



Venetian Flooring Engineered Hardwood Limited Residential Warranty

Pre-Finished Installation

Venetian Flooring warrants that uncut, uninstalled pieces that do not meet our specifications will be replaced at no cost to you.

Structural Warranty

Venetian Flooring warrants all of our flooring products to be free from defects in lamination, milling, within industry standard will remain free from above defects for 25 years.

Finish Warranty

Venetian Flooring provides guarantee to the original purchaser that under normal residential conditions, normal house hold traffic (not including pets of any size) will not wear through the wood for 25 years from the date of original purchase.

General Coverage

This warranty is valid to the original purchaser only. Claims of quality issues must be accompanied by original prove of purchase.

Care and Maintenance

Warning: Vacuums with a beater bar or power rotary brush head can damage a wood floor and should never be used. Use any brand name wood flooring cleanser for urethane coated hardwood floors, i.e. Bona, Method, and a terry cloth flooring mop.

STEP ONE: Sweep your floor to remove any dirt particles that could scratch your floor.

STEP TWO: Apply hardwood surface cleanser directly to the terry cloth mop, not your floor.

STEP THREE: Use a back and forth motion with the mop. When the terry cloth cover becomes soiled, simply replace it with a clean one. Cleaning the floor with a soiled cover could cause streaking. The covers are re-usable, so wash and dry the covers periodically as you would a normal towel.

Tips and Warnings:

Maintain normal indoor relative humidity level (35%-60%) throughout the year to minimize the natural expansion and contraction of the wood.

I. Heating Season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels.

Wood stoves and electric heat tend to create very dry conditions.

II. Non Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.

- Sweep regularly
- Remove spills promptly using wood flooring cleanser and a clean white cloth.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances.
- Spiked heels or shoes in need of repair can severely damage your floor.
- Never wet or damp mop your wood floors. Water can seep through the grooves and cause damage to wood flooring. Water damages are not covered by warranty.
- Never use oil soaps, wax, abrasive cleaners, steel wool or strong ammoniated or chlorinated type products to clean your floor.
- The sun's UV rays can change the color of your floor.
- Protect your floor with a ¼" piece of plywood or heavy matting when using a dolly for moving furniture or appliances across the floor. Never slide or roll heavy loads across the floor.
- If your floor becomes scratched or dull, repairs can often be made using repair accessories. Consult your local dealer for proper instructions.
- Pets, even with trimmed nails can sometimes scratch the floors. Our limited residential warranty does not cover any pet related damages.

Guidelines for installing Radiant Heated Subfloors

Previously Noted: Concrete subfloor requirements will apply. It is highly recommended: that the radiant heat system be designed to accept a wood floor. Use only: the floating installation method. Relative humidity of job sites must be maintained between 35 -55%. Use of a humidification system may be required to maintain the proper humidity level. Failure to do so can result in excessive dryness which may lead to surface checking.

The radiant heat system should be set to run 2/3 maximum output for a minimum of 2 weeks prior to installation of flooring to further allow moisture dissipation from the concrete slab. This must be done in both warm and cold seasons.

Before installation (5 days) reduced the temperature to 65 degrees Fahrenheit and maintain temperature range of 64-68 degrees Fahrenheit during the installation. After completion of the installation, wait 48 hours and then gradually raise the temperature of the heating system 2-3 degrees per day over a five day period until the preferred setting is reach.

Glue down installation over radiant heat systems is not covered by our limited residential warranty unless official letter of coverage is issued by Venetian Flooring Distributions.

Electric heating systems often times heat up too quickly and is not recommended. Our limited residential warranty does not cover application over suck systems unless official letter of coverage is issued by Venetian Flooring Distributions.

Exclusion to Warranty Coverage

1. Improper installation: If installation is not done according to Venetian Flooring Engineered Flooring installation instructions, the warranty is void.

2. Visible defects: Installer must inspect each board before installation; any visible defects must be noted and reported before commencement of installation so that replacement can be furnished before actual installation. The warranty does not extend to cover visible defects after installation is complete. Natural wood characteristic such as mineral streaks, small knots (less than 2 cm in diameter), grain variations are normal characteristics of wood and are not considered defects.

3. Improper maintenance: Please follow the maintenance instruction. Warranty will only be effective when proper maintenance as per the advice has been observed.

4. Extreme environmental conditions: Exposure to extreme heat (over 45 degrees Celsius), dryness, moisture or water saturation, including wet mopping, improper exterior drainage, plumbing issues, hydrostatic pressure or other sources of water will void this warranty.
5. Alteration or repair: Alteration or repair that is not authorized by manufacturer will void this warranty.
6. Accidents, abuse or misuse: This warranty does not cover damage from heavy furniture or equipment used without sufficient protection, impact damage or scars as from sharp or pointed objects such as stiletto heels, spiked heels, stone chips, gravel, scratches, pet claws etc. Warranty does not cover loss of gloss over time and damages from spills, standing water and incorrect maintenance.
7. Variations in color and grain inherent: Wood is a natural living product and variations in color and grain is inherent. Further color changes in the wood should be expected as the floor is maturing. The warranty does not cover possible differences between color samples and color of installed floors.

Radiant Heated Subfloors

Radiant Heated Subfloors Caution: The floor surfaces must never exceed 80 degrees Fahrenheit or 27 degrees Celsius.

Room temperature: should not vary more than 15 degrees from season to season. Seasonal Gapping: Should be expected.