

SIBERIAN FOREST PRODUCTS WARRANTY AND MAINTENANCE

Thank you for selecting your prefinished Siberian wood floors. You have selected a premium quality product designed for everyday living.

The Siberian UV-cured polyurethane finish contains aluminum oxide and is reinforced by an innovative process that provides superior wearability! The Siberian UV-cured polyurethane finish is warranted by Siberian Forest Products not to wear through or separate from the flooring for 25 years from the date of purchase. This warranty is non-transferable and applies only to the original owner of the floor. This warranty applies from the date of purchase and as long as the floor is submitted to normal residential traffic conditions and regular preventive maintenance procedures as recommended by Siberian Forest Products.

To preserve the beauty of your solid wood floors, carefully read the recommendations in this document. You will also find important information concerning the conditions that are required for your warranty to be valid.

REGULAR AND PREVENTIVE MAINTENANCE

- Maintain proper humidity conditions within your home. It is highly recommended that the humidity level stay in the recommended range (between 35% and 45% approximately) throughout the year. Problems related to humidity level variations can be minimized by proper ventilation, dehumidifying or heating.
- Regularly sweep, vacuum or dust mop the floor to prevent sand or abrasive dust from accumulating and scratching the finish.
- Remember that wood and water don't mix! Never wash your Siberian wood floors with lots of water and do not leave water or any other liquid to dry on your hardwood floor. Blot up spots and spills immediately.
- Be sure to keep pets' nails cleaned and trimmed as they could damage the finish of your hardwood floor.
- Although the Siberian finish is very durable and resistant, sharp and pointed objects can cause damage to your floor.
- Never use wax, household detergents or soap, as they will leave a greasy film on your wood floor. Use authorized maintenance products specially designed for the care of your floor. Always clean your wood floor lengthwise following wood grain. Use Polycare products (for polyurethane finish) available at your local flooring distributor and many local supermarkets and hardware stores.
- Avoid wearing high heels on your wood floor. Do not wear shoes that are covered with dirt, gravel or abrasive dust.
- Use adequate floor protection (felt pads) under all furniture and chair legs, in order to ease their movement and to prevent scratching the floor. Use protective mats at doorways.
- Protect the floor to move heavy pieces of furniture. Carry them or place them on a rug, wrong side up, and slide the rug.

WARRANTY EXCLUSIONS

- The 25-year finish warranty applies on all polyurethane prefinished floors with the Siberian finish manufactured since October 1, 2001. The 25-year finish warranty is applicable on all polyurethane prefinished Siberian wood floors sold by Authorized Dealers/Distributors only. Siberian Forest Products expressly disclaims any warranty on its flooring with a hardwax oil finish.
- The surface wear must be readily visible. At least 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 Siberian Forest Products warranty will not apply in the case of indentations, scratches or damage caused by water, erosion, insects, pets, and spiked heel shoes. Siberian Pine and Siberian Larch flooring is softwood and impressionable. Indentations are considered normal on Siberian Pine and Siberian Larch flooring and only add to the look and character of the floor.
- Siberian Forest Products will not accept any claim resulting from non-compliance with the recommendations listed in this document and online. Siberian Forest Products is therefore not responsible for damage resulting from indentations, scratches, dents, improper maintenance, non-compliance of written instructions, insufficient storage protection, poor maintenance, neglect, misuse or abuse.
- Siberian Forest Products will not accept any claim resulting from poor installation workmanship or improper installation, including, but not limited to, failure to use approved adhesives and moisture barriers.
- Siberian Forest Products will not accept any claim of surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from excessive moisture/high humidity from the sub-floor or elsewhere.
- Siberian Forest Products disclaims any responsibility when its products are installed in a basement, on concrete floors or in rooms equipped with radiant heating.
- Siberian Forest Products cannot warranty fading due to sunlight. As time goes by, normal exposure to sunlight will slightly change the color of any wood floor. Shift your mats occasionally because they block sunlight. This discoloration is normal and is not due to a manufacturing fault.
- Since wood is a natural product, your wood floor will continue to shrink and expand depending on seasons and humidity/heating conditions. Even if your wood floor is well installed, the planks and strips can shrink, depending on the period of the year.
- For your warranty to be valid, you must have a copy of your original receipt and be the original owner of the floor.

INFORMATION ON FILING A FINISH WARRANTY CLAIM

Send a claim notice and photograph of the affected area to Siberian Forest Products within 25 years following the purchase, with a copy of the original receipt. Siberian Forest Products reserves a period of 60 days, once a claim is received, to inspect the product. During this period any attempt to repair, replace or refinish will void this warranty. Siberian Forest Products is not responsible for any indirect costs (labor, shipping, etc.) arising from a claim. Siberian Forest Products is not responsible for installation costs associated with replacement material.

MANUFACTURER COMMITMENT

If the proper maintenance and conditions indicated in this document are respected and the quality of the product or the finish does not comply with the established quality standards, Siberian Forest Products will recoat your floor, offer you compensation, or replace defective wood in its sole discretion based on the inspection findings.

EXCEPT AS SET FORTH ABOVE, SIBERIAN FOREST PRODUCTS MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE, AND SIBERIAN FOREST PRODUCTS DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FORTH ABOVE.