



DIAMANTE

Warranty

Unique manufacturing process

Superior quality

Thank you for choosing DIAMANTE® pre-finished 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 for the long term. DIAMANTE uses a manufacturing process that is unique in North America. High performance sanders smooth wood panels on both sides with unequalled precision. Walk On Wood is the only company to offer the DIAMANTE finish which contains aluminum oxide and new ingredients that double (55 % increase) abrasion resistance. Nine coats of finish dried (11 times) using are applied and innovative ultraviolet curing to ensure unsurpassed hardness and an even finish. DIAMANTE flooring will provide years of satisfaction and add to the beauty of your home.

DIAMANTE Hardwood uses PG® boards only

PG Hardwood Flooring Inc. and Plancher Beauceville Inc. are the exclusive suppliers of PG® hardwood boards finished by DIAMANTE. 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 DIAMANTE hardwood flooring.

Product warranty

Walk On Wood, offers a seventy-five-year (75) warranty on DIAMANTE® pre-finished flooring . finished with our exclusive DIAMANTE finish. Under the terms of this warranty Walk On Wood 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 DIAMANTE 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

Walk On Wood further guarantees the DIAMANTE finish applied to it boards against total wear, flaking or peeling for a seventy-five-year (75) period beginning on the date the product was purchased.

For Residential Use Only

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

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

DIAMANTE® recommended cleaning products are obligatory in order to preserve wood lustre. Other products may discolor 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, Walk On Wood 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 labor 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 Walk On Wood is limited to repairing, refinishing or replacing defective products, at the discretion of Walk On Wood. If it is impossible to correct the situation, Walk On Wood 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 Walk On Wood 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 DIAMANTE 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 Walk On Wood saving and excepting conditions provided for specifically in this warranty.

Claim procedure

If you wish to file a claim under warranty, first contact the authorized DIAMANTE® dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at Walk On Wood. We will send you a form that you must fill in and return to us. Claims must be made in writing and sent to Walk On Wood within six (6) months of the appearance of the defect. Walk On Wood 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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