



CIKEL ENGINEERED FLOORING LIMITED RESIDENTIAL WARRANTY

25 Year manufacturer warranty on residential flooring finish

The manufacturer, Cikel Brasil Verde Madeiras Ltda. ("Cikel") ,guarantees the original purchaser that the finish, namely the total thickness of the **urethane** applied to engineered flooring manufactured after October 1 , 2005, will not wear¹ through or separate from the wood in the course of normal residential use for a period of 25 years following purchase date. This warranty applies from the date of purchase as long as the floor is submitted to normal residential wear conditions and regular preventive maintenance procedures as recommended in this brochure.

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

Lifetime warranty on wood board

For as long as the original purchaser owns and/or resides in the premises where the Cikel products were installed, the manufacturer, Cikel, warrants all grades of prefinished natural-colored or stained engineered flooring boards against any manufacturing defects, grading errors, and faulty finishing, including the application of stains or urethane finish. That warranty does not cover damage due to transportation, storage, installation, extreme indoor conditions (excessive dryness or humidity), pets, insects, water, negligence, or any other similar cause. The warranty covers only flooring with manufacturing defects exceeding 5% of the quantity purchased by the customer, excluding losses resulting from cutting losses from installation procedures. Cikel will replace any products in excess of this 5% tolerance (excluding labor costs and shipping fees). In addition to the above terms, Cikel warrants its engineered wood boards against warping, twisting, and delaminating (detachment of board layers) in normal ambient conditions¹ when installed in accordance with Cikel's Engineered Floor Installation Guide. Since they are composed entirely of wood, which is a natural material, engineered boards, may expand or contract through heating and non-heating seasons. The boards will return to their usual shape in the normal ambient conditions listed below.

2. Normal ambient conditions entail a year-round temperature of about 20°C and relative humidity levels of 35% to 50% through the use of ventilation, heating, and humidifier systems.

Cikel's obligations and warranty means

Under the terms o this warranty, the responsibility of manufacturer, Cikel Brasil Verde Madeiras Ltda., is limited to any of the following measures, at Cikel's sole discretion and without any other terms form of compensation:

- i) Supply the material necessary to replace defective flooring planks or boards;
- ii) Supply the material and labor to resurface the flooring in the room where the finish has defectively worn through;
- iii) Pay compensation equivalent to the purchase cost of the defective boards.

Claims must be filed within the warranty coverage period, and information verifying date of the purchase will be required. Cikel reserves it self the right to have a designated Cikel's representative inspect the floors and remove samples for analysis.

- This warranty is **non-transferable** and applies only to the original owner of the floor.
- No installer, retailer, distributor or agent, or employee of Cikel has the authority to alter the obligations or limitations of any Cikel warranty.

Warranty Disclaimer and Exclusions

- Color 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.
- It is the responsibility of the installer and/or the homeowner to inspect boards **prior to installation**. Cikel accepts no responsibility for costs of product or labor when boards with visible defects have been installed.
- Natural occurring wood characteristics such as variations in grain, color, mineral streaks and knots, are not considered defects.
- Normal exposure to sunlight will bring about changes in the shading of any wood floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect. Avoid exposing the floor to direct sunlight or intense artificial lighting.
- Product defects have been caused by improper storage or transportation, poor surface preparation, or installation not in accordance with the manufacturer's recommendations, are excluded from Cikel warranties.
- Gloss reduction is not considered surface wear.
- The finish applied to boards increases neither the hardness of wood nor its resistance to blows and compression. This is why pets' claws, high-heeled shoes and pointed, sharp, heavy, or dropped objects, sand or accumulated dust may mar or damage the surface and finish of flooring. Each species has its own hardness index. Be sure to choose a species hard enough to meet your needs. Cikel has no responsibility for any damage, mar or scratches done to finish or to the flooring surface under such conditions described above.

Exclusions

Cikel bears no responsibility under the terms of the warranty and will pay no compensation in the following instances:

- i) Damage has occurred other than that listed above, including but not limited to loss of use of space, moving costs, hotel costs, and loss of time or goods.
- ii) The floor has been installed on a concrete, radiant, or traditional subfloor that does not meet technical specifications contained in Cikel's Installation Guide.

- iii) Product defects have been caused by improper storage or transportation, poor surface preparation, or installation not in accordance with manufacturer's recommendations.
- iv) Products have been used or installed for purposes other than residential use, included but not limited to rooms used for private home daycare.
- v) Insufficient proof is available that Cikel's recommended maintenance instructions were followed.
- vi) To replace defective boards prior to installation.
- vii) Damage has been caused in whole or in part by a change in wood moisture caused by a flood, unusual heat, extreme humidity or dryness, a natural catastrophe, a lack of heating, insect infestation, or stains or scratches caused by domestic animals.
- viii) Repairs have been carried out without the prior written consent of Cikel.
- ix) Any maturation of the wood. Natural expansions and contraction of the boards resulting in separations between boards.
- x) A product has deteriorated in some other than total wear of the finish.
- xi) Product shipping or transportation costs have been incurred.
- xii) The customer cannot provide proof of the Cikel product purchase date.
- xiii) Slight differences between sample color and floor color.
- xiv) No warranties apply to any product or products designated as thrift, antique, tavern, bargain or cabin grades, seconds, economy grades or non standard items. This products or so designated are "sold as is".

This writing is the complete and exclusive statement of the express warranties provided herein and is in lieu of all other express and/or statutory warranties by the manufacturer, to the extent provided by law. There are no implied warranties extending beyond the terms of this warranty. Cikel assumes no liability for incidental or consequential damages.

Applicable Law

This warranty is governed by [Oregon](#) 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 dealer from whom the flooring was purchased , complete with a copy of the purchase invoice. 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 warranty period to:

[Nova USA Wood Products LLC](#)
[4888 NW Bethany Blvd.](#)
[Suite K5, #378](#)
[Portland, OR 97229](#)

Maintenance and preservation guidelines

Failure to closely follow these maintenance and preservation guidelines will invalidate the warranty:

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, silver glass, crystal, cuttings, heavy dust, dirt, etc.) that can scratch the finish. Frequent vacuuming is recommended to prevent abrasive dust from accumulating on the surface and between the boards.
- Maintain relative humidity between 35% and 50% and temperature of approximately 20°C (68°F) in the room where the flooring is installed in order to preserve the internal humidity of the wood and thus its dimensional stability.
- Clean the flooring surface using specially recommended flooring cleaning kits. Spray a small amount of cleanser on a cloth or mop and wipe the surface. Note that only small amounts of liquids are required. Cleaning the surface once a month is a minimum maintenance requirement.
- Never use wax, household detergents, or oil-based soap on the floor. These products may discolor and damage the finish and leave a grease film, making the floor slippery and difficult to maintain afterwards. Mixtures of water and vinegar are not recommended, 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 never use a saturated mop. Wipe up spilled water, liquids or detergents before they are absorbed by the wood fibers. The combined effect of water and sand is devastating to flooring. This is why it is important to place 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. Periodically examine the pads for wear and replace when needed. Avoid rolling chairs with casters on finished surfaces. Put them on rugs or Plexiglas chair mats. Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters.
- Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be moved.
- Regularly trim your pets' claws to prevent scratches and indentations.
- Avoid wearing high-heeled shoes on hardwood floors as they can mar the surface. Heel surfaces are so small that the pressure can easily reach 3,500 pounds per square inch. Worn or broken heels can mar flooring even more. Avoid walking on flooring in footwear with cleats or metal tipped soles.
- Protect wood surfaces from sunlight or any source of bright artificial light. Prolonged or repeated exposure to bright light can change the color of wood, even if surfaces are coated with a non-yellowing screen.