

Elka ("Unilin") warrants that the products as listed below are free from defects caused by manufacture or faulty material. The WARRANTY is limited to the product being used for its intended purpose, applied / installed and maintained in line with the manufactures strict instructions contained within each pack. The WARRANTY described below is given to the original purchaser only from the date of original purchase and is not transferable. (Proof of Purchase is required). The 20 and 25 year Warranty's are limited to domestic locations only, 12 months in all other locations such as commercial projects, which are subject to the approval of Elka ("Unilin") prior to installation.

"INSTALLATION IMPLIES ACCEPTANCE"

NO WARRANTY WILL BE OFFERED FOR APPEARANCE RELATED CLAIMS ONCE THE PRODUCT IS INSTALLED.

The nominated party "owner, installer or representative" takes ownership and has final responsibility to ensure that they have received the correct species and finish and grade that was selected in store.

20 YEAR STRUCTURAL INTEGRITY WARRANTY (Solid Wood Flooring)

Elka warrants it's products, in their original manufactured condition, to be free from structural defects for a period of 20 years. Solid wood flooring, being a natural hygroscopic product will expand and contract through heating and non-heating seasons. During these seasons you may experience some separation between the boards. This is not a product defect and is not covered by this WARRANTY. Correct job site pre-inspection, installation and maintenance procedures must be followed. Failure caused by excessive expansion of the flooring, excessive subfloor moisture and / or water damage, including but not limited to broken water pipes or flooding, are not covered under this WARRANTY.

25 YEAR STRUCTURAL INTEGRITY WARRANTY (*Engineered Flooring*)

Elka additionally warrants that all its engineered hardwood flooring products, even when applied on a radiant heated concrete subfloor, with subfloor surface temperature not exceeding +27°C will not delaminate, wear through, buckle, cup or warp. Correct job site pre-inspection, installation and maintenance procedures must be followed. Flooring or Ply Adhesive breakdown caused by excessive / inconsistent heat changes, excessive subfloor moisture and / or water damage, including but not limited to broken water pipes or flooding, are not covered under this WARRANTY.

25 YEAR ADHESIVE BOND WARRANTY

Elka warrants that the adhesives recommended (Elka Flex Range / Elka Grip) will maintain it's bond between subfloor and product or tongue and groove for a minimum of 25 years. Elka also warrants that the recommended adhesives may be used with flooring products not produced by Elka provided that they meet all the technical specifications that Elka hardwood flooring products meet. Correct job site pre-inspection, installation and maintenance procedures must be followed. Adhesive breakdown caused by excessive expansion of the flooring, excessive subfloor moisture and / or water damage, including but not limited to broken water pipes or flooding, are not covered under this WARRANTY.

ELKA LIABILITY (*All Products*)

If in the unlikely event any portion of your floor should fail with respect to the provisions of these warranties, Elka, at its sole discretion "to the original purchaser" will repair, refinish, or replace such portion, at no cost to the end user. In the unlikely event Elka is unable to correct the failure after a reasonable number of attempts; Elka will refund the purchase price for the portion of the floor that fails.

WARRANTY DISCLAIMERS:

- 1) Elka promises to investigate each complaint on individual merit. Provided that the complaint is solely attributable to a manufacturing fault and the correct fitting instructions and maintenance of the boards have been fully adhered to.
- 2) Colour variations in flooring are a natural occurrence due to species, age, character of flooring and exposure to UV light or sunlight. For these reasons, new and/or replacement flooring may not match display samples and/or existing flooring.

- 3) Natural occurring wood characteristics such as variations in grain, colour, knots, mineral streaks, and sap wood are not considered defects.
- 4) The ultraviolet rays that can burn and age our skin will affect any organic material, including wood. Prolonged exposure to sunlight will change the colour of virtually any wood floor, regardless of the stain or finish. Some woods lighten when exposed to sunlight. Others, like cherry and oak, tend to darken. This is not a product defect.
- 5) Your flooring requires maintenance. Please follow the instructions that are recommended by Elka.
- 6) The ingress of sand and or dust on to the floor should be prevented by installing a suitable mat by the entrance door(s).
- 7) Liability arising from this WARRANTY is restricted to hidden defects. These are defects that were not visible before or during the installation of the floor.
- 8) The WARRANTY can only be invoked if the surface wear layer area damaged for each board is greater than 1 sq.cm. Lacquer / Oil / HPPC wear is not classed as surface damage as this represents additional protection and is subject to correct maintenance practices / periodic re-application.
- 9) The surface wear layer represents additional protection to the timber and is not a structural element therefore subject to a 12mth WARRANTY
- 10) Elka reserves the right, and must be offered the opportunity to inspect the complaint in situ and, where applicable, to inspect the floor in its installed condition.
- 11) This WARRANTY is on a sliding scale. When it is applied, account must be taken of a fractional reduction in value caused by wear and tear of 1 part per year. i.e. a 20 year WARRANTY = 20 parts.

WARRANTY EXCLUSIONS

Any of the following shall void and invalidate our WARRANTY

- 1) Damage due to moisture including but not limited to, leaking pipes, incorrect maintenance, excessive moisture in subfloor or humidity, or likewise by conditions that are too dry.
- 2) The **installer or owner** assumes all responsibility for final inspection of the product quality prior to installation. Elka accepts no responsibility for costs of product or labour when boards with visible defects have been installed.
- 3) This WARRANTY does not cover damage caused by settling or uneven subfloors.
- 4) Incorrect installations, done in a way that is contrary to the instructions provided.
- 5) Improper Maintenance or Inadequate Care.
- 6) This WARRANTY does not cover damage resulting from accidents or abuses that stain or scratch the finish of wood flooring, diminish gloss, or indent the surface of the wood. It also does not cover damage caused by heavy or concentrated foot traffic, damage by pet's claws (nails), sand, gravel and other abrasives.
- 7) A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. Walking on any wood surface with stiletto heels will cause indentations which are not covered by the WARRANTY.
- 8) Under this WARRANTY the Manufacturers of Elka products liability excludes any consequential or incidental occurrences that may arise from any claim and is strictly limited to the replacement of the affected flooring. By this we mean we will not pay for any loss, expense, inconvenience or damage other than to the affected wood floor itself.

Should you feel that you have to make a claim, you should contact your local retailer as soon as the complaint is noticed. A proof of purchase is necessary to process your claim quickly and efficiently.

Please Note: This guarantee is in addition to and does not affect your statutory rights. Please keep this section in a safe place as it will be of benefit to you should you make a claim. Staple the receipt of purchase, a set of General Instructions and any receipt for installation works to this sheet as this will act as proof of payment.

For further technical information on this product visit www.elkaflooring.com

Important: Elka WARRANTY - Please remember to validate your Elka flooring WARRANTY by completing the section attached to the instructions contained within each pack of flooring or by contacting your Elka retailer for a 'WARRANTY Registration Pack'.

Elka flooring is brand registered & imported by Unilin Distribution Ltd, details available at www.Unilin.co.uk

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