



Residential Warranty

Warranty

Hardwood floors can give years of beauty to a home if properly maintained. Please make sure you read the maintenance guide published by Kimminau Floor Company to extend the life of your hardwoods for as long as possible. Kimminau only uses the finest oil and water-based finishes available on the market but many of these finish manufacturers do NOT provide a warranty because of factors that are outside of their control (e.g., surface preparation, application methods, and surface conditions). As a result, **Kimminau Floor Company guarantees that your finish will NOT wear-through, peel, or separate from the hardwood for 3 full years from the date of purchase.**

Water and Wood

The life span of your hardwood floors can be significantly reduced by moisture, either by too much (e.g., water leaks) or by too little (e.g., low humidity levels in the dry winter months). A lack of humidity will cause the wood to dry out excessively and result in cracks and separations between the planks. This condition may be more pronounced around floor registers and at exterior doors. **Kimminau Floor Company can NOT unconditionally guarantee against the expansion and contraction of your newly installed or previously existing hardwoods.**

Kimminau only purchases hardwoods from NOFMA certified sawmills, which means every plank has moisture content between 6% and 9%. We also check the moisture of your subfloor prior to installation to ensure the hardwoods are within 4% of the subfloor. It is the responsibility of each homeowner to stabilize the household humidity. The use of a humidifier in the dry winter months will minimize cracks and separations resulting from a lack of humidity. Cracks and separations that do form will typically close as humidity levels increase in the spring and summer months.

Warranty Exclusions

Kimminau warranties do not cover indentations, scratches, defects or damages caused by improper maintenance, insufficient protection, misuse or improper alterations of the original manufactured product.

Kimminau warranties do not cover damages caused by the use of oil soaps, liquid or paste wax products or other household cleaners that are not recommended maintenance products.

Kimminau warranties do not cover indentations, scratches, defects or damages caused by negligence, water, insects and pets, spiked or damaged heel shoes, vacuums with beater bar heads, furniture, appliances, casters, falling or dropped objects, or construction traffic.

Kimminau warranties exclude indentations, scratches, defects or damages caused by neglect or abuse including, but not limited to, failure to take proper precautions to protect furniture legs and feet with protective pads and properly functioning casters or improper protection during the construction process when moving heavy objects or sustaining heavy traffic.

Kimminau warranties do not cover the following:

- Color, shade, or texture changes that result from exposure to sunlight (oxidation).
- Defects or damages caused by manmade or natural disasters (e.g., flood, earthquake, broken or leaking pipes, etc)
- Noises or squeaks associated with hardwoods that were NOT installed by Kimminau.
- Natural occurring wood characteristics; such as variations in grain, color variations, or mineral streaks and knots.
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage (e.g., broken or leaking water pipes, flooding, wet-mopping spills or weather conditions)