

SFI Wood Floors

Stateside Plank Warranty

Wood is a natural product containing natural variations in color, tone and graining. SFI Wood Floors cannot guarantee against natural variations in each plank, nor minor differences between samples and the color of the floor.

Stateside is warranted for the original purchaser that this flooring will be free from defects of material or workmanship for as long as you own your home. **Stateside** was graded, measured, milled, assembled and quality control inspected in our plant and it was manufactured to our specifications and industry standards when it was shipped. Once it is installed properly in your house, it will stay that way for as long as you own your home.

Aluminum Oxide Finish is the wear surface and is warranted to last under normal residential conditions for a period of **25 years** from the date of purchase if the standard Care and Maintenance Guidelines for Wood Flooring are followed.

Subject to the following Care and Maintenance Guidelines:

- The floor must be installed according to installation instructions.
- Damage caused by improper installation methods invalidates the warranty.
- Make certain the sub-floor is visually dry and has no history of moisture problems before installing the floor.
- Installation over radiant-heated sub-floors is allowed provided the sub-floor is structurally sound and the heat is regulated not to exceed 90°F.
- Thoroughly inspect the contents of each carton of flooring **BEFORE** installation.
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish.
- **DO NOT USE A VACUUM WITH A BEATER BAR HEAD.**
- Remove spills promptly using a soft cloth and cleaning products recommended by SFI Wood Floors.
- **NEVER MOP OR FLOOD YOUR FLOOR WITH WATER OR OTHER PRODUCTS.** This can severely damage the flooring.
- **IMPORTANT:** Do not use oil soaps, liquid, or paste wax products or other household cleaners that contain lemon oil, tung oil or ammonia since this warranty does not cover damage caused by non-recommended products.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects, furniture or appliances. Make certain furniture casters are clean and operate properly (a minimum 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. We recommend you rearrange rugs and furniture periodically so the floor ages evenly. This warranty does not cover damage from the sun and its UV rays.
- Use area rugs in heavily traveled areas and pivot-points (i.e., stair landings, room entries, etc.), especially if you have a large family or indoor pets.
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

In addition, defects or damage caused by, but not limited to, **THE FOLLOWING ARE NOT WARRANTED:**

- Gloss reduction is not considered surface wear.
- Improper storage, handling or installation of flooring,
- Squeaking and/or creaking by any cause other than the mismanufacture of the flooring.
- Gapping of the planks.
- Man-made or natural disasters including, but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

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- Improper preparation of, or deficiencies in, the sub-floor/floor joist assembly including, but not limited to, excessive floor deflection, uneven or irregular sub-floor surface (particularly at the joists) or voids in the sub-floor.
- Defects or failures of other manufacturers' products at the sub-floor assembly including, but not limited to, sub-floor material, fasteners, patching or leveling compounds, adhesives, or other coverings.
- Insect infestation after shipment from the factory.
- Neglect or abuse including, but not limited to, not taking proper precautions to protect furniture legs and feet with dollies, using protective plywood when moving heavy objects or appliances, and having dirty or improper casters.
- Spiked and/or damaged heels and pet claws.
- Dents or scratches in the flooring caused by furniture, appliances, casters, or normal foot traffic.
- Falling or dropped objects which can dent or fracture the flooring finish.
- Moisture infiltration from sidewalls or from any source other than through the sub-floor is not covered.
- Construction traffic abuse to the surface of the flooring.
- Non-factory applied finishes (by the owner or installer) including, but not limited to, refinishing or re-coating.
- Normal color variations and natural characteristics of real wood products.
- The normal wearing of the finish in high traffic areas, pivot-points, and seating areas.
- Wear caused by pebbles, sand and other abrasives.
- Improper maintenance, improper alterations, waxing or re-coating the floor void the warranty.
- These warranties apply only to the original purchaser and to flooring in its original installation, and are not transferable.
- Responsibility for final inspection and approval falls to the consumer and installer prior to permanent installation. Prior to actual installation, dry-lay the floor, blending the planks from several cartons to determine optimum appearance. SFI Wood Floors is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed.
- Incidental or consequential damage is excluded under all SFI Wood Floors warranties. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This warranty gives you specific legal rights and you may also have others which may vary from state to state. These warranties do not apply to any product designated as off-goods including, but not limited to, economy grade, cabin grade, shop grade, specials, or non-standard items. Any items or products so designated are sold "AS IS".
- Defective material will be repaired, refinished, or replaced at SFI Wood Floors' discretion.
- SFI Wood Floors will, at our option, repair, refinish, or replace the effective flooring, including adhesive (if applicable). This does not include removal or replacement of cabinets, appliances and other fixtures.