



## Robina Floors Hardwood Warranty

### WELCOME!

Robina Wood manufactures our engineered wood floors to the highest quality standards. Robina Wood stands behind every product we manufacture with our Lifetime Warranty.

### Pre Installation Warranty:

We carefully inspect every plank before it leaves our factory. However, we encourage you and your installation professional to carefully inspect each board for any visible defects prior to installation of the floor. Any boards with cracks, splits, irregular finish or damaged boards should not be installed. Simply return these materials to the store where purchased for replacement. Lifetime Structural Warranty: Robina Wood manufactures from only the highest quality components. In the unlikely event that a structural failure occurs, Robina will repair boards, authorize finish restoration/ coating or replacement of your floor (our option) for as long as you own your home.

### 25 Year Finish Warranty:

Your Robina Wood floor finish is warranted not to wear through for a full 25 years for residential applications when properly maintained using Robina Floor Care Guidelines.

### 5 Year Light Commercial Warranty:

Robina Wood floors are a great choice for light commercial applications such as doctors' offices, hair salons, hotel rooms, retail showrooms, art galleries, etc. When used in light commercial applications, Robina Wood provides a 5 year warranty guaranteeing that the finish will not wear through.

### Warranty Registration:

We recommend that immediately upon purchasing your new floor you register it with us. It's quick and simple and you can register online at [robinafloors.com](http://robinafloors.com) or pick up the phone and call our Customer Service Department at 888.862.9898. Make sure you save your original receipt for your purchase as dated proof of purchase will be required in the event warranty work is ever needed.

### CHARACTERISTICS OF YOUR ROBINA FLOOR

Hardwood floors are a natural product with inherent variations in grain and color. These variations, which may be slight or significant depending on the wood type, add to the beauty of real wood and are not indications of a defect.

### Expansion and Contraction:

All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor. However, these issues can be easily avoided by maintaining proper humidity levels (45% to 65%) and temperatures between 68° to 78° Fahrenheit.

### Color Changes:

All natural wood products are subject to change due to ultra-violet light, the most prominent source is sunlight but also from interior lighting sources. Tropical species will develop darker patinas as they age. To protect your wood flooring and other interior furnishings we recommend the use of Ultra-Violet inhibiting tints as well as adequate window coverings to minimize the effects of Ultra Violet light. Please Note: Boards or sections of the floor that are replaced at some date in the future, will not initially match the rest of the floor.



## **Floating Floor:**

In the event that your Robina Floor is installed using this method, it is normal to experience some minimal flexing in the surface of the floor. The Robina underlayment system allows for this movement and it is considered normal. Subfloor must meet manufacturing tolerance listed in installation instructions.

## **WARRANTY SERVICE**

Warranty Service: In the unlikely event that your floor does not perform within the listed parameters established by this warranty the following steps are required. At Robina Wood we wish to provide excellent customer service and the following procedures are needed to ensure that commitment of timely service is met. It is important that you have the original invoice for your Robina hardwood floor purchase to initiate the warranty process.

1. Contact the Authorized Robina Wood Dealer from whom you originally purchased your Robina hardwood floor from within 30 days from the date of noticing your concern. They will inspect the floor and note any and all of your concerns. If further action is required they will contact their authorized Robina Wood Distributor.
2. In the event that the initial inspection by the original selling dealer is inconclusive or you the homeowner have additional questions, the original Authorized Robina Floors Dealer will contact the Robina Wood Distributor to conduct a follow-up inspection. The Distributor representative will file a report with Robina Wood.
3. After Distributor inspection, Robina Wood will issue its findings and will determine if any additional action is required.

Should any questions remain after the simple two step process is completed the Distributor Representative can arrange for a factory review of the process. If at any time during the process you have any questions you can contact us directly at [robinafloors.com](http://robinafloors.com) or call us at 888. 862.9898 and ask for Technical Services. This warranty applies to the original purchaser and is not transferable. No agent, dealer/retailer, distributor, installer, fabricator or employee of Robina Wood, Inc., has the authority to alter the obligations or limitations of any Robina Wood Warranty. Robina Wood strongly recommends that our consumers select a Robina Floors Authorized Dealer within a reasonable proximity to their residence. It is vital to us that you as our consumer experience the highest level of satisfaction and service in respect to your Robina Wood product. This warranty requires that an employee, owner, or officer of the Robina Wood Authorized Dealer from whom you purchased the floor responds to any concerns you have regarding your Robina Floor. We require the dealer to perform the first inspection which will initiate the warranty review process. This warranty requirement excludes the use of independent inspectors when responding to your initial concerns. We feel personal attention from your dealer is vital to resolve any warranty concerns in a concise and timely manner.

## **WARRANTY EXCLUSIONS**

1. Installation Error: Any product which is damaged as a result of installation mishandling or installed in a manner which is inconsistent with our written installation instructions will not be eligible for warranty consideration.
2. Pre-Installation Warranty: Boards are eligible for replacement if they contain manufacturing defects. Boards that are subjectively viewed as a problem but fall within industry accepted norms as established by the NWFA will not be eligible for replacement. Sunlight and Ultraviolet Light Reaction: Normal exposure to sunlight will cause subtle to extreme reaction depending on species and degree of exposure. Ultraviolet light can also be produced by in home lighting. Window coverings and UV inhibiting films can be used on windows to minimize the effect.
3. Environmental Reactions: All wood products will expand when exposed to moisture or elevated humidity levels. Conversely they will contract or shrink when humidity levels drop. Occasionally, drastic changes in temperature and humidity can cause separation at the seams. Extremely dry conditions over time can cause fissures to appear in the surface of the floor (see expansion and contraction).
4. Misuse: Damage caused by moisture, spiked or high heeled shoes, sharp objects, gravel, sand, or other abrasive materials or corresponding scratches, indentations, unprotected chair and furniture legs, loss or gloss level related to any of the above, or damage from pets and pet claws is excluded from this warranty.
5. Maintenance: Maintenance of Robina Floor must follow the instructions listed in this brochure. Wet mopping or use of unauthorized cleaning products will invalidate this warranty.

Robina guarantees merchantability of our products unless otherwise stated. This warranty does not apply to any product which is abused, improperly installed, improperly maintained, or damage caused by insects, floods, pet urine, plumbing leaks, moisture intrusion, improper drainage, building defects, or circumstances beyond our control.

Robina Wood assumes no responsibility 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. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Any controversy arising out of or relating to this warranty, or breach thereof, shall be settled by the binding arbitration administered by the American Arbitration Association in Atlanta, Georgia under the AAA Commercial Arbitration Rules, and the Law of the State of Georgia shall govern this warranty. The only remedies provided herein are the repair, finish restoration/coating or replacement of defective products. Robina Wood supports the National Wood Flooring Association (NWFA). We strongly recommend that you visit their website at [wood\\_floors.org/consumer](http://wood_floors.org/consumer) for installation help and maintenance tips.

# *Thank You*

Robina cares and we thank you for your business. Our commitment and that of our distributors and authorized dealer partners is to provide you with an unparalleled level of personal service. It is our goal is to ensure that your purchase provide you with years of satisfaction and enjoyment. Inside this brochure you will find specific information about the Robina Wood warranties as well as care and maintenance guidelines. To help us serve you better, we encourage you to register your floor today either online at [robinafloors.com](http://robinafloors.com) or through our Customer Service Center at 888.862.9898. We are confident that you will be satisfied with your new floor and once again we thank you for your purchase. Robina Wood exercises responsible forestry practices. We use core material that regenerates very quickly and is abundant. In addition, any glue we use in our manufacturing process exceeds stringent European emission standards. This is just another example of how Robina Wood cares. Please send any comments to [info@robinafloors.com](mailto:info@robinafloors.com)