



## air<sup>3</sup> warranty information

ecofinishes® manufactures our engineered wood floors to the highest quality standards. ecofinishes® stands behind our air<sup>3</sup> collection with our Lifetime Warranty.

### pre installation warranty

We carefully inspect every plank before it leaves our factory. However, we encourage you and your installation professional to carefully inspect each board for any visible defects prior to installation of the floor. Any boards with cracks, splits, irregular finish or damaged boards should not be installed. Simply return these materials to the store where purchased for replacement.

### lifetime structural warranty

ecofinishes® manufactures from only the highest quality components. In the unlikely event that a structural failure occurs, ecofinishes® will repair boards, authorize finish restoration/ coating or replacement of your floor (our option) for as long as you own your home.

### 25 year finish warranty

Your ecofinishes® air<sup>3</sup> floor finish is warranted not to wear through for a full 25 years for residential applications when properly maintained using ecofinishes® Floor Care Guidelines.

### 5 year light commercial warranty

ecofinishes® air<sup>3</sup> floors are a great choice for light commercial applications such as doctors' offices, hair salons, hotel rooms, retail showrooms, art galleries, etc. When used in light commercial applications, ecofinishes® air<sup>3</sup> provides a 5 year warranty guaranteeing that the finish will not wear through.

### warranty registration

We recommend that immediately upon purchasing your new floor you register it with us. It's quick and simple and you can register by calling our Customer Service Department at 703.373.9028. Make sure you save your original receipt for your purchase as dated proof of purchase will be required in the event warranty work is ever needed.

### characteristics of your ecofinishes® air<sup>3</sup> floor

Hardwood floors are a natural product with inherent variations in grain and color. These variations, which may be slight or significant depending on the wood type, add to the beauty of real wood and are not indications of a defect.

## expansion and contraction

All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor. However, these issues can be easily avoided by maintaining proper humidity levels (45% to 65%) and temperatures between 68° to 78° Fahrenheit.

## color changes

All natural wood products are subject to change due to ultra-violet light, the most prominent source is sunlight but also from interior lighting sources. Tropical species will develop darker patinas as they age. To protect your wood flooring and other interior furnishings we recommend the use of Ultra-Violet inhibiting tints as well as adequate window coverings to minimize the effects of Ultra Violet light. Please Note: Boards or sections of the floor that are replaced at some date in the future, will not initially match the rest of the floor.

## floating floor

In the event that your ecofinishes® air<sup>3</sup> Floor is installed using this method, it is normal to experience some minimal flexing in the surface of the floor. All ecofinishes® approved underlayment systems allow for this movement and it is considered normal. Subfloor must meet manufacturing tolerance listed in installation instructions.

## care and maintenance

ecofinishes® air<sup>3</sup> floors are very easy to maintain. Simply use a wood cleaner and a specialty terry cloth flooring duster, which is available from most flooring retailers. NEVER WET MOP YOUR WOOD FLOOR.

### step 1

Vacuum or sweep your floor to remove any particles that could scratch it. Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used.

### step 2

Apply the specialty wood floor cleaner directly to the terry cloth flooring duster, not to the floor!

### step 3

Use a back and forth motion with the duster. When the terry cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are reusable so simply throw the cover in the wash and dry it as you would any towel.

## tips & warnings

- Never wet or damp mop your wood floors. Water will damage them.
- Vacuum or sweep regularly.

- Remove spills promptly using a wood floor cleaner and a clean white cloth.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances.
- Spiked heels should not be worn on wood floors and shoes in need of repair can damage your floor.
- Never use oil soaps, wax or other household products to clean the floor.
- Keep animal nails trimmed.
- Protect your floor when using a dolly for moving furniture or appliances. Never slide or roll heavy furniture or appliances across the floor.
- Wood floors perform best when in a controlled environment (relative humidity 45%-65% and ambient air temperature 68°- 78° F).
- Wood is a natural product that is affected by the sun. Over time the sun's UV rays can change the color of your floors.

## warranty service

In the unlikely event that your floor does not perform within the listed parameters established by this warranty the following steps are required. At ecofinishes we wish to provide excellent customer service and the following procedures are needed to ensure that commitment of timely service is met. It is important that you have the original invoice for your ecofinishes® air<sup>3</sup> hardwood floor purchase to initiate the warranty process.

1. Contact the Authorized ecofinishes® air<sup>3</sup> Wood Dealer from whom you originally purchased your ecofinishes® air<sup>3</sup> hardwood floor. They will inspect the floor and note any and all of your concerns. If further action is required they will contact their authorized ecofinishes® air<sup>3</sup> Wood Distributor.
2. In the event that the initial inspection by the original selling dealer is inconclusive or you the homeowner have additional questions, the original Authorized ecofinishes® Dealer will contact the ecofinishes® Distributor to conduct a follow-up inspection. The Distributor representative will file a report with ecofinishes®.
3. After Distributor inspection, ecofinishes will issue its findings and will determine if any additional action is required. Should any questions remain after the simple two step process is completed the Distributor Representative can arrange for a factory review of the process. If at any time during the process you have any questions you can contact us directly at [ecofinishes.com](http://ecofinishes.com) or call us at 703.373.9028 and ask for Customer Service.

This warranty applies to the original purchaser and is not transferable. No agent, dealer/retailer, distributor, installer, fabricator or employee of ecofinishes®, has the authority to alter the obligations or limitations of any ecofinishes® warranty.

ecofinishes® strongly recommends that our consumers select a ecofinishes® Authorized Dealer within a reasonable proximity to their residence. It is vital to us that you as our consumer experience the highest level of satisfaction and service in respect to your ecofinishes® air<sup>3</sup> product.

This warranty requires that an employee, owner, or officer of the ecofinishes® Authorized Dealer from whom you purchased the floor responds to any concerns you have regarding your ecofinishes® air<sup>3</sup> Floor. We require the dealer to perform the first inspection which will initiate the warranty review process. This warranty requirement excludes the use of independent inspectors when responding to your initial concerns. We feel personal attention from your dealer is vital to resolve any warranty concerns in a concise and timely manner.

## warranty exclusions

1. Installation Error: Any product which is damaged as a result of installation mishandling or installed in a manner which is inconsistent with our written installation instructions will not be eligible for warranty consideration.
2. Pre-Installation Warranty: Boards are eligible for replacement if they contain manufacturing defects. Boards that are subjectively viewed as a problem but fall within industry accepted norms as established by the NWFA will not be eligible for replacement. Sunlight and Ultraviolet Light

Reaction: Normal exposure to sunlight will cause subtle to extreme reaction depending on species and degree of exposure. Ultraviolet light can also be produced by in home lighting. Window coverings and UV inhibiting films can be used on windows to minimize the effect.

3. Environmental Reactions: All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor (see expansion and contraction).
4. Misuse: Damage caused by moisture, spiked or high heeled shoes, sharp objects, gravel, sand, or other abrasive materials or corresponding scratches, indentations, unprotected chair and furniture legs, loss or gloss level related to any of the above, or damage from pets and pet claws is excluded from this warranty.
5. Maintenance: Maintenance of ecofinishes® air<sup>3</sup> Flooring must follow the instructions listed in this brochure. Wet mopping or use of unauthorized cleaning products will invalidate this warranty.

This warranty is limited to residential installation only and does not apply to commercial or industrial use. This warranty does not apply to any product which is abused, improperly installed, improperly maintained, or damage caused by insects, floods, pet urine, plumbing leaks, moisture intrusion, improper drainage, building defects, or circumstances beyond our control.

ecofinishes® assumes no responsibility for incidental or consequential damages. However, 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, and you may also have other rights that vary from state to state. Any controversy arising out of or relating to this warranty, or breach thereof, shall be settled by the binding arbitration administered by the American Arbitration Association in Atlanta, Georgia under the AAA Commercial Arbitration Rules, and the Law of the State of Georgia shall govern this warranty. The only remedies provided herein are the repair, finish restoration/coating or replacement of defective products.

ecofinishes® supports the National Wood Flooring Association (NWFA). We strongly recommend that you visit their website at [woodfloors.org/consumer](http://woodfloors.org/consumer) for installation help and maintenance tips.

