Product	
Supplier	Flooring2
Product Type	Wood Flooring
Number	CS
Name	Coast Collection

Warranty	
Engineered Wood Limited Warranty	15 Year Residential / 5 Year Light Commercial

Engineered Wood Limited Warranty

> **Document Version:** 1.0
> **Last Updated:** January 2026

Important Notice

> **READ BEFORE FILING A CLAIM**

This warranty is provided by Supplier and is extended only to the original purchaser/end-user. This warranty is **non-transferable** and applies only when the product is installed and maintained according to Supplier's Installation Guide and Care & Maintenance Guide.

Keep your proof of purchase. You will need it to file a warranty claim.

Critical Requirement: Engineered hardwood requires controlled indoor climate conditions. Failure to maintain proper humidity and temperature will void this warranty.

What This Warranty Covers

This warranty applies to residential applications only.

Coverage Summary

- Manufacturing Defects
- Structural Integrity
- Finish Wear

Manufacturing Defects

Supplier warrants that your engineered wood flooring is free from manufacturing defects in materials and workmanship for the warranty period. Manufacturing defects include:

- Milling defects (incorrect dimensions, improper tongue and groove)
- Defective finish application
- Delamination of plywood layers at time of purchase
- Grading defects (species, grain, or character not matching specified grade)
- Improper moisture content at time of manufacture

Important: Natural characteristics of wood are NOT defects:

- Mineral streaks and color variations
- Natural grain variations
- Knots (within grade specifications)
- Differences between sample and installed product

Structural Integrity

Supplier warrants that your engineered wood flooring will not experience structural failure under normal use when installed and maintained according to Supplier's guidelines.

What this covers:

- Delamination (separation of plywood layers)
- Warping (board twisting out of flat)
- Cupping (edges higher than center)
- Crowning (center higher than edges)

Requirements for coverage:

- Indoor humidity maintained between 35-55% relative humidity (RH)
- Indoor temperature maintained between 60-80F (15-27C)
- No exposure to standing water or excessive moisture
- Proper installation over approved subfloor

Important: Wood is a natural material that responds to humidity. Minor seasonal movement is normal and NOT covered. Proper climate control is essential.

Finish Wear

Supplier warrants that the factory-applied finish will not wear through to bare wood under normal residential traffic for the warranty period.

What this covers:

- Complete erosion of finish layer exposing bare wood
- Finish failure from manufacturing defects

What this does NOT cover:

- Gloss reduction (normal wear)
- Surface scratches (do not penetrate to bare wood)
- Dents and indentations
- Finish damage from improper cleaning products
- Finish damage from moisture or spills

Climate Control Requirements

Engineered hardwood requires controlled indoor conditions year-round. This is not optional - failure to maintain proper conditions voids the warranty.

Required Conditions

Condition	Requirement	Notes
Relative Humidity	35-55% RH	Year-round, including unoccupied periods
Temperature	60-80F (15-27C)	Consistent, avoid rapid changes
Humidity Control	Humidifier and/or dehumidifier	Required in most climates

Why Climate Control Matters

Wood naturally absorbs and releases moisture:

- **Low humidity:** Wood releases moisture, shrinks, gaps appear between boards
- **High humidity:** Wood absorbs moisture, expands, can cause cupping or buckling
- **Rapid changes:** Cause stress that can lead to checking, cracking, or finish failure

Seasonal Expectations

Even with proper climate control, some seasonal movement is normal:

- Small gaps may appear in winter (heating season)
- Gaps should close in summer when humidity rises
- Gaps up to the thickness of a business card are considered normal

Gaps that do NOT close when humidity returns to normal range may indicate improper installation or climate conditions.

Refinishing Limitations

Important: Not all engineered wood can be refinished.

Wear Layer Thickness	Refinishing Capability
4mm or thicker	Can typically be sanded and refinished 2-3 times
2-3mm	May be sanded once with care by professional
Less than 2mm	Cannot be sanded; surface refinishing only

- Check your product specifications for wear layer thickness
- Refinishing should only be performed by qualified professionals
- Improper sanding voids this warranty
- Factory finish warranty does not apply after refinishing

Rolling Loads Not Permitted

Engineered wood flooring is NOT suitable for rolling loads. Rolling loads include pallet jacks, hand trucks, dollies, heavy carts, power wheelchairs, and similar equipment. Damage from rolling loads will void this warranty.

Note: Rolling office chairs are permitted with proper chair mats designed for hard floors.

What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

Installation Issues

- Improper installation (not following the Installation Guide)
- Failure to acclimate materials before installation
- Installation over improper subfloor
- Installation with visible defects (must be inspected before installation)
- Installation over concrete without proper moisture barrier
- Installation over subfloors exceeding moisture limits
- Failure to leave proper expansion gaps
- Use of unapproved adhesive (for glue-down installation)

Climate and Moisture Issues

- Damage from humidity outside 35-55% RH range
- Damage from temperature outside 60-80F (15-27C) range
- Damage from HVAC system failure or extended periods without climate control
- Damage during construction (before HVAC is operational)
- Water damage from flooding, leaks, or standing water
- Damage from wet mopping or excessive water during cleaning
- Cupping, crowning, or gapping from improper humidity levels
- Checking or cracking from humidity changes

Natural Wood Characteristics

- Color variations between boards
- Grain pattern variations
- Differences between sample and installed floor
- Color change from sunlight exposure (oxidation)
- Minor variations in board dimensions within industry tolerances
- Natural seasonal movement (small gaps in winter, closure in summer)

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Use of improper cleaning products (water-based polyurethane cleaners, wax, oil, polish)
- Wet mopping or excessive water
- Steam cleaning
- Use of abrasive cleaning tools
- Failure to use proper floor protectors under furniture
- Failure to maintain required humidity and temperature

Physical Damage

- Scratches and surface wear (normal use)
- Dents and indentations from impacts
- Damage from pets (scratches, accidents)
- Damage from high heels, spiked shoes, or sports cleats
- Damage from furniture without proper floor protectors
- Damage from dragging furniture or appliances
- Burns from cigarettes or hot items
- Damage from rolling loads (see Rolling Loads Not Permitted section)

Finish and Appearance

- Gloss reduction (normal wear)
- Surface scratches that do not penetrate to bare wood
- Color change from UV light exposure
- Finish damage from improper cleaning products
- Finish damage after refinishing by owner or third party

Trims, Moldings, and Transitions

Trims, moldings, and transition pieces — including T-moldings, reducers, end caps, stair nose, thresholds, and quarter round — are **coordinating** accessories. They are designed to complement the flooring, not to match it exactly. Because these pieces are manufactured separately and may use different materials and finishing processes, some variation in color, grain, pattern, sheen, or texture between the trims and the flooring (and between individual trim pieces) is normal and expected. **This variation is not a manufacturing defect and is not covered by this warranty.**

Other Exclusions

- Normal wear and tear
- Commercial use under a residential warranty
- Rental properties (considered commercial use)
- Products not purchased through authorized Supplier retailers
- Consequential damages (labor, moving costs, subfloor replacement)
- Flooring installed in areas below grade without proper moisture control
- Flooring installed over radiant heat exceeding manufacturer specifications

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Warranty Validation Requirements

To maintain warranty coverage, you must:

At Time of Purchase

- Purchase from an authorized Supplier retailer
- Keep your original proof of purchase (receipt)
- Inspect all materials before installation for visible defects
- Report any visible defects BEFORE installation
- Verify acclimation requirements with your retailer

Before Installation

- **HVAC must be operational** with temperature 60-80F and humidity 35-55%
- Acclimate flooring in installation room as specified (typically 5-7 days)
- Test subfloor moisture content (must meet specifications)
- Ensure subfloor is clean, dry, flat, and structurally sound

During Installation

- Follow all instructions in the Supplier Installation Guide
- Maintain indoor climate at 60-80F (15-27C) and 35-55% RH
- Leave proper expansion gaps around perimeter and fixed objects
- Use only approved adhesive for glue-down installation
- Do not install over subfloors exceeding moisture specifications
- Document installation (date, installer, moisture readings, conditions)

Ongoing Care

- Follow all instructions in the Supplier Care & Maintenance Guide
- **Maintain humidity between 35-55% RH year-round** (use humidifier/dehumidifier)
- **Maintain temperature between 60-80F (15-27C)**
- Never wet mop - use only damp mop or approved cleaning products
- Clean spills immediately - do not allow moisture to sit
- Use walk-off mats at entrances
- Use floor protectors under all furniture
- Use area rugs in high-traffic areas (not rubber-backed)
- Protect from direct sunlight with window treatments
- Trim pet nails regularly

How to File a Warranty Claim

Time Limit

You must report the defect **within 30 days** of discovering the issue, but within the warranty period.

Step 1: Document the Issue

Before contacting anyone, gather the following:

- **Photographs** - Clear photos of the problem area showing the defect
- **Location photos** - Photos showing where in the room the issue occurs
- **Product labels** - Photos of any remaining box labels or product specifications
- **Timeline** - Note when you first noticed the issue
- **Proof of purchase** - Original sales receipt with date and retailer information
- **Climate records** - If possible, document your humidity/temperature maintenance

Step 2: Contact Your Retailer

Contact the authorized Supplier retailer where you purchased the flooring **first**. Provide:

- Proof of purchase (original receipt)
- Detailed description of the problem
- Photographs of the issue
- Date you first noticed the problem

If the retailer is no longer available, you may contact Supplier directly by mail or email with all documentation.

Step 3: Required Documentation

Document	Purpose	Required?
Original sales receipt	Proof of purchase and date	Yes
Photos of defect	Visual evidence of issue	Yes
Photos of product labels	Product identification	Yes
Installation records	Proof of proper installation	Yes

Document	Purpose	Required?
Moisture test results	Proof of proper subfloor conditions	Yes
Climate records	Proof of proper humidity/temperature	Recommended
Acclimation records	Proof of proper acclimation	Recommended

Step 4: Inspection

- Supplier and its representatives must be granted **reasonable access** to inspect the flooring
- Supplier may remove samples for laboratory evaluation
- Inspector may measure current humidity and temperature
- **Do NOT attempt repairs** before inspection - this may void your warranty
- Inspection typically occurs within 2-4 weeks of claim submission

Step 5: Claim Determination

Supplier will inform you whether the claim is covered and to what extent:

- **Approved claims** - Supplier will authorize repair or replacement (see Warranty Proration for labor coverage)
- **Denied claims** - You will receive written explanation of denial reason
- Determination typically provided within 4-8 weeks of inspection

If Your Claim is Approved

What Supplier Will Do:

- Authorize repair or replacement of the **affected area only**
- Provide replacement flooring of similar species, grade, and quality
- If original product is discontinued, Supplier will select a similar replacement
- Pay labor costs according to Warranty Proration schedule (if professionally installed)

What Supplier Will NOT Do:

- Replace unaffected areas
- Guarantee an exact color or grain match with existing flooring
- Pay for furniture moving, subfloor repair, or other consequential costs
- Cover product abuse, improper installation, or improper maintenance
- Pay labor costs for DIY installations
- Cover damage from improper climate control

If Your Claim is Denied

- You will receive a written explanation of the denial reason
- You may appeal the decision with additional supporting documentation
- Common denial reasons:
    - Improper installation (not following Installation Guide)
    - Improper climate control (humidity/temperature outside required range)
    - Subfloor moisture issues
    - Water damage
    - Issue is normal wear (scratches, gloss reduction)
    - Issue is natural wood characteristic (color variation, grain)

Warranty Proration

First 2 Years

- **Materials:** 100% replacement of defective flooring
- **Labor:** 100% of reasonable labor costs (if professionally installed)

Years 3-5

- **Materials:** 100% replacement of defective flooring
- **Labor:** 50% of reasonable labor costs (if professionally installed)

After Year 5

- **Materials:** 100% replacement of defective flooring
- **Labor:** Not covered

Note: Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer.

Definitions

Term	Definition
Residential Use	Use in owner-occupied single-family homes
Normal Use	Typical household activities
Prorated	Coverage that decreases over time
Manufacturing Defect	A flaw in materials or workmanship present at manufacture
Relative Humidity (RH)	Percentage of moisture in the air relative to maximum
Acclimation	Process of allowing flooring to adjust to room conditions
Wear Layer	Top layer of hardwood veneer on engineered flooring
Cupping	Board edges higher than center (indicates excess moisture)
Crowning	Board center higher than edges (indicates moisture release)
Checking	Small surface cracks from rapid humidity changes
Gapping	Spaces between boards (indicates low humidity or shrinkage)

Limitations

Supplier assumes no liability for incidental or consequential damages. 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. You may also have other rights that vary from state to state.

Supplier reserves the right to inspect the floor and remove samples for evaluation. Any attempt to repair or replace the floor prior to Supplier's inspection may void this warranty.

No retailer, agent, or employee has the authority to increase or alter the obligations of this warranty.

Additional Information

- **Installation Guide:** Refer to the Supplier Installation Guide for Engineered Wood
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Engineered Wood
- **Climate Control:** Humidity 35-55% RH, Temperature 60-80F required year-round
- **Refinishing:** Check wear layer thickness; not all products can be sanded
- **Contact:** For questions, contact your authorized Supplier retailer

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Custom Warranty Requests

Warranty letters for project-specific requirements are available upon request and approval. If your project requires an exception to our standard warranty terms, Supplier may be willing to issue a custom warranty letter.

To request a custom warranty letter, please contact your Supplier sales representative with details about your project requirements.

This warranty document supersedes all previous warranty versions for engineered wood flooring products.