



ENGINEERED HARDWOOD FLOORING WARRANTY/CARE GUIDELINES

PLEASE READ CAREFULLY

The most common cause of problems associated with hardwood flooring installations is moisture, either too much or too little. Important Note: It is the contractor's and homeowner's responsibility to ensure that the conditions before installation, as well as for the life of the hardwood floor, meet specific criteria.

INSTALLATION JOB SITE CONDITIONS

Subfloor Conditions:

Wood Subfloors: The wood sub-floor to which you are nailing or gluing your hardwood floor must have a moisture content (MC) of 12% or less when measured with a properly calibrated pin-type moisture meter within 3% of the measured MC of the hardwood flooring before installation. The sub-floor must remain at 12% or less MC throughout the life of the hardwood floor. It is the contractor's / homeowner's responsibility to verify those measurements and to ensure that the environment, including the crawl space, is and will remain dry.

Concrete Subfloors: Adequate moisture testing, in the form of a calcium chloride test, according to ASTM F-1869 (The moisture emissions from the concrete floor shall not exceed 4 lbs/1000 sq ft/ 24 hours); or probe testing in accordance with ASTM F-2170 must be performed. As per our Installation Instructions, these results are used to choose the proper adhesive system. The slab's relative humidity (RH) must not exceed 75%. If the relative humidity in the slab exceeds 75%, DO NOT INSTALL any engineered Floors until the above parameters are met. Failure to perform and document the specified test will void this warranty. As indicated by the moisture test results, failure to use the correct adhesive may void this warranty. We suggest you photograph and timestamp the photo when measuring.

Environment: Other factors that can affect the floor's moisture content and cause problems are uncontrolled environmental relative humidity (RH). It is the homeowner's responsibility to install, operate, and monitor such systems as necessary to maintain an RH of between 35% and 55% and a temperature range of between 60° F to 80 ° F at all times. Failure to ensure and maintain a clean, dry sub-floor and crawl space or inability to regulate environmental RH or temperature as required can lead to excessive cupping, splitting, checking, and gapping. Any manufacturer warranty will not cover such occurrences. Engineered floors are not recommended for applications such as areas of intense or extremely heavy foot or vehicular traffic (i.e., department store aisles or airport terminals, or industrial floors), and such applications are not covered under this warranty.

FINISH AND WEAR WARRANTY (FOR PREFINISHED PRODUCTS)

TIER Hardwood warrants that the factory-installed finish and wear on the flooring is, at the time of sale, free from defects in material and manufacturing, and that it conforms to TIER Hardwood Flooring standard specifications for the finish. TIER Hardwood Flooring warrants properly maintained flooring according to TIER Hardwood Flooring installation guide.

- **RESIDENTIAL FINISH AND WARRANTY 25 YEAR LIMITED**
- **LIGHT COMMERCIAL FINISH WARRANTY 3 YEAR LIMITED**
- **LIFETIME STRUCTURE WARRANTY**

WARRANTY

This warranty is limited to the residential application only and unless stated otherwise does not apply to commercial or industrial use. This warranty is extended to the original purchaser ONLY and is not transferable. It is the responsibility of the installer and/or homeowner to inspect planks prior to installations. Planks that are defective or visually not acceptable, should be photographed and discarded or possibly used in another location in the room. TIER Hardwood Flooring accepts no responsibility for costs of product or labor when planks with visible defects have been installed. As wood is a natural product, industry standards allow for a defect and irregular tolerance of up to 5%. This warranty applies only to material that is in EXCESS of this 5% allowance.

LIMITED LIFETIME STRUCTURAL WARRANTY

TIER Hardwood Flooring warrants that the residential flooring sold under this Warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to TIER Hardwood Flooring's standard specifications for the product category. TIER Hardwood Flooring further warrants that when installed and maintained according to specifications and used according to its intended purpose, the flooring will not delaminate, separate, buckle or cup due to a manufacturing defect.

Suppose TIER Hardwood Flooring's product fails for any of the above reasons. In that case, TIER Hardwood Flooring will replace or repair, at its option, a portion or all of the flooring at no cost to the original purchaser as long as the original purchaser still owns the property where the floor was installed. TIER Hardwood floors' warranty is only extended to flooring maintained in Normal Environmental Conditions. The heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 60°F to 80°F year-round. **ARE YOU SURE ABOUT THIS? WHAT DO OTHERS SAY? the above is a question and should not be in the guide.**

Warranty Exclusions

TIER Hardwood Flooring's engineered hardwood is not recommended for applications such as areas of intense or extremely heavy foot or vehicular traffic (i.e., department store aisles or airport terminals, or industrial floors), and such applications are not covered under this warranty. TIER Hardwood Flooring is not warranted against indentations, scratches, or damages caused by neglect, water, wet mopping, erosion, pebbles, sand, other abrasives, misuse, abuse, insufficient protection, insects, pets, and spiked shoes. Failure to follow TIER Hardwood Flooring's installation or maintenance instructions, not maintaining proper humidity conditions, or any improper alterations of the TIER Hardwood Flooring's voids applicable warranties. Surface checking and/or occasional cracks in the surface due to changes in humidity or dryness as the floor ages are common in natural wood products and are not covered by these warranties. Damage due to water saturation, such as leaky plumbing, broken pipes, and wet mopping, is excluded from the Lifetime Limited Structural Warranty. Maintaining proper humidity is necessary (please refer to installation instructions for the suggested range). This warranty does not cover minor separations due to seasonal humidity changes

Radiant Heat Installations

These warranties are extended to all 5/8" thick TIER Hardwood Floors when installed over radiant heat systems, The installation is done in strict accordance with the TIER Hardwood floors' Engineered Hardwood Flooring Installation Instructions, and ongoing operating floor temperature and room humidity are controlled as detailed therein. Even when these guidelines are followed, your flooring may still experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. This warranty does NOT cover these symptoms. **TIER Hardwood floors' Solid Hardwood Floors are not warranted for installation over radiant heat systems. TIER Hardwood floors' Hardwood Flooring is not warranted for installation over radiant heat systems in commercial applications.**

Floating Floor Installations

Only 1/2" thick or thicker Engineered Hardwood Floors are warranted for floating installations, provided the installation is done in strict accordance with the TIER Hardwood floors' Engineered Hardwood Flooring Floating Installation Instructions.

WHAT IS NOT COVERED BY THESE LIMITED WARRANTIES?

TIER Hardwood floors' Limited Warranties do not cover conditions caused by improper use or maintenance, such as (see Care and Cleaning Tips insert)

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents, or cuts, including, without limitation, those caused by pets, spikes, or high-heeled shoes.
2. Damage caused by negligence, accidents, misuse, or abuse (i.e., dragging objects across the floor without proper protection).
3. Wear caused by pebbles, sand, other abrasives, construction traffic, or failure to maintain the floor as required (see Care and Cleaning Tips insert).
4. Damage caused by caster wheels or vacuum cleaner beater bars.
5. Failure to support furniture with floor protectors at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor.

Warranty Excludes The Natural Characteristics of Wood

- Natural wood characteristics include variations in grain, color, mineral streaks, knots, normal differences between the color of samples and the color of installed floors, and color variations from board to board.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
- Color, shade, or texture variations between samples, printed color photography, replacement flooring, and the actual material.
- Color variations between the flooring and/or samples and other flooring or wood products you wish to match (e.g., Cabinets, stair railings, trim, etc.).
- Changes in color due to aging, excessive moisture, exposure to sunlight, or ultraviolet rays (which may cause oxidation of finish/stain) are not considered a defect. Certain species, including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Acacia, Tigerwood, Santos Mahogany, and African Mahogany, are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.

TIER Hardwood Flooring's Engineered Floors Care and Maintenance

FLOOR CLEANING

- Sweep, dust mop (microfiber), or vacuum regularly using the wand attachment on your vacuum cleaner.
- Clean your hardwood floor occasionally using a swivel-head mop with a softcover or a hardwood & laminate floor cleaner. **DO NOT USE WATER OR STEAM.**

FLOOR PROTECTION

- Wipe up spills immediately.
- Place a natural or colorfast mat outside at entrances to reduce the amount of dirt and moisture tracked into your home.
- Keep animal nails trimmed to minimize scratches.
- Support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, that rest flat on the floor and are replaced regularly.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it to prevent scuffs and gouges.
- Replace hard, narrow furniture rollers with wide rubber rollers.
- Protect your floor from direct sunlight.
- DON'T use rubber, foam back, or plastic mats as they could discolor your floor.
- DON'T use ammonia-based cleaners, wax-based products, detergents, bleach, polishes, oil soaps, abrasive cleaning soaps, or acidic materials like vinegar.
- DON'T wear shoes with spike heels, cleats, or heel taps on your hardwood floor. Remove shoes at the door to avoid potentially dragging sharp objects on your shoe treads.