



Perform in harmony with nature

www.signaturebsl.com

NanoShell

When Strength
and Appearance unite

ULTRA RESISTANT HARDWOOD FLOORING

Warranty

Product Warranty

Thank you for choosing NanoShell prefinished hardwood flooring. Located at 1081, Industrielle, Mont-Joli, Quebec, Bois BSL inc. offers a thirty (30) years residential warranty and a three (3) years light-commercial warranty on Select, Natural and Horizon grade prefinished hardwood flooring. Under the terms of this warranty, Bois BSL inc. agrees to replace or repair, at its discretion, any products with a manufacturing defect covered by warranty and subject to the following conditions and exclusions.

Structural Defects

Hardwood floors are manufactured from natural materials, which clearly are not perfect. This warranty applies to any manufacturing defects and grading errors, as well as any defects in stain and aluminum-oxide finish application. A margin of imperfection not exceeding 5% of the total quantity of purchased floorboards is the accepted industry standard and, accordingly, shall not be considered a structural defect under the terms of this warranty. Wood flooring expands and contracts with seasonal changes and normal heating cycles. Slight gaps between floorboards may appear in spite of proper installation. These are not covered by warranty.

Wear

Our flooring is coated with UV aluminum-oxide and specially-processed polymerized oligomer finishes and is so long-lasting that we do not hesitate to offer a thirty (30) years residential warranty and a three (3) years light-commercial use warranty against flaking, peeling or premature wear. This warranty against wear excludes any damage caused by water or the use of wet or damp-mopping tools. This warranty does not cover lack of maintenance; negligence; hammer marks; scratches, marks or dents caused by furniture, pets' claws or high-heeled shoes; wear or damage caused by grit, sand or other abrasive materials; lack of adequate prevention or protection; or extreme environmental conditions. In addition, a defect must involve more than 10% of the total floor area to qualify for warranty coverage. Bois BSL inc. cannot guarantee its finishes against dulling due to normal wear. Discoloration resulting from exposure to sunlight is a natural phenomenon and is consequently not covered under warranty. To protect hardwood floors, it is recommended that felt pads be placed under furniture legs and that rugs be placed on floors in doorways and in areas where moisture may be a problem. Loss of sheen is not considered a defect and is not covered by warranty. Finishing products applied to the floorboards do not make the wood harder or more resistant to impacts or compression.

Warranty Conditions

This warranty applies only to prefinished hardwood flooring installed and used strictly and exclusively for residential and light commercial applications, excluding industrial use. In addition, flooring must be installed according to the guidelines and recommendations set out in the installation and care guide. To qualify for warranty coverage, installation must be completed by a professional specialized installer duly recommended by an authorized dealer. This warranty does not cover damage sustained during transportation, storage, installation or by any other cause that is not attributable to the product that is the subject of this warranty as stipulated above. This warranty does not cover labour costs or any other loss or expense incurred as a result of a covered defect. The responsibility of Bois BSL inc. is limited to reinstalling, refinishing or replacing defective products, at the discretion of Bois BSL inc., if the warranty applies. The warranty covers only defective products in excess of 5% of the total quantity of floorboards purchased by the client, not including losses resulting from trimming floorboards during installation. This 5% margin includes natural wood imperfections as well as manufacturing defects. Bois BSL inc. will replace only the amount of defective products in excess of this 5% industry-standard allowance. Under the terms of this warranty, the responsibility of Bois BSL inc. is limited solely to replacing or repairing, at its discretion, defective products; the warranty does not cover labour and transportation costs or other expenses incurred as a result of a covered defect.

Warranty Exclusion

THIS WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF A PRODUCT AND CANNOT BE TRANSFERRED IN ANY WAY WHATSOEVER. WHEN MAKING A CLAIM, A RECEIPT OR OTHER PROOF OF PURCHASE IS REQUIRED. This warranty specifically excludes and replaces any other warranties related to NanoShell products, including the legal warranty in jurisdictions where exclusion of such warranty may be provided for by law. Under no circumstances may a product buyer exercise any right or recourse whatsoever against Bois BSL inc., except as specifically provided for in and according to the provisions of this warranty. Merchandise sold "as is" is not covered by the NanoShell products warranty.

Pre-installation Considerations

When ordering hardwood flooring, an additional material allowance corresponding to 4% to 6% of the surface area to be covered (depending on the site and type of installation) should be ordered to compensate for cutting and trimming losses. Prior to installing a hardwood floor, wallboard joints must be dry and the heating system must be installed. In addition, the house must have been heated for at least one week at 22°C and basement concrete must have dried during a minimum period of thirty (30) days before installation. Measure the moisture content on the subfloor using an approved moisture meter. It should be between 6% and 11%. If the moisture content is too high, heating should be increased and basement windows should be opened slightly. If it is too low, a humidifier should be used. For floorboards up to 3 1/4" wide, flooring should not be installed when the moisture content of the subfloor and the floorboards differs by more than 4%. For floorboards of 3 1/4" wide and more, flooring should not be installed when the moisture content of the subfloor and the floorboards differs by more than 2%. Floorboards must be inspected by the installer before installation. All floorboards nailed down (installed) shall be considered as having been accepted by the installer and/or the homeowner and, as such, may not be the subject of a claim under this warranty for manufacturing, grading or finishing defects. If the choice of grade or product quality is unsatisfactory, installation should be halted and the dealer or distributor should be contacted immediately. Floorboards with an apparent defect should be set aside and will be considered as part of the industry-standard 5% allowance for imperfect wood. In addition, floorboards should be acclimated to the conditions of the room where they are to be installed for seventy-two (72) hours before installation, with relative humidity levels maintained between 40% and 55%.

Disclaimer and Exclusion of Liability

Bois BSL inc. shall not accept any claim regarding products already installed. The installer must be able to assess wood quality (grade and milling) and to arrange boards with various shades according to the natural variations of the selected species. Bois BSL inc. shall not be held responsible for errors resulting from bad judgment on the part of the installer. Minor differences between samples and installed floorboards are normal and not considered defects. Under the terms of this warranty, Bois BSL inc. shall not be liable and shall not pay any compensation for 3/4" thick solid hardwood flooring that is glued down or installed in basements, on concrete floors or in rooms with radiant floor heating, except for 2 1/4" wide solid hardwood flooring that is glued down according to Bois BSL inc. recommendations (see installation guide). Boxes of floorboards provided by Bois BSL inc. have been stored in heated and well-ventilated warehouses. For this reason, it is important not to transport boxes under rainy or extremely wet conditions and not to store them in inadequately heated or ventilated buildings. Wood is a living material that continually reacts to its surrounding environment. Certain factors (e.g., inappropriate humidity levels, improper installation, improper handling, lack of acclimatization, etc.) may cause some floorboards to split and/or crack. For the warranty to apply, such splits and/or cracks must be apparent at the time of installation and the affected boards set aside to be replaced if the amount exceeds the 5% industry standard. No warranty shall apply to floorboards once they are installed, because splits and/or cracks may result from various external factors entirely beyond the control of Bois BSL inc.

Warranty Registration and Claims Process

To register your warranty, fill out the registration form and mail it, with a copy of your receipt (indicating payment in full to the retailer/authorized dealer), to the address below within thirty (30) days following installation of your hardwood floor. If you wish to file a claim under warranty, please contact the Bois BSL inc. authorized dealer where you purchased your flooring. If the dealer is unable to resolve the problem, please contact our offices at 1081 Rue Industrielle, P.O. Box 4, Mont-Joli, Quebec, G5H 3K8 or by telephone at 418 775-5360. We will send you a claim form that must be completed and returned to us. Claims must be received by Bois BSL inc. no later than six (6) months after the first appearance of a defect. Bois BSL inc. reserves the right to inspect defective products within a period of thirty-day (30) following receipt of claims. No alteration, repair or replacement may be carried out during this thirty-day period. Failure to comply with this stipulation will void the warranty. No Bois BSL inc. distributor, dealer, installer, agent, salesperson or representative is authorized to modify the conditions or duration of this warranty in any way whatsoever. For all returns not covered by this warranty, a 25% fee and shipping charges will be billed.