



Limited Residential Warranty

Read these instructions before opening the shrink-wrap.

Thank you for purchasing engineered flooring from Pacific Blue Hardwood Flooring. Please read this entire information carefully.

The information stated here contains all of the warranty exclusions. If you feel uncomfortable and/or disagree with any of the warranty and condition of sales stated herewith and have paid for your purchase, please do not open the shrink-wrap or carton of the products. You can return the products to where you purchased, in its original unopened packaging and ask for a refund.

RESIDENTIAL WARRANTY

This warranty is not transferable, Pacific Blue (hereafter "the Manufacturer") hereby warrants to the Original Buyer only (hereafter "buyer" or owner), that all Pacific Blue Hardwood Flooring products installed by using the recommended installation methods, floor maintenance procedures, and maintaining proper relative humidity conditions within the residential home, to be free from manufacturing defects subject to the following conditions and exclusions. This warranty program is limited to residential application only and does not apply to commercial and industrial use.

LIFETIME STRUCTURAL WARRANTY

Lifetime Structural Warranty means Pacific Blue Hardwood Flooring products will remain free from defects in lamination for as long as the original purchaser owns the home. The manufacturer warrants to the original purchaser its prefinished hardwood floors against delamination (separation between plies) in normal environmental conditions provided that NWFA Installation Guide Lines are followed.

Normal Environmental conditions mean that heating or ventilating systems should be designed to maintain interior relative humidity level (in air) between 40% and 70% relative humidity all year round.

25 YEAR FINISH WARRANTY

The Manufacturer hereby warrants that the wood flooring is protected by a Heidelberg Silicon Infused Urethane Finish that will not wear through for 25 years from the date of purchase under normal residential use provided buyer follows the preventive maintenance and regular maintenance as prescribed here.

Finish warranty excludes any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, accidents, spiked heel shoes, water, wet mopping, erosion, pebbles, sand, other abrasives, insufficient prevention and/or protection. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss reduction and scratches are not considered surface wear and ARE NOT covered under this warranty.

Use of floor care products may damage your floor and may void the warranty.

WARRANTY EXCLUSIONS: *Improper Maintenance and Prevention*

Floor maintenance must follow the recommendations outlined in this guide. This warranty excludes impact damage or wear from heavy furniture or equipment used without proper protection. Warranty excludes indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, erosion, pebbles, sand, other abrasives, insects, pets, abuse, accidents, insufficient prevention and/or protection in kitchen working stations and underneath furniture.

Spike or stiletto high heels, especially those in need of repair, may cause scratching, denting and related damage to hardwood floors due to the extremely high compression force they generate. Such footwear can produce dynamic loads in excess of thousands of pounds per square inch and permanent indentations may result. This is not a manufacturing or product related defect; The Manufacturer will not accept claims for damages that arise from such exposure.

The use of non-recommended maintenance and floor-care products, including but not limited to oil soaps, liquid or paste wax products, other household cleaners that contain lemon or tung oils are NOT covered under these warranties.

IMPROPER INSTALLATION

The floor must be installed according to the NWFA and NOFMA installation guidelines. Damage caused by improper handling, or installation

methods, invalidate these warranties. Floor materials with apparent machining defects must be removed prior to installation.

IMPROPER ENVIRONMENT

Any damage that occurs during shipping/transport is the responsibility of the shipping and transport Company. This warranty does not cover damage caused in whole or in part by casualty, improper transportation and storage, abuse, use of which the goods are not intended, faulty construction of the building, faulty installation of goods, settlement of the building or other movement causing separation of movement of sub floor structure, natural disaster, insect infestation, extreme heat, extreme sunlight, excessive dryness or excessive moisture from wet mopping and any other source including humidity, spillage, migration through slab or wall or any other source affecting the dimensions or planes of wood flooring members. Extreme indoor conditions (extreme heat, dryness and/or moisture) may cause damage to the flooring. The Manufacturer specifies that flooring be installed and maintained in an indoor climate with humidity ranges between 40-70%. It is natural, due to the inherent properties of wood that some minor contractions and expansions might occur. These occurrences, and/or visual changes on the hardwood floor, will self-correct with seasonal climate changes and/or when maintaining suggested normal environmental conditions. Surface checks may also be aggravated by extreme low humidity (below 40%). Alteration or repair that is not Manufacturer authorized will void the warranty.

NATURAL SUNLIGHT

Over time, normal exposure to sunlight will bring about subtle changes in the shading of most hardwood flooring; these changes may vary in areas of the floor that are blocked from sunlight, such as under area rugs. This is a natural occurrence in the wood and not a product defect and is not covered by the warranties.

SURFACE CHECKING

Occasional cracking or checks in the surface due to low relative humidity, dryness or installation over radiant-heated floors are inherent for wood products. Because these occurrences are not manufacturing defects, they ARE NOT warranted. All products are likely to check when the relative humidity drops below 40%. Pacific Blue Hardwood Flooring sold under their Character grades will and may have some degree of surface checking included. This is not a manufacturing defect as it is part of the characteristic of the flooring grades.

RADIANT-HEATED SLABS – IN FLOOR HEATING SYSTEM

Installation over radiant-heating systems/underfloor heating systems is warranted by the manufacturer only if approved NWFA and NOFMA guidelines for installation, care and maintenance are strictly followed. Such heating systems can typically dry out the wood flooring causing cracks and surfaces checking among other issues. Failure to follow the guidelines set forth by the NWFA and NOFMA for the proper care of hardwood floors over radiant heat can result in these types of issues and will result in a voiding of this manufacturing warranty.

NOTE: The following species are not considered acceptable for radiant heat systems and will not be covered by this radiant heat warranty: Australian Cypress, Brushbox & Red River Gum

WARRANTIES DISCLAIMED

The manufacturer expressly disclaims any other warranties, including warranties of merchantability and fitness for a particular purpose. It is the Buyer's responsibility to determine the suitability of the product for the intended use and purpose, and the Buyer assumes all risk and liability whatsoever regarding such suitability. These warranties give you specific legal rights, and you may also have other rights that vary from state to state.



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LIABILITY LIMITATIONS

Buyer agrees that Buyer's exclusive recourse and Manufacturer's total liability on any claim shall be limited to, at Manufacturers' option, the repair or replacement of the defective goods which are proven to Manufacturer's satisfaction to be defective in manufacture, or the refund of the purchase price of such defective goods. In no event shall the Manufacturer have any other liability, including damages, in excess of the Manufacturer's price of goods found defective, which specially excludes labor, transportation and storage charges of any kind.

In no event shall the Manufacturer or its suppliers be liable for any direct, indirect, punitive, economic, commercial, consequential, incidental or special loss or damage or any claim by a third party, resulting from the use or loss of use or the performance or non-performing of Pacific Blue Hardwood Flooring products. This warranty is limited to one time repair or replacement of defective materials. Any attempt to repair, replace or refinish the floor prior to Manufacturer's inspection and authorized repair actions will void this warranty. No distributor, dealer, installer, agent, sales person or Manufacturer's sales representative is authorized to change or increase the terms or coverage of this warranty program.

WARRANTY REGISTRATION

To register your residential warranty, complete the registration form and return it with a copy of your invoice to Pacific Blue Hardwood Flooring, Attn: Customer Service (address below) within 30 days of the purchase from a Pacific Blue Hardwood Flooring dealer and fully paid for.

WARRANTY CLAIMS

If you need to file a claim under this Residential Warranty Program, you must first contact your Pacific Blue Hardwood Flooring dealer where the original purchase was made. If the dealer is unable to satisfy your claim, then contact by letter to the following address:

Pacific Blue Hardwood Flooring
Global Flooring Solutions
Customer Service
1105 West 190th Street
Gardena, CA 90248

Pacific Blue Hardwood will send you a form that needs to be completed and returned for processing. A written notice of claim must be filed within the warranty coverage period and no later than 6 months after occurrence of the problem that gives rise to your claim. Information verifying date of purchase and identity of the original purchases, and/or invoices as proof of purchase will be requested. The floor must have been purchased from a Pacific Blue Hardwood Flooring Dealer and fully paid for. We strongly suggest that you keep your original invoice in a safe place.

Pacific Blue Hardwood Flooring reserves the right to have a designated representative inspect the floor and remove samples for technical analysis. The representative will then report the findings within a reasonable amount of time.

WARRANTY VOIDABILITY

The warranty contained in this warranty will become null and void upon notice by the Manufacturer if:

1. Buyer fails to maintain the proper humidity condition of the home interior (40 – 70% humidity) throughout the year.
2. Buyer fails to follow the Manufacturers' Installation Guide Line, Floor Care and Maintenance Guide Line: or
3. Buyer fails to keep the original proof of purchase documents: or
5. Buyer denies the Manufacturer/seller a reasonable opportunity to review and investigate any alleged failure.
6. Buyer has not fully paid for the Pacific Blue Hardwood Flooring materials prior to the installation.

INSTALLATION GUIDE LINE

All Pacific Blue Hardwood Flooring products should be installed by a qualified or professional hardwood flooring installer. It should be installed by using Glue Down or Staple Down installation method whenever possible. We recommend NWFA installation guidelines for engineered flooring. Brand name urethane based adhesives should be used. Do not use water based or vinyl adhesives.

FLOOR CARE AND MAINTENANCE GUIDE

This recommended Floor Care and Maintenance Guide is part of the Manufacturer's Residential 25 year Finish Wear Layer Warranty. Failure to comply fully will result in the warranty being null and void.

All flooring products from Pacific Blue Hardwood Flooring are durable and easy to maintain. This is because you are not walking directly on the wood, but on the anti-scratch finish that is specially formulated for hardwood flooring. This protects the woods and keeps your floor looking beautiful. The key to maintaining your floor is to protect and maintain this UV finish and the following floor care recommendations will tell you how.

After Installation

Immediately after installation, vacuum or dust mop your floor to remove dirt or debris.

Routine Maintenance

Dust mop or vacuum your wood floor regularly to prevent sand or abrasive dust from accumulation and scratching the finish. The UV cured urethane finish should not be waxed as it is not needed and wax may void the warranty.

Preventive Maintenance

Never clean your wood floor with excessive water or a very wet mop.

Excessive moisture can damage your floor. Never use any kind of wood polish or solvent-based dressing or maintenance products, they may dull or damage the finish.

Sand and dirt can be abrasive to wood floors; one should place protective mats by doorways to keep dirt and moisture from being tracked across your floor. Area rugs are recommended in front of sinks in kitchens. The rugs should be slip-resistant with a non-abrasive and non-discoloring backer. Install floor protectors (felt pads) under all furniture and chair legs in order to ease their movements and to prevent scratches. Clean up spills as soon as possible, before they get sticky or dry.

Spike or stiletto heels shoes, especially those with worn heels, can dent and scratch wood floors (as will as other flooring surfaces).

Maintain proper humidity conditions (40 – 70%) in your home throughout the year. This may require the use of a humidifier or dehumidifier, depending on conditions. Avoid extreme changes in humidity from season to season. Hardwood is a porous material that reacts to changes of relative humidity. In summer, when humidity is at its highest, it is absorbed by the wood, which then expands. In winter, on the other hand, when relative humidity level in the house is much lower, the wood releases its humidity and contracts or shrinks. Failure to maintain the normal humidity conditions at 40 – 70% humidity for the home interior all year round, before and after installation of the wood flooring will void the warranty.

Protect the floor against direct sunlight or any intense source of artificial lightings. Over time, intense light will discolor exposed surfaces. This phenomenon with wood surface is normal and natural. The lighter the color of the natural wood, the more apparent this phenomenon will be. Never use wax, oil-based detergent or any other household cleaners. These may dull or damage the finish and making the floor slippery and more difficult to clean.



WARRANTY REGISTRATION

BUYER/OWNER INFORMATION:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

RETAILER/DEALER INFORMATION:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Date of Purchase: _____

INSTALLER INFORMATION:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Date of Installation: _____

TYPE OF PRODUCT INSTALLED

Type: _____

Wood Species: _____

Flooring size: (Thick x Width): _____

Total Footage/Area Installed: _____

Please **MAIL** or **FAX** the Warranty Registration as follows:

Pacific Blue Hardwood Flooring
Customer Service
1105 West 190th Street
Gardena, CA 90248 USA

FAX: 310.878.8900