



PURE FLOORING SOURCE

Vol 1 ENGINEERED WOOD FLOOR WARRANTY

LIMITED WARRANTY

In addition to product durability, Vius offers a wide range of choices in wood species and an assortment of board constructions. You can choose the floor that is right for you, your life style, and your budget with warranty back up from Vius.

Yet to have years of enjoyment of your new flooring investment with peace of mind, you cannot rely on quality products and warranties alone. It is extremely important to observe that proper installation and maintenance is carried out, and also the specific relative humidity conditions within your building is well maintained.

STRUCTURAL LIFETIME WARRANTY

Vius warrants its engineered pre-finished hardwood flooring against any manufacturing defects caused by improper milling, assembly, grading, and finish coating. This warranty applies only to the original purchaser and installation site, and is not transferable.

Structural Lifetime Warranty means that Vius' Engineered Hardwood Flooring products will remain free from delamination (separation between plies), buckling, warping, twisting, cupping or crowning in normal environmental conditions.

Normal environmental conditions mean that heating and ventilation systems shall be designed to maintain interior relative humidity level between 40% to 60% RH all year round, to ensure best performance of your engineered hardwood flooring.

Whenever this warranty is applicable, Vius' liability shall be limited to replacing, or repairing the defective flooring board(s) due to manufacturing defects in excess of the 5% accepted industry norm, material only. Damage due to transportation, storage, installation, extreme indoor conditions (heat, dryness, or moisture), extreme sunlight exposure, or any other cause are not covered.

Exposure to excessive heat, dryness or moisture may cause damage to your engineered hardwood flooring. It is natural that some minor contraction and expansion may occur due to the wood's inherent properties. These occurrences will self correct with seasonal climate change and/or when suggested normal environmental conditions are maintained. Over time, natural color change may also occur on your hardwood flooring, which is not considered as defect.

FINISH WARRANTY

Vius warrants to the original purchaser, that the factory applied surface finish will not wear through or separate from the wood in the original installation site for a period of:

- **25 (twenty five) years** from the date of purchase, for Vius UV Lacquer finish
- **3 (three) years** from the date of purchase, for Vius UV or Oxidative Oil finish when used under normal traffic conditions

These warranties apply on the condition that regular and preventative maintenance have been carried out as recommended in the maintenance guide. (See special maintenance instruction for Oxidative Oil finish)

Vius' finish warranty excludes any indentations, scratches or surface damage caused by lack of proper maintenance, misuse, improper modification, negligence, accidents, erosion, spike heeled shoes, sand, grits, other abrasives, water spill, wet mopping, insufficient prevention and/or protection, and any normal deterioration due to wear and/or exposure such as fading due to sunlight exposure.

Surface wear is defined as readily visible wear on at least 10% of the surface area. Gloss reduction is not considered as surface wear.

The application of floor care products other than those especially recommended for use on Vius pre-finished flooring may damage your floor and void the warranty.

To obtain Warranty Service, the end-purchaser shall contact the authorized Vius seller or retailer within 30 (thirty) days after defect is discovered. Original proof-of-purchase, Bill of Sale or other original documents must be retained and can be presented when demanded. To find list of Vius sellers or retailers within your area you can contact us at the following address:

Vius, Inc. P 800.769.5405
PO Box 6808 Annapolis, MD 21401

viusflooring.com