

Reward Hardwood Floor Residential Warranty

The following Reward Hardwood Flooring product lines are warranted by The Reward Hardwood Floor Limited Warranty: Reward Bamboo, Reward Newport, Reward Exotics, Reward Paramount, Reward Boca Birch, Reward Random Walk II, Reward Granada, Reward Camino, Reward Grand Yukon, Reward Reflections, and Reward Essentials. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

❖ **Residential Warranty**

This warranty applies to the original consumer purchaser of the flooring and is not transferable. With the exception of the Finish Warranty, this warranty is valid for as long as you own your home, and begins on the date the product is delivered to you.

❖ **Structural Warranty**

Reward products will be free from manufacturing defects for as long as you own your home. Manufacturing defects are improper milling, laminating, grading, or size only. If Reward products should ever warp, cup, buckle, or delaminate, we will arrange for the repair or removal and replacement of the defective board/boards.

❖ **Moisture Warranty**

Reward products are warranted against adhesive bond release due to subfloor moisture for as long as you own your home. This warranty provides for a one-time only repair due to moisture migrating through the slab only and applies only when proper and recommended installation procedures are followed.

❖ **Finish Warranty**

We warrant, under normal residential conditions and with proper maintenance, the finish will not wear through for **25 years** from the date of purchase. Gloss reduction is not considered wear through and is not covered under this warranty.

HOW TO GET SERVICE

Our sole obligation and liability under our stated warranty is, at our discretion, to repair, replace, or refinish the floor, in part or in whole, at no cost to the original consumer purchaser.

For service under this warranty, you must notify the dealer/retailer/contractor from whom you originally purchased the product. If that person cannot be reached, then contact in writing at the address below, providing your name and address, a description of the products involved and the nature of the defect:

Galleher Corporation
Sales & Marketing Dept. (Service Warranty)
9303 Greenleaf Avenue
Santa Fe Springs, CA 90670

INSTALLER/HOMEOWNER RESPONSIBILITIES

1. It is the installer/homeowner's responsibility to follow "Reward Hardwood Flooring" installation instructions, and to install the products using Bostik's MVP4 or Franklin's 531 Moisture System. The installer/homeowner is also responsible for establishing that the site is suitable and ready for the chosen method of installation.

The installer/homeowner should do the following:

- a. Use an approved moisture barrier or underlayment (Bostik's MVP4 or Franklin 531).
 - b. Use the appropriate glue (Bostik Best or Franklin 811).
 - c. Match planks for a uniform color/grain installation.
 - d. Remove debris and extra glue or mastic from the finished floor before the drying time indicated on the container.
 - e. Floor must be protected from construction traffic and debris during and after installation.
2. The installer/homeowner should inspect the product to ensure (a) Grade, (b) Species, (c) Quantity, (d) Size, and (e) Color are as ordered, and that product packaging has not been damaged in transit. If product is incorrect or damaged, installer/ homeowner should immediately stop the installation and contact Galleher to report any abnormalities that are found in the delivered products. Replacement flooring will be provided at no cost.

The installer/homeowner will be responsible for sections installed despite obvious defects.

3. **The installer/homeowner should understand that wood and water**, (as well as wood and overly dry conditions), **do not mix** as wood flooring is a natural material and will shrink/cup/move when over-dried and will expand, delaminate, warp and buckle/cup.
4. Care must be taken to protect the floor from moisture and dry conditions.

- a. Result of testing of the slab or sub floor.
- b. Result of the testing of the atmosphere for relative humidity.

The installer/homeowner is recommended to document all site tests. Maintaining all site test records will assist the installer/homeowner in filing a claim.

WOOD FLOORING HAS A COMFORT LEVEL TOO

Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30 to 50 percent and a temperature range 60 to 80 degrees Fahrenheit. Fortunately, that's about the same comfort range most humans enjoy. The chart below indicates the moisture content wood will likely have at any given combination of temperature and humidity. Note that equilibrium moisture contents in the recommended temperature/humidity range (shaded area) coincide with the 6 to 9 percent range within most hardwood flooring is manufactured. Although some movement can be expected even between 6 and 9 percent, wood can expand and shrink dramatically outside that range.

Temperature (°Fahrenheit)	5	10	15	20	25	30	35	40	45	50	55	60	65	70	75	80	85	90	95	98
30	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
40	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
50	1.4	2.6	3.7	4.6	5.5	6.3	7.1	7.9	8.7	9.5	10.4	11.3	12.4	13.5	14.9	16.5	18.5	21.0	24.3	26.9
60	1.3	2.5	3.6	4.6	5.4	6.2	7.0	7.8	8.6	9.4	10.2	11.1	12.1	13.3	14.6	16.2	18.2	20.7	24.1	26.8
70	1.3	2.5	3.5	4.5	5.4	6.2	6.9	7.7	8.5	9.2	10.1	11.0	12.0	13.1	14.4	16.0	17.9	20.5	23.9	26.6
80	1.3	2.4	3.5	4.4	5.3	6.1	6.8	7.6	8.3	9.1	9.9	10.8	11.7	12.9	14.2	15.7	17.7	20.2	23.6	26.3
90	1.2	2.3	3.4	4.3	5.1	5.9	6.7	7.4	8.1	8.9	9.7	10.5	11.5	12.6	13.9	15.4	17.3	19.8	23.3	26.0
100	1.2	2.3	3.3	4.2	5.0	5.8	6.5	7.2	7.9	8.7	9.5	10.3	11.2	12.3	13.6	15.1	17.0	19.5	22.9	25.6

Chart taken from *Wood Handbook: Wood as an Engineering Material*, (Agriculture Handbook 72), Forest Products Laboratory, U.S. Department of Agriculture.

6. Due to the structural stability of cross ply engineering, this product will be more stable than a solid wood product. However, in-floor heating can significantly alter product performance. We recommend that you keep surface temperatures under 85°F.

7. Jobsite checklist can be obtained from Galleher free of charge or can be found in the NWFA's technical manual #A400.

WARRANTY EXCLUSIONS

- Failure to follow instructions set out under “Installer/Homeowner Responsibilities” will immediately invalidate our warranty.
- The Moisture Warranty does not include issues originating from the sides, ends, or top of the flooring (i.e. puddles, water, leaks, hydrostatic-head, etc.), and does NOT apply to all possible moisture related issues due to improper installation (i.e., improper acclimation of flooring, jobsite temperature/relative humidity, improper storage, etc.).
- Moisture related issues due to improper installation are not covered by the Moisture Warranty.
- Excessive ground moisture caused by natural causes is not covered under this warranty.

- This warranty does not cover damage arising from accidents, abuse, abnormal wear, spike heels, grit, scratches, or dents.
- Gloss reduction is not considered wear-through and therefore not covered under the Finish Warranty.
- This warranty does not cover changes to any products, which result from UV light.
- This warranty does not cover insect infestation after the product has left our factory or scratches or stains caused by domestic pets.
- This warranty does not cover damage due to water saturation (including but not limited to) leaky faucet, broken pipe or damp mopping is excluded.
- This warranty will not cover damages caused by non-recommended products.
- Occasional cracks or checks in the surface of wood due to low relative humidity (dryness) are inherent in all wood products. Research and experience show that some species of wood are more susceptible to this phenomenon than others.
- This warranty does not cover any pre-existing problems that cause product failure.
- No installer, retailer, distributor, agent or employee of Galleher has the authority to increase or alter the obligations or limitations of this warranty.
- Bamboo flooring reacts to moisture like solid wood flooring therefore this flooring must acclimate on a controlled jobsite for 72 hours prior to installation and adequate expansion must be left at all vertical obstructions. Failure to acclimate and leave adequate expansion will cause cupping that is not covered by the manufacturers

This warranty excludes and will not pay consequential or incidental damages associated with any warranty claim. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Except as expressly set forth herein, Galleher makes no other warranties which extend beyond the description on the face of this warranty. Any implied warranties shall expire at the earlier of the expiration of the stated warranty or the expiration of the period for the implied warranty required under state law. Some states do not allow limitations on how long an implied warranty lasts so the above limitation may not apply to you.