



# Warranty

## Unique manufacturing process Superior quality

Thank you for choosing **Model®** prefinished hardwood flooring. No other kind of flooring offers the characteristics and advantages of natural wood. The durability and long lasting nature of wood makes it one of the most economical floor coverings on the long term. Model Hardwood Inc. uses a manufacturing process that is unique in North America. High performance sanders smooth wood panels on both sides with unequalled precision. Model Hardwood Inc. is the only company to offer the Model Plus finish which contains aluminium oxide and new ingredients that double (55 % increase) abrasion resistance. Nine coats of Model Plus are applied and dried (11 times) using innovative ultraviolet curing to ensure unsurpassed hardness and an even finish. **Model®** flooring will provide years of satisfaction and add to the beauty of your home.

## Model Hardwood uses PG® boards only

PG Hardwood Flooring Inc. and Plancher Beauceville Inc. are the exclusive suppliers of PG® hardwood boards finished by Model Hardwood Inc. PG® products are solid hardwood boards that easily exceed the highest standards of quality in Canadian industry. Their knowledge of wood and its properties, advantages and potential as a material has allowed PG® manufacturers to develop unique expertise in the production of flooring boards. Precision tongue-and-groove shaping, ease with which boards fit together and the micro-V joint are singular advantages adding to the quality of **Model®** hardwood flooring.

## Product warranty

Model Hardwood Inc., located at 2430, rue Principale, Saint-Édouard-de-Lotbinière (Québec) G0S 1Y0 offers a twenty-five-year (25) warranty on **Model®** prefinished flooring manufactured after October 31<sup>st</sup>, 1999 and finished with our exclusive **Model Plus** finish. Under the terms of this warranty Model Hardwood Inc. agrees to replace or may elect to repair products covered by warranty, subject to the following conditions and exclusions.

## Structural Defects

The warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification errors. It also covers flaws in the application of stains and of our exclusive **Model Plus** finish. A 5% margin for error and imperfection is an accepted industry standard and shall not be considered a structural defect under the terms of this warranty. Products sold as waste, seconds or 'as is' are not covered by this warranty.

## Wear

Model Hardwood Inc. further guarantees the **Model Plus** finish applied to it boards against total wear, flaking or peeling for a twenty-five-year (25) period beginning on the date the product was purchased.

## For Residential Use Only

The warranty is offered only on prefinished flooring installed exclusively for residential use. Commercial or industrial use is excluded.

## Warranty Conditions

The warranty applies only when the flooring is installed by a specialized flooring installer recommended by an authorized **Model®** dealer in compliance with the installation and maintenance guide. In order to benefit from the warranty, the purchaser must comply with maintenance instructions found in the guide and follow the preventive measures indicated hereafter.

## Flooring installation

The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If you find fault with the grade of wood, its structural quality or finish, please stop installation and contact your distributor immediately. Discard any board with a visual defect rather than installing it and marring the overall appearance of the floor. Installation of flooring over radiant heating systems must comply with N.W.F.A. (National Hardwood Flooring Association) recommendations.

## Floor maintenance

**Model®** cleaning products are obligatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

## Warranty exclusions

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

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand and other abrasive substances, extreme environmental conditions and 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, Model Hardwood Inc. cannot guarantee its finish against the fading that results from normal wear. We recommend that felt pads be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced regularly. 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 water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and heating of the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a 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).

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present agreement, should it be carried into effect, the responsibility of Model Hardwood Inc. is limited to repairing, refinishing or replacing defective products, at the discretion of Model Hardwood Inc. will refund to the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty.

No Model Hardwood Inc. distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty.

This warranty specifically excludes and replaces any other warranty in relation to Model products including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law. Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against Model Hardwood Inc. saving and excepting conditions provided for specifically in this warranty.

## Warranty registration

To register your residential warranty, please fill in the registration card, join a copy of your invoice and mail both to Model Hardwood Inc., Customer Service, within thirty days following purchase. The flooring must have been purchased from an authorized **Model®** dealer and be paid in full.

## Claim procedure

If you wish to file a claim under warranty, first contact the authorized **Model®** dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at Model Hardwood Inc., 2430, rue Principale, Saint-Édouard-de-Lotbinière (Québec) G0S 1Y0 (telephone: 418-796-2288). We will send you a form that you must fill in and return to us. Claims must be made in writing and sent to Model Hardwood Inc. within six (6) months of the appearance of the defect. Model Hardwood Inc. reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

**Important :** Claims regarding any article covered by this warranty must be accompanied by a production sticker located on the right front side of the box of the product in question.



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[www.pgmodel.com](http://www.pgmodel.com)



## WARRANTY REGISTRATION

Please print

Purchaser's name	Address	Province or state	Postal code or zip code
City	Province or state	Country	Postal code or zip code
Telephone	Purchaser's age		
Retailer company name	Representative		
Address	City	Province or state	Postal code or zip code
Province or state	Postal code or zip code	Telephone	
Date of purchase			
Retailer company name	Installer's name	Installation date	
Address	City	Province or state	Postal code or zip code
Province or state	Postal code or zip code	Telephone	

At Model Hardwood Inc. we care about what our customers have to say. By answering the questions below, you will help us to understand our customers' needs.

Species	Grade
Width	Colour
Area covered	Age of the house
Rooms where the flooring was installed	
Number of residents	Adults
Teenagers (12 to 18 years)	Children
Are there pets in the home?	If yes, what kind?
Type of heating	
<b>Which factors did you consider? Please check the appropriate spaces</b>	<b>Did a Model® Certified Installer install the flooring?</b>
<input type="checkbox"/> quality of the product	<input type="checkbox"/> trade show
<input type="checkbox"/> price	<input type="checkbox"/> recommended by a builder
<input type="checkbox"/> warranty	<input type="checkbox"/> advertising in a magazine
<input type="checkbox"/> finish (appearance)	Name: _____
<input type="checkbox"/> durability	<input type="checkbox"/> radio or TV
<input type="checkbox"/> choice of colours	<input type="checkbox"/> advertising by a local retailer
<input type="checkbox"/> easy to maintain	<input type="checkbox"/> recommended by a decorator or architect
<input type="checkbox"/> salesperson's expertise	<input type="checkbox"/> Yellow Pages
<input type="checkbox"/> other	<input type="checkbox"/> other