



3001 E. 12<sup>th</sup> Street, Unit A  
Los Angeles, CA 90023

Telephone: 1-844-737-1444  
www.nikzad.com

## Warranty Guide

### Who this Warranty Extends To:

This limited warranty extends to the original purchaser of Nikzad Floors wood products. All Nikzad Floors warranties, including any implied warranties, are valid only for the period of time the Nikzad Floors wood products are owned by the original purchaser.

The "original purchaser," for the purposes of this warranty, is the first purchaser of the wood products from Nikzad Floors or a Nikzad Floors authorized retailer.

Nikzad Floors hardwood flooring is only sold via authorized dealers, authorized retailers, authorized distributors. Only sales made through authorized dealers, authorized retailers, or authorized distributors will be warrantied.

PLEASE RETAIN A COPY OF YOUR RECEIPT/INVOICE AS PROOF OF PURCHASE. All Nikzad Floors limited warranties are not transferable.

### This limited warranty does not cover the following:

Nikzad Floors wood products sold by resellers who are not authorized retailers/resellers/distributors of Nikzad Floors wood products.

Nikzad Floors wood products not "new" or previously purchased or used by another consumer.

Physical abuse or damage to the structure and/or material, including but not limited to, burns, cuts, tears, liquid damage, or stains; provided, that the defect is caused by such abuse or damage.

### Pre-Installation Warranty:

Each Nikzad Floors board is carefully inspected before leaving the factory. Nikzad Floors encourages you to look at the material prior to installation of the flooring product.

Set aside any boards that are defective and Nikzad Floors will replace them free of charge.

It is critical that the homeowner examine the product to determine that the color and appearance of the finished floor are what they had expected.

The materials have degrees of character that cannot be adequately seen in a display-sized sample. Samples exposed to ultra violet light may have changed subtly.



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### Lifetime Structural Warranty:

Nikzad Floors warrants that the floorboards will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank fails, Nikzad Floors will repair or replace the product (our option). The factory warranties apply only to the original owner of the wood product and are non-transferable.

### Wear Warranty:

Nikzad Floors warrants that the wood wear surface of its products will not wear through for 25 years for residential and 5 years for commercial applications.

### Finish Warranties:

Polyurethane finishes will not wear through residentially for 25 years or 5 years commercially.

French Oil Finishes must be maintained and do not have a wear warranty. However, the nature of the finish is so easy to maintain that when the floor starts to show a little wear *Nikzad Oil Renewer* will restore the finish.

### Radiant Heat Warranty:

It is critical that the floor be installed to Nikzad Floors specifications.

Surface temperature of the floor should not exceed 80 degrees Fahrenheit.  
Relative humidity should be maintained at a minimum of 35 to 40%.

### Resurfacing Warranty:

One of the attributes of the old solid hardwood floors was their ability to be sanded and refinished. All of Nikzad Floors products have 4mm wear layers (top layer) or greater.

On 4mm wear layer (top layer) we warrant that the floor can be sanded three times. Professional trades-people can remove 1/32" per sanding and achieve this number.

Our products with a 6mm wear layer (top layer) can easily be sanded four times. It may not be possible to get the specified number of sands if the surface is sufficiently damaged and requires more than 1/32" removal to correct the damage.



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## Exclusions to Warranties

### 1. Color Variation:

Wood is a natural product and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product.

### 2. Ultra-Violet Light/Sunlight Exposure:

Subtle changes will occur (patina) when wood is exposed to UV rays from sunlight or florescent and incandescent bulbs. Window Coverings, UV resistant tint, and in harsh desert climates solar screens can minimize but not eliminate this natural occurrence. Tropical species such as Brazilian Cherry, Teak, Lapacho, Pyinkado, etc. are more susceptible due to their high content of natural oils.

**There is no warranty regarding fading or discoloration of wood flooring as this is a natural phenomenon; fading or discoloration due to exposure to sunlight and its UV rays are not covered by these warranties.**

Nikzad Floors research and experience show that some species such as White Oak are more susceptible to this phenomenon than others and are not recommended in certain regions without the use of a humidification system or protection from penetrating sunlight.

### 3. Pre-Installation inspection of boards:

Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Nikzad and industry standards for grade will not be replaced. Boards that are visibly defective and installed will not be eligible for replacement.

### 4. Reaction to Environmental Conditions:

Wood is a natural material. It is hydroscopic and will expand and contract as it gains and loses moisture. Some gaps between the boards during low humidity seasons is normal and not considered a defect. Maintaining humidity levels will minimize these occurrences.

### 5. Adverse Environment:

Damage created by moisture, sharp objects, sand gravel, high-heels or other abrasive material, loss of sheen, scratches, dents caused by unprotected chair/furniture legs and pet claw damage is excluded from this warranty. Use of hardwood flooring in laundry rooms and full bathrooms is not recommended.



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## 6. Maintenance:

Full compliance with maintenance instructions is required. NOTE: There are different maintenance systems for FRENCH OIL vs. Polyurethane finishes and have to be maintained according to finish type. The maintenance systems are not compatible with one another.

## 6. Maintenance (continued from above):

Spills must be wiped up with a dry cloth for French Oil (damp cloth for polyurethane), and then the appropriate method for the remaining residue. Spills that are left to soak in will damage the boards.

This program is limited to residential use and does not apply to industrial or commercial use of Nikzad Floors wood products.

This warranty will not apply when unauthorized maintenance products or when wet mopping occurs, nor apply to any product which is abused, improperly installed, or damage caused by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond control and preventative measures.

Nikzad Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Nikzad Floors products purchased after August 1, 2009. It applies to the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Nikzad Imports Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty.

In the unlikely event that warranty service is required please contact your Nikzad Floors retailer to arrange an evaluation of the floor.