

ENGINEERED WOOD

25 – 3 YEAR WARRANTY



Limited Structural Integrity Warranty

RW Supply+Design (RW+) warrants its Engineered Flooring products, in their original manufactured condition, to be free from defects in construction: lamination, milling, dimension, and assembly. RW+ products will remain free from these structural defects for life provided they are installed in accordance with our installation guidelines and maintained in a controlled environment as outlined in our installation guidelines. This warranty is extended to the original purchaser of the goods and is not transferable.

Limited Finish Warranty

RW+ hereby warrants to the Buyer that the factory applied finish of the engineered wood floor will not wear through or lose adhesion to the bare wood because of normal use for the duration of the warranty period as stated for the individual product at the time of purchase (3-year, 5-year, 25-year, etc.) Diminished gloss, scratches, and dents are not considered wear through of the finish. In the event the finish wears through or releases from the engineered wood floor, RW+ will, at its discretion, repair or replace the affected planks or selected area.

Finish Warranties

FINISH	WARRANTIES
≤1.5mm Wear Layer, UV-Cured Urethane	25-Year Residential, 3-Year Light Commercial

Commercial Application Warranty

RW+ products installed in light commercial applications, and that are listed above in the “Finish Warranties” section with a light commercial warranty will be afforded a 3-year warranty on both structural integrity and finish provided the floor is cared for with proper cleaning and maintenance and is not subject to water leaks, floods, or maintenance processes that utilize wet mopping, buffing, or automatic floor scrubbers. Water leaks, floods, and improper maintenance will void all commercial warranties. Commercial applications must also be regulated to ensure acceptable jobsite conditions of 35-55% RH and 68-74°F from the date of installation onward.

Light commercial is defined as any installation not in a dwelling where the flooring will be subject to similar daily foot traffic as in a home. Light commercial installations will not be subject to heavy commercial objects such as retail fixtures or other machinery such as auto-scrubbers or pallet jacks, placed on or dragged across the floor. Examples of light commercial applications are doctor’s offices, business conference rooms, CPA, attorney’s office, etc. Heavy traffic locations such as restaurants and big box retail are not considered light commercial applications and are not covered by this warranty. The same exclusions pertaining to the residential warranty apply to the light commercial warranty.

Radiant Heat Applications

The top surface temperature of flooring installed over a radiant heating system must never exceed 80°F. Avoid dramatic temperature changes to the flooring and interior environment; adjust the system gradually where the floor temperature does not change more than 5°F per week, to avoid shocking the floor. We recommend the use of a data logger, like Fidbox or a data-logging thermo-hygrometer, to monitor and record temperature and humidity conditions of the floor; this provides a record of the environmental conditions and may also warn you to take preventive measures when conditions are outside of recommended levels.

Wood is a natural, hygroscopic product that changes dimension and shape with changes in moisture. Temperature changes compound the effects of moisture. Humidity related flooring occurrences like wood shear, delamination, face checking (cracks in the wood veneer), and other moisture related issues are not covered by the Limited Structure Warranty nor the Limited Finish Warranty when flooring is installed over radiant heat.

Installation over radiant heat is not allowed in light commercial installations under the Light Commercial Warranty.

Seasonal Changes

Wood is a hygroscopic material and will expand and contract with changing moisture conditions through the seasons. Some separation between boards might occur during drier seasonal changes. This is not considered a defect and is not covered by this warranty.

The environment surrounding the floor must be maintained at 60-80°F and 35%-55% RH. Problems arising from conditions that are too dry or too wet are not covered by this warranty.

Warranty Exclusions

RW+ warranties do not cover structural damage that results from products installed or maintained in environments with relative humidity outside the range of 35-55%. Extreme moisture conditions, specifically dry environments, can damage the structural integrity of engineered flooring. Carefully read our Installation Guidelines for a complete list of Acceptable Jobsite Conditions.

RW+ warranties do not cover indentations, scratches, defects, or damage caused by failure to follow all the RW+ Installation Instructions procedures. Responsibility for inspection and approval of wood floors falls to the consumer and installer prior to permanent installation. The installer is the final inspector of the product. RW+ is not responsible for labor costs associated with the repair or replacement of visually defective planks after the floor is installed. In addition, prior to installation the installer should make certain that the subfloor is thoroughly inspected for flatness and moisture conditions according to the National Wood Flooring Association's (NWFA) guidelines.

RW+ warranties do not cover normal wear and tear, indentations, scratches, defects, or damage caused by improper maintenance, insufficient protection, misuse, or improper alterations of the original manufactured product.

RW+ warranties do not cover damage caused by using oil soaps, liquid or paste wax products, furniture polishes, acrylic products, or other household cleaners such as ammonia or bleach, etc., as these are not recommended maintenance products.

RW+ warranties do not cover damage caused by maintenance with vinegar, dish soap or other cleaners not intended for wood floor finishes. [Real Clean Floors](#) products are the preferred cleaning solution for RW+ wood flooring products.

RW+ warranties do not cover structural damage from heavy medical equipment such as wheelchairs or medical beds when the installation of flooring is floated. To prevent damage to flooring locking mechanisms, the floor must be glued or fastened to the subfloor.

RW+ warranties do not cover finish damage from heavy medical equipment such as wheelchairs, mechanized lifts/chairs, or medical beds.

RW+ warranties exclude non-factory applied finish including, but not limited to, refinishing products.

RW+ warranties do not cover indentations, scratches, defects, or damages caused by negligence or abuse including, but not limited to water, insects, pets, spiked or damaged heel shoes, vacuums, furniture, appliances, casters, fallen or dropped objects, or construction traffic. Failure to take proper precautions to protect furniture legs and feet with protective felt pads and properly functioning casters or failure to protect floors during the construction process or when moving heavy objects, or during times of heavy traffic that result in any damages stated above are not covered by these warranties.

RW+ warranties do not cover defects and damages caused by manmade or natural disasters including but not limited to, leaking or broken plumbing, fire, flood, earthquake or standing water during or after construction.

RW+ warranties do not cover splits, surface checks, or cracks in flooring discovered after installation.

No warranties apply to any product or products designated as off goods or products sold "as is."

RW+ limited structural integrity warranty does not apply to product subjected to environments that measure outside of 35-55% interior relative humidity.

RW+ warranties do not cover noises such as squeaking, creaking, or popping in flooring.

The following items are not covered by warranty:

- Flooring installed by a method other than provided for in RW+ installation instructions.
- Damage caused by normal wear and tear, negligence, accidents, misuse, or abuse.
- Damage caused by vacuum cleaners or steam cleaner mops.
- Damage from vinegar or dish soap and water.
- Damage caused by appliances, furniture, and casters.
- Damage caused by sharp objects cutting, scratching, or gouging.
- Damage caused by flooding, fire, and other natural disasters or acts of God.
- Reduction in gloss, scuffs, scratches, or indentation due to sand, rocks, or other abrasives, including pets, insects, construction traffic, or failure to maintain the floor as required.
- Color, shade, sheen or texture variations between samples or replacement flooring and the actual material.
- Color variations between flooring and/or samples and other flooring or wood products, which you wish to match (e.g., cabinets, stair railings, trim, etc.).
- Changes in color due to exposure to sunlight or passage of time.
- Deficiencies related to subfloor/floor assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.
- Noises, squeaks, creaks, popping, etc.
- Naturally occurring wood characteristics such as variations in grain, color, mineral streaks, and knots.
- For reclaimed, wire-brushed and hand scraped style products: over-wood or underwood, or variations in natural or manmade textures.
- Natural expansion and contraction resulting in damage or separation between boards or damage caused by low or excess humidity.

- Sheer, delamination, or other structural damage due to relative humidity levels below 35%.
- Products designated as “off-goods” products are sold “AS IS.”
- Commercial installations of residential products.
- Construction or installation-related damage.
- Floor damage, finish damage, or adhesive breakdown caused by subfloor moisture or water damage, including but not limited to, broken or leaking water pipes, flooding, wet-mopping, spills, or weather conditions.
- Any failure or damage due to adhesives, adhesive systems, tapes, fasteners, or fastening systems.

No Other Warranties

This limited warranty is the only warranty given by RW Supply+Design as pertaining to the Limited Structural Integrity Warranty, Limited Finish Warranty, and Commercial Application Warranty, and no other warranties of any kind have been made with respect to RW+. No oral agreement or statement from RW+, or any of its representatives may alter or amend this warranty. NO WARRANTY OF FITNESS EXISTS BEYOND THE GENERAL WRITTEN DESCRIPTION OF THE PRODUCT PURCHASED.

Some laws do not allow limitations on certain implied warranties. This warranty gives specific legal rights, and there may be other rights which vary from state to state.

IMPORTANT

YOU AND YOUR INSTALLER ARE RESPONSIBLE TO INSPECT FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOR COSTS, WHERE FLOORING WITH VISIBLE OR MEASURABLE DEFECTS HAS BEEN INSTALLED.

How to Make a Claim

In the unlikely event that any portion of your floor should fail, with respect to any of the provision of this warranty, RW Supply+Design, at its sole discretion, to the original purchaser, will repair, refinish, or replace such portion with the same product or another product of equal value at no cost to you. This provision does not include labor costs, relocation or living expenses, removal or installation of new flooring or the removal or replacement of cabinets, furniture, moldings, and other fixtures.

To file a claim, the original purchaser must initiate a claim request by completing the on-line form at: <https://rwsupply.com/claims> or <https://portercraft.com/claims>. Claims requests must also be filed within the warranty coverage period and information verifying the date of purchase will be required. RW+ reserves the right to have a designated representative inspect the floors and remove samples for technical analysis.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. RW+ assumes no liability for incidental or consequential damages. However, some states do not allow this exclusion and may not apply in all cases. This warranty gives you specific legal rights that may vary from state to state.