



bamboohardwoods[®]
SINCE 1995

Bamboo Hardwoods, Inc.

4100 4th Avenue South
Seattle, WA 98134

(800) 607-2414 **TEL**

(206) 264-9365 **FAX**

info@bamboohardwoods.com **eMAIL**

50-YEAR FINISH (RESIDENTIAL) WARRANTY / 5-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

Manufacturer warrants that Bamboohardwoods[®] products conform to Manufacturer standards and specifications and are free from defects in materials and workmanship, and will remain free from such defects for the lifetime of the floor.

50-YEAR FINISH (RESIDENTIAL) WARRANTY / 5-YEAR FINISH (LIGHT COMMERCIAL) WARRANTY

Manufacturer warrants, to the original purchaser, that the surface finish, factory applied on its Bamboohardwoods[®] prefinished hardwood floors will not wear through or separate from the wood for a period of:

Fifty [50] years, from the date of purchase, when used under normal residential traffic conditions, or

Five [5] years from the date of purchase, when used under light commercial conditions as defined by the NWFA guidelines.

Terms and Conditions

Breach of the following conditions shall render the warranty null and void:

1. Liability is limited to cost of repair, replacement, or original purchase price;
2. Warranty can be transferred to new owner one time within 5 years of original purchase;
3. This warranty must be registered upon installation of the floor;
4. This warranty does not apply to any product designated as "Closeout" "AS-IS" "Blowout" "Rustic" "Cabin" "Antique" "Tavern" "B-Grade";
5. The lifetime of the floor means the period of time from installation to resale, or from installation to removal, whichever is shorter;
6. Since bamboo and wood flooring are natural products, individual planks will vary slightly in color and appearance. The color and appearance of individual samples may vary slightly from the color and appearance of individual planks. Installation constitutes acceptance;
7. The flooring shall be installed according to Manufacturer's written instructions;
8. The sub-flooring shall meet or exceed the requirements of the building codes of the local jurisdiction and the recommendations of the National Wood Flooring Association;
9. All heating and cooling systems, including radiant heating systems, shall meet or exceed the recommendations of the National Wood Flooring Association;
10. The relative humidity of the room where the floor is installed shall be kept between 35% - 55% year round. The use of a humidifier/dehumidifier may be necessary to maintain this range. **DO NOT INSTALL FLOORING IF THESE CONDITIONS ARE NOT MET;**
11. The ambient temperature of the room where the floor is installed shall be kept between 60° F - 80° F;
12. Subfloor surface temperature for radiant heat installations shall not exceed 80° with no more than a 5° variance in surface temperature over a 24 hour period. Set-back style thermostats cannot be used;
13. The floor shall be maintained according to Manufacturer's written instructions; and
14. The floor shall not be altered or repaired without written authorization from Manufacturer;



What is not covered by this warranty?

The Limited Warranties do not cover conditions caused by improper use or maintenance outlined below;

Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets. Wear caused by pebbles, sand or other abrasives, construction traffic, or failure to maintain the floor as required.

1. Any damage caused by negligence, accidents, misuse, non-approved cleaners, or abuse;
2. Damage caused by furniture, appliances, wheeled items, or other such items drug across the face of the material;
3. Failure to support furniture with floor protectors that are at least 1" in diameter , made of non-staining felt, such as Safeglides[®] from Glitsa[®], rest flat on the floor and are replaced regularly;
4. Splits, cracks, grain raising, checking, edge fracturing, splintering, cupping, crowning/peaking, warping, twisting, expansion/contraction, buckling or chipping that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive or insufficient moisture, improper environmental conditions including excessive heat from radiant heat systems, or installing products not rated for radiant heat over a radiant heat system are not covered by these warranties;
5. Flooring installed in full bathrooms with a shower or tub;
6. Damage caused by fire, flooding, and other natural disasters and Acts of God;
7. Changes in color due to aging, excessive moisture, exposure to sunlight or UV rays will not be considered a defect. All hardwood flooring is sensitive to UV rays and will exhibit some change in color. Area rugs and large furniture should be moved occasionally, as they block sunlight and may cause the flooring to age at different rates, causing large areas of varying coloration;
8. We do our best to have the most accurate representation of our floors in all marketing material and samples. However, variances may appear from digital photographs, printed photographs, sample material, finish texture, finish sheen, and color when compared to the actual material;
9. Color variations between flooring and/or samples and other flooring or wood products, which you wish to match are not considered a defect and are not covered under warranty;
10. Transitions and moldings are made to coordinate and may not exactly match the tone, color, or graining of the flooring;
11. Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection or voids in the subfloor;
12. Noises including, but not limited to, squeaks, popping, creaks, etc.
13. A product deformity that is not measurable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by this warranty. Possible defects should be evaluated by their visibility from a standing position (5 feet up, 2 feet out) under normal lighting conditions, per NWFA guidelines.
14. Natural wood characteristics such as variations in grain, color, mineral streaks, knots, normal differences between color of samples and the color of installed floors, and color variations from board to board.
15. Expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.
16. Products designated as "Closeout" "AS-IS" "Blowout" "Rustic" "Cabin" "Antique" "Tavern" "B-Grade"
17. Floors that are installed in other than owner-occupied or tenant-occupied residences.



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18. Commercial installations of residential products.
19. Shipping, construction or installation-related damage.
20. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, weather conditions, wet slabs, basements or crawl spaces or high humidity levels;
21. Installation defects, including installations made: (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions furnished with the product.
22. Surface wear must be readily visible and cover at least five percent [5%] of the surface area. Gloss reduction is not considered surface wear.
23. Use of non-approved installation or maintenance products.
24. Failure to use transitions or expansion space where directed in installation instructions.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.



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WARRANTY REGISTRATION

As soon as you have installed your floor, fill out your Warranty Registration below and mail to the address below: Any claims must be made in writing within 30 days of detection.

Bamboo Hardwoods

Warranty & Claims
4100 4th Avenue South
Seattle, WA 98134

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____

eMail (only used for warranty confirmation): _____

Name of Retailer: _____

City: _____ State: _____

Date of Purchase: _____ Date of Install: _____

Product Name: _____ Item No. / Lot No.: _____ / _____

Total Sq.Ft. Purchased: _____

New Construction/Remodel?: _____ Room Installed: _____

Installed by professional or self-install?: _____

Installation Method (check one): Float Nail Glue (Brand/model of glue used) _____

What type of floor was replaced? (Vinyl, carpet, etc): _____

Type of subfloor? Plywood OSB Concrete

Subfloor moisture % at time of installation?: _____

Relative humidity % at time of installation?: _____

Year your home was built: _____ Total Sq. Ft. of Home: _____

How Many People in the home?: _____ Adults/Children: _____

How many dogs in the home?: _____ Breeds: _____

Additional comments?: _____