

### **Structural Integrity Limited Warranty**

Casanova Engineered flooring features a birch plywood core that is precision milled for a perfect tongue-and-groove fit. Manufactured to permanently lock each ply together, the original purchaser is provided by BR-111<sup>™</sup> a 24 year structural warranty resulting from manufacturing defects that protects against separation or delamination of the product between plies in applications that fall within normal humidity ranges.

### **Surface Finish Limited Warranty**

Factory applied UV cured aluminum oxide surfaces on Casanova Engineered prefinished floors are warranted by BR-111<sup>™</sup> not to wear through or separate from flooring for 24 years from the date of purchase. Flooring must be used under normal **residential** traffic conditions, and all care and maintenance instructions, provided by BR-111<sup>™</sup>, must be followed for warranty to be valid. Warranty provisions extend to the original purchaser only.

### **Manufacturing Defects**

In addition, BR-111<sup>™</sup> warrants prefinished hardwood flooring against manufacturing defects caused by improper milling, grading, and finishing. Damages caused by improper transportation, storage, and installation are not covered. BR-111<sup>™</sup> is liable only for the defective flooring that exceeds 5% of the original hardwood flooring purchase order, and will only repair or replace such defective material, excluding the cost of transportation, storage, and installation.

### **Warranty Exclusions**

#### **The following is not covered under this warranty agreement:**

- Indentations, scratches or damage caused by negligence, water, sand, and abuse.
- Natural occurring changes in color from exposure to light.
- Failure to provide proper environmental conditions, including but not limited to maintaining proper humidity levels.
- Failure to follow manufacturer's installation instructions, including but not limited to failure to use approved adhesives, moisture barriers, surface checking resulting from low relative humidity and/or mildew, discoloration, or cupping resulting from extreme sub-floor moisture.
- Poor installation workmanship.
- Improper care and maintenance.

**Milling Defects**

Occasional defects in flooring, from mis-milling or handling damage, do occur. While all Casanova Engineered flooring is supplied in a clear grade, similar to NOFMA's guidelines for oak flooring, standard trade practice allows for up to 5% of the square footage to contain wood below grade and/or with milling defects. Order 5% to 7% more material than needed, allowing for waste from crosscutting and fitting pieces on-site, as well as crosscutting out defects.

During installation, occasional knots and defects will be encountered including machining snipes, waness, splits, and areas on the face that will not clean up. Simply crosscut out the defects and use the remaining sections to start or finish a row.

If your installer discovers a reoccurring problem, or determines the waste to be excessive, stop immediately and call the service department at BR-111,<sup>™</sup> toll free 800-525-2711 to review the problem before proceeding. BR-111<sup>™</sup> will, at its option, either send replacement flooring, credit you for that portion of flooring which fails to make grade, or refund the cost of the flooring in full. DO NOT install defective flooring. You will be the final judge of acceptable quality. Flooring that has been installed is deemed to be acceptable.

BR-111<sup>™</sup> shall not be responsible for costs associated with installing, finishing, and/or replacing of flooring installed with obvious defects.

**Color & Grain Variation**

Wood is a natural material. No two pieces are the same. No two trees are the same. And the same species can vary, based on the geographic area from which it was harvested. BR-111<sup>™</sup> cannot be responsible for claims arising from flooring that possesses a greater range of grain/color variation than found in samples supplied by dealers.

**Color Fastness**

All woods are sensitive to light and/or oxygen, and over time, will change color, developing a unique patina. Native species, such as cherry, darken over time.

**Terms and Conditions**

The terms of this warranty become valid upon final payment and successful installation of the product. The use of floor care products other than those recommended by BR-111<sup>™</sup> may damage flooring and void this warranty. Inquiries regarding this warranty should be directed to the Casanova Engineered retailer where the original purchase was made. If the retailer is unable to satisfy your request, contact in writing the customer service department at BR-111.<sup>™</sup>

EXCEPT AS EXPRESSLY SET FORTH ABOVE, BR-111<sup>™</sup> MAKES NO WARRANTY, EXPRESS OR IMPLIED, WHETHER RELATING TO MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE OR OTHERWISE, AND BR-111<sup>™</sup> DISCLAIMS ALL WARRANTIES NOT EXPRESSLY SET FORTH ABOVE.