

## 40 year Warranty

### The best environmentally friendly floor on the market!

At SOLŪ Inc. we are pleased to offer you this Residential Warranty Program on all pre-finished products which have been installed and maintained according to our recommendations and directives.

SOLŪ's Residential Warranty Program applies to the original purchaser of the pre-finished hardwood floor and guarantees that the pre-varnished floors meet Solū's high standards of quality as well as those of the industry in general.

Note: The relative humidity of your residence must be maintained at the rates specified in order for the warranty to be applicable.

The warranty applies only to the following installations:

- Residential
- Light commercial applications : clothing stores (shopping malls)
- Business offices
- Non-dining establishments

*Excluded : commercial or industrial locations*

### Limited lifetime structural integrity Warranty

At each step of the manufacturing process, rigorous quality control standards are applied, thus ensuring you of a product of superior quality and consistency.

Solū warrants its pre-finished floors to the original purchaser for the length of the contract or as long as the original purchaser remains the proprietor of the residence where the Solū product is installed.

Solū warrants its pre-finished hardwood floors to the original purchaser against any manufacturing defects caused by improper milling, grading, staining and polyurethane finish. Structural integrity lifetime warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling and dimension.

### Solū wood flooring: Contract Provisions

Solū warrants the Engineered products of the against delamination (separation of layers) to the original purchaser, as well as buckling, warping, cupping and twisting, as long as sub floor recommended humidity levels and normal environmental conditions are maintained as mentioned in the maintenance.

Important: The term 'normal environmental conditions' states that your heating and ventilation systems operate in a way that maintains the relative humidity levels between 40% and 60% for the engineering and between 40% and 50% for the solid floors, in order to ensure maximum

performance of your hardwood floor. Similar conditions in humidity, wood furnishings and other wood products.

Whenever this warranty is applicable, Solū's liability is limited to replacing or repairing at the option of Solū, the defective boards due to manufacturing defects in excess of 5%, (industry standard, material only).

Are not covered by the warranty: Damage due to improper transportation, storage, installation, extreme indoor conditions (extreme heat, dryness or moisture), extreme sunlight or other UV sources. Exposure to excessive heat, dryness or moisture may cause damage to the flooring.

It is natural, due to the inherent properties of wood, that some minor contraction and expansion might occur. These occurrences or visual changes on the hardwood floor will self-correct with seasonal climate changes or when maintaining suggested normal environmental conditions.

### Radiant heat system

Solū does not recommend the installation of a radiant heating system under a  $\frac{3}{4}$  inch solid hardwood floor.

### Contract provision for the engineering only

Our floors of the engineering can be installed over a radiant-heated sub floor (water-filled tubes through concrete or sleeper sub floor). In order to maintain the product at its optimal condition and performance, you must have followed the recommended installation guidelines as mentioned in the engineering maintenance guide.

The radiant system must have been tested and in operation for a few weeks prior to installation. The surface temperature must not exceed 80°F (27°C). You must also maintain humidity levels between 40% and 60% for the engineering throughout the year. Run humidifiers or dehumidifiers as required to maintain the proper humidity level.

### Finish warranty

Solū warrants to the original purchaser, that the finish on its Solū pre-varnished floor will not wear through or separate from the wood when used under normal residential traffic conditions.

- 40 years from the date of purchase.

Finish warranty excludes any indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked heel shoes, water, wet mopping, erosion, pebbles, sand, other abrasives, insufficient prevention or protection.

The surface wear must be readily visible and cover at least 10% of the surface area. Gloss reduction is not considered surface wear.

The floor care products must be those that are especially formulated for Solū pre-varnished wood flooring.

The use of other products than those recommended by Solū may damage your floor and void the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide and in the Solū maintenance guide.

### To file a claim

If you need to file a claim under this Warranty Program, contact your Solū authorized dealer where the original purchase was made.

A written notice of claim must be filed within the warranty coverage period, and no later than six (6) months after the occurrence of the problem giving rise to your claim. Information verifying date of purchase, proof of purchase and identity of the original purchaser will be requested. The floor must have been purchased from a Solū authorized dealer and entirely paid for.

The purchase of Solū wood flooring from an unauthorized dealer will automatically void this manufacturer's warranty.

### Important

Solū strongly suggest that you keep your original invoice, together with the Solū Installation and maintenance guide in a safe place.

If your authorized dealer is unable to answer your claim, then contact us by mail at the following address:

**SOLŪ Inc.**

3400 boul Gene-H Kruger, Trois-Rivières [Québec] Canada G9A 4M3

**Toll free:** 1-844-317-SOLU (7658)

Or by email: [info@soluhardware.com](mailto:info@soluhardware.com)

**Solū will send you a form that needs to be completed and returned for processing.**

Solū reserves the right to have a designated Solū representative inspect the floor and remove samples for technical analysis. The representative will then report the findings within a reasonable amount of time.

### **Register your Solū warranty**

Congratulations for your purchase and thank you for choosing a Solū wood floor! You can simply fill in the following form and mail it to us at the following address:

**Solū Custom Hardwood**

3400 Boul Gene-H. Kruger, Trois-Rivières, Qc, Canada, G9A 4M3

**1-844-317-SOLU (7658)**

Ou par courriel : [info@soluhardware.com](mailto:info@soluhardware.com)

**Note:** *Save all original invoices (purchase, installation, etc.) as these are necessary for warranty claims. Also keep on hand any information about your Solū authorized dealer, installer and product-related purchases.*

**SOLŪ****CUSTOM  
HARDWOOD****GENERAL INFORMATION**

First name :		Last name :	
Address :		City :	
Province/State :		Country :	
Zip/Postal code :		E-mail :	
Telephone :			

**What is your age group?**

18-24: <input type="checkbox"/>	25-34: <input type="checkbox"/>	35-44: <input type="checkbox"/>	45-54: <input type="checkbox"/>
55-64: <input type="checkbox"/>	65+: <input type="checkbox"/>		

**Retailer**

Name [Co.]:		Sales person:	
Address:		City:	
Province/State:		Country:	
Zip/Postal code:		E-mail:	
Date of purchase:	Day/ ____ Month/ ____ Year/ ____		

**Installer**

Name (Co.):		Installer:	
Address :		City:	
Province/State		Country:	
Zip/Postal code		E-mail:	
Telephone :		Date of installation	Day/ ____ Month/ ____ Year/ ____

**The installer is : (check)**

Specialized hardwood flooring installer :	<input type="checkbox"/>		
Do-it-yourselfer :	<input type="checkbox"/>	Flooring installer :	<input type="checkbox"/>
Handyman :	<input type="checkbox"/>	<u>Other : (Specify)</u>	
Total footage installed :	_____ ft <sup>2</sup>	_____ m <sup>2</sup>	

GENERAL INFORMATION <span style="float: right;">(page 2)</span>									
<b>Installed Product(s)</b>									
Solid flooring	Species _____ Stain _____	Gloss _____ Wood style _____	Width _____						
Engineered flooring	Species _____ Stain _____	Gloss _____ Wood style _____	Width _____						
<b>Room(s) where floor is installed</b>		<b>No. of persons that are living in the residence</b>							
Entrance <input type="checkbox"/>	Den/Family room <input type="checkbox"/>	Adults _____ Children _____ Teenagers (13 to 18) _____							
Hallway <input type="checkbox"/>	Bedroom <input type="checkbox"/>								
Kitchen <input type="checkbox"/>	Living room <input type="checkbox"/>								
Dining room <input type="checkbox"/>	Light commercial installation <input type="checkbox"/>								
<u>Other (specify):</u>		<table border="1"> <tr> <td>Husband <input type="checkbox"/></td> <td>Wife <input type="checkbox"/></td> </tr> <tr> <td>Joint decision <input type="checkbox"/></td> <td>Children <input type="checkbox"/></td> </tr> <tr> <td>Designer <input type="checkbox"/></td> <td>Contractor <input type="checkbox"/></td> </tr> </table>		Husband <input type="checkbox"/>	Wife <input type="checkbox"/>	Joint decision <input type="checkbox"/>	Children <input type="checkbox"/>	Designer <input type="checkbox"/>	Contractor <input type="checkbox"/>
Husband <input type="checkbox"/>	Wife <input type="checkbox"/>								
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Designer <input type="checkbox"/>	Contractor <input type="checkbox"/>								
<u>Other (specify):</u>		<u>Other (specify):</u>							
<b>Subfloor type</b>		<b>Type of installation</b>							
Wood <input type="checkbox"/>	Concrete <input type="checkbox"/>	Nailed <input type="checkbox"/> Glued <input type="checkbox"/>	Nailed and glued <input type="checkbox"/>						
<b>Use of flooring accessories</b>		Varnished on premises <input type="checkbox"/>	Oiled on premises <input type="checkbox"/>						
Panelling <input type="checkbox"/>	Stair nosing <input type="checkbox"/>	<table border="1"> <tr> <td>New <input type="checkbox"/></td> <td>11 to 15 years <input type="checkbox"/></td> </tr> <tr> <td>Under 5 years <input type="checkbox"/></td> <td>Over 15 years <input type="checkbox"/></td> </tr> <tr> <td>5 to 10 years <input type="checkbox"/></td> <td>Unknown <input type="checkbox"/></td> </tr> </table>		New <input type="checkbox"/>	11 to 15 years <input type="checkbox"/>	Under 5 years <input type="checkbox"/>	Over 15 years <input type="checkbox"/>	5 to 10 years <input type="checkbox"/>	Unknown <input type="checkbox"/>
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Under 5 years <input type="checkbox"/>	Over 15 years <input type="checkbox"/>								
5 to 10 years <input type="checkbox"/>	Unknown <input type="checkbox"/>								
Reducer <input type="checkbox"/>	Moulding <input type="checkbox"/>								
<u>Other (specify):</u>									
<b>Where did you hear about SOLŪ products?</b>									
SOLŪ custom hardwood owner <input type="checkbox"/>	Friend/relative <input type="checkbox"/>	Contractor/builder <input type="checkbox"/>							
Designer/ Architect <input type="checkbox"/>	Magazine ad <input type="checkbox"/>	Radio ad <input type="checkbox"/>							
Local dealer ad <input type="checkbox"/>	Store display <input type="checkbox"/>	Television ad <input type="checkbox"/>							
Search on the Internet <input type="checkbox"/>	Report <input type="checkbox"/>	Design and homebuilding shows <input type="checkbox"/>							
<u>Other (specify):</u>									

**GENERAL INFORMATION** (Page 3)

**Residence type**

Single family residence <input type="checkbox"/>	Condominium/ Townhouse <input type="checkbox"/>
Commercial <input type="checkbox"/>	Second home <input type="checkbox"/>

Other (specify):

**Property value**

Less than \$99,000 <input type="checkbox"/>	\$500,000 - 999 000 <input type="checkbox"/>
\$100,000 – 199,000 <input type="checkbox"/>	\$1,000,000 – 2,000,000 <input type="checkbox"/>
\$200,000 – 299,000 <input type="checkbox"/>	\$2,000,000 – 5,000,000 <input type="checkbox"/>
\$300,000 – 499,000 <input type="checkbox"/>	\$5,000,000 - \$20,000,000 <input type="checkbox"/>

**What factors influenced your choice of SOLŪ products?**

Environmental aspect of the product <input type="checkbox"/>	Easy maintenance <input type="checkbox"/>	Quality <input type="checkbox"/>
Appearance <input type="checkbox"/>	Easy installation <input type="checkbox"/>	Style <input type="checkbox"/>
Range of stains available <input type="checkbox"/>	Possibility to resand <input type="checkbox"/>	Durability <input type="checkbox"/>
Available wood species <input type="checkbox"/>	Available finishes <input type="checkbox"/>	Price <input type="checkbox"/>

Other (specify):

*Thanks for choosing a SOLŪ Custom Hardwood!*

[www.soluhardwood.com](http://www.soluhardwood.com)

**Warranty exclusions**

The Solū Warranty does not cover indentations, scratches or damage caused by negligence, water, wet mopping, erosion, pebbles, sand, other abrasives, spiked heeled shoes, insects, pets, misuse, abuse, accidents, natural wood fibre surface discolouration, extreme environmental conditions, failure to follow all manufacturer's specific written installation instructions, poor workmanship by installer, bumps or dimples illusion created by nailing machine and cleats or staples, improper maintenance, insufficient prevention or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products.

Any product deformity that is not measurable or that is visible only in a certain light or from a certain angle is not considered a defect and is therefore not covered by the Solū warranty. Defects are evaluated by their visibility from a reasonable vertical distance (standing height) from the floor.

**THE FOREGOINGS SETS FORTH SOLŪ'S SOLE OBLIGATIONS AND LIABILITY UNDER THE WARRANTY. THE WARRANTY IS AN EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER REPRESENTATIONS, COLLATERAL AGREEMENTS, CONDITIONS OR WARRANTIES OF ANY NATURE OR KIND, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONDITION OR WARRANTY AS TO MERCHANTABLE QUALITY, FITNESS FOR A PARTICULAR PURPOSE, DURABILITY, SUITABILITY, QUALITY OR CONDITION, OR ANY CONDITION OR WARRANTY ARISING BY STATUTE OR OTHERWISE IN LAW OR IN EQUITY OR FROM A COURSE OF DEALING OR USAGE OF TRADE. IN NO EVENT SHALL SOLU OR ITS SUPPLIERS BE LIABLE FOR ANY DIRECT, INDIRECT, PUNITIVE, ECONOMIC, COMMERCIAL, CONSEQUENTIAL, INCIDENTAL, OR SPECIAL LOSS OR DAMAGE OR ANY CLAIM BY A THIRD PARTY, RESULTING FROM THE USE OR LOSS OF USE OR THE PERFORMANCE OR NON-PERFORMANCE OF SOLU PREFINISHED FLOORING PRODUCTS. THE FOREGOING PROVISIONS SHALL APPLY WITH RESPECT TO ANY CLAIM, DEMAND OR ACTION, IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, INCLUDING BUT NOT LIMITED TO NATURE OF THE BREACH OF CONTRACT, BREACH OF COLLATERAL WARRANTY OR TORT INCLUDING NEGLIGENCE OR MISREPRESENTATION.**

**CERTAIN CONDITIONS, EXCLUSIONS, AND LIMITATIONS SET OUT IN THIS WARRANTY ARE NOT PERMITTED OR EFFECTIVE IN SOME PROVINCES AND STATES, SO SOME OF THE CONDITIONS, EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER LEGAL RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE AND STATE TO STATE.**

**THIS MANUFACTURER WARRANTY REPLACES ANY LEGAL WARRANTY OTHERWISE APPLICABLE WITHIN THE LIMITS PERMITTED BY LAW. NOTWITHSTANDING THE FOREGOING, IN THE EVENT A LEGAL WARRANTY SHALL APPLY, SUCH LEGAL WARRANTY SHALL BE AS LIMITED AS AS PERMITTED BY THE APPLICABLE LAW AND NOTHING SHALL BE INTERPRETED AS EXTENDING THE LEGAL WARRANTY BEYOND THE MINIMUM REQUIREMENTS OF SUCH LAW.**

The sole remedy provided herein is the repair, refinish or replacement at the option of Solū, of defective products. In the unlikely event that SOLU is unable to correct the failure after a reasonable number of attempts, Solū will refund, if requested, the purchase price of the portion of the defective floor on a pro-rata basis.

Any attempt to repair, replace, or refinish the floor prior to Solū's inspection and authorized repair actions will void this warranty. After an agreement is reached between the floor owner and Solū, the repairs or terms of the final agreement shall be carried out within twelve (12) months of the date the agreement is signed or any other deadline prescribed therein.

No distributor, dealer, installer, agent, sales person or Solū sales representative is authorized to change or increase the terms of coverage of this warranty program.



[www.soluhardwood.com](http://www.soluhardwood.com)