



model¹ and model² warranty

unique manufacturing process superior quality:

Thank you for choosing ecofinishes® model collection comprised of prefinished hardwood flooring. No other kind of flooring offers the characteristics and advantages of natural wood. The durability and long lasting nature of wood makes it one of the most long term economical floor coverings.

product warranty:

ecofinishes® offers a “Lifetime Warranty” on its model collection hardwood floors manufactured after February 7, 2007 and coated with our exclusive model collection extreme finish. This warranty applies throughout the useful life of the product, for a period of thirty (30) years for residential use and ten (10) years for commercial use. During warranty coverage, ecofinishes® agrees to replace, or may elect to repair, any product with a defect covered by warranty, subject to conditions and exclusions described hereafter.

structural defects:

The warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification errors. It also covers flaws in the application of stains and of our exclusive model collection extreme finish. A 5% margin for error and imperfection is an accepted industry standard and shall not be considered a structural defect under the terms of this warranty. Products sold as waste, seconds or ‘as is’ are not covered by this warranty.

luster:

If the flooring is maintained as per specifications described hereafter and all warranty conditions are complied with, ecofinishes® will replace the flooring if, within one year of purchase, if it has lost all luster.

wear:

ecofinishes® is so convinced of the quality of its products that they are guaranteed against total wear, chipping or scaling for the entire duration of their useful life for a period of thirty (30) years for residential use and ten (10) years for commercial use.

warranty conditions:

The warranty applies only when the flooring is installed by a specialized flooring installer recommended by an authorized model dealer in compliance with the installation and maintenance guide available via our website at www.pgmodel.com. In order to benefit from the warranty, the purchaser must comply with maintenance instructions found in the guide and follow the preventive measures indicated hereafter.

flooring installation:

The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If you find fault with the grade of wood, its structural quality or finish, please stop installation and contact your distributor immediately. Discard any board with a visual defect rather than installing it and marring the overall appearance of the floor. Installation of flooring over radiant heating systems must comply with N.W.F.A. (National Hardwood Flooring Association) recommendations.

floor maintenance:

model cleaning products are obligatory in order to preserve wood luster. Other products may discolor or damage the flooring and invalidate the warranty.

warranty exclusions:

THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand and other abrasive substances, extreme environmental conditions and lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor.

Moreover, ecofinishes® cannot guarantee its finish against the fading that results from normal wear. We recommend that felt pads be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced regularly. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and heating of the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labor costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present agreement, should it be carried into effect, the responsibility of ecofinishes® is limited to repairing, refinishing or replacing defective products, at the discretion of ecofinishes®. If it is impossible to correct the situation, ecofinishes® will refund to the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. No ecofinishes® distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty.

This warranty specifically excludes and replaces any other warranty in relation to model products including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law. Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against ecofinishes® saving and excepting conditions provided for specifically in this warranty.

warranty registration:

To register your residential warranty, please fill in the registration card, join a copy of your invoice and mail both to ecofinishes®, Customer Service, within thirty days following purchase. The flooring must have been purchased from an authorized model dealer and be paid in full.

claim procedure:

If you wish to file a claim under warranty, first contact the authorized model dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our customer service at 450B South Pickett Dr., Alexandria, VA 22301 (telephone: 703.373.9028). We will send you a form that you must fill in and return to us. Claims must be made in writing and sent to ecofinishes® within six (6) months of the appearance of the defect. ecofinishes® reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

450B South Pickett St.,
Alexandria, VA 22304

Telephone: 703.373.9047

Fax: 703.461.8831

www.ecofinishes.com

important :

Claims regarding any article covered by this warranty must be accompanied by a production sticker located on the right front side of the box of the product in question.