



# Engineered Wood Warranty



**This Bel-Air Engineered Wood Floor Limited Warranty is given to the original purchaser of our products, and is limited to Bel-Air Engineered Wood Floors products only! This warranty is NOT transferable and may not be claimed by any other than the original purchaser!**

**Important !**

Bel-Air Wood Floors Installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation and maintenance parameters is subject to denial of the claim. Prior to purchasing and/or installing any Bel-Air Wood Floor product homeowner and/or installer must make sure to read through the following guidelines available on [www.belairwoodfloor.com](http://www.belairwoodfloor.com):

- Bel-Air Pre-Installation Guide
- Bel-Air Engineered Wood Floor Installation Guide
- Bel-Air Engineered Wood Floor Maintenance & Care Guide

**30 Year Limited Residential Warranty**

Under this Wood Flooring Limited Warranty Bel-Air Wood Floors warrant that for a period of 30 years from the original date of purchase, when installed, maintained and cared for in accordance with Bel-Air Wood Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed residential building:

**Manufacturing Defects** – Bel-Air Wood Floor warrant for the period stated in this warranty, that the engineered wood floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production or improper milling, Such as but not limited too: grading, dimension or coating.

**Structural Warranty** - Bel-Air Wood Floor warrant for the period stated in this warranty the engineered floors will not buckle, warp or twist or separate as a result of manufacturing defects.

**Floor Finish** - Bel-Air Wood Floor warrant for the period stated in this warranty, that the factory applied finish on the flooring will not show wear through to bare wood, and that the finish will not separate from the wood flooring. Note: This warranty will be voided if any modification or alterations were done to the flooring finish, such as sanding or abrading.

**3 Year Limited Light Commercial Warranty**

The Engineered wood floor Also carries a 3 year Light Commercial Warranty, from the original date of purchase, when installed, maintained and cared for in accordance with Bel-Air Wood Flooring recommended installation and maintenance guidelines as well as used under normal household conditions in a dry, enclosed commercial building:



**Manufacturing Defects** – Bel-Air Wood Floor warrant for the period stated in this warranty, that the engineered wood floors, in their original manufactured condition, at the time purchased, will be free from any manufacturing defects caused by production or improper milling, Such as but not limited too: grading, dimension or coating.

**Structural Warranty** - Bel-Air Wood Floor warrant for the period stated in this warranty the engineered floors will not buckle, warp or twist or separate as a result of manufacturing defects.

**Floor Finish** - Bel-Air Wood Floor warrant for the period stated in this warranty, that the factory applied finish on the flooring will not show wear through to bare wood, and that the finish will not separate from the wood flooring. Note: This warranty will be voided if any modification or alterations were done to the flooring finish, such as sanding or abrading.

**Please Note!**

- Surface wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.
- Gloss fading is not considered wear-through under this warranty and will NOT be covered.
- Floors installed over radiant heated subfloors, but were not indicated as suitable for radiant heat, will void all warranty coverage.
- Rough wood grains, knots and minor straeaks are considered as natural wood characteristics and are not a defect.

**This warranty does NOT cover:**

**Type, Color, Shade & Dye LOT Variations**

Wood is a natural material and as such can vary by color and shade. Therefor, It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the jobsite prior to installation. The homeowner/installer can do so by comparing it with the “sample” that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation. Therefore this warranty will NOT cover:

- Claims related to incorrect floor type, model, collection or color once the floor was installed!
- Claims related to color variations between flooring and/or samples and other flooring or wood products, which you wish to match (Such as: cabinets, stair railings, trim, etc.).
- Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
- Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
- Claims related to differences in color between different dye LOTs.



### **Defects & Damages**

As wood is a natural product industry standards allow for a defect and irregular tolerance of up to 5%. Therefore, it is the homeowners/installers responsibility to inspect the product for any visible defects or damages prior to installation. If the floor does not meet the homeowners/installers expectations and/or is not acceptable for installation; please contact Bel-Air Wood Floor before beginning installation! Therefore this warranty will NOT cover:

- This warranty does not cover any right to claim for any flooring defects once floor was installed. This warranty becomes invalid once any flooring panels with visible defects have been installed!

### **Installed Floors & Used Planks**

The Bel-Air Wood Flooring Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects or damages once the floor was installed. No claims will be honored. Nor any replacement or refunds will be offered or issued once floor is installed!

- Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the engineered wood flooring has not been: Installed maintained, cleaned or cared for in accordance with our recommended installation and maintenance guides.

### **Job-Site Conditions & Installation Surface Deficiencies**

It is the sole responsibility of the homeowner and, or installer to determine if the job site conditions, environment, and installation surface (Sub-Floor) are up to local building codes and are acceptable for Engineered Wood Flooring installation as well as, meet or exceed the NWFAs (National Wood Flooring Association) industry standards and regulations. Please make sure to evaluate the job-site for potential problems before wood flooring is delivered and installation begins.

- Bel-Air Wood Floors warranty does not cover any failures resulting from, or related to, job-site environment/condition or subflooring deficiencies.

### **Installation & Installer Errors**

Bel-Air Engineered-Wood Flooring products must be installed in accordance with the Bel-Air Installation Instructions followed by using the appropriate materials and accessories that have been recommended or approved by Bel-Air Wood Floors. It is also suggested that Bel-Air Hardwood floors be installed by an experienced wood flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work. They will also know what inspections to make that are required before, during, and after installing hardwood flooring. If not installed by a flooring professional; installer assumes any risk of issues arising due to improper installation, and/ or any issues arising from improper Pre/ Post installation inspections. Therefore this warranty will NOT cover:



- Claims related to, or resulting from improper installation or installer errors.
- Claims related to, use of products or accessories that were NOT approved or recommended by Bel-Air Wood Floors. If you are not sure of which product to use please contact Bel-Air Wood Floor before installing or using any products or accessories to install the floor.

### **Exceeded Recommended Conditions & Moisture Content**

Bel-Air Wood Flooring products are made to perform best when wood reaches its EMC of 6%-9%, which directly coincides with a relative humidity range of 30%-50%, and within a temperature ranging from 60° to 80° Fahrenheit. These conditions are usually the normal living conditions of any normal household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the sub-floor in order to ensure the designated installation surface meet Bel-Air Wood Floor installation guidelines and is acceptable for hardwood flooring installation. Therefore this warranty will NOT cover:

- Any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes).(The use of a humidifier/dehumidifier may be necessary to maintain the proper humidity level between 30%-50%)
- This warranty does not cover wood flooring installed in full bathrooms with a shower or tub.
- This warranty does not cover changes in floor color due to aging or excessive moisture.

### **Acclimation**

As mentioned before, Bel-Air Wood Flooring products are made to perform best when wood reaches its EMC of 6%-9%. Therefore, it is very important to acclimate newly delivered flooring products for as long as necessary to allow the moisture content of the flooring to fully adjust to its new surroundings before installation. Please refer to the Bel-Air Pre Installation guide for further information on how to acclimate floors in your area.

- Any claims related to exposure to excessive moisture or improper flooring acclimation issues.

### **This Warranty EXCLUDE:**

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of engineered wood floors by anyone other than those that are authorized by Bel-Air Wood Floors
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels or vacuum cleaners.



- Failure to provide adduced furniture support with floor protectors that at least one inch in diameter.
- Changes in color due to aging, exposure to sunlight or ultra violet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity.

### **Filing A Claim**

In order to make a claim under this warranty, contact your Bel-Air Wood Floor authorized retailer within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service.

In the event of a claim meeting the conditions of the 30 Year Limited residential Warranty or the 3 Year Limited Commercial Warranty, Bel-Air Wood Floors will provide materials free of charge to repair or replace defective engineered wood floor panels. Labor costs associated with original installation, and/or re-installation, will not be covered under this warranty. If the product, for which the claim is made, is discontinued or no longer available, the customer will be able to choose from Bel-Air's current product range and select a product of equal value. Bel-Air warrants replacement products, for the remainder of the original warranty period only.

### **Right For Inspection**

Bel-Air reserves the right to inspect the installed engineered wood floor panels, and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to Bel-Air Wood Floor inspection will void any right to claim against this warranty.

### **DISCLAIMER**

BEL-AIR WOOD FLOOR DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty is dated 01/01/2018 and supersedes all warranties previously issued by Bel-Air.



Bel-Air Wood Flooring · (888) 800-9206 · [www.BelairWoodFloor.com](http://www.BelairWoodFloor.com)