

# TERRAMAI

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## FLOORING & PANELING WARRANTY

[TerraMai.com](http://TerraMai.com)

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# 10 YEAR STRUCTURAL WARRANTY

For a period of 10 years from the date of purchase, TerraMai's warranty commitment is to provide engineered and solid hardwood flooring and paneling (planks, modular panels, acoustic panels, and open panels) that is free from manufacturing defects in milling and lamination. TerraMai materials are designed and manufactured to rigorous quality specifications and meet or exceed industry standards. The material could fail for several reasons including improper installation or site conditions, installation in an environment not appropriate for such materials, improper care and improper maintenance, etc.

Wood is a natural material and it can vary widely in color, character and grain. These variations are an inherent part of wood's natural beauty. Characteristics such as mineral streaks, knots, grain variation, color variation and other naturally occurring differences between individual pieces, and differences between sample pieces and the installed product, are to be expected and are not considered defects.

## FINISH WARRANTY

TerraMai further warrants that, under normal conditions and with proper maintenance as prescribed for the applicable coating type, the finish on TerraMai's flooring and paneling products will not wear through to raw wood in any single area for 1 year from the date of purchase.

Under this finish warranty, TerraMai warrants that TerraMai's factory finished products are covered under this warranty ONLY when cleaned and maintained by the guidelines set forth by the finish type. For items finished with UV Oil finishes, that maintenance may require re-application of oil by a flooring professional during the period of this warranty, and the need for such re-application does not constitute a product failure. The frequency of the maintenance required to maintain a wood floor finished with UV Oil may vary significantly from one setting to the next depending on foot traffic. Floors finished with UV Oil used in a commercial setting may require frequent re-oiling. With UV-Oil finished floors, water and other liquids left for prolonged periods without being removed may cause spotting, which is normal and will not be considered a product defect. Gloss reduction is to be expected and is not considered wear through to raw wood and is not covered under this warranty.

For floor care and maintenance, please see Section 3 of Limited Warranty.

Please note that this finish warranty does not include custom or exterior finishes.

**Please be sure to read ALL sections of this warranty.**

### SECTION 1

**This warranty does not cover:**

1. Damage, indentations, scratches or stains arising from the following: negligence, accidents, abuse, fire or excessive heat, abnormal wear, heels (including spike heels), caster wheels, vacuum cleaner beater bars, grit, sand or exposure to other abrasive substances, dents, pet damage, insect infestation.
2. Damage caused by excessive moisture including, but not limited to, improper humidity levels, excessive ground or slab moisture that migrates into the material, and water leaks or spills of any sort.

3. Changes in color or tone from exposure to UV light. Prolonged exposure to sunlight will cause changes in the color and tone of any wood floor and its finish. This is a natural and inevitable process and does not constitute a defect.
4. Separation between installed boards, cracks including hair line checks and end checks resulting from natural expansion and contraction. Because wood is a natural product, it will expand and contract as moisture, temperature and humidity levels change throughout seasons. Seasonal expansion and contraction is considered normal and is not covered by this warranty.
5. Problems resulting from storage, site conditions, installation or maintenance (see Floor Care and Maintenance considerations below) of our products.

## SECTION 2

### ENVIRONMENTAL CONDITIONS

First and foremost, ensure your HVAC system is running at least 7 days prior to installation at the proper settings for desired temperature and humidity for the space when permanently occupied. This will allow the humidity to stabilize in the room where your new flooring/paneling will reside. Ambient air humidity should be between 30% and 50% and temperature between 60°F to 80°F (16°C to 27°C). See the chart below explaining the variation in equilibrium moisture content of wood at various ambient humidity and temperature ranges. If your relative humidity or temperature is out of spec, postpone your installation. Failing to do so may cause large changes in moisture content of the wood that will cause failure. These conditions must be maintained over the life of the product.

Temperature (°Fahrenheit)																				
<b>30</b>	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
<b>40</b>	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
<b>50</b>	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
<b>60</b>	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	8.6	9.4	10.2	11.1	12.1	13.3	14.6	16.2	18.2	20.7	24.1	26.8
<b>70</b>	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	8.5	9.2	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
<b>80</b>	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	8.3	9.1	9.9	10.8	11.7	12.9	14.2	15.7	17.7	20.2	23.6	26.3
<b>90</b>	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.1	8.9	9.7	10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
<b>100</b>	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6
	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
	Relative Humidity (percent)																			

Chart taken from *Wood Handbook: Wood as an Engineering Material*, (Agriculture Handbook 72), Forest Products Laboratory, U.S. Department of Agriculture.

It is critical the the flooring/paneling planks are properly acclimated prior to installation. Complete information and requirements for acclimation are found in the Flooring & Paneling Acclimation Guide found at <https://www.terramai.com/acclimation>.

#### Information required to activate the warranty:

**IMPORTANT!!** To activate this project specific warranty, the installer must send the following documented site information PRIOR to installation.

The following specific information needs to be emailed to **BOTH** [CustomerService@TerraMai.com](mailto:CustomerService@TerraMai.com) **AND** your TerraMai Account Manager (visit <https://www.terramai.com/team-terramai> to determine your contact).

1. Completed Acclimation Log. Acclimation Logs can be found toward the end of the Flooring & Paneling Acclimation Guide at the link above.
2. Photo of the properly stacked flooring/paneling product during acclimation. Guidelines on proper stacking techniques are also found in the Flooring & Paneling Acclimation Guide.
3. For flooring installations, a completed Subfloor Moisture Test Log must be provided. Subfloor Moisture Test Logs can be found toward the end of the Flooring & Paneling Acclimation Guide.
4. For flooring installations, product data for any moisture mitigation and/or adhesives planned to be used.

**ANY of the above 4 items not received and confirmed by TerraMai PRIOR to being installed will void this warranty.**

## SECTION 3

### Care and Maintenance:

As with any floor, wall, or ceiling covering, our factory finished wood will show signs of wear over time, depending on site conditions, amount of traffic and type of use. Ultimately, owner understanding of usage and observation of the flooring or paneling condition over time will dictate the care and maintenance program. By observing a few precautions and setting up a regular cleaning routine and maintenance program, your TerraMai reclaimed wood products will provide years of beauty.

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exhaustive list.

1. Remove spills promptly using a soft cloth and the proprietary cleaning products associated with your particular wood finish:
2. Oil Finishes: It is **REQUIRED** to use Rubio products in order to comply with this warranty. The wood finish company Rubio, provides high-quality, zero-VOC and low-VOC care and maintenance products designed specifically for Rubio oil finishes [www.rubiomonocoatusa.com](http://www.rubiomonocoatusa.com). Rubio oils can also be found at <https://estore.terramai.com>.
3. Polyurethane finishes: TerraMai recommends cleaning products specifically designed for polyurethane.
  - a. The wood flooring finish company Bona provides a complete line of industry-standard care and maintenance products designed for polyurethane finishes ([www.bona.com](http://www.bona.com)).
  - b. Aero-Green 4220 from Hi-Lite Solutions is also an eco-friendly and effective cleaning product ([www.hi-litesolutions.com](http://www.hi-litesolutions.com)).
4. For flooring, sweep or vacuum regularly since built-up grit can damage the integrity of the finish and surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head. For paneling, wipe down regularly with a soft cloth, or vacuum using a soft brush attachment.
5. Never wet-mop, damp-mop, or clean your floor or paneling with over-saturation of water or other products. This can severely damage the flooring and damage resulting from these actions will not be covered by this warranty.
6. Do not use hardwood floor cleaning machines or steam cleaners.

7. Important: Do not use oil soaps, liquid or paste wax products or other industrial cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since this warranty does not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also negatively impact future efforts to re-coat or re-finish.
8. Do not use 2 in 1 cleaners with polish that may contain acrylics or urethane polish to restore gloss – damage resulting from the use of these products will not be covered under warranty and will produce unsatisfactory results.
9. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
10. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
11. Make certain furniture casters are clean and operate properly (a minimum 1” wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
12. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly.
13. This warranty does not cover damage from the sun and its UV rays.

## **SECTION 4**

### **Long-Term Care/Refinishing:**

#### **Poly Finish**

1. Timing to refinish a wood floor with a polyurethane finish will depend upon usage, exposure and various other factors. Ultimately a polyurethane floor should be refinished before any activity wears through the poly topcoat exposing the raw wood beneath. Some flooring professionals recommend a recoat every two years to keep floors looking vibrant and to ensure the proper amount of finish is protecting the floor at all times.
2. It is inadvisable to spot finish a polyurethane finished floor as it is difficult to blend any repair areas into the surrounding areas. If some portions of the floor are showing wear, refinishing the entire floor (or room) will yield more visually favorable results. For light traffic residential use, a properly monitored and maintained polyurethane finish can last a lifetime.
3. Polyurethane finished floors do need to be sanded prior to refinishing.

#### **Oil Finish**

*Reminder: To comply with this warranty, you must use Rubio products for all oil finishes.*

1. Surface scratches, dents and stains can be spot treated by rubbing a small amount of Rubio oil into the area and buffing it with a cotton cloth until the affected area blends with the surrounding floor.
2. The timing for a complete Rubio oil re-coat varies greatly from one installation to another and is based on the original oil finish. Extreme heavy use may require a recoat every several months while it may be many years for light traffic installations to need a recoat.

3. When the surface feels too dry or rough, or begins to look starved, it is time for a recoat. Recoating should be done prior to the finish wearing off.
4. Oil finished floors do not typically need to be sanded prior to recoating.

## SECTION 5

### Warranty Claim Process

1. If a problem with the flooring or paneling is suspected, immediately email the following specific information to **BOTH** [CustomerService@TerraMai.com](mailto:CustomerService@TerraMai.com) **AND** your TerraMai Account Manager (visit <https://www.terramai.com/team-terramai> to determine your contact).
  - a. A copy of your TerraMai Materials Bid
  - b. The documentation created at the time of receipt as per Section 2 and installation regarding storage, acclimation process, material moisture content, ambient moisture levels, and other relevant information
  - c. Documentation of how and when the material has been maintained and cared for since installation (for example, “finished refreshed with Rubio Pure May 2020 and again October 2022” OR “Material was sanded and refinished with Bona Naturale June 2020,” etc.)
  - d. Clearly explain how the material is non-conforming and what amount of the material is nonconforming (e.g. “100 square feet”, “all of it”, etc.)
  - e. Provide pictures clearly documenting the non-conformance
  - f. Provide your contact information including email and phone number
2. We are only able to consider your Warranty Claim in the event you provide ALL the above stated documentation

## SECTION 6

### Remedy

1. If TerraMai finds that the material you purchased does not conform to the guidelines described in this Warranty, we will provide replacement material (due to product changes over time, this material may or may not exactly match the original material) at a price discounted by the life remaining in the warranty period (for example, if the failure occurs and is reported in writing to TerraMai in the third year after purchase, a 70% discount – seven years remaining of the ten-year warranty – will be extended for replacement material).
2. This warranty covers the TerraMai product only and not any additional costs you may incur for such things as removal of defective material, installation of the replacement material, etc.
3. If TerraMai finds that the material you purchased does not conform to the guidelines described in this Warranty within ONE year after installation, we will also cover reasonable and market rate costs associated with removal of the defective material and re-installation of the TerraMai replacement material provided by TerraMai.

TerraMai will not be liable for or pay under this Warranty, any incidental, consequential, punitive or special damages.

This Limited Warranty constitutes the only express or implied warranties.

## **WARRANTY DISCLAIMER**

It is the responsibility of the installer to inspect the flooring and/or paneling for proper color, manufacturing defects and/or visible damage prior to installation. TerraMai accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring and paneling with visible defects has been installed. TerraMai excludes and will not be liable for or pay incidental, consequential or special damages under any warranties. This means any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring or paneling. These limited warranties constitute the only express warranties for the product purchased.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCTS, ALL WARRANTIES OTHER THAN TERRAMAI LIMITED WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED. IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply. These warranties give the customer specific legal rights, and the customer may also have other rights that vary from jurisdiction to jurisdiction.