



Logs End Warranty

Structural/ Manufacturing Warranty for products purchased after January 1st, 2010.

Logs End warrants its products, in their original manufactured condition, to be free from defects in milling, drying and grading.

Structural/Manufacturing warranty means that the product will remain free from milling and grading defects for 20 years. Damages due to improper transportation, storage, installation or other cause are not covered under this Warranty. Product quality variation that does not exceed 5% is industry standard and is not considered as a factory defect. Products sold as waste, seconds or “as is” are not covered by this warranty. Logs End responsibility is limited to the replacement (material only) of defective products in excess of 5% norm.

Logs End flooring is manufactured to exceed established industry quality standard that permit a defect tolerance and grading variance up to 5%. Each and every piece of flooring is subject to scrupulous mill inspection. However final pre-installation approval has to be done by owner and (or) installer. Installer must inspect every piece before installation. Do not install planks with doubtful or noticeable defects if you cannot cut off imperfections. All flooring planks have a natural variation in color and grains, but if you consider these planks out of the color or tone range you expected just install them at the corner or along the walls. It will make your floor look more even. Once nailed down, the plank is considered accepted. Logs End responsibility is limited to the replacement (material only) of defective products in excess of 5% norm.

Wood Flooring, being a natural product, will continue to expand and contract through heating and non heating seasons. Properly installed wood floors may consequently experience some separation between boards at

different times during the year. To limit the amount of acceptable expansion and contraction, it is important to maintain relative humidity in a home as constant as possible (between 40%-50%). Use a humidifier or dehumidifier, as appropriate. Temperature in a home should range between 18 and 22C.

We reserve the right to verify any claims of defects in inspection and have samples removed for technical analysis.

Logs End Inc. is not responsible for extra or incidental costs that occur in replacement or repair of the defective product. Logs End Inc. will only cover the cost of the product that is being installed to replace the defective product.

Product Grading

Logs End endeavors to maintain accurate grading of its flooring products as per description, however shortages of certain grades do occur, Logs End therefore has the right to upgrade the product at such times without notice or additional charge to the customer. At no time will Logs End substitute a higher grade product ordered with a lower grade product.

Exclusions and Limitations of Warranty

- The warranty does not cover indentations, scratches or damage caused by negligence, water, wet mopping, erosion, pebbles, sand, other abrasives, spiked heel shoes, insects, pets, misuse, abuse accidents, extreme environmental conditions and lack of preventive measures or improper protections.*
- Natural wood characteristics such as variations, grain, color mineral streaks, and knots, are not considered defects.*
- Finish fading that results from normal wear is not covered by the Warranty.*
- Gloss reductions are not considered surface wear.*
- Normal exposure to sunlight will bring changes in the shading to any floor as the floor ages. Area rugs should be moved occasionally as they block sunlight and may give the appearance of discoloring under the rug. This is not a product defect.*

- *Splits, cracks, grain raising, checking, chipping, splintering that occurs after the floor has been installed and as a result of abuse, misuse, improper maintenance or care, or exposure to excessive moisture or improper conditions (ie. High or low humidity)*
- *It is the responsibility of the installer and/or homeowner to inspect boards prior to installation. Logs End accepts no responsibility for costs of product or labor when boards with visible defects have been installed.*
- *Damage due to improper humidification is excluded from the Warranty.*

Flooring Installation

The installer is responsible for final inspection of product quality. Any board installed is considered to be accepted by the installer/owner. Such boards cannot be claimed under the Warranty in regards to manufacturing defects or grading errors.

Before you start installation make sure the following pre-installation requirements are met:

- 1) *Flooring should be one of the last items installed during renovation to avoid damage.*
- 2) *Prior to installation heating/ air conditioning and humidification system must be in operation and must have been maintained at 18-22C for at least one week.*
- 3) *Relative humidity on job site should be 35-50% at all times.*
- 4) *To avoid moisture-related damages sub floor must be dry and basement well ventilated. Moisture level of wood sub floor must not exceed 12% and differential between wood planks and sub floor must be less than 4%.*
- 5) *Flooring must be acclimated on the job site under occupancy conditions for a minimum of seven days before installation. For acclimation flooring must be unwrapped and cartons must be opened.*
- 6) *If our products are being installed over a new plywood sub floor (as is commonly done in new homes and renovations) a vapor barrier must be installed. Two materials are recommended, firstly a waxed brown paper or a 15lb saturated building paper. It is **very important** that one of these materials be installed. It is common for new plywood to have high moisture*

content (m/c). The m/c of the plywood must be within 4% of the m/c of the new flooring. Our flooring typically reaches you with an m/c of 6-9% giving the maximum figure to be 13% m/c for the plywood. If the sub floor is built over radiant heating the system must be in operation for a minimum of 10 days before installing your new flooring, this will allow excessive moisture to be drawn out of the sub floor prior to installation, however a vapor barrier must still be used. Please note non-compliance with the above will **void your warranty**. It is also important that the homes humidity be under control and regulated between 35-50%. This can be achieved by attaching a certified humidification system to the furnace with independent controls to maintain the correct levels at all times. **Do not** mistake this for an air exchanger or HVAC unit which actually does the reverse by taking out moisture from your home thus increasing the risk of shrinkage to the flooring product.

Warning: The importance of keeping a stable humidity level within the home is the single most important factor in maintaining a trouble free floor. If the relative humidity level is allowed to drop below 35%, shrinkage of the individual boards will start to take place, as the relative humidity level drops so the shrinkage will increase. In extreme cases (relative humidity levels less than 20%) major gapping can occur. In many cases some gapping will return during the summer months however in some instances it can remain a constant problem particularly when permanent humidity control is not installed.

Logs End Inc. assumes no liability in such cases, where permanent relative humidity control has not been installed and a constant humidity level of 40% (plus) maintained. More details on the effects of humidity and wood can be seen on our website.

Installation Tips

Logs End solid flooring is not recommended for installation over radiant heated floors, we recommend our engineered product in this application.

Logs End solid flooring may be nailed down with cleats or staples over wooden sub floor.

Remember that owner and installer are jointly responsible and must make sure that all pre-installation requirements are met.

Floor Maintenance Guide

- *Maintain relative humidity level of 35-50% throughout the year. Humidifier is recommended to prevent excessive shrinkage in wood floors. Dehumidifier or air conditioning is recommended to prevent dampening, and, therefore, cupping of wood floors.*
- *Before putting furniture on wood floors, attach adequate floor protections (felt pads) to the feet of all furniture to reduce scratches and dents.*
- *When moving heavy furniture, place a blanket or a scrap of carpet, face down, under each leg; slide carefully.*
- *Keep shoes in good repair. If they lose their protective cap, they will dent the surface. Avoid high-heel shoes.*
- *Keep pet nails trimmed, paws clean and free of dirt and grease.*
- *Exposure to sunlight can slightly change shade of your floors. Rearrange your rugs and furniture periodically to avoid discolouring of your floors.*
- *Use area rugs in heavily traveled areas, especially if you have a large family. Place rugs at entrances, as well as by kitchen sink and dishwasher.*
- *Avoid using commercial cleaners. This will dull the finish and damage your floor permanently. You can use water and a cap of vinegar for damp mopping but do make sure your mop has been well rung out. Standing water can lead to cupping and staining.*