



Care and Maintenance

Times Flooring recommends cleaning the floor with a broom or a vacuum cleaner or an approved floor cleaner. Damp mop only. No wet mopping. Do not use detergents, soaps, waxes or polishes.

Limited Lifetime Structural Warranty

Times Flooring warrants, solely and exclusively to the original purchaser, that its first quality flooring products, (the "Flooring") in their original manufactured condition, will be free from manufacturing defects in the milling, dimension, and grade for the usual lifetime of the Flooring. Times Flooring allows a tolerance in quality variation that does not exceed 5% of the total quantity purchased. Structural integrity does not cover the normal expansion and contraction that the engineered wood may experience between boards at different time during the year. All wood products are hygroscopic and they will react to the moisture in the environment and, as result, will expand and contract accordingly. If minor separations occur, these will not be covered by this warranty. Cupping or crowning due to excessive moisture/humidity or dryness is not covered by this warranty. Relative humidity should always be kept between 35-65%. It is important to mix planks from several boxes in order to balance the coloring and grain of the hardwood. However, our responsibility as the manufacturer is limited in all cases to the replacement of the material only and does not cover labour costs or any other related costs. The installer and/or owner are fully responsible for the final inspection of the Flooring prior to its installation. This warranty is subject to the restrictions and limitations below.

Lifetime Residential / 3 years Light Commercial Warranty on the Aqua Times finish

Time Flooring guarantees the Aqua Times finish applied to its boards against total wear, flaking, peeling or flaws in the application of stain for Lifetime (residential) / 3 years (light commercial) as of the product purchase date. The warranty covering the exclusive Aqua Times finish is offered only on prefinished flooring sold and installed exclusively for customary residential / light commercial use. Industrial use is excluded.

The warranty is subject to the following terms and conditions:

- The Flooring must be installed and used indoors only, in accordance with the instructions.
- The damage does not stem from abusive or excessive use or from scratches, blows or cuts.
- The damage will be evaluated from a standing position (a height of at least 1.50m / 5ft) under normal lighting conditions.
- The warranty is progressive and takes into account deterioration from wear, at the rate of about 5% per year for engineered flooring.
- The Flooring was installed by an individual or a floor installation professional who acknowledges having followed standard practices and the manufacturers recommendations.
- No claim will be considered for scratches from pets or other damage stemming from abusive use of the product.

We as manufacturer will not be held responsible for damage that occurred during storage or transport for which the customer is responsible. If a claim is accepted, we agree to repair or replace the defective materials but are not responsible for labour costs or any other related costs. This form of indemnification is the only recourse available to customers. No other amount or compensation will be due or payable by the manufacturer in any circumstance. The service provided under this warranty does not extend the initial warranty period. The manufacturer does not authorize any company or agent to change or extend the terms and conditions of this warranty orally or in writing.

Warranty Exclusions

THE WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE FLOORING. THE ORIGINAL PURCHASER MUST PROVIDE A COPY OF THE ORIGINAL INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.

This warranty against wear excludes lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, Times Flooring cannot guarantee its finish against the fading resulting from normal wear. Felt pads should be glued to the legs of furniture to avoid scratching the



Floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor: lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where oily detergents may damage the floor. Discoloration after a long exposure to water is normal and should return to its original colour after drying and cleaning with an appropriate wood floor cleaner. Discoloration from exposure to sunlight, however, is a natural phenomenon not covered by warranty.

This warranty does not apply to seconds, off quality or "as-is" goods.

This warranty does not apply to Flooring purchased from unauthorized dealers.

This warranty does not cover wear on garments or other objects in contact with the Aqua Times finish.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between planks at various times of the year. Such gaps are not covered by this warranty. Changes in relative humidity can also cause planks to split and crack. To be covered by this warranty, cracks and/or splitting in planks must be visible at the time of installation and the planks must not be used. Once a plank has been installed, no warranty related to splits and cracks is applicable because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 35% and 65%): use humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F). During use, light cracking sounds may be heard once the Flooring is installed. Cracking sounds may occur more often and become louder during dry periods. This situation is not considered to be a manufacturing defect by Times Flooring and is not covered by this warranty. Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under this warranty.

Aqua Allira™ is waterproof wood floor that breathes!

Unique *Aqua Times Finish™* helps prevent the infiltration of air and water, but lets water vapor escape to prevent rot and mold inside floor and need relative humidity between 35%-65% to be stable. Dry condition can affect the material and let slight cupping appear, put water on the surface or increase the relative humidity in the room and the planks will come back as it was.

Aqua Times Finish™ helps keep air and water out, while letting water vapor escape. The finish works well in repelling liquids, humidity can pass through the wood construction, but liquid water cannot. All these properties have led to Aqua Allira™ being used in a variety of areas (basement, kitchen and bathroom)

Waterproof Description

When exposed to water for brief periods of time, Aqua Allira™ planks are waterproof and will not swell, buckle or lose integrity.

Where there is standing water or flooding, Aqua Allira™ flooring will not act as a waterproofing barrier for a subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding will not be covered by this warranty.

"Not swell" means that the Flooring protected by an isocyanate finish treatment applied at the mill will not swell more than 0.1% / 0.1mm the thickness of the wood veneer once dry. Sanding will affect the integrity of the Flooring and will invalidate this warranty.

Times Flooring Responsibilities

Under the terms of this warranty, and for the term set out above, the responsibility of the manufacturer is limited to repairing or providing the material for the replacement of the defective boards. At Times Flooring's sole discretion and without any other form of compensation.

Any repair or replacement limited to colours and styles of products available at the time of repair or replacement. If the original design or color is no longer available, the manufacturer has the right to substitute another of its design or colour of similar value. The product selected must be of a similar structure and the original purchaser may choose the design.

How to make a claim

All warranty claims must include your proof of purchase. Keep your receipt as this is your proof of purchase. If you have any problem with your product within 6 months of the date of purchase and before altering the product in any way, please call the retail store where you purchased the product. For more information, call us at 450-420-7366.

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