%) inside the home, installation of a humidifier or dehumidifier may be necessary.
- The floor is designed to perform in an environmentally controlled structure.
- Area rugs should be moved periodically to minimize the effects of ultraviolet light on hardwood floors.
- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are normal characteristics and are not construed as defects.
- Nature's trademarks leave no two pieces of wood the same and color or other variations can occur. Vintage floors may contain naturally occurring light and dark wood color/grain variation.

NOTE: CLAIMS WILL NOT BE PROCESSED WITHOUT PROPER RECEIPTS. CLAIMS MUST BE PROCESSED VIA AUTHORIZED DISTRIBUTOR.

- We cannot warrant against natural variations, nor the normal minor differences between color samples and the color of the installed floors.
- Only Manufacturer approved cleaning and maintenance products are appropriate for use on our products. Use of non-Manufacturer approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-800-258-5758.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, dents, excessive heat or excessive dryness.
- Gloss reduction is not considered wear-through. Therefore is not covered under the finish warranty.
- The warranty does not cover color changes to any products which result from UV exposure or artificial light.
- Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.
- Manufacturer's warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish or replacement (or a refund of your purchase price) of flooring material are the sole remedies.
- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- All warranties are limited to the original purchaser and apply only to products listed in this brochure.
- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe and wet-mopping is excluded.
- The use of putties during and after the installation of wood flooring is considered normal and is not cause for a claim against this warranty.
- THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF, NO OTHER WARRANTIES EXPRESSED OR IMPLIED BY OPERATION OF LAW OR OTHERWISE MADE, INCLUDING BUT NOT LIMITED TO, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL Manufacturer LLC BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE, OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.
- No installer, retailer, distributor, agent or employee of Manufacturer has the authority to increase or alter the obligations or limitations of this warranty.
- This warranty gives you specific legal rights. You may also have other rights which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.
- Proof of purchase (dated itemized sales receipt or customer agreement is required to file a claim. No claim will be reviewed without this information. Sample and photos may be required to process claim.
- If you need to file a claim under this warranty, first contact your Manufacturer retailer, or write to us at Technical Services, 2225 Eddie Williams Road, Johnson City, TN 37601-2872.
- Any and all disputes arising out of the purchase of Manufacturer products or this warranty shall be subject to mandatory and binding arbitration in Johnson City, Tennessee, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.
- Note: Please read installation instructions prior to installing.

RESIDENTIAL FINISH WARRANTY

30 Year Oak & Cork
55 Year Maple, Birch, Cherry, Walnut & Hickory

REFINISHING WARRANTY

1 time Note: On surface textured products, sanding will alter handscraped appearance. On beveled edge products, stained color will remain on the beveled sides and ends.

USE OVER RADIANT HEAT?

Oak, Walnut and Cherry Products ONLY