



CANADIAN STANDARD 25-Year Limited Residential LIMITED WARRANTY

Canadian Standard Engineered T&G Flooring

IMPORTANT – PLEASE READ CAREFULLY

This document outlines the limited warranty coverage for our wood flooring products. The specific warranties associated with each product line are clearly identified on the samples provided by your authorized retailer at the time of purchase.

We recommend retaining the following documents for your records:

- This limited warranty document
- Your original receipt

Maintaining these materials ensures that you have the necessary documentation in the unlikely event of a limited warranty claim. Additionally, The Manufacturer advises keeping any spare planks from your installation for limited warranty purposes or future repairs.

For any questions regarding your limited warranty coverage, please contact your retailer or visit canadianstandardflooring.com.

The limited warranty information contained in this document is effective as of January 2024.

LIMITED PRE-INSTALLATION WARRANTY

Product Variance from Sample

No claim will be accepted for installed material due to sample and product color differences.

For claims purposes, YOU ARE ALLOWED TO OPEN UP TO 2 BOXES FOR PRODUCT INSPECTION. DO NOT OPEN ALL THE BOXES.

Due to the natural characteristics of hardwood, there may be some variance in wood tones. Samples exposed to excessive light may have aged and could differ from the current product. This is not a manufacturing defect. Any material returned for deviation from sample color must be in new, unopened cartons (one carton may be opened for comparison but must be properly repackaged). Handcrafted products may have variations in scraping and/or texturing, which are not considered defects. A restocking fee may apply if material is within manufacturer's color specifications.

25-YEAR LIMITED RESIDENTIAL WARRANTY

Warranty Coverage

This warranty provides coverage for a period of 25 years from the date of purchase. The manufacturer warrants that:



- The polyurethane factory finish on floors will not wear through under normal residential traffic conditions and use for a period of 25 years.
- The engineered products will not delaminate within the 25-year period.

Please inspect your flooring thoroughly before installation to ensure it meets your expectations in terms of quality, grade, and color. Once installed, the floor is considered accepted by the purchaser. **This warranty covers defects in materials and workmanship for 25 years** from the original date of purchase, provided the flooring is installed and maintained under the conditions outlined in this document.

If, after inspection, the flooring is deemed inadequate, **DO NOT INSTALL**. Contact your dealer immediately. Installation implies full acceptance of the product, and no claims can be made for visible defects once the floor has been installed.

Manufacturer Liability Limitation:

UNDER NO CIRCUMSTANCES SHALL ANY LIABILITY OF THE MANUFACTURER ARISING OUT OF OR RELATING TO THE TRANSACTION SET FORTH IN THE SALE INVOICE EXCEED THE TOTAL COST OF THE PRODUCTS INCLUDED IN THE INVOICE AND PAID FOR BY THE PURCHASER.

The Manufacturer assumes no responsibility for labor or other costs incurred for product removal, installation, or repair. This limited warranty does not cover the removal or replacement of fixtures, trims, accessories, mouldings, baseboards, cabinets, or other installations.

LIMITED WARRANTIES

Manufacturing Defect Limited warranty

In accordance with the terms of this limited warranty, for the duration of the purchaser's ownership of the home.

Terms and Conditions

- This limited warranty covers flooring used under normal residential conditions, provided that The Manufacturer's installation and maintenance guidelines are strictly followed.
- It applies exclusively to inherent defects that were not detectable prior to or during installation.
- Flooring planks and accessories must be thoroughly inspected for material defects both before and during installation under proper lighting. Installation signifies acceptance of product quality.

Exclusions

- This limited warranty does not cover damage to the flooring incurred during shipment or installation.
- Installation of flooring containing visible or obvious manufacturing defects voids coverage under these limited warranties.
- Variations in color or gloss between the original installation and any later material additions or non-limited warranty repairs are excluded from coverage.
- This limited warranty does not apply to flooring that has been subjected to abnormal or improper use, including but not limited to: moisture damage caused by plumbing issues, storms, or flooding; damage due to fire, smoke, or other casualty events; negligence; unauthorized alterations to the original product; or any unreasonable use that exceeds the expected performance of residential flooring. It also excludes damage of a mechanical nature.



- Scratches, indentations, marks, stains, or other damage resulting from negligence or accidental contact with pebbles, grit, sand, abrasives, pets, insects, high-heeled or cleated shoes, fire, spills, excessive moisture, heat, or dryness.
- Changes in color due to light exposure, and natural variations in color, tone, grain patterns, or other inherent characteristics of wood.
- Issues arising from failure to adhere to the manufacturer's written installation, care, and maintenance instructions.
- Expansion or contraction of boards, or other problems caused by improper heat and humidity levels.
- Damage from excessive moisture due to any source, including flooding, spills, excessive mopping, or standing liquid left on the floor for over 30 minutes.
- Failure to maintain recommended humidity and temperature conditions.
- Non-compliance with NWFA installation guidelines.
- Shipping or transportation costs related to the product.
- Lack of proof of purchase.
- Damage caused by improper installation, storage, or care.
- Damage from natural disasters or moisture infiltration unrelated to the subfloor.

Failure to comply with any of the terms or recommendations outlined will result in the limited warranty being voided.

The Supplier reserves the right to inspect the flooring and remove samples for analysis within 30 days of receiving a claim. If the analysis confirms a defect, the Supplier will, at its sole discretion, repair the affected area or supply replacement material (identical or equivalent).

- The terms and proration of these warranties will be determined based on the original purchase date.
- Upon approval of a limited warranty claim, The Manufacturer will provide the owner or installer with detailed instructions for the necessary repairs or replacements. The owner or installer must adhere to these instructions within ninety (90) days of claim approval, or all rights under the limited warranty will be considered waived.
- If the product design associated with a claim is no longer available, The Manufacturer will replace the affected flooring materials with another design of equal value, at its discretion.
- The remedies outlined above are the sole and exclusive options for claims related to all products; no other forms of compensation will be provided.
- These limited warranties confer specific legal rights, which may vary by region.

Failure to comply with any of the terms or recommendations outlined will result in the limited warranty being voided.

Surface Finishing Limited warranty

Under normal residential use, the protective layer on Canadian Standard engineered flooring products is warranted against wearing through to the wood veneer or decorative layer.

Terms and Conditions

- Changes in gloss are not considered surface wear and are excluded from this limited warranty.
- Refinishing the flooring will void the wear resistance limited warranty.
- Chair pads or protective mats are required for use under caster chairs to prevent damage.



Hardwood Structure 25 years Limited Warranty

The Manufacturer guarantees that the flooring will resist ply separation for the designated period under normal residential conditions, provided it is installed and maintained according to The Manufacturer guidelines.

Terms and Conditions:

- Canadian Standard products are not covered under limited warranty for squeaking, popping, or crackling noises.
- As hardwood is a natural material, it may display inherent variations in grain, color, mineral streaks, and knots. It is the responsibility of the installer to exercise appropriate judgment and exclude or cut any noticeable imperfections prior to installation.

Joint Integrity Limited warranty

The flooring joints will remain secure under normal use.

Terms and Conditions:

- This limited warranty applies to defects not visible prior to or during installation.

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- These limited warranties apply only to the original buyer named on the purchase documents.
- Coverage is limited to first-quality product purchases made after the edition date of this document.
- Moldings are not covered by these limited warranties.
- The product must be installed in accordance with The Manufacturer 's written Installation Instructions, which are available from the retailer or on CanadianStandardflooring.com.
- Flooring installed with visible defects is not covered by these warranties.
- These warranties do not apply to flooring that has been reinstalled in a different location.
- The flooring must be installed in an indoor, climate-controlled private residence or light commercial environment, as outlined in the Limited Warranty Chart.
- Damage occurring during shipment or installation is not covered.

Care and Maintenance Requirements:

- The flooring must be maintained according to The Manufacturer 's written Care and Maintenance instructions. Refer to the Care and Maintenance section for full details.
- Damage resulting from excessively wet cleaning, or the use of detergents, abrasive cleaners, soaps, waxes, or polishes is not covered.
- The use of rotating beater bars, floor scrubbers, jet mops, steam mops (unless covered by a steam mop limited warranty), buffers, or similar products is not covered.



- Damage from improper or insufficient maintenance or from accidents, including impact, gouging, or cutting, is excluded.
- Scratching during and after installation is not covered by these limited warranties.
- The flooring is designed for normal residential or light to medium commercial use, as indicated in the Limited Warranty Chart.

Exclusions:

- Damage from events beyond everyday household use is not covered, including but not limited to flooding, standing water, leaking pipes, mechanical failures, or appliance leaks.
- These warranties do not apply to product subjected to abnormal use or conditions, or to products that have been abused. This includes but is not limited to:
 - Moisture damage from plumbing, storms, or flooding;
 - Damage from smoke, fire, or other casualty events;
 - Negligence or improper alterations to the product;
- Damage resulting from the unreasonable use of the flooring, considering its intended purpose in residential settings;
- Damage of a mechanical nature.

CARE AND MAINTENANCE

While our floors are engineered for easy maintenance, routine care and preventive measures are essential to ensure their lasting beauty and performance. The recommendations outlined in this section are designed to align with the guidelines necessary to uphold the coverage of these limited warranties and to extend the lifespan of your installed flooring. For comprehensive details, please refer to the Care and Maintenance section.

Preventative Maintenance

Exterior Mats

- Position exterior mats outside all entrances to reduce dirt and moisture entering the home.
- Mats should be made of dual fibers: soft fibers for moisture absorption and coarse fibers for removing dirt and grime from shoe soles.
- To facilitate cleaning, purchase two sets of exterior mats. Keep one set at each entrance to minimize the amount of dirt, grit, and moisture tracked indoors. When it's time to clean, simply replace the soiled set with the fresh set.
- Regular cleaning of mats prevents them from becoming sources of dirt.

Interior Mats

- Place interior mats inside all exterior entrances to capture any residual dirt, grit, or moisture that may have been missed by the exterior mats.
- These mats should be made from absorbent fibers with a breathable, non-staining backing.
- Regularly clean both sides of interior mats to prevent them from becoming secondary sources of soil, and clean underneath to avoid trapping dirt and grit, which can dull the finish of the flooring.
- Avoid using rubber mats, as they may stain the floor or trap moisture underneath.



Furniture

- Use non-staining felt or plastic floor protectors that are at least one inch in diameter under furniture, ensuring they cover the area in contact with the flooring.
- Chair casters should be made of rubber, not plastic or metal, and chair pads must be utilized under chair casters.
- Regularly clean casters to remove grit and debris.
- When moving heavy appliances or furniture, lay plywood over the floor to prevent dents and gouges, and use a furniture dolly.

Other Preventative Measures

- Keep pet nails trimmed to minimize scratching.
- Protect flooring from spiked heels, athletic shoes, or footwear that requires repair.
- Regularly clean vacuum parts and periodically check for foreign objects.
- Close window treatments during direct sunlight hours and limit excessive lighting when possible to protect the flooring.
- Exercise caution when placing area rugs over floors with radiant heating, as rugs can raise flooring temperatures beyond recommended levels, potentially voiding the limited warranty.

Routine Care

The frequency of cleaning will depend on the level of daily usage.

Day-to-Day Cleaning

- Regularly dust mop, sweep, or vacuum the floor to eliminate particles that could scratch the surface.
- **WARNING:** Avoid using vacuums with a beater bar or power rotary brush head on wood flooring.
- Use vacuum attachments specifically designed for hard surfaces.
- Employ a microfiber mop for dust mopping, ensuring to monitor the mop head. Replace it with a fresh one once it becomes soiled, and launder used mop heads without fabric softener, as residue may cause streaking.

Cleaning Spills

- Promptly address spills to prevent moisture from lingering on the floor.
- Use an absorbent cloth to soak up as much liquid as possible.
- If necessary, mist a clean microfiber cloth with a The Manufacturer recommended cleaner and gently rub the affected area, working from the outer edges toward the center.
- Thoroughly wipe the surface to minimize spotting and prevent liquids from remaining on the floor.

Spot Removal

- Immediately address stains using a microfiber cloth and a The Manufacturer recommended cleaner, working from the outer edges toward the center.
- Ensure to wipe the surface thoroughly and do not allow liquids to stand on the flooring to reduce the risk of spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, surfactants, or other household products on the flooring.
- Vacuums with a beater bar or power rotary brush head are prohibited for use on wood flooring.



- Avoid using power scrubbers to clean the floor.

PRORATION

Unless otherwise specified, the limited warranties for wood products are prorated, meaning the original limited warranty value decreases in relation to the length of ownership.

For the first 6 months, the flooring is covered at its full value, regardless of the total limited warranty duration. Starting in the 7th months, the limited warranty value will be reduced by a fraction based on the remaining years of coverage. Please refer to the examples below for further clarification.

25 Year Limited warranty Proration

Based on an industry standard of 25-year lifespan for wood products

1 st to 6 th months 100%	13 th Year 26%
7 th months to 1 st Year 80%	14 th Year 23%
2 nd Year 70%	15 th Year 20%
3 rd Year 60%	16 th Year 18%
4 th Year 55%	17 th Year 16%
5 th Year 50%	18 th Year 14%
6 th Year 47%	19 th Year 12%
7 th Year 44%	20 th Year 10%
8 th Year 41%	21 st Year 8%
9 th Year 38%	22 nd Year 6%
10 th Year 35%	23 rd Year 4%
11 th Year 32%	24 th Year 2%
12 th Year 29%	**25 th Year 0%

**End of 25th year.



FILING A CLAIM

Should a claim under this warranty be necessary, follow these steps:

- Submit your claim in writing to the dealer from whom you purchased the flooring.
- If the dealer is unable to assist, email the Supplier at: contact@canadianstandardflooring.com.

Claim Submission Requirements:

- The original receipt is required, and the claimant must be the first and only owner of the floor.
- Surface wear must be evident and affect at least 10% of the total surface.
- Claims must be filed within the 25-year warranty period.
- Claims made by homeowners who purchased homes with flooring installed by the builder must include the builder's product/flooring selection request.
- Purchases from unauthorized dealers or the internet automatically void the warranty.

The Supplier reserves the right to inspect the flooring and remove samples for analysis within 30 days of receiving a claim. If the analysis confirms a defect, the Supplier will, at its sole discretion, repair the affected area or supply replacement material (identical or equivalent).

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Visible Defects

- For visible defects on uninstalled planks, the owner or retailer has a period of up to 30 days to submit a claim.
- The distributor or retailer must be notified in writing of any visible defects within this 30-day window. Claims submitted after this period will not be accepted.

All Other Defects

For all other defects that are not visible at the time of installation, claims may be submitted at any point during the specified limited warranty period.



NO IMPLIED WARRANTIES / SPECIAL DAMAGES

ALL IMPLIED WARRANTIES THAT MAY ARISE BY IMPLICATION OF LAW, COURSE OF DEALING, OR USAGE OF TRADE—INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE SPECIFICALLY REGIOND IN THIS LIMITED WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED.

Implied warranties are those that the law presumes to have been granted by the seller, even if they are not documented in writing.

PLEASE NOTE:

THE MANUFACTURER SHALL NOT BE LIABLE FOR, AND WILL NOT PAY, CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND UNDER THIS LIMITED WARRANTY.

Disclaimer

This limited warranty does not create any additional obligations beyond what is specified here. The manufacturer disclaims liability for indirect, special, or consequential damages, and no retailer, installer, or distributor has the authority to alter the terms of this warranty.

This warranty lasts for 25 years from the date of purchase. It provides specific legal rights, which may vary by jurisdiction. The manufacturer is not responsible for reinstalling or covering the costs of reinstalling warranted planks.

Replacement is limited to ONE TIME ONLY.

CONTACT INFORMATION

For additional information or inquiries regarding these limited warranties, please contact Canadian Standard Technical Services by phone at 1-416-412-7772, or visit our website at canadianstandardflooring.com.