

SUNCA

GLOBAL FOREST PRODUCTS

Product Warranty

Sunca Flooring offers a comprehensive warranty package that includes a limited lifetime warranty against manufacturing defects on the boards as well as a 25 year residential warranty against premature wear, flaking or peeling. Sunca Flooring stands behind all its products by offering a comprehensive warranty package that reflects the true value of our floors as an added investment to your home. Sunca Flooring offers a limited lifetime structural warranty covering manufacturing defects in the boards. A 5% margin for error and imperfection is an expected industry standard and shall not be considered a defect under this warranty. Products sold as waste, seconds, or “as is” are not covered by this warranty. Improper installation such as improper use of flooring nailer (which could cause dents and chipping of finish) or damage caused by any other tool will not be covered by this warranty. Also, damage due to improper storage and handling or transportation is not covered under this warranty.

25 Year Wear Warranty

Sunca Flooring’s finish is guaranteed under normal residential conditions against total wear, flaking or peeling. The remedy for any such defect will be available to the original purchaser only and prorated based on the length of time from the purchase date. Sunca Flooring will repair, refinish or replace the defective pieces. If the floor cannot be repaired satisfactorily, Sunca Flooring will refund the purchase price of the damaged boards on a prorated basis excluding labor charges. If any repairs are made by the customer prior to inspection by an authorized Sunca Flooring representative, the warranty will be invalidated. Regular maintenance as specified by a Sunca Flooring representative or dealer must be followed to validate this warranty.

Warranty Conditions & Exclusions

Sunca Flooring's warranty does not cover scratches, dents or marks made by improper installation, water damage, fire, furniture, shoes, pets or insects, neglect, improper maintenance (including the use of furniture and dusting sprays, detergent, or any floor care products), discoloration, environmental extremes, improper storage of product before use, and any damage from too high or too low humidity levels. The use of tape on this product will also void the warranty.

Before installing, inspect your purchased hardwood. Please note: if you choose not to install a piece because of appearance, length or your own standard, this will not be considered part of the 5% defect allowance. Discard any board with a major visual defect to avoid marring the overall appearance of the floor. The installer/owner, private or professional, is considered the final grader of material, and he/she will take responsibility for all products installed. Any board installed shall be considered acceptable to the installer/owner and will be excluded from any claims against the warranty. Small cracks that develop are from too much moisture, heat or excessive dryness and will not be covered under this warranty. Hardwood is a natural product that reacts to changes in relative humidity. Wood expands in the summer when humidity is high and contracts in the winter when the humidity level is much lower. It is recommended that the relative humidity level be at 45-55% all year long, using a humidifier and/or a dehumidifier when necessary. Please note: if you choose to install over radiant heat, your floor will not be covered under the Sunca Flooring warranty. Before you install, make sure plastering and cement work in the building is completely dry. You must check the moisture condition of the sub-floor prior to starting installation. Any problems caused by water from broken pipes, flooding or excessive sub-floor moisture/humidity in the area of the installation, is not covered by this warranty. It is also recommended that you purchase the wood and let it acclimatize in the building at least 48 to 72 hours before installation at a relative humidity level of 45-55% and a temperature of 21°C (72°F). To help avoid problems with expansion, cupping and lifting, do not install hardwood in homes adjacent to lakes, in areas with insufficient ventilation (such as crawl space) and any areas that could potentially be a moisture problem.

Sunca Flooring uses top quality stains and finishes. However discoloration is a natural phenomenon. Color can vary naturally due to the species of wood, age or when exposed to ultraviolet light such as sunlight. You may notice this color variation from board to board, or if and when replacing a board becomes necessary. Therefore it is recommended you move area rugs and furniture from time to time as they block the sun's rays. Discoloration from the above conditions is not considered a defect and is not covered under the warranty.