

**PARTERRE COMMERCIAL ENGINEERED HARDWOOD LIMITED WARRANTY**

**LAST UPDATED: JUNE 2021**

**WARRANTY OWNER AND EFFECTIVE DATE:**

This Limited Warranty extends only to the original end-user. Our warranties are **NOT TRANSFERABLE**. The Limited Warranty described in this document is subject to the product applications and use, limitations, disclaimers, and exclusions described herein and is effective once order is placed.

*Throughout this document, references to “we”, “us”, “our”, “AHF” or “AHF Products” mean Parterre (the brand), AHF, LLC dba AHF Products. References to “you” or “your” mean the original retail purchaser/end user of the solid hardwood or engineered-hardwood flooring product. Your engineered hardwood flooring product will be referenced as the “floor”, “flooring”, “product”, “products” or some combination thereof. The term “Limited Warranty” is singular but encompasses any and all coverages provided for herein.*

**WHAT IS COVERED BY THIS LIMITED WARRANTY?**

Parterre warrants its regular (first quality) floor products, so long as the product is installed according to the installation instructions and the approved application listing, to be free from manufacturing defects as of the date of purchase and will not wear through the wear layer resulting in damage of the printed image for the time period set forth below in the “Commercial Hardwood Flooring Limited Warranty Periods” section of this document. *Please see the “Commercial Hardwood Flooring Limited Warranty Periods” section to review the Limited Warranty Period for your specific brand/product.*

**WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?**

TO THE EXTENT PERMITTED BY LAW, WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF MOLDINGS, CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS; OR SUPPLEMENTAL COSTS AND OTHER ADDITIONAL EXPENSES, INCLUDING BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES. THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED.

ALL NON- CONSUMER PRODUCT(S), ALL WARRANTIES OTHER THAN THIS LIMITED WARRANTY, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT PERMITTED BY LAW AND FOR. IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY

AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY AND TO THE EXTENT ALLOWED BY LAW.

***SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.***

**THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. Unless otherwise precluded by law, this Limited Warranty shall be construed in accordance with the laws of the Commonwealth of Pennsylvania without regard to any of its conflicts of laws provisions.**

#### **WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?**

You should care for your flooring as outlined in *Caring for Parterre Commercial Hardwood Flooring*, which can be found at [www.hardwoodexpert.com](http://www.hardwoodexpert.com). You can also request a hard copy by calling 1-866-243-2726. The Limited Warranty provided by us does not cover the conditions described below, including those which are caused by improper installation, use or maintenance:

1. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts, including, without limitation, those caused by pets (as described above), spikes or high heeled shoes.
2. Damage caused by (i) negligence, accidents, and/or accidental or intentional misuse or abuse (i.e., dragging object across the floor without proper protection), and/or (ii) caster wheels or vacuum cleaner beater bars.
3. Failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
4. Wear caused by pebbles, sand or other abrasives; construction traffic; or failure to maintain the floor as required.
5. Splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, buckling, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, exposure to excessive moisture or improper environmental conditions (i.e., low or high humidity). Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity are also not covered by this Limited Warranty. The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%.
6. Damage caused by fire, flooding, and other natural disasters and Acts of God.
7. 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 therefore, is not covered by this Limited Warranty. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
8. 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. Hardwood is a natural product with inherent character and variation.
9. Variations in color, such as:

- a. Color, shade, or texture variations between samples, printed color photography or replacement flooring and the actual material. Although we make every attempt to accurately reflect the potential variation in our samples, hardwood's natural character and variation make it impossible to fully reflect all possibilities you can see in a finished installation.
  - b. Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
  - c. Changes in color due to aging, excessive moisture, exposure to sunlight or Ultra-Violet rays (which may cause oxidation of finish/ stain). Certain species including, but not limited to, American Cherry, Walnut, Brazilian Cherry, Acacia, Tigerwood, Santos Mahogany and African Mahogany are especially susceptible to color change. Area rugs should be moved occasionally, as they block sunlight and may give the appearance of discoloration under the rug.
10. Floors that are installed in other than owner-occupied or tenant- occupied buildings.
  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. Moisture or damage *to the* subfloor or surrounding structure(s), walls, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor.
  13. Floors damaged by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills, or weather conditions. Mold and mildew growth or damage resulting therefrom is also not covered.
  14. Wood flooring installed in full bathrooms with a shower or tub.
  15. Construction- or installation-related damage.
  16. Noises including, but not limited to, squeaks, popping and the like. Some level of noise is inherent in all hardwood floors. Excessive noise, such as squeaking, and popping is usually caused by environmental factors or installation issues not attributable to the product itself.
  17. Installation defects, including installations made (i) in violation of applicable state or local housing or building codes, or (ii) contrary to written instructions. NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING THE FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.
  18. Products designated as "thrifty," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "close-out," "off- goods" or "non-standard." Such products are sold "AS IS."

#### **WHAT ARE YOU RESPONSIBLE FOR UNDER OUR WARRANTY?**

To be covered under this Limited Warranty (except under the Pre-Installation Defects Warranty found in the Footnotes) you need to retain your sales slip and make sure the flooring is properly installed, used, and maintained in accordance with our installation instructions.

You must also properly care for your new floor using the *Caring for Parterre Commercial Hardwood* guide found at [www.hardwoodexpert.com](http://www.hardwoodexpert.com) (call 1-866-243-2726 to request a hard copy). We recommend that you use only our specially formulated floor care products to preserve your flooring. Use of floor care or sundry products (i.e. adhesives) other than those we have specially formulated and recommend for use with our flooring products may damage your floor and may void this warranty.

## **HUMIDITY'S IMPACT ON YOUR FLOOR.**

To protect your investment and ensure your floor provides lasting satisfaction, the following precautions should be taken to help control humidity levels in and around your floor. **For best results, keep the relative humidity in your building between 30% and 50%.**

- Heating Season (Dry Conditions) – A humidifier is recommended to prevent excessive shrinkage in hardwood floors, which causes gaps between the boards, due to low humidity levels. Wood stoves and electric heat tend to create very dry conditions.
- Non-Heating Season (Humid and Wet Conditions) – To prevent excessive expansion, cupping and peaking of the floor, which could lead to cracking and checking of the wood finish, maintain proper humidity levels with the use of an air conditioner, dehumidifier or by turning on your heating system periodically during the summer months. Immediately wipe up spills and wet areas to avoid excessive exposure to water. Do not obstruct in any way the expansion joint around the perimeter of your floor.

## **WHAT WILL WE DO IF A COVERED WARRANTY EVENT ARISES?**

If any of the covered events listed in this Limited Warranty occur within the warranty periods specified for the respective flooring product, we will recoat, refinish, fill, or furnish comparable flooring (of our manufacture and of similar color, pattern, and quality), for either the repair of the defective area or the replacement of the floor, at our option. In the unlikely event we are unable to correct the problem after a reasonable number of attempts, we will refund the portion of the purchase price for the section of failed flooring. If your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement within the first five years of the warranty period, or the length of the warranty period, whichever is less, based on the following schedule:

- Within one (1) year of warranty period: labor reimbursed at 100% of reasonable and customary charges.
- Within the first one (1) to two (2) years of warranty period: labor reimbursed at 50% of reasonable and customary charges.
- Two years (2) to five (5) years of warranty period: labor reimbursed at 25% of reasonable and customary charges.
- Five (5) years or more of warranty period: no labor reimbursed for warranty claims.

The above statements provide the exclusive remedies under this Limited Warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

## **WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?**

We want you to be happy with your floor purchase. If you are not, contact your Parterre sales representative. They can answer your questions and, if necessary, start to process a claim.

### **STEPS TO FILING A CLAIM:**

1. Contact AHF Products claims department with your original proof of purchase and the completed claim form provided by your sales representative.

AHF Products  
P. O. Box 566  
Mountville, Pennsylvania 17554  
[parterreclaims@ahfproducts.com](mailto:parterreclaims@ahfproducts.com)  
1-866-243-2726

2. The claim will be evaluated.  
An inspection of the flooring may be requested, or we may request pictures or uninstalled samples showing the issue.
3. A claim determination is made.
  - a. We will send the evaluation of the claim, directly to the party who filed the claim
    - i. If your claim is approved, please work with your sales representative to order new material, and schedule the reinstallation, if applicable.
    - ii. If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your facility was inspected by a Technical Services Manager or a third-party inspector.
4. Appealing your Claim Determination:
  - a. If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for Warranty, or by emailing your concerns to [customeradvocates@ahfproducts.com](mailto:customeradvocates@ahfproducts.com). We will go over any evaluation methods we have used in regard to your claim and determine if there is any additional evaluation needed.

If you have further questions, please contact us at:

AHF Products  
 Customer Service Center  
 P. O. Box 566  
 Mountville, Pennsylvania 17554  
 866-243-2726  
[productsupport@ahfproducts.com](mailto:productsupport@ahfproducts.com)

**PLEASE KEEP YOUR SALES RECEIPT. INFORMATION REGARDING THE CLAIMED DEFECT AND DATE AND PROOF OF PURCHASE MUST BE PROVIDED.**

IMPORTANT NOTE: While the majority of claims are resolved within 30 days from the day you contact them, some claims may require additional attention. In the unlikely event your claim is not resolved within 30 days, please contact the Customer Service Center indicated above no later than 60 days from the date you first discovered the problem with your floor. **It is your responsibility to file a timely claim to protect your rights under this Limited Warranty.**

Parterre Commercial Hardwood	Pre-installation defects warranty	Lifetime limited structural integrity warranty	Lifetime limited adhesive bond warranty	Lifetime limited subfloor moisture protection warranty	Commercial finish warranty (in years)	Screen and recoating warranty	Suitable for radiant-heated subfloors
Wooded Habitat (3/8")	X	X	X	X	5	X	X
Nurtured (1/2")	X	X	X	X	10	X	X

Deeply Rooted (9/16")	X	X	X	X	15	X	X
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## HARDWOOD FLOORING LIMITED WARRANTY PERIODS

### Footnotes:

I. We warrant to you (the original purchaser):

- (1) The covered products are manufactured in accordance with accepted industry standards, which permit grading deficiencies not to exceed 5% over the entire floor. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. The installer must use reasonable selectivity and hold out or cut off pieces with deficiencies. This is a pre-installation defects warranty that expires upon installation.
- (2) The covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you own the floor.
- (3) Each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and when maintained in accordance with our recommended maintenance guidelines. For commercial installations, the adhesive bond warranty will remain in effect for 7 years from the time of installation.
- (4) When using Bruce® Summit Select Unlimited Moisture Vapor Barrier Elastomeric Wood Flooring Adhesive the adhesive bond warranty will remain in effect for 7 years. A pre-installation moisture test is not required, provided that the subfloor is visually dry before installation and all other installation instructions are followed. This is a one-time repair and replacement warranty only.
- (5) For the period indicated, the finish on the covered product will not wear-through\*\*, and that the finish will not separate from the wood flooring under normal household use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.
- (6) For the period indicated, the finish on the covered product will not wear-through, and that the finish will not separate from the wood flooring under normal commercial use when maintained in accordance with our recommended maintenance guidelines. Mechanical, chemical, or other modification of the finish, such as sanding or abrading, voids this warranty.
- (7) The covered products may be professionally sanded and refinished twice (as specified by the individual product) if proper sanding and refinishing procedures are followed as identified by the National Wood Flooring Association ([www.nwfa.org](http://www.nwfa.org)). NOTE: Sanding voids Footnotes (3) through (7) and will eliminate scratch protection qualities. Those products WITHOUT an (X) may be screened and recoated only.
- (8) The covered products may be professionally screened and recoated up to two times (as specified by the individual product) if proper screening and recoating procedures are followed as identified by the National Wood Flooring Association ([www.nwfa.org](http://www.nwfa.org)).
- (9) As indicated, certain products are suitable for installation over radiant heated subfloors. Installation of products not indicated as suitable for radiant heat over radiant heated subfloors will void all warranty coverage.

II. Promotional Warranty: Some products may be sold with promotional warranties of a different length than the warranties indicated here. The length of the promotional warranties takes precedence over any warranties provided in this document. Lifetime Finish Warranty means 50 years when a Promotional Warranty applies.

III. Since wood is a natural product, natural variations in color, tone and grain are not covered by any of our warranties. For products classified as “rustic”, the following natural

characteristics should be expected: Knots (Filled or Unfilled); Splits; Large Mineral Streaks; and High Color Variation. Please note that these characteristics are more apparent in lighter or naturally stained colors.

**For questions about a specific issue not covered in this manual, please contact**

**1 866-243-2726 or go to [parterreflooring.com](http://parterreflooring.com).**