

## **15 Year Limited Residential Wear Warranty**

Natural CORK Parquet tile and Floating Floor plank is warranted to be free from manufacturing defects. Should a defect occur, Natural CORK will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

**Warranty Coverage:** Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. Credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.

Should a problem attributed as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

### **Natural CORK Limited Residential Wear Warranty does not cover:**

1. Problems due to moisture, mildew, alkaline substances, hydrostatic pressure, expansion and contraction between planks/tiles, or humidity levels above or below those recommended.
2. Damage due to scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
3. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
4. Manufacturer makes no guarantee that the material purchased will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
5. Inherent variations that are consistent with those of a natural cork product to include pattern, color, and grain do not indicate defective material.
6. Noncompliance with installation instructions and maintenance guidelines as recommended by Natural CORK. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has

no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. Failure to apply protective coating in accordance with manufacturer's guidelines may result in irreparable damage to the cork. Such damage is not covered.

7. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
8. Floor covering installed in inappropriate locations is excluded from this warranty.
9. Exposure to UV light and sunlight will cause color variation to natural wood products. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically.

## Natural CORK Flooring

Lasting beauty can be achieved through purchasing a quality floor covering and providing proper on-going maintenance.

### Natural Properties

**Fading:** Cork contains organic pigments. Just like other wood products, cork will fade and should never be exposed directly to sunlight. Where possible, use drapes or other systems to protect your floor from excessive light. Cork will yellow when fading.

**Joints:** Wood floor systems expand and contract in response to fluctuations in temperature and humidity. By controlling the environment, maintaining an adequate temperature and relative humidity around 50%, you will minimize the visible effects of the normal contraction and expansion of your floor.

**Protection:** You may protect your cork floor by taking the following precautions:

*\* To help eliminate fine particles of dirt/grit that act like sandpaper and will scratch any floor, vacuum or sweep as needed.*

*\* Spills should be wiped up immediately.*

*\* Use walk-off mats at entrance doors and in front of kitchen sink. Avoid rubber backed or other non-ventilated mats or rugs.*

*\* In the kitchen, use a rug in front of the working areas such as in front of the stove and sink to prevent local premature wear.*

*\* Install proper protectors under "feet" of furniture. Caster wheeled chairs should have wide casters. A protective mat should be used under office chairs.*

*\* Maintain a minimum humidity of 50% in the room. If necessary, use a humidifier.*

*\* Periodically check floor for signs of wear. Weight distribution is a key factor in preventing indentation.*

### Maintenance

Sweep or vacuum floor frequently in order to avoid build up of abrasive particles. Use only cleaners specified for use on pre-finished hardwood available from your local retailer or home center. No wet maintenance!

Most cork decorative patterns are made of thin veneer laminated to a cork base. Failure to maintain the finish could result in irreparable damage. The longevity of the finish is relative to traffic intensity and quality of floor care. When the floor starts to show a traffic pattern and signs of wear it is time to renew the finish. It is the responsibility of the owner to judge when the floor needs recoating. For cork floors surfaced with acrylic finish a new coat of polyurethane will make the floor look new again and prolong its lifespan. Natural Cork recommends that a flooring professional be employed for this process and that strict adherence to the finish manufacturer's guidelines be observed.