

## **vol2** ENGINEERED WOOD FLOOR **5" STRADA** WARRANTY

### **LIGHT COMMERCIAL WARRANTY**

Examples of allowable Light Commercial Spaces for use with approved Vius Flooring products when installed as per Vius' Installation guidelines:

- Dining (excluding Wet Areas)
  - Interior Entryways
  - Doctor/Dental Offices
  - Elevators
  - Nursing Home Common Areas
  - General Office Space
  - Office Conference Rooms
  - Lounge (excluding Service Area)
  - Hospitality Rooms
  - Classrooms
  - Vending Areas
- Vius warrants the finish on approved Light Commercial Products for a period of five (5) years from date of purchase providing proper installation, care and maintenance is provided as defined by the Vius Commercial Maintenance Program and Installation Instructions. This warranty applies to the original purchaser only.
- Finish is warranted not to wear through from light commercial traffic for a period of 5 years. Gloss reduction is not considered wear through; therefore it is not covered under this warranty.

### **STRUCTURAL WARRANTY:**

- 10 years from date of purchase. All commercially rated products are warranted not to separate due to internal glue bond failure only. Cupping, warping, buckling, etc. are not covered under this warranty. Product exposed to adverse conditions or relative humidity levels outside of Vius' recommended range of 35-55% will void this warranty.

### **REFINISHING WARRANTY:**

- Vius warrants that all commercially rated products can be sanded and refinished (1) time when performed correctly by a professional floor refinisher. (Note: On surface textured products, sanding will alter distressed appearance. On beveled edged products stain will remain on the beveled sides and ends.)

### **REGARDING ALL WARRANTY COVERAGE:**

- It is critical that all installation is done in compliance with the procedures outlined in the Vius installation instructions. Failure to install in accordance with the instructions will void all warranties.
- No warranty coverage is provided for flooring that contains obvious defects of any kind that were installed nonetheless. If, before installation you discover any flooring that has obvious defects, please contact Vius immediately and replacement flooring will be provided at no cost.
- Vius has extensively tested our approved adhesive and determined the proper use of this adhesive will result in a successful installation. Wood flooring manufactured by Vius but installed with an adhesive other than a Vius approved adhesive may result in a failed installation. For this reason, only Vius approved adhesives are included in this warranty coverage. For a current list of Vius approved adhesives please call our Technical Services department at 1-800-769-5405.

### **EXCLUSIONS:**

- Vius cannot warrant a color match of our products to other wood products including but not limited to stairs, stair railings, cabinets, trim, molding, etc.
- In order to maintain the recommended relative humidity (35%-55%) inside the area of application, installation of a humidifier or dehumidifier may be necessary. Hardwood floors are designed to perform in an environmentally controlled structure.
- The warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents.
- The warranty does not cover finish wear created by excessive furniture movement i.e., roller casters, chairs.

*To obtain Warranty Service, the end-purchaser shall contact the authorized Vius seller or representative within 30 (thirty) days after defect is discovered. Original proof-of-purchase, Bill of Sale or other original documents must be retained and can be presented when demanded. To find list of Vius sellers or representative within your area you can contact us at the following address:*

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### EXCLUSIONS: *(continued)*

- Gloss reduction is not considered wear-through. Therefore, it is not covered under the finish warranty.

- The warranty does not cover color changes to any products, which result from UV or artificial light. Certain species are especially susceptible and may darken or lighten due to UV or artificial light exposure.

- Excessive ground or subfloor moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters are not covered by the terms of this warranty.

- Natural wood characteristics such as mineral streaks, small knots, grain variations, etc., are normal characteristics and are not defects. Nature leaves no two pieces of wood the same and color or other variations can occur. We cannot warrant against natural variations, or the normal minor differences between color samples and the color of installed floors.

- Only Vius Flooring approved cleaning and maintenance products are appropriate for use on our products. Use of non Vius approved cleaners and maintenance products or any oil soap or ammonia-based cleaners will void all warranties. For a current list of approved products please call 1-800-769-5405 or visit [www.viusflooring.com](http://www.viusflooring.com).

- Vius' warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Repair, refinish, or replacement of flooring material are the sole remedies.

- The warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.

- Products designed as "bargain", "cabin grade", "seconds", "close-out," "off-goods" "non-standard" are sold AS IS. These products, while structurally sound, are not first quality, but will provide a serviceable floor. No other warranties are implied or given by the manufacturer.

- All warranties are limited to the original purchaser and apply only to products listed in this brochure.

- Damage due to water saturation (including but not limited to) a leaky faucet, broken pipe or wet mopping is excluded.

- The use of putties during and after installation of hardwood flooring is considered normal and is not cause for a claim against this warranty.

- THERE ARE NO WARRANTIES, WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. NO OTHER WARRANTIES EXPRESS, IMPLIED, BY OPERATION OF LAW OR OTHERWISE ARE MADE, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. UNDER NO CIRCUMSTANCES SHALL VIUS FLOORING BE LIABLE FOR ANY LOSS OR DAMAGE ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THIS PRODUCT, OR FOR ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

- No installer, retailer, distributor, agent or employee of Vius Flooring has the authority to increase or alter the obligations or limitations of this warranty.

- This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Your rights and the limitations described above vary from state to state. Thus, it is important to retain this warranty information.

- If you need to file a claim under this warranty, first contact your Vius Flooring Representative, or write us at: Vius Flooring • Technical Services Department • P.O. Box 6808 • Annapolis, MD • 21401

- Any and all disputes arising out of the purchase of Vius products or this warranty shall be subject to mandatory and binding arbitration in Annapolis, MD, pursuant to the rules of the American Arbitration Association. Any trials by jury are expressly waived.

*These warranties apply on the condition that regular and preventative maintenance have been carried out as recommended in the maintenance guide.*