

## Evacore Engineered Hardwood Warranty Information

Wood is a natural product, color variations between each plank, knots, mineral stains/streaks, color changes due to age or light exposure, grain patterns, sample matches, etc. are not warrantable.

### **LIMITED RESIDENTIAL STRUCTURAL WARRANTY**

Evacore hardwood sold under this warranty, is at the time of sale, free from manufacturing defects and it conforms to our factory standard specifications for flooring. When professionally installed according to Evacore's installation instructions, and maintained properly, and used for its intended purpose, the flooring will not de-laminate, separate, buckle, warp or twist. Natural expansion or contraction from moisture, heat and cold is not included, and is not a defect. Wood is a natural product and will move under varying conditions.

If the flooring does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. This applies to the original purchaser only and is not transferable. Installation instructions must be adhered to, for a valid warranty to apply. Contact your sales person or visit [www.evacore.com](http://www.evacore.com) if you have questions about the length of your warranty.

### **LIMITED RESIDENTIAL FINISH WARRANTY**

Evacore's factory-installed hardwood finish is, at the time of sale, free from defects and it conforms to our factory standard specifications for flooring. We warranty that the finish will not wear through to the underlying wood or separate from the wood itself during the life of the warranty. If the finish does fail, we will provide enough material at no charge, to replace the damaged areas, or refund the purchase price of the damaged wood. Installation instructions must be adhered to for a valid warranty to apply. Contact your sales person or visit [www.evacore.com](http://www.evacore.com) if you have questions about the length of your warranty.

### **WARRANTY EXCLUSIONS**     Conditions below will not be covered under warranty

- Color variations of product and/or samples, mineral streaks/stains, color change due to age or sun and light exposure, pinholes, and knots offer no liability on matching any other item in the application, carpet, cabinets, tile, existing woodwork, etc.
- Gloss reduction is not considered surface wear, and is a naturally occurring characteristic of flooring, and is considered normal wear and tear.
- It is the responsibility of the installer and homeowner to inspect the planks prior to installation. We accept no responsibility for warranty when defective boards have been installed. Flooring with defects, are considered acceptable by homeowner/installer if installed.
- We do not cover abuse, lack of maintenance, abnormal use, misuse or negligence.
- Application of solvents, corrosive or other chemicals to the flooring, excessive pivot point loads, spike heeled shoes, un-padded furniture feet, water, damage from sand pebbles, grit and dirt, squeaking and creaking from sub floor or improper care or maintenance, heavy appliances, unprotected furniture moving, accidents, acts of nature, fire, excessive heat, damage from domestic animals, or insect infestations, direct exposure to the sun shine.
- Over radiant heat with a surface temperature over 85degrees Fahrenheit, or improper installation over a radiant heat system
- Any claim under the Residential Limited Warranty, shall be made by contacting your retailer within 30 days after it has been detected shall make any claim under the Residential Limited Warranty. Proof of purchase, including date of purchase must be presented to make a claim. It is always advisable to save a label from one package to help identify your floor.
- In the event that the design for which a claim is made is no longer available, Evacore will replace the damaged flooring with another design of equal value. These warranties are not transferable and extend only to the original end-consumer.
- Warranty does not apply to commercial, rental and non-residential installations.

## Pre-Installation Notes

### Acclimation

Wood is a dynamic material. Relative humidity of the space will affect the dimensions of the wood flooring. If the space is too dry, wood will lose moisture and will crack and if the environment is too humid, it will absorb moisture and expand.

All of our flooring products should be acclimated to the expected average human living environmental conditions; which is 30-50% of relative humidity (R.H). When dry environmental conditions prevent acclimation, because of low air R.H numbers (Nevada, Arizona...), use of **humidifiers** is recommended. When seasonal site environmental conditions prevent proper acclimation due to higher R.H use of dehumidifiers may be necessary prior to installation. For acclimation, the product must be out of the boxes and stay at least for 72 hours in the same space before installation.

**Keep the relative humidity of the space between 35-55% at all times 24/7, 365.**

### Job Site Conditions

A near occupied environment should be established for at least five days before any moisture tests and installations are performed. These environmental conditions associated with occupancy must be maintained throughout testing, installation of flooring, and post installation until actual occupancy. The flooring should not be exposed to high humidity or moisture. Prior to delivery of the wood flooring to the job site:

- Surface drainage should be directed away from the building;
- The building should be “dried-in” with the roof on and outside windows and doors in place and closed;
- All concrete, masonry, sheet rock, and framing members should be thoroughly dry;
- Basements and crawl spaces must be dry and well ventilated;
- In joist construction, outside cross ventilation through vents or other openings in the foundation walls must be provided with no dead air areas;
- A ground cover of 6 mil polyethylene film is essential as a moisture barrier and should be in place over of 100% of the earth in the crawlspace;
- The interior environment at the job site must be at or near occupancy levels;
- In warm months the building must be well ventilated, and during winter months heating should be maintained near occupancy levels at least five days prior to delivery of the wood flooring and until sanding and finishing are completed.
- HVAC should be working and the space should be

### Concrete Slab Requirements

The slab must:

- **Be properly designed and placed**– The slab should be at least four inches thick and it should have vapor barrier beneath it. It should also have a minimum compressive strength of 2500psi.
- **Be clean**– all foreign materials such as oil, asphalt, sealers, paint, loose materials, plaster/drywall compound, etc., which can interfere with adhesion or flatness must be removed.
- **Be flat**– maximum allowed variation is 3/16" in 10 feet. All variation must be gradual.
- **Be smooth**– with a steel trowel or light broom finish. The slab surface should not flake or dust.

## Directions for Installation

Please read attached information about the preparation of the sub floor before any installation of our hard wood flooring. The finished wood flooring is only as good as the base or sub floor. The makeup of the sub floor, actual system components, and the condition and quality of the sub floor system, directly affect the performance of the finished flooring. If the system components are not as recommended, the attachment of the flooring can fail. If the condition of the sub floor is poor, not properly cleaned, not dry enough, and not flat enough, the flooring performance will suffer and require a call back and some type of repair or even re-installation.

Should the wood flooring be in contact with the concrete slab, a potential moisture source, attention to details cannot be emphasized enough. Proper handling and storage, job site conditions, and installation technique are all critical to providing a properly performing floor. Follow the manufacturer’s directions precisely.

# ***EvaCore Hardwood Floors***

## **Care and Maintenance**

### **DO:**

\*Regularly perform routine maintenance

- Sweep and dust floors regularly to remove dirt and potential scratching elements.
- Lightly mop when needed with a cleaner that will not leave a residue.
- Clean up spills and accidents immediately.

\*Keep pets' nails trimmed and paws clean

\*Place protective felt pads beneath furniture legs and feet to reduce scratches and dents.

\*Use a dolly and durable floor protection when moving heavy objects, furniture, or appliances.

\*Make certain furniture casters are clean and operate properly (a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended).  
clean wheels periodically to remove dirt and debris.

\*Remove shoes with spikes or damaged heels before walking on floor.

\*Exposure to the sun and its UV rays accelerate the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture every so often so the floor ages more evenly.

## **Do Not:**

wet-mop, damp-mop, or clean your floor with water or other products. These actions can severely damage the flooring and may not be covered under warranty.

use hardwood floor cleaning machines or steam cleaners.

allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.

use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by non-recommended products.

Move furniture without using moving pads, dollies, etc.