

TECSUN[®]
Building Products
PREMIUM HARDWOOD FLOORING
Tecsun Hardwood Floors Limited Warranty

YOUR TECSUN FLOORING PRODUCTS ARE WARRANTED: This warranty cover (1) Solid Hardwood Flooring Pre-finished with UV Polyurethane plus Aluminum Oxide (2) Multi-ply Single Strip Engineered Flooring Pre-finished with UV Polyurethane plus Aluminum Oxide (3) Bamboo Flooring Pre-finished with UV Polyurethane plus Aluminum Oxide.

FULL 25 YEAR FINISH WARRANTY FOR THE UV POLYURETHANE PLUS ALUMINUM OXIDE PRE-FINISHED PRODUCTS: Tecsun Building Products warrants to you (the original purchaser) that for the product 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.

LIFETIME STRUCTURAL INTEGRITY WARRANTY; Tecsun Building Products warrants that the covered products, in their original manufactured condition, will be free from defects in grading, lamination and assembly for as long as you (the original purchaser) own the floor.

All warranties in this Limited Warranty are given only to the original retail purchaser of our product. Our warranties are not transferable.

The limited warranties described above are subject to the product application, limitations, disclaimers and exclusions described below and are effective for floors purchased after January 1, 2009. All warranties run from the date of retail purchase.

To be covered under our warranties you need to retain your sales slip and make sure that the flooring is properly installed in accordance with our installation instructions provided with the flooring.

If any of the covered events listed occur within the warranty periods specified for the respective flooring products, 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 that 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.

WHAT IS NOT COVERED BY THESE WARRANTIES?

- Wood flooring installed in full bathrooms with a shower or tub
- Damage caused by negligence, accidents, misuse or abuse.
- Damage caused by fire, flooding, and other natural disasters and acts of God
- Damage caused by appliances, furniture and casters.
- Damage caused by vacuum cleaner beater bar or hard heads.
- Damage caused by cutting from sharp objects.
- Reduction in gloss, scratches or indentation due to sand, pebbles or other abrasives, pets, insects, construction traffic or failure to maintain the floor as required.
- 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.)
- Color, shade or texture variations between samples, printed color photography or replacement flooring and the actual material.
- Deficiencies related to subfloor/floor joists assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflections or voids in the subfloor.
- Noises (squeaks, etc.) associated with anything other than the mismanufactured of the flooring.
- Natural wood characteristics such as variations in grain, color, mineral streaks and knots.
- Changes in color due to exposure to sunlight and age.
- Natural expansion and contraction resulting in separation between boards or damaged caused by low or excessive humidity.
- Any form of indentation and /or scratches, regardless of the cause.
- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Commercial installations of residential products.

- Construction or installation-related damage.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet-mopping spills or weather conditions.
- Installation defects, including installation made: (1) in violation of applicable state or local housing or building codes, or (2) contrary to written instructions furnished with the product.

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

FOOTNOTES

1. We warrant to you (the original purchaser) for as long as you own your floor, each of our recommended adhesives will maintain its bond when properly installed with our covered flooring products and maintained in accordance with our recommended maintenance guidelines.
2. We warrant that each of the covered engineered hardwood flooring products, when properly installed with our recommended adhesives according to our installation instructions (including proper subfloor moisture testing), will not release from the subfloor for as long as your (the original purchaser) own your floor. This means that prior to installation your subfloor must be inspected to assure your subfloor does not exceed maximum allowable moisture levels. To ensure your warranty remains effective, keep your proof of pre-installation moisture test results. If subfloor exceeds maximum allowable moisture levels, the subfloor must be allowed to dry. Subfloors with known moisture problems are not covered by this warranty. This is a one-time repair and replacement only.
3. We warrant that the covered products meet our quality standards. You or your installer should carefully inspect the products before installation for any milling, dimension or visual defects. Since wood is a natural product, there will be natural variations in color, tone and grain that are not covered by this warranty. The pre-installation warranty expires upon installation.

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlines below.

Ongoing Routine Care and Maintenance:

1. Vacuum, sweep or dusts mop your floor once a week, or more if needed. The vacuum head must be brush or felt, and a wand attachment is preferable. DO not use vacuums with beater bars or hard heads. A swivel-head mop with terry cloth head also is highly recommended to eliminate finer particles of grit and dirt that can act like sandpaper on hardwood floors.
2. Spills and tracked-in dirt should be wiped up immediately. Never apply wax treatments to your urethane-coated floor.
3. **NEVER CLEAN OR WET MOP WITH WATER.** Water may permanently damage the floor.
4. Area rugs are recommended in front of kitchen sinks, at all pivot points and within high traffic areas. Do not use rugs with solid rubber or vinyl backings. The rugs must be made of a breathable material to prevent moisture entrapment.
5. Use interior and exterior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
6. Never use any of the following products (or products similar in nature) on your floor: ammonia-based cleaners, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, or acidic materials such as vinegar. Many of these products can pit or etch the finish of your flooring.
7. Keep animals nails trimmed to minimize finish scratches.
8. Do not damage your floor with shoes having heel taps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
9. Avoid walking on wood floors with spike- or stiletto-heeled shoes. Spike or stiletto high-heels must be properly maintained to prevent damage from the steel heel support.
10. To prevent surface damage, avoid rolling heavy furniture and appliances on the floor. Use plywood, hardboard or appliance lifts if necessary.
11. Use protective casters, caster cups or felt pads on the legs of furniture to prevent damage to the flooring. Make certain to keep them clean and well maintained.
12. Barrel-type caster wheels or wide, flat glides are best for protecting your hardwood floor.
13. Replace hard, narrow furniture rollers with wide rubber rollers.
14. Keep the relative humidity on your home between 35% and 55%.

15. Protect your floor from direct sunlight. Use curtains and UV resistant film on large glass doors and windows.

WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the products purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT, ALL WARRANTIES OTHER THAN OUR LIMITED WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE 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, TO THE EXTENT ALLOWED BY LAW.

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

THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM JURISDICTIONS TO JURISDICTION.

We want you to be happy with your flooring purchase. If you are not, call your retail store first. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please contact us at: Federal Tecsun at 425 S. Sixth Avenue, City of Industry, CA 91756.

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