



WOOD FLOORS

WARRANTY cont...

Flooring Product Warranty

Exclusions to Warranty:

1. Improper Installation – Proper installation procedures must be followed including acclimation and the requirement that the sub-floor be within 4% moisture content of flooring before installation.
2. Improper Maintenance – Maintenance instructions must be followed and in particular the floor cannot be wet mopped.
3. Extreme Conditions – The humidity level in the home must be in the 35% to 50% range throughout the year using air conditioners, humidifiers, and dehumidifiers as appropriate.
4. Abuse or Misuse – This warranty does not cover damage caused by stiletto heels, heavy furniture or equipment, pet claws, pebbles, sand, or any other materials that unreasonably abuse floors.
5. Moisture Damage – This warranty does not cover damage caused by moisture penetration through the sub-floor, flooding, leaking plumbing, overflowing sinks, or other moisture damage that is not normal conditions.
6. Sunlight – normal exposure to sunlight can bring about subtle changes in the curing process of any hardwood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not considered a product defect.
7. Finishing – Different brands of finishes may not react the same. The manner, in which the finish you choose responds to the product, is not covered under this warranty.
8. Improper Storage – Material stored in an unfinished state is susceptible to oxidation, discoloration, and gaining increased moisture content at a much higher rate. Koetter Wood Floors cannot warrant against improper storage or handling of material after it has left our facility.

Radiant Heat Warranty

Koetter Wood Floors warrants its Quartersawn flooring for radiant heat applications, provided that the following guidelines are met:

1. Quartersawn flooring approved for radiant heat applications must be installed following recommended procedures set forth by the National Wood Flooring Association (See Insert).
2. Species permitted for radiant heat installations are limited to Red Oak, White Oak, Cherry, & Walnut, in widths not exceeding 4". Other Quartersawn species not listed above (including hard Maple) will **not** be warranted.



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Installer's Responsibilities:

1. Inspect the flooring upon arrival to ensure that you received the quantity, species, grade and size flooring you ordered and there was not any handling damage or water damage in transit (in which case you need to lodge a claim with the transport carrier.)
2. Make sure the flooring received meets the buyer's expectations prior to installation and they approve such issues as the color/grain range and the color change to be expected in the specie chosen as well as how the freshly installed floor may vary in look from the aged samples from which their selection was made.
3. Establish that the site and sub floor are suitable for the installation method chosen and advise the buyer of, and correct any deficiencies prior to commencing installation.
4. Install the flooring in a manner that is in accordance with industry standards for properly installed solid wood flooring. This includes the use of the proper moisture barrier/underlayment, mastic, glue, or nails/staples.
5. Perform adequate color/grain selecting as you install the floor, so as to not install "odd colored/grained" pieces in conspicuous places, as the owner may reject them later.
6. Protect the flooring and the finish during installation and protect the flooring afterwards from construction and move-in foot traffic to minimize scratching and wear.
7. Instruct the end user in proper floor & maintenance care as well as the need to maintain proper relative humidity levels at the site.

Preventative Maintenance

Preventative maintenance is a term more common to industrial floor care than to residential or office floor care, but its importance cannot be over-emphasized. Good preventative maintenance lengthens the intervals between the major renovation operations such as re-coating, re-waxing and refinishing. Here are some basic rules that apply to all types of floor finishes.

1. Keep grit off the floor. Use dirt-trapping, walk-off mats at all exterior doors to help prevent dirt, grit and sand from getting inside the building. Throw- rugs or small sections of carpet just inside the entrances are also recommended. Dirt and grit is any flooring's worst enemy, and that includes carpets and vinyls as well as hardwoods. Keep doormats clean.
2. In kitchens, use area rugs at high spill locations and at work stations-stove, sink, and refrigerator. Cotton is generally the best fabric since it is easily washed. Mats with a smooth backing, i.e. rubber or vinyl, may trap water beneath.
3. Finishes and certain chemicals in wood oxidize and are affected by ultra violet light sources. This may cause the wood and finish to change color and develop a patina or aged appearance. To avoid uneven appearance, move area rugs occasionally and drape or shade large windows.
4. Put fabric glides on the legs of your furniture; they allow furniture to be moved easily without scuffing the floor. Clean the glides regularly. Grit can become embedded in glides; clean the glides over to prevent scratching. Some furniture may require barrel type roller casters as ball type casters may cause damage. Grey, non-marking rubber casters are the best. Avoid casters made of hard materials like metals or hard plastics.
5. Vacuum regularly, as often as you vacuum carpets: a brush attachment works beautifully. Sweep or use a dust mop daily or as needed, but do not use a household dust treatment as this may cause your floor to become slick, dull the finish, or interfere with re-coating.
6. Wipe up food and other spills promptly with a dry cloth or paper towel. Use a slightly moistened cloth for sticky spills if necessary. Then wipe the floor dry with another cloth or paper towel. We recommend the use of our own Koetter Wood Floor Cleaner to maintain the beauty of your floor. The use of other products not formulated for your floor may damage the finish and void the warranty.
7. Keep heels on shoes in good repair, especially high heels. Heels that have their protective cap missing or worn away exposing the steel support rod will dent any floor.



WARRANTY cont...

Liability

This warranty is the complete and exclusive statement of our flooring product warranty and liabilities and is in place of all other express and/or statutory warranties. Koetter Woodworking assumes no liability for incidental or consequential damages.

The sole remedies provided herein are the repair or replacement of defective products, or refund for defective products. Material, which does not meet your expectations, may be returned for credit or replacement. Additional costs and or charges incurred will not be covered unless your request for written approval is approved prior to any such charges.

Claims Procedure

Product claims must be made prior to installation. Material must be inspected for quality of manufacture/grade and moisture content. It is our responsibility to provide a dry, well-manufactured product but it is your responsibility to confirm this prior to installation.

Koetter Wood Floors will only accept requests from the party that purchased the material from Koetter Woodworking, Inc. All requests must come through our customers.

Request for credit or replacement may be made by contacting our customer sales department during normal business hours at (812) 923-8875 or by faxing your request to (800) 411-8285.



WARRANTY cont...

Structural Integrity Warranty

Koetter Wood Floors warrants, to the original purchaser, that its products, in their original manufactured condition, to be free from manufacturing defects in milling, dimension, and grade. 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 or crowning due to excessive moisture or humidity is not covered by this warranty. **If flooring is deemed defective with regard to the above, prior to installation it may be returned for credit or replacement.**

Finish Warranty

Koetter Wood Floors provides a 10 year limited warranty to the original purchaser for residential applications and a 3 year limited warranty in commercial applications subject to proper installation and regular performance of recommended care and maintenance. The warranty begins from the date of original purchase. All claims require proof of purchase as the original purchaser.

We recommend the use of Koetter Wood Floors cleaner to maintain the beauty of your floor. The use of other products not formulated for your floor may damage the finish and void the warranty. Periodically the floor will need to be screened and recoated with compatible urethane.

Note that flooring can have certain color and grain variations that are natural to wood. Species, age, character and exposure to sunlight may keep new or replacement flooring from matching existing flooring or samples.

Warranty Exclusions

Koetter Wood Floors warranties do not cover indentations, scratches, or damages caused by negligence, water, erosion, insects, spiked heel shoes, pebbles, sand, other abrasives, failure to follow our written Installation Instructions, improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.

Normal exposure to sunlight will cause changes in the shading of any hardwood floor. This is not a product defect. No warranties apply to “seconds”, or any other products not included in the products specifically outlined in the warranty.

This writing is the complete and exclusive statement of the warranty. Koetter Wood Floors 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 have other rights as they vary from state to state.