

DANSK Hardwood

DANSK Hardwood Engineered and Solid Hardwood Flooring Warranty

Thank you for selecting a DANSK Hardwood floor. DANSK Hardwood flooring is carefully selected for its natural beauty, uniqueness, and individual characteristics. The forest is the heart of the earth and DANSK Hardwood is committed to sourcing trees from carefully managed forests.

Wear Layer Warranty

DANSK Hardwood flooring warrants to the original purchaser in the original installation that the finish of the floor will not wear off or delaminate from the floor under normal residential use for a period of 25 years. The Northwood Solid Birch and Nature Cafe collection have a 10 year residential warranty. Proper control of the residential environment according to NWFA rules of installation, maintenance, and moisture conditions must be observed and maintained, for the warranty to be valid. Damage due to installation, transportation, storage, handling, maintenance, or any other cause is not warranted and evidence of damage due to any of the above will invalidate this warranty.

Lifetime Structural Warranty

DANSK Hardwood warrants to the original purchaser in the original installation that our product is free from manufacturing defects for the lifetime of the floor if it is installed and maintained according to NWFA rules of installation and maintenance.

This Limited Warranty is subject to the following;

- This Limited Warranty is not transferable and is valid only to the original purchaser at the original installation site.
- The floor must be installed in indoor residential areas in accordance with NWFA installation guidelines.

Professional Installation Guidelines

- The floor must be maintained according to NWFA Standard Floor Care Maintenance Guidelines.
- Where DANSK engineered hardwood floors are installed over a radiant heat floor system, the maximum fluid temperature within any point of the circulatory system shall not exceed 85 degrees F (28 degrees C). Solid hardwood floors are not to be installed over radiant heat floor systems.
- Relative Air Humidity must be in the range of 35%-55% with a room temperature range from 60-75 degrees. Should the relative air humidity go below 35%, small cracks (checking), delaminating and/or cupping may occur and is not warranted.

Pre-Inspection Requirements

It is the responsibility of the installer/homeowner to inspect each plank prior to installation. Our product is guaranteed to be within industry accepted grading standards and free of manufacturing defects prior to installation. Hardwood flooring contains natural wood characteristics such as knots, cracks, color variation, mineral streaks, pinholes, etc. These are considered normal grade characteristics and are not considered defects; if you find a characteristic objectionable, simply have your installer cut it out during the installation process. DANSK Hardwood flooring is manufactured in accordance with accepted industry standards which permit a grade/manufacturing defect tolerance not to exceed 5%.

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DANSK Hardwood flooring accepts no responsibility or liability for the cost of product or labour when planks containing visible defects of any kind have been installed.

Exclusions of Warranty

- The warranty does not cover indentations, scratches, damage caused by negligence, exposure to extreme heat, dryness or water saturation, accidents, abuse, misuse, stains, scratches or other damage caused by animals, failure to follow all manufacturers specific written instructions, insufficient protection, improper or unauthorized alterations or repairs to the original manufactured product and or any damage caused by any footwear.
- Wet rooms (bathrooms, laundry rooms, etc.) are not covered by this warranty.
- Exposure to light may cause color changes over time and no warranty shall apply.
- Variation in grain, pattern, color and/or texture is common and is not considered defects; therefore no warranty shall apply.
- This DANSK Hardwood flooring warranty follows industry standards as expressed in the NWFA guidelines that allows for a 5% defect allowance in manufacturing defects and grading as it applies to the structural warranty and visible defects.
- DANSK is not responsible for improper installation.
Seasonal changes bring changes in humidity, this may naturally cause gapping in your hardwood floor; this is not a defect.

Warranty Claims

- If the manufacturer or their agents accept a claim under this warranty, it will repair or replace at its option the affected material with the same product or another product of equal value. The sole remedy herein is the repair or replacement of defective products.
- This warranty covers the cost of materials only and does not include labour or any other related costs.
- Under no circumstances shall the manufacturer be liable for any loss or damage arising from the purchase, use or inability to use this product or any special, indirect, incidental or consequential damages. However, some states or provinces may not allow the exclusions of incidental or consequential damages, therefore this exclusion may not apply to you.
- This warranty gives you specific legal rights and you may have other rights that vary from state to state or province to province.
- This warranty must be registered at the place of purchase within ninety (90) days from completion of installation.
- All claims must be made in writing within thirty (30) days after the defect has been detected and mailed to the place of purchase.
- Any party that commits to floor repair/maintenance without the consent of DANSK will be required to be responsible for the job. Any unauthorized floor replacement or repair does not place any burden on the manufacturer.
- All settlements will be accompanied by a waiver signed by all parties involved.