

WFS Solid Hardwood Warranty and Installation Information

It is the responsibility of the installer, and homeowner to inspect the wood, prior to installation. We accept no warranty liability when planks with visible defects have been installed defective flooring.

Wood is a natural product, color variations between each plank, knots, mineral stains/streaks, color changes due to age or light exposure, grain patterns, sample matches, etc. are not warrantable.

STRUCTURAL RESIDENTIAL WARRANTY

Lifetime warranty from date of sale

The residential flooring sold under this warranty, is at the time of sale free from defects in material and manufacture, and that it conforms to our standard factory specifications, for flooring. When professionally installed according to installation instructions, and maintained properly, and used for its intended purpose, the flooring will not delaminate, separate, buckle, warp or twist. Natural expansion or contraction from moisture, heat and cold is not included, and is not a defect. Wood is a natural and dynamic product and will move somewhat under varying conditions.

If the flooring does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. This applies to the original purchaser only, and is not transferable. Installation instructions must be adhered to, for a valid warranty to apply.

FINISH WARRANTY

50-year warranty from date of sale

We provide a 7-9 coat, Ultra-Violet cured, Ploy-Urethane Residential finish on our wood floorings.

We also warranty that the factory-installed finish on the flooring is, at the time of sale, free from defects in material and manufacture, and that it conforms to our standard factory specifications for flooring. We warrant that the finish will not wear through to the underlying wood, or separate from the wood itself for a period of 50 years form date of sale. If the finish does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. Installation instructions must be adhered to, for a valid warranty to apply.

WARRANTY EXCLUSIONS

Certain conditions below will not be used under warranty

- Color variations of product and/or samples, mineral streaks/stains, color change due to age or sun and light exposure, pinholes, and knots offer no liability on matching any other item in the application, carpet, cabinets, tile, existing woodwork, etc.
- Gloss reduction is not considered surface wear, and is a naturally occurring characteristic of flooring, and is considered normal wear and tear.
- It is the responsibility of the installer and homeowner to inspect the planks prior to installation. We accept no responsibility for warranty when defective boards have been installed. Flooring with defects, is considered acceptable if installed.
- We do not cover abuse, lack of maintenance, abnormal use, misuse or negligence.
- Application of solvents, corrosive or other chemicals to the flooring, excessive pivot point loads, spike heeled shoes, unpadded furniture feet, water, damage from sand pebbles, grit and dirt, squeaking and creaking from sub floor or improper care or maintenance, heavy appliances, unprotected furniture moving, accidents, acts of nature, fire, excessive heat, damage from domestic animals, or insect infestations, direct exposure to the sun shine.
- Over radiant heat with a surface temperature over 85degrees Fahrenheit, or improper installation over a radiant heat system
- Any claim under the Residential Limited Warranty, shall be made by contacting your retailer within 30 days after it has been detected shall make any claim under the Residential Limited Warranty. Proof of purchase, including date of purchase must be presented to make a claim. It is always advisable to save a label from one package to help identify your floor.
- In the event that the design for which a claim is made is no longer available, we will replace the flooring with another design of equal value. These warranties are not transferable and extend only to the original end-consumer.

Pre-Installation Notes

Acclimation

Wood is a dynamic material. Relative humidity of the space will affect the dimensions of the wood flooring. If the space is too dry, wood will lose moisture and will crack and if the environment is too humid, it will absorb moisture and expand.

All of our flooring products should be acclimated to the expected average human living environmental conditions, which is 35-55% of relative humidity (R.H)¹. When dry environmental conditions prevent acclimation, because of low air R.H numbers (Nevada, Arizona...), use of humidifiers is recommended. When seasonal site environmental conditions prevent proper acclimation due to higher R.H use of dehumidifiers may be necessary prior to installation. Wood flooring should be acclimated at the job-site at least 48 to 72 hours. Flooring needs to acclimate until the subfloor and wood are within 2.5% and must be within the NWFA allowable moisture level of 8-11%. A time stamped photo must be able to be provided to show that the hardwood and subfloor meet these standards or all warranties are voided.

Keep the relative humidity of the space between 35-55% at all times 24/7, 365.

Job Site Conditions

A near occupied environment should be established for at least five days before any moisture tests and installations are performed. These environmental conditions associated with occupancy must be maintained throughout testing, installation of flooring, and post installation until actual occupancy. The flooring should not be exposed to high humidity or moisture. Prior to delivery of the wood flooring to the job site:

- Surface drainage should be directed away from the building;
- The building should be “dried-in” with the roof on and outside windows and doors in place and closed;
- All concrete, masonry, sheetrock, and framing members should be thoroughly dry;
- Basements and crawl spaces must be dry and well ventilated;
- In joist construction, outside cross ventilation through vents or other openings in the foundation walls must be provided with no dead air areas;
- A ground cover of 6 mil polyethylene film is essential as a moisture barrier and should be in place over of 100% of the earth in the crawlspace;
- The interior environment at the jobsite must be at or near occupancy levels;
- In warm months the building must be well ventilated, and during winter months heating should be maintained near occupancy levels at least five days prior to delivery of the wood flooring and until sanding and finishing are completed.

¹ R.H. = Relative Humidity