

WARRANTY

25 Year Limited Residential Warranty

25 YEAR RESIDENTIAL LIMITED WEAR WARRANTY FOR AD48 FLOORING

Introduction

Alexandria International manufactures all of its flooring under the strictest of quality controls. Being a quality manufacturer, Alexandria International wishes to back its products with a clear warranty that applies to the original purchaser and the original site of installation only.

What this warranty covers

This warranty covers all Alexandria International solid and engineered wood flooring manufactured after 01 September 2006 and purchased from an Alexandria International Authorized Dealer in the USA or Canada. Closeouts, seconds, factory specials excluded from this warranty.

Who this warranty covers

This warranty applies to the original purchaser and the original site of installation only. It covers flooring that is used in residential environments only; commercial environments are covered by US.

Pre-installation warranty

It is the duty of the installer, whether professional or DIY (do it yourself), to inspect all flooring before installation. If during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, has finish problems, is off-grade or is the wrong gloss level, he/she should NOT install the flooring.

Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable. Since wood is a product of nature, not plastic, standard industry practice allows up to 5% of the flooring shipped to deviate from regular quality standards on milling, handling, finish and/or grade. We will replace or refund the purchase price of material that is deemed not to meet the regular quality standards in excess of this 5%.

Why does the industry allow up to 5% of the wood to have minor issues?

When flooring is installed, naturally a certain percentage goes to cross cutting and fitting waste. Another small percentage of the flooring will go into closets and other unseen areas. It is assumed that an experienced installer will cross cut out small imperfections during fitting or put visibly unusual pieces in seldom seen or unobtrusive areas. By not removing 100% of the material with minor quality issues in the factory, we help save precious natural resources as well.

Finish warranty

Alexandria International warrants that the factory finish on its floors will not wear through for a period of 25 years from the date of purchase under normal residential traffic conditions and use. The pre-installation warranty above covers the replacement /refund for any flooring returned in excess of 5% of the total flooring shipped with visible flaws. This includes visible finish flaws, prior to installation. If there is a problem with wear through, it must exceed 10% of the surface area for this warranty to cover. Changes in gloss level are not covered under this warranty, including shiny spots that might develop if you too aggressively rub in one spot. Over the course of time, it is normal for overall gloss levels to change and as such is not warranted.

Lifetime structural warranty

We offer a lifetime warranty to the original purchaser that our engineered flooring products will not delaminate. Delamination is when any of the multiple layers making up the piece of flooring separates. All of our engineered flooring is manufactured to exterior / marine use standards. This warranty does not cover whole pieces of flooring coming off of the sub-floor, which is a problem with the installation process or glue, not our manufacturing process.

Although we guarantee our product will not delaminate, if our flooring is exposed to extreme humidity (whether from a wet sub-floor or flooding of your residence) or extreme dryness (less than 35% relative humidity) you will see slight shrinkage, swelling, cupping or even cracking of the solid wood wear layer. Wood is naturally hygroscopic (similar to a sponge) and such shrinkage, swelling, cupping or cracking due to extreme variations in humidity is to be expected and is not warranted for. Normally, the problems will solve themselves once humidity returns to the normal range of 45% to 60% relative humidity. Damage due to flooding should be covered by your home owner's insurance policy.

Radiant Heat Installation

We warrant to you (the original purchaser) that our engineered oak and birch wood flooring 4 7/8" width or less, may be installed over radiant-heated subfloors provided the surface temperature of the system does not exceed 85 degrees Fahrenheit (29 degrees Celsius), and the relative humidity levels are maintained between 35% and 55%. This applies to both floating and glue-down applications. This warranty, however, does not cover electrical floor heating systems. For floating installations over radiant-heated subfloors, apply a 2" small bead of glue at the ends of each plank (into the Fall-Loc joint).

For engineered wood flooring products over 4 7/8" in width, they must be glued down over radiant heat floors (no floating installations).

Prior to installing the floor over radiant heat, allow 2-3 days for opened boxes to acclimate to relative humidity levels of 35% - 55% and room temperatures between 55 degrees and 72 degrees Fahrenheit.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

Warranty exclusions and conditions

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- SCRATCHES, INDENTATIONS, MARKS, STAINS OR OTHER DAMAGE CAUSED BY NEGLIGENT OR ACCIDENTAL EXPOSURE TO PEBBLES, GRIT, SAND OR OTHER ABRASIVES, PETS, INSECTS, HIGH HEELED OR CLEATED SHOES, FIRE, PRODUCT SPILLS, EXCESSIVE MOISTURE, HEAT OR DRYNESS;
- CHANGES IN COLOR DUE TO EXPOSURE TO LIGHT: VARIATIONS IN COLOR, TONE, GRAIN PATTERNS AND OTHER NATURALLY OCCURRING CHARACTERISTICS OF HARDWOOD;
- PROBLEMS ARISING FROM FAILURE TO FOLLOW MANUFACTURER'S WRITTEN INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS;
- EXPANSION AND CONTRACTION BETWEEN BOARDS OR ANY OTHER PROBLEMS ARISING FROM BY IMPROPER HEAT AND HUMIDITY LEVELS;
- DAMAGE DUE TO EXPOSURE TO EXCESSIVE MOISTURE FROM ANY CAUSE OR SOURCE;
- ALEXANDRIA INTERNATIONAL EXPRESSLY EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. BY THIS ALEXANDRIA INTERNATIONAL MEANS ANY LOSS EXPENSE, INCONVENIENCE OR DAMAGE OTHER THAN TO THE WOOD FLOOR.

We neither assume nor authorize any other person or entity to assume for it any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and /or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Ours obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of disputed product, or refund of purchase price for flooring with visible flaws returned to us prior to

installation. For flooring with delamination and finish problems which occur after installation and not visible prior to assume no liability for incidental or consequential damages. However some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the purpose of the remedy provide herein is the replacement /repair of disputed products of refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as us is willing to replace /repair such disputed goods or refund the purchase price. This warranty does not apply to any products designated as seconds, special or non standard items. Any product or products so designated are sold "as is". In order to get performance under this warranty, the person seeking performance should first contact the dealer from whom they purchased the flooring.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision.

5y Limited Commercial Warranty

5 YEAR COMMERCIAL LIMITED WEAR WARRANTY

Introduction

Our manufactures all of its flooring under the strictest of quality controls. Being a quality manufacturer, we wish to back its products with a clear warranty that applies to the original purchaser and the original site of installation only. This warranty covers all our solid and engineered wood flooring manufactured after 01 September 2007 and purchased from an Authorized Dealer in the USA or Canada. Closeouts, seconds, factory specials, and any other flooring sold "as is" are excluded from this warranty.

This warranty applies to the original purchaser and the original site of installation only. It covers Alexandria International Air Dried 48 (AD-48) treated wood flooring that is used in a light commercial environment, such as business offices, clothing and/or toy stores or other non-food retail stores.

Pre-installation warranty

It is the duty of the installer to inspect all flooring before installation. If before or during inspection the installer or buyer feels the floors is the wrong color, improperly manufactured, has finish problems, is off-grade or is the wrong gloss level, he/she should NOT install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will the accepted for flooring which is visibly wrong if such flooring is installed. Installed flooring is deemed to be visibly acceptable.

5 Year Commercial Layer Warranty

We warrants, to the original owner/purchaser, that the engineered, Air Dried 48 treated wood layer of floors will not wear through or separate from its multi-ply, engineered construction for a full 5 years from the date of purchase. This 5 year warranty applies to applications where normal, light commercial and residential traffic conditions apply. This warranty excludes any indentations, scratches or surface damages caused by lack of proper maintenance, misuse, negligence, spiked heel shoes, water, erosion, pebbles, sand, other abrasives or insufficient protection on furniture. Changes in gloss level are not covered under this warranty, as over the course of time it is normal for overall gloss levels to change.

Lifetime Structural Warranty

We warrant its products, in their original manufactured condition, to be free from defects in lamination, assembly, milling, dimension and grading. Structural Integrity means that products will remain free from defects in lamination, assembly, milling, dimension and grading for as long as the original purchaser owns the home or commercial flooring.

Hardwood flooring, being a natural product, will continue to expand and contract through normal heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between boards at different times during the year. If such separations do occur, they are not covered by this warranty.

Any exposure to extreme humidity (whether from a wet sub-floor or flooding) or extreme dryness (less than 35% relative humidity) could result in damage to the wood flooring and wearlayer. If such situations do occur, they are not covered by this warranty.

Warranty exclusions and conditions

THESE WARRANTIES PROVIDE NO EXPRESS OR IMPLIED COVERAGE AGAINST:

- SCRATCHES, INDENTATIONS, MARKS, STAINS OR OTHER DAMAGE CAUSED BY NEGLIGENT OR ACCIDENTAL EXPOSURE TO PEBBLES, GRIT, SAND OR OTHER ABRASIVES, PETS, INSECTS, HIGH HEeled OR CLEATED SHOES, FIRE, PRODUCT SPILLS, EXCESSIVE MOISTURE, HEAT OR DRYNESS;
- CHANGES IN COLOR DUE TO EXPOSURE TO LIGHT: VARIATIONS IN COLOR, TONE, GRAIN PATTERNS AND OTHER NATURALLY OCCURRING CHARACTERISTICS OF HARDWOOD;
- PROBLEMS ARISING FROM FAILURE TO FOLLOW MANUFACTURER'S WRITTEN INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS;
- EXPANSION AND CONTRACTION BETWEEN BOARDS OR ANY OTHER PROBLEMS ARISING FROM BY INPROPER HEAT AND HUMIDITY LEVELS;
- DAMAGE DUE TO EXPOSURE TO EXCESSIVE MOISTURE FROM ANY CAUSE OR SOURCE;
- ALEXANDRIA INTERNATIONAL EXPRESSLY EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. BY THIS ALEXANDRIA INTERNATIONAL MEANS ANY LOSS EXPENSE, INCONVENIENCE OR DAMAGE OTHER THAN TO THE WOOD FLOOR.

We neither assume nor authorize any other person or entity to assume for it any other obligation in connection with the sale of this product. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and /or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Ours obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of disputed product, or refund of purchase price for flooring with visible flaws returned to us t prior to installation. For flooring with delamination and finish problems which occur after installation and not visible prior to assume no liability for incidental or consequential damages. However some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the purpose of the remedy provide herein is the replacement /repair of disputed products of refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Alexandria International is willing to replace /repair such disputed goods or refund the purchase price. This warranty does not apply to any products designated as seconds, special or non standard items. Any product or products so designated are sold "as is". In order to get performance under this warranty, the person seeking performance should first contact the dealer from whom they purchased the flooring.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision.

Installation Instructions for Engineered Wood Flooring

Important notice

Engineered wood floors are suitable for all rooms other than those that are subject to excessive moisture and high levels of humidity.

All wood is hygroscopic (it will react to the moisture in the environment) and as a result will expand or contract accordingly. All sources of moisture must be rectified prior to the installation of the floor, and moisture levels in rooms fitted with wood flooring should be maintained at a stable level, in line with normal living conditions. Any construction dampness must be completely dry.

It is important that you check each plank for any manufacturing defects. Any faults must be reported back to the store of purchase for an immediate refund or replacement prior to the flooring being installed. The boards in this pack are of random lengths and should be laid randomly across the floor to create the best effect.

It is advisable to open a few cartons at a time to mix boards from each pack as they are installed.

I. Preparations

- Calculate the total square meters or square footage of the room(s) and add 10% for cutting and waste.

- The flooring should be placed in the room where it is to be installed to acclimatize for 48 hours. It should be carefully stacked, in its packaging, to allow air to circulate. The boards should be stored and laid in a relative humidity between 45%-65% and at a room temperature of between 18°C and 21°C (65 degrees to 70 degrees Fahrenheit). Engineered wood flooring is a natural product which will mature with age. The shade of your floor will change through exposure to sunlight.

- All substrates must be structurally sound, at and dry. The surface should be free of all contaminants and loose material. All potential sources of moisture e.g. walls, drains, damp proof courses, plumbing, fridges, washing machines etc. MUST be thoroughly checked and rectified if found to be an issue.

- The boards should be installed lengthways towards the main incoming light source and, where possible, down the length of the room.

If installing onto a concrete or screed base

- In good drying conditions allow one day per 1mm of new screed/concrete to ensure it is dry. Further time may be necessary depending on site conditions.

- Existing screeds/concrete must be checked for moisture. This can easily be carried out using a moisture meter, or alternatively sheets of polythene approximately the size of 1 meter x 1 meter square can be taped on to the screed and a heavy weight placed on top for 24 hours. Presence of moisture in the screed will be confirmed if the screed is discolored, or if moisture is apparent on the underside of the polythene. If moisture is present, i.e. over 12%, wood floors must not be fitted until the problem has been rectified. Please seek a professional installer's advice for options to resolve.

If installing onto a wood subfloor

Engineered wood flooring can be fixed directly onto prepared floorboards. If the existing floorboards are sufficient, the new boards can be laid directly on to them at 90°. If the existing floor is not suitably at then it must be made flat and level by overlaying with Exterior Grade plywood. Loose boards must be secured or the new floor may squeak. Please note: If nails/staples/screws are being used, care must be taken not to damage pipes or electrical cables beneath. If the new boards are to be laid in the same direction as the old, plywood sheets (minimum depth 6mm) should be nailed, stapled or screwed to cover the existing floor, allowing a 15mm (5/8") perimeter gap for expansion.

Subfloors with radiant heat

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect flooring construction, it is not recommended to install with electrical radiant heating system. This will not be covered by the manufacturer's warranty. Below instructions is for radiant heating system using water.

Ensure the radiant heat surface temperature never exceeds 27 degrees Celsius (81 degrees Fahrenheit). Before installing over newly constructed radiant heat systems, operate the system at

maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the laminate flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

II. Installation Methods

There are a number of methods for installing wood floors, floating, gluing or stapling. Apart from where specified in the following sections most existing floor finishes e.g. lino, carpet etc., should be removed prior to installation of your new wood floor. (note – do not try to remove old vinyl as it may contain asbestos. If in doubt, contact a professional flooring contractor for guidance).

NOTE: If your room wider than 6 meters (19.7ft), we recommend to split installation in two for expansion gap. The expansion gap can be hidden with a T-molding.

1. Floating installations

Before floating installation of the engineered flooring begins, install a foam underlay. Run the foam underlay in the same direction as the flooring planks. The underlay should be butted side-by-side with no overlap. Tape seams together. Your floor is made to be installed floating without glue:

Leave an open expansion gap of min 6/16" (10mm) around the whole perimeter (use the distance wedges), i.e. also at pipes, stairs, columns, doorframes and thresholds. In large rooms, calculate 1/16" (1,5mm) / m floor around. Install maximum 32ft 11/16" (10m) length /width; over this: allow for an expansion gap, to cover with a profile of wood or metal. The floor must be able to move freely - do not connect or install tight to any construction part. Rooms with off square areas like for example L-, F-, T-, and U- shapes, separate the areas with an expansion joint and especially always in door openings. At any question contact your distributor for further information, installation at doors, glue down, etc

Claims regarding visible defective floor panels must be made prior to installation. Each board should be inspected to ensure that the quality is acceptable. No claims relating to surface defects can be accepted after installation.

Installation method of floor panels

1. First plank, first row. Place a distance ca 3/8" (10mm) width to the left and position the plank against the wall. Later, after 3 rows, you can easily re-position the flooring on the front wall with 3/8" (10mm) expansion gap. 2. Second plank, first row. Place this plank tight to the short end of the first one. 3. Fold down with a single action movement. 4. At the end of the first row, leave an expansion gap of 3/8" (10mm), to the wall and measure the length of the last plank to fit. 5. Cut with a jig saw – hardwood turned down or with a hand saw with the hardwood visible. 6. Second row. First plank min length 1ft 7 11/16" (500mm). Leave an expansion gap of 3/8" (10mm) against the wall. Generally, minimum distance between short ends of planks in parallel rows shall not be less than 6" (150mm). 7. Second plank second row. 8. Place the panel tight to the short end of the previous panel and fold down in a single action movement. 9. After 2-3 rows. Adjust the distance between the front wall and the flooring by leaving an expansion gap of 3/8" (10mm). 10. Last row (and perhaps also first row). Minimum width 2" (50mm). Remember you need the expansion gap of 3/8" (10mm).

Disassembling A (Angling up)

Separate the whole row by carefully lifting up and releasing the whole row. Fold up and release the whole long side. Disassemble the panels by angling the short sides up vertically.

Disassembling B (Sliding sideways)

Separate the whole row by carefully lifting up and releasing the whole row. Fold up and release the whole long side. Disassemble the panels by sliding up horizontally. No polymer tongue on the short side, first and/or last row. Joining at short ends length cut panels, glue the joint with white PVAc D3 glue. (or premium wood flooring glue).

Cut off the locking element with a chisel, put PVAc D3 white glue (or premium wood flooring glue) on the adjusted strip and push the planks horizontally together. If necessary, place some distances between the last panel and the wall to keep the planks together during the curing time of the glue.