

# **DENALI HARDWOOD FLOORS COMMERCIAL WARRANTY**

## **5-YEAR LIGHT COMMERCIAL WARRANTY**

Denali Hardwood Floors warrants, to the original purchaser only, the following warranty on our engineered wood flooring for light commercial applications. Cherokee Collection Hickory products are excluded from this warranty.

## **5 YEAR LIGHT COMMERCIAL FINISH WARRANTY**

Denali Hardwood Floors warrants to the original purchaser that the surface finish will not wear through for FIVE (5) years from the date of purchase when used under normal light commercial traffic conditions and as long as preventive and regular maintenance is performed in accordance with Denali Hardwood Floors' maintenance procedures, which are available at [denalihardwoodfloors.com](http://denalihardwoodfloors.com). This finish warranty excludes any damages resulting from, caused by or contributed to, in any way, improper environmental conditions, indentations, scratches, lack of proper maintenance, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, wet mopping, erosion, pebbles, sand, other abrasives, surface checks/splits, and/or failure to protect the flooring material during move-in and/or other construction activities in the immediate/adjacent area. Loss of gloss is not a warranted issue. All wood is a natural product; therefore, variances in color and wood grain can be expected. Furthermore, wood flooring will naturally change color after exposure to UV/sunlight and/or any other light source; this change in color is not covered under the finish warranty.

## **STRUCTURAL LIMITED 5-YEAR WARRANTY – ENGINEERED PRODUCTS**

Denali Hardwood Floors warrants to the original purchaser that its engineered pre-finished hardwood floors are free of any manufacturing defects and are warranted not to separate due to internal glue bond failure only. Manufacturing defects consist of improper milling, grading, staining, or coating. Structural limited warranty means the hardwood flooring product will remain free from defects in lamination, assembly, milling, and dimension for a period of FIVE (5) years from the date of purchase.

## **EXAMPLES OF LIGHT COMMERCIAL INSTALLATION:**

- Retail: Entryways\*, Sales Floor/Showroom, Checkout, Break-rooms, Dressing Rooms, Offices, Storage Rooms.
- Doctor's Offices: Entryways\*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Break-rooms, Storage Rooms.
- Hotels: Entryways\*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges.
- Offices/Business Offices: Entryways\*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Break-rooms.
- Restaurants: Entryways\*, Lobbies, Hallways, Offices.
- Educational: Entryways\*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

- Multi-family Housing: Entryways\*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

\*Walk-off mats are required at all entryways

### **CONDITIONS:**

This warranty is subject to the following conditions:

- The flooring must be properly handled and installed per Denali Hardwood Floors' required installation methods, processes, and procedures.
- Flooring maintenance procedures are done in compliance with Denali Hardwood Floors' procedures as detailed in our installation guidelines. Failure to do so will void all warranties.
- Proper humidity and temperature conditions within the structure must be maintained at 60 to 80 degrees Fahrenheit and 35 to 55% relative humidity for the life of the installation.

### **RADIANT HEAT:**

Denali Hardwood Floors approves some of our products for installation over Hydronic Radiant Heat Systems only.

- Approved products are limited to Oak, Maple, Birch, and Walnut species only.
- Hydronic systems only are recommended, not electrical systems.
- NWFA installation procedures must be followed.
- The Hydronic system must be running for five (5) days before the floor is installed.
- Unopened flooring cartons should be acclimated for a minimum of 24 hours in the rooms to be installed. The finished wood floor's surface temperature must not exceed 85 degrees Fahrenheit.
- Relative humidity of the installed rooms must be maintained between 35-55% at all times, and the temperature must be between 60 to 80 degrees Fahrenheit.

### **ROUTINE MAINTENANCE:**

- Vacuum, sweep or dust mop your floor once a week or more if needed. The vacuum head should be a brush or felt attachment. Do not use a vacuum with a beater bar head.
- Do not clean or wet mop with water as water may permanently damage the floor.
- Do not use harsh abrasive cleaners, bleach, ammonia or vinegar-based cleaners, wax or acrylic polishes, or oil soaps.
- Use exterior and interior doormats at all entrances to collect dirt and moisture and prevent it from being tracked onto the floor.
- Area rugs are recommended at all pivot points and within high-traffic areas. Do not use rugs with rubber or vinyl backing. Use only non-slip pads recommended for use on wood floors.
- Use furniture leg protector pads (felt or indoor-outdoor carpet type) under all furniture that is placed on your new floor.