

# 20 years WARRANTY

## 20 year warranty on Mercier finish

The manufacturer, Mercier Wood Flooring Inc. (Mercier), guarantees the original purchaser that the finish, namely the total thickness of the urethane applied to its products manufactured, will withstand total wear<sup>1</sup> and flaking of the surface in the course of normal residential use for a period of 20 years following the date of purchase. Mercier finish is designed to provide many years of resistance to foot traffic friction without showing signs of significant wear, provided that no abrasive substances (salt, sand, glass, or other) have been present on the surface and the floor has been regularly maintained according to the manufacturer's instructions. See summary of care and maintenance requirements.

1. Wear must cover at least 10% of the installed flooring surface.

## Lifetime guarantee on wood boards

As long as the original purchaser owns and lives in the home where its products are installed, the manufacturer, "Mercier Wood Flooring Inc.", warrants that its pre-varnished boards (Solid, Engineered or Loc) are exempt of structural defects. As the wood boards are fully made of a natural material which reacts to its environment, the variation in the dimensions of the product - which can lead to spaces between the boards, the cupping, and the appearance of post installation cracks and checks are attributable to environmental factors. Therefore, they are not covered by this warranty.

2. Normal ambient conditions entail a year-round temperature of about 20°C and relative humidity levels of 40% to 55% through the use of ventilation, heating, and humidifier systems.

## Responsibility of the installer and the owner

The Mercier floor boards are made of natural wood and it may have some imperfection inherent in the material. The industry provides a margin of error of 5% with respect to natural imperfections and workmanship of the product.

## The following responsibilities shall be borne by the owner of the floor, even if he is absent at the time of installation.

Before laying the floor, the installer and the owner must make sure that the installation site and the subfloor meet the conditions specified in the Mercier installation instructions.

The installer and the owner of the wood floor boards have the responsibility to conduct a pre-inspection of the boards before installation. The installer must make a reasonable selection and, if necessary, omit, move to a less visible location or recut the boards with irregularities, regardless of origin.

Once the boards are installed, they shall be considered as having been accepted by the installer and the owner even if the latter is absent at the time of installation.

## Obligations of Mercier

Under this warranty, the liability of the manufacturer "Mercier Floors Inc." shall be limited to one or other of the following, at the choice of Mercier, excluding any other compensation:

- i) Provide the material for the replacement of the defective boards only (excluding labour, accessories and any other related costs);
- ii) Provide compensation equal to the cost of refinishing the floor of the room where there is complete wear of the finish<sup>3</sup>.

**Only the boards with a manufacturing defect or natural wood defect exceeding a 5% margin of error (industry standard), excluding cutting losses, are subject to the application of the guarantee.**

3. Follow the rate suggested by flooring Mercier.

## Exclusions

Mercier assumes no responsibility under the terms of the guarantee and pays no compensation:

- i) For damages other than those listed under the heading "Obligations of Mercier" above, including, without limitation, for the loss of use of the space for moving expenses, hotel costs, loss of time or goods;
- ii) When the installed flooring does not meet technical specifications available in the installation guidelines;
- iii) If defects affecting the product result from storage or improper transport;
- iv) In the absence of sufficient evidence that the maintenance recommended by Mercier's instructions have been followed;
- v) When the damage was caused, in whole or in part, by misuse, abrasives, the fall or friction of objects, moving furniture, with or without rollers, high heels, pounding, scratching or any use other than normal residential use;
- vi) If the damages are caused, in whole or in part but not limited to, a change of moisture content in wood, a flood, unusual heat, humidity, extreme drought levels, a natural disaster, the absence of heating, infestation by insects or the formation of spots or scratches caused by domestic animals;
- vii) For repairs carried out without the prior written approval of Mercier;
- viii) For replacement of boards that were defective before installation;
- ix) For any wood maturation;
- x) For any alteration of the product other than the total wear of the finish;
- xi) For the shipping and transport cost of the product;
- xii) In the absence of the original purchase invoice;
- xiii) When a slight difference exists between the color of the sample and that of the floor;
- xiv) When the floor was not at all times maintained at

conditions of 40% to 55% relative humidity and a temperature of approximately 20°C;

- xv) When the floor, with the exception of Engineered or Loc boards, is installed in the basement;
- xvi) When Solid floor is installed over a radiant heating system;
- xvii) When the following species are installed on a radiant heating system : Hickory, Brazilian Cherry and Santos Mahogany;
- xviii) For any alteration of the product resulting from misuse of the tools recommended;
- xix) Any deformation of the product that proves to be measurable, or only visible under an angle or specific lighting, is not covered by the warranty;
- xx) For cracking noise of a service floor, cupping or dimpling;
- xxi) For any floor board with slits and/or cracks post-installation.

**The warranty applies to the original purchaser of the floor and is non-transferable.**

## Applicable laws

This warranty is governed by Quebec provincial law, save and excepting the rules governing conflicts of law and any other law.

## Claim procedure

To make a claim under this warranty, and before altering the flooring in any way, the purchaser must first contact and file a complaint with the retailer from whom the flooring was purchased, complete with a copy of the purchase invoice, within 6 months of occurrence of the problem in question.

In the event of failure to reach an agreement with the dealer, the purchaser must then send a copy of the claim and invoice within the same time period to:

## Mercier Wood Flooring inc.

330 rue des Entrepreneurs, Montmagny (Québec) Canada G5V 4T1

Mercier Wood Flooring reserves the right to have any floor that is the subject of a complaint inspected by a designated representative and to authorize the representative to take samples for analysis purposes.

**Summary of Installation Requirements for Warranty Coverage. For complete details please consult the Mercier Installation Guide for Solid or Engineered flooring.**

## Job-Site Conditions

### Wooden subfloor

Mercier recommends using the following systems as a subfloor:

- 3/4" OSB or plywood: spaced joists, 19" at most 5/8" C.C.  
plywood: spaced joists 16" C.C. at most.
- The subfloor must be firmly fixed to the joists to avoid any panel movement that could cause creaking.
- Use flooring screws if necessary to prevent creaking.
- **The installer or homeowner must verify the moisture level of the subfloor (plywood or OSB) in various locations using a wood moisture meter. The subfloor moisture level must not exceed 12%, and the difference between the subfloor and floorboards must not be greater than 4% of the floorboards' internal moisture level, which is 6% to 9%.**
- The difference in level must not be more than 3/16" over a distance of 6' distance or more than 1/4" over 10'.
- Remove debris and dust with a vacuum.

### Concrete subfloor

- Humidity levels identified by the calcium chloride test must not exceed 3 lbs per 1000 ft.<sup>2</sup>/24 hours.
- The subfloor must be level, i.e. it must not present an elevation gain of more than 3/16" (5 mm) over a distance of 10 feet (3 m).

### Environmental Conditions

Normal environmental conditions mean that the heating, the ventilation system, and/or the air conditioning is working properly and that the conditions inside your home have been kept at an approximate temperature of 20 oC (70 oF) and a relative humidity between 40% (MINIMUM) to 55% (MAXIMUM).

### Once conditions are right...

Bring the boxed floorboards to the installation site. Open a box to check product species, grade, color, size, and quality. If everything is fine, open the boxes, set them aside, and leave the wood to acclimatize for a minimum of 48 hours.

To avoid any variation in internal wood moisture levels before installation, avoid exposing the boxes to rain or snow. Never store boards in unsuitable locations such as a shed, unheated garage, or basement.

## Summary of Care and Maintenance Requirements

Failure to closely follow these maintenance and preservation guidelines will invalidate the warranty. For complete details, please refer to the Mercier Maintenance Guide.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, pebbles, cuttings, etc.) that could scratch the finish. Frequent vacuuming is recommended to prevent abrasive dust from accumulating on the surface and between the boards.
- Maintain relative humidity between 40% to 55% and a temperature of approximately 20° Celsius (68°F) in the room where the flooring is installed.
- Clean using Mercier's specially adapted Mercier prefinished flooring maintenance kit.
- Never use wax, household detergents, or oil-based soap on the floor. Mixtures of water and vinegar are not recommended for cleaning Mercier flooring, since vinegar has an oxidizing effect on urethane over time.
- Water is one of wood's worst enemies. Never use large amounts of water to clean wood floors, and with a steam unit. Water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in front of the sink, dishwasher, and work areas in the kitchen.
- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved. Avoid rolling chairs with casters on the finished surface.
- Regularly trim your pets' claws to prevent scratches and indentations.
- Avoid wearing high-heeled shoes on hardwood floors as they may mar the surface.
- Protect wood surfaces from sunlight or any source of bright artificial light.
- Small scratches are easy to repair with the Mercier touch-up kit, which may be purchased from your Mercier dealer.



For more information, contact your Mercier dealer, who will be delighted to answer your questions.