

## Curv8 warranty information:

When Curv8 installation instructions are followed, Curv8 engineered flooring is fully warranted over radiant heat. The warranty will be void if any of the following installation instructions are not followed.

Installation Instructions for engineered flooring over radiant heat systems:

- » Verify the radiant heat system is hydronic (water) type. Curv8 flooring is not warranted over electric floor heat systems.
- » Verify the radiant heat system is designed for wood flooring and has an outside temperature sensor and in floor direct contact temperature sensor(s).
- » Verify that the radiant heat system controller is designed for wood flooring and has a temperature limit that will not allow the surface temperature of the sub floor to exceed 27 °C (80 °F) at any time.
- » Conduct and document concrete moisture testing. Maximum internal relative humidity of concrete should not exceed 75% upon flooring installation. Installing wooden flooring on a not yet dried concrete flooring is a common fault.
- » Relative humidity of the job site must be maintained between 40% and 60%. Local wet spots under windows, tubes etc. will void the warranty. Failure to maintain proper humidity levels can result in excessive moisture as well as dryness and will void all warranties.
- » Radiant heat system must be on and operating at 2/3 maximum output a minimum of 10 days prior to the start of the installation. This will gradually raise the temperature of the radiant heat system to the desired temperature.
- » Installation premises must be well ventilated and under

normal usage: temperature and humidity conditions as stated in this guide. Excessive heat, rapid heating, and/or failure to maintain humidity levels between 40% and 60% may cause cracking, cupping and other forms of failure and will void the warranty.

- » Temperature in the installation area must be controlled between 18 °C and 25 °C ( 64 °F and 77 °F) at all times.
- » No change in floor temperature shall be faster than 1°C (1 °F) / 24 hrs. Especially damaging are situations when radiant heating is turned on into full power in autumn after no-heating period and flooring will undergo intensive drying and heat up that may bring along permanent damages. Temperature has to be risen gradually and slowly.
- » Maximum surface temperature of the wood flooring can never exceed 27 °C (80 °F) .
- » Glue down method is approved over concrete subfloors with radiant heat.
- » All installation methods are approved over plywood, OSB or existing wood subfloors with radiant heat.

Once these requirements are met, continue the installation by following the instructions for your specific installation type found in the following documents.

- » General handling and installation Instructions.
- » Glue down installation instructions.

For more detailed information refer to [www.bolefloor.com/curv8](http://www.bolefloor.com/curv8)

## Curv8 residential engineered flooring warranty

### Responsibilities of Curv8 manufacturer:

- » Curv8's warranty commitment is to provide quality engineered hardwood flooring for residential use that is free from manufacturing defects in milling, dimension, lamination and grade specification. All warranties are given only to the original retail purchaser of the flooring. No warranties are transferable.
- » Curv8 reserves the right to verify and inspect any and all warranty claims. Warranty claims may be investigated and inspected by company personnel, certain qualified local flooring contractors, and/or NFWA or FEP Certified Hardwood Flooring Inspectors or other specialists at our decision.
- » Some defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials and labor of samples removed will be determined after cause and analysis is made.
- » Curv8 will repair and/or replace any material deemed defective at our option.
- » Curv8 will directly reimburse the original purchaser. In the unlikely event the defective flooring is unable to be repaired in a reasonable number of attempts, Curv8 will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor. If the flooring was professionally installed, Curv8 will also be responsible for reasonable labor costs to repair and/or replace the defective area of flooring within the first year

of the warranty period. This does not include the removal or replacement of any permanent fixtures like cabinets, bookcases, kitchens etc.

### Curv8 color disclaimer:

There are color variations and patterns in all wood. This is characteristic of a living tree. All wood will go through natural color changes from the effects of sunlight and/or ultraviolet light. In some species such as Cherry, Walnut and some exotics this color change is more pronounced. This is not a product defect and is not covered by the warranty.

Radiant heat information: When the appropriate installation instructions are followed, Curv8 engineered flooring is fully warranted over radiant heat. The warranty will be void if any of the installation instructions are not followed. Be sure to see the "Radiant heat systems supplemental installation and handling instructions".

### Responsibilities of customer:

- » Customer must retain the original sales receipt.
- » Customer must follow the installation and handling instructions provided.
- » Customer must follow proper maintenance and floor care procedures and must present proof of proper flooring maintenance upon such demand.

- » Installation and/or site conditions must be adequate for the installation – humidity, moisture and temperature conditions maintained.
- » Proper subfloors, flatness of subfloors, moisture differences between the subfloor and hardwood flooring installed must be within tolerances.
- » Customer must check the flooring for manufacturing defects and/or visible damage and never install defective flooring!
- » Customer must ensure the flooring has been properly installed according to installation instructions for the appropriate method.

Hardwood flooring is a natural product. Wood expands and contracts according to humidity and moisture conditions around it even though engineered wood flooring is considered as a dimensionally stable product due to multi-ply construction, minor expansion and contraction may still occur.

### **Curv8 warranty disclaimers. Things not covered by Curv8's warranty:**

- » Wood flooring installed in full bathrooms with a shower or tub and in a sauna;
- » damage caused by fire, flooding and other natural disasters;
- » damage caused by negligence, accidents, misuse or abuse;
- » damage caused by vacuum cleaner beater bar or hard heads;
- » damage caused by appliances, furniture, and casters;
- » damage caused by cutting from sharp objects;
- » reduction in gloss, scratches, or indentation because of sand, pebbles or other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required;
- » color, shade, or texture variations, between samples, printed color photography or replacement flooring and original flooring material;
- » color variations between flooring and/or samples and other flooring or wood products to be color matched;
- » changes in color due to exposure to sunlight and age;
- » noises (squeaks, etc.) associated with anything other than the mis-manufacture of the flooring;
- » naturally occurring wood characteristics such as variation in grain, mineral streaks, and knots;
- » deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials and fasteners including, but not limited to uneven subfloor surfaces, floor deflection, voids in the sub-floor, or excessive moisture in subfloor;
- » natural expansion and contraction resulting in separation between boards or damage caused by excessive high or low humidity;
- » minor cracks or separations between the flooring boards caused by expansion and contraction due to seasonal changes;
- » cupping or crowning in the flooring boards due to excessive subfloor or humidity moisture;
- » commercial installations;
- » products designated as “rustic,” “close-out,” “off-goods,” or “non-standard,” and/or products sold “As-Is”.

- » floors installed in other than owner-occupied or tenant-occupied residences;
- » construction or installation-related damage;
- » adhesive breakdown between boards or from sub floor and/ or sub floor breakdown.
- » floors damaged or adhesive breakdown caused by sub-floor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, wet mopping spills or weather conditions;
- » finishing of oil or oilwax finished flooring as these floors have to be maintenance oiled immediately after installation. The looks of such finishing (contrary to Polyurethane coated laquered flooring) is largely a matter of proper maintenance oiling rather than original factory finishing;
- » installation defects including installations made: in violation of applicable state or local housing or building codes, or contrary to written instructions furnished with the products.

### **Curv8 warranty exclusions:**

It is the responsibility of the customer or installer to inspect the flooring for manufacturing defects and/or visible damages before the installation. Curv8 accepts no responsibility for liabilities, claims, or expenses, including labor costs, where flooring with visible defects has been installed.

No retailers, distributors or employees have the authority to alter the obligations, limitations, or exclusions under any of the Curv8 warranties.

Curv8 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. 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 Curv8 limited warranties express or implied, including any warranty merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under 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 right, and the customer may also have other rights that vary from jurisdiction to jurisdiction.

Curv8 wants every customer to be happy and satisfied with their floor purchase. In case of claims, questions or you are not totally satisfied with your hardwood floor, please contact your local dealer first. If the retailer is unable to answer your questions, you can contact Curv8 at the following address:

Attn: Curv8 Customer Service Department  
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 The Netherlands  
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