

The Wear Warranty

Generations SolidFused engineered hardwood flooring is finished with the industry leading EcoLast™ aluminum oxide finish and is backed by a five (5) year light commercial wear warranty. Satin Flooring warrants that in the course of five (5) years from the date of purchase, that the finish will not wear through to the raw wood.

Generations must be maintained using Satin Flooring wood floor cleaner and must follow in accordance with our commercial /institutional maintenance instructions under separate cover. Installation must be in accordance with our installation instructions. Any breach of the above will void this warranty. Please refer to the Generations Installation Instructions.

Integrity of the Floor

Satin Flooring Limited warrants the structural integrity of the flooring. Our flooring will be free from defects in material and manufacturing. Installation procedures must conform to those specified by Satin Flooring. All preventative maintenance and regular maintenance procedures prescribed by Satin Flooring in its "Commercial / Institutional / Residential Maintenance Handbook" must be followed. 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, concrete moisture/humidity in the area of the installation are not covered by this warranty.

Note: For surface wear to be covered under this limited warranty, the surface wear must be readily visible, a minimum of 2cm² (3/4"²) and cannot be a result of abusive conditions or accidents such as but not limited to damage caused by severe impact, scratching, cutting, moist conditions or faulty maintenance. Please note that gloss reduction is not considered as surface wear.

This warranty is for light commercial environments such as clothing stores, offices, boutiques, lofts, condos, retail stores located away from outdoor main entryways or streets.

Exclusions and Limitations to Warranty

In addition to any warranty limitations enumerated above, the following exclusions, limitations, and terms apply to Satin Flooring's warranty. The Light Commercial Wear Warranty will not apply in any of the following circumstances:

- (a) mid to heavy commercial use (includes fast food restaurants);
- (b) exposure to forklifts, pump trucks, pallets; improper handling, storage or installation other than as provided in Installation Guide, and any unauthorized repairs, refinishing, or removal of wood flooring.
- (c) if Satin Flooring determines in its sole discretion that the flooring has developed indentations and scratches from insufficient protection of appliances and furniture, pebbles, spike-heeled shoes, or is otherwise damaged due to, neglect, water, erosion, misuse, abuse, detergents, abrasive cleaners, pets, insects, improper maintenance;
- (d) if there is a failure to follow Satin Flooring's installation instructions, not maintaining proper humidity conditions, insufficient protection, or improper alterations;
- (e) if your floor has been discolored due to regular exposure to sun.
- (f) extreme weather conditions and natural disasters.
- (g) excessive moisture resulting from saturation with water or other liquids.
- (h) improper surface preparation resulting in moisture-related problems.
- (i) poor workmanship by installer

General

Satin Flooring warrants that if any aspect of our Satin Flooring floor fails to satisfy the warranties listed above, Satin Flooring will, at its' option, repair, refinish or replace the defective product with the same product or another of equivalent value. It will be up to Satin Flooring to determine the most appropriate remedy to pursue. This warranty is only applicable to the original purchaser, valid from the date of purchase. A copy of the original invoice or receipt is required. The original purchaser must notify Satin Flooring or its' authorized representative of any problem with the flooring product, in writing, within sixty (60) days of when the problem occurs. In the event of a breach of warranty claim, Satin Flooring reserves the right to examine the floor and remove samples, in order to determine the appropriate course to follow. Any attempt to repair, refinish or replace any defective product prior to such examination will void this warranty. Generations Light Commercial Wear Warranty will not apply to: Products which have been sold on an "as is" basis; pioneers, seconds or non-standard items:

Should there be any doubts about a piece of flooring as to manufacture, factory finish or grade, do not install the piece. Hardwood floors are manufactured in accordance with accepted industry standards which permit a defect tolerance which should not exceed 5%. Such defects may be of a manufacturing or natural type. Concerns about the grade should be directed immediately to the place of purchase for review by Satin Flooring. Unless otherwise precluded by the laws in your province or state.

- (i) the above warranties are the complete warranties offered by Satin Flooring, and are in place of all other express and/or statutory conditions warranties including the implied warranties of merchantability and the fitness for a particular purpose; and
- (ii) Satin Flooring does not assume any liability for incidental or consequential damages, also costs or expenses of any kind, including any labour costs.

Satin Flooring has the sole discretion to determine whether any product is subject to exclusion or is defective. If you are not satisfied with your floor and feel that one of the above warranties has not been satisfied, please file a claim with the company or dealer where you purchased your flooring. If that company or dealer is unable to resolve the matter, write to:

Satin Flooring
Attention: Claims Department
15 Fenmar Drive, Toronto, Ontario
M9L 1L4

