Preverco
Hardwood Flooring

Warranty
SOLID HARDWOOD PLATFORM

SolidClassic™

35-YEAR WARRANTY

INFINITELY DURABLE!

Thank you for choosing a Preverco SolidClassic hardwood floor. You have selected a premium quality product designed for everyday life. The revolutionary Preverco finish is composed of aluminum oxide and is reinforced by an exclusive process that provides superior wearability ! The Preverco floors come with a 35-year residential warranty, so you can enjoy the beauty and richness of your hardwood floor for many years to come. A 3-year light commercial warranty is also offered under certain conditions. Please communicate with our Customer Service Department or our territory manager to have your project preapproved and registered.

To ensure that your hardwood floor is properly installed and to preserve the beauty of your investment, carefully read the recommendations in this brochure. You will also find significant information concerning the conditions that are required for your warranty to be valid.

IMPORTANT : READ THIS DOCUMENT BEFORE INSTALLING YOUR HARDWOOD FLOOR

A 35-YEAR RESIDENTIAL WARRANTY

Preverco warrants to the original purchaser that the Preverco semi, satin, mat or Pro finishes will not wear through or chip for a full 35 years. This warranty applies from the date of purchase, only if the floor is submitted to normal residential wear, and undergoes regular preventive maintenance, as recommended by Preverco.

- This warranty is non-transferable and applies only to the original owner of the floor.
- The warranty applies to first quality material only.
- A proof of purchase and/or a copy of the original invoice is required.

A 3-YEAR LIGHT COMMERCIAL WARRANTY

Effective for material dated as of March 10th, 2003, for all applications of light commercial projects, a 3-year complete wear warranty will apply. This warranty is applicable to installations in areas such as — clothing stores, offices, furniture stores, department stores, health care facilities and fine dining establishments.

Excluded from this commercial warranty are the fast food chain establishments, movie theaters, etc. For this commercial warranty to be effective, all installations must be completed in accordance with Preverco's installation guidelines, and undergo regular maintenance as per our instructions. Finally, all the conditions mentioned for our 35 year residential warranty must be respected in order for this commercial warranty to be valid. Make sure to read the warranty exclusions presented in this brochure. Please contact your territory manager for details and to have your project pre-approved and registered. Be sure to read further warranty information as enclosed in this brochure.

PREOIL FINISHED FLOORS:

Please refer to the Warranty and Maintenance Addendum for PreOil Floors

STRUCTURAL WARRANTY (GRADING AND MILLING)

Preverco has an ongoing control of all the manufacturing steps involved in the production of its prefinished hardwood floors. From kiln drying to finishing, all our flooring is manufactured under the most rigorous quality control standards. Since hardwood is a product of nature, it will inherit natural characteristics or shadings. Industry standards allow a tolerance in quality variation not exceeding 5% of the total quantity purchased. Preverco will replace any material in excess of this 5% tolerance (excluding labor costs and shipping fees).

READ THE FOLLOWING BEFORE INSTALLING YOUR HARDWOOD FLOOR

The installer and/or the owner assumes the final responsibility for the product quality. Therefore, all the flooring must be inspected prior to installation. Carefully examine your floor's color, appearance, finish, and general quality before installing it.
If any material is not acceptable, immediately contact your authorized dealer / distributor. **DO NOT INSTALL THE FLOOR.**
Once the strip / plank has been nailed down, it is deemed accepted by the installer and/or the owner.
Preverco WILL NOT ACCEPT CLAIMS ON ALREADY INSTALLED MATERIAL.

WARRANTY EXCLUSIONS

- The 35-year finish warranty applies on all prefinished floors with the semi, satin, mat or Pro finish manufactured since July 1st, 2009. The 25-year warranty applies only on all prefinished floors manufactured between March 10th, 2003 and June 30th, 2009. The warranty is applicable on prefinished flooring sold by authorized dealers / distributors only.

- The 3-year light commercial warranty applies on all prefinished floors manufactured since March 10th, 2003. This commercial warranty is applicable only for preapproved and registered projects. See your territory manager for all details.

- The surface wear must be easily visible. More than 10% of the floor surface must be affected. Gloss reduction is not considered surface wear. The surface wear must not have occurred as a result of incorrect maintenance or accidents. Example: scratches, dents, etc.

- The Preverco warranty will not apply in the case of indentations, scratches or damage caused by water, calcium, erosion, insects, pets, and high heel shoes.

- Preverco will not accept any claim resulting from non-compliance with the recommendations listed in this document. Preverco may therefore not be held responsible for damage resulting from improper maintenance, non-compliance of Preverco's written instructions, insufficient storage protection, poor maintenance, neglect, misuse, abuse and non-maintenance of the proper humidity conditions.

- Preverco disclaims any responsibility when its SolidClassic products are installed in a basement, on concrete floors or in rooms equipped with radiant heating.

- Products classified as Rustic, Second Quality, Imperfect, Special, Eco, Country, Heritage or nonstandard are not covered by this warranty. They are sold «as is».

- Although the Preverco finish helps reduce the natural fading of the wood, Preverco cannot cover fading due to sun light. As time goes by, normal exposure to sunlight will slightly change the color of any hardwood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing defect .

- All wood changes colour, Black walnut, Sapele, Cherry and Jatoba are very sensitive to UV light exposure and their color might darken or lighten over time.

- Since hardwood is a natural product, and even if your hardwood floor is well installed, your hardwood floor will continue to shrink or expand depending on the seasons and humidity / heating conditions. The little spaces between the strips / planks are normal and not covered by this warranty.

- Because wood is a natural, living material that reacts to the surrounding environment, it is possible that certain factors (e.g. unusual humidity levels, improper installation, improper handling, a lack of acclimatization, etc.) may cause cracks and/or splits to appear in certain strips / planks of your floor. Boards with cracks and/or splits must be visible during installation and must be put aside for replacement for warranty coverage to apply*. Once boards are installed, warranty coverage is no longer applicable because cracks and/or splits may result from various external factors out of the manufacturer's control.

*NOTE : If over 5% industry standards.

- It is the installer's responsability to ensure that the cleats and nails are properly placed as dimpling of the wood face is not considered a manufacturing defect.

- For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.

- Prior to installation of any Solid hardwood flooring product, the installer must determine that the job-site environment and subsurfaces involved meet or exceed all requirements as stipulated in the installation instructions. The manufacturer declines any responsibility for job failure resulting from or associated with subsurface or job-site environment deficiencies.

INFORMATION ON FILING A CLAIM

STRUCTURAL WARRANTY (GRADING & MILLING):

If you have doubts concerning the quality of the merchandise, call your local authorized dealer / distributor BEFORE installing your floor. If a defect is only noticeable once a board is installed, please stop the installation as soon as the defect becomes apparent and contact your local authorized dealer / distributor to have the defective material replaced. Preverco will replace the defective wood that does not meet the industry standards as long as the wood has not been installed and if the rate is over the 5% waste factor. All claims must be reported no later than 30 days after the problem appeared.

FINISH WARRANTY

Send a claim notice to Preverco within 35 years following the purchase for the residential warranty and within 3 years for the light commercial warranty, with a copy of the original receipt. Preverco reserves a period of 30 days, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty.
Preverco is not responsible for any indirect costs (labor, shipping, etc.) arising from a claim.

Preverco
Hardwood Flooring
Planchers de bois franc

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