



air residential warranty

residential warranty

This warranty is not transferable. ecofinishes® hereby warrants to the Original Buyer only (hereafter “buyer” or owner), that all ecofinishes® 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 ecofinishes® 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.

lifetime WOCA oil finish

Manufacturer warrants that under normal residential conditions and with proper maintenance, the finish will be warranted for wear through for life provided the floor has been installed and maintained in accordance with the instructions. Gloss reduction is not considered wear-through and is not covered under this warranty. Finish must be cleaned, treated, and maintained with WOCA products in order for warranty to be valid. If the finish is not maintained in compliance with the recommended care and maintenance guidelines warranty will become void. Please see Floor Care and Maintenance Guide for complete details.

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 other than WOCA 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 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. 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 changes in the shading of any hardwood floor; these changes may vary in areas of the floor that are blocked from sunlight, such as under area rugs. This is 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%. ecofinishes® flooring sold under their Character and Natural 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 heating

Radiant-heated Slabs – Under floor Heating System: Installation over radiant-heating systems/under floor heating systems will reduce the moisture content of the hardwood flooring and may cause slight surface checking, or slight dimensional change. Installation over radiant-heating systems is permitted by the warranty as long as relative humidity ranges are maintained between 40-70%.

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.

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 manufacturer, 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 ecofinishes® 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 claims

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

ecofinishes llc.
62 Milton Avenue
Ballston Spa, NY 12020

The manufacturer 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 an ecofinishes® Dealer and fully paid for. We strongly suggest that you keep your original invoice in a safe place.

The manufacturer 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 becomes void if:

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
4. Buyer denies the Manufacturer/seller a reasonable opportunity to review and investigate any alleged failure;
5. Buyer has not fully paid for the ecofinishes® flooring materials prior to the installation.