



## SOLID AND ENGINEERED FLOORING

Wood Floors & Accessories Limited guarantees to investigate any complaints reported within 25 years from the date of your sales invoice. In the event of a valid claim, Wood Floors & Accessories Limited will provide replacement material free of charge.

The lifetime of our guarantee covers the structural integrity of the product, our Engineered Wood Flooring also covers the lamination, production, dimensions and grading.

For pre-finished floors our guarantee also covers that the surface finish will adhere correctly to the boards. It is however essential that a preventative cleaning and maintenance program is in use as set out in clause 4 & 5 of the Terms and Conditions.

Wood is a natural product and will expand and contract throughout the four seasons. During these seasons, you may experience some natural movement which is not a product defect and is not covered by this guarantee.

As a general guideline, the ambient room temperature should be maintained between 15 and 25°C and humidity levels between 45 and 65%. To maintain these humidity levels, we would recommend using a humidifier/dehumidifier. Our guarantee is subject to your room conditions being maintained in accordance with British Standards current recommendations BS 8201.

All complaints are to be reported in writing by post or email to [info@wfa.uk.net](mailto:info@wfa.uk.net) within 48 hours of the issue becoming visible, to allow us to investigate the cause and extent of the problem.

Our guarantee is subject to our Terms & Conditions.



## TERMS AND CONDITIONS OF GUARANTEE

### 1. BASIS OF TERMS & CONDITIONS

Your guarantee is valid for 25 years from the date of your Sales invoice.

Wood Floors & Accessories Limited promise to investigate any complaints reported within 25 years from the date of your sales invoice. In the event that the wood floor is faulty due to a manufacturer fault and there is a valid claim, Wood Floors & Accessories Limited will provide replacement material for the section that is damaged free of charge. If the particular floor is discontinued the closest match to the existing floor will be provided.

### 2. EXCLUSIONS

The following exclusions apply and are not covered under the 25 years guarantee:

- Any associated costs including labour costs in the event of a repair or replacement of the floor, removal or storage of furniture, fixtures, redecoration costs and any other tradesman's labour costs.
- Wood is a natural product and will expand and contract throughout the four seasons. During these seasons, you may experience some natural movement which is not a product or workmanship defect and is not covered by this guarantee.
- New or replacement flooring may not match display panels or your existing floor due to age and natural variation.
- Surface splits and checks caused by incorrect atmospheric conditions.
- Damage caused by dents, scratches, lack of care & maintenance, misuse, negligence, accidents, pets, damaged shoes, stiletto heels, stones, spillages and abrasive materials.
- Lack of care & maintenance in accordance with manufacturers guidelines including use of incorrect products.
- Damage caused by excessive moisture/wet mopping, water damage or atmospheric conditions.
- Discoloration caused by UV/sun light.
- Gloss level reduction.
- All guarantees are invalid where sums due remain outstanding or specific instructions have not been followed.

### 3. ROOM CONDITIONS

As a general guideline, the ambient temperature should be maintained between 15 and 25°C and humidity levels between 45 and 65%. To maintain these humidity levels, we would recommend using a humidifier/dehumidifier. Our guarantee is subject to your room conditions being maintained in accordance with British Standards current recommendations.

### 4. CLEANING

In order to prevent sand, dirt and other abrasive materials damaging your wood floors, it is recommended that a suitable entrance mat should be used, that will not damage the floor and fully protects the floor surface. Remove sand, dirt and dust regularly with a suitable vacuum cleaner for wooden floors or broom. Clean the floor daily/weekly in accordance with our cleaning instructions for your chosen lacquer/oil floor finish. Only use the products that are recommended for cleaning your floor.

### 5. MAINTENANCE

If in time the surface becomes worn or dull the surface should be maintained with maintenance products in accordance with our cleaning recommendations for your chosen lacquer/oil floor finish.

In the event of excessive wear, the floor will need to be sanded and re finished by a professional contractor. At this time our warranty becomes void.

### 6. UNDER FLOOR HEATING

Wood flooring is subject to movement caused by the loss or intake of moisture.

Timber will be supplied at between 8 and 12 % average moisture content.

When laying wood floor on top of heated flooring, heating pipes can cause localised shrinkage, which is not a product defect.

Under floor heating can cause problems with wood flooring. Wood Floors & Accessories Ltd must be informed of its existence and provided with any relevant technical information to ensure the floor can be installed in accordance with the manufacturer's conditions. Failure to inform us that the floor is being fitted on top of under floor heating, will invalidate the guarantee.

Under floor heating systems should be fully commissioned, tested and run for 2 weeks before a floor is installed. Room stats and floor probes should be installed to ensure the floor surface temperature never exceeds 27°C. The water temperature in the pipes (flow rate) must never exceed 45°C. Before and during installation, the temperature should be turned down to 15 °C and once the floor has been installed, the temperature should be increased/decreased by 3°C per day to minimise drastic changes in temperature which may cause shrinkage.

Always ensure the under floor heating system is off when the floor is fully covered with floor protection. Always use card and hardboard and not plastic/corex to protect the floor.

Wood Floors & Accessories Limited recommends the use of Fidbox devices which record the relative humidity and temperature in the sub floor and upper floor surface for future reference.