

# WARRANTY

( 35/5 )  
years      years  
residential      commercial



# MERCIER

wood flooring

INNOVATION • TRADITION • PERFECTION

## **35 year warranty on Mercier Generations Greenguard Certified finish**

The manufacturer, Mercier Wood Flooring Inc. (Mercier), guarantees the original purchaser that the Mercier Generations Greenguard Certified finish, namely the total thickness of the urethane applied to its products will withstand total wear<sup>1</sup> and flaking of the surface in the course of normal residential use for a period of 35 years following the date of purchase.

1. Wear must cover at least 10% of the installed flooring surface. Loss of gloss is not considered wear.

## **5 year commercial warranty on Mercier Generations Greenguard Certified finish**

The manufacturer, Mercier, guarantees the original purchaser that the Mercier Generations Greenguard Certified finish, namely the total thickness of the urethane applied to its products will withstand total wear<sup>2</sup> and flaking of the surface for a period of 5 years following the date of purchase in the course of normal light commercial use.

- Light commercial projects include medical offices, business offices, conference rooms, specialty clothing or toy stores located in shopping centers, and similar applications (subject to approval by Mercier);
- Industrial projects are not covered (e.g., factories, assembly shops);
- Commercial projects are not covered (e.g., superstores, distribution centers);
- Installation in high traffic areas such as airport terminals is not covered;
- Specialty stores selling clothing, toys, or other items must be located inside a shopping center without customer access directly from the outside;
- Food service establishments are not covered by the warranty;
- Any project equal to or greater than 2,000 square feet must be approved by the Mercier Flooring Technical Services Department prior to installation.

2. Wear must cover at least 10% of the installed flooring surface. Loss of gloss is not considered wear.

## **Limited lifetime warranty on wood boards**

For as long as the original purchaser owns and/or resides in the premises where the Mercier products (3/4" Solid, Engineered, and LOC) were installed, the manufacturer, Mercier, warrants all grades (**except colonial and substandard boards sold on clearance**) of prefinished natural-colored or stained boards against any manufacturing defects, grading errors, and faulty finishing, including the application of stains or urethane finish. The warranty does not cover damage due to transportation, storage, installation, extreme indoor conditions (excessive dryness or humidity), pets, insects, water, negligence, or any other similar cause. The warranty covers only defective products exceeding 5% in square feet of the total quantity purchased by the customer (excluding the margin for cutting allowance). In addition to the above terms, Mercier warrants its Engineered and LOC wood boards against warping, twisting, and delamination (detachment of board layers) in normal ambient conditions<sup>5</sup> when installed in accordance with Engineered Installation Guide recommendations.

### **Caution**

The finish applied to boards increases neither the hardness of the wood nor its resistance to blows and compression. This is why pets' claws, high-heeled shoes and pointed, sharp, heavy, or dropped objects may mar or damage the surface and finish. Mercier has added a chemical screen to the Mercier Generations Greenguard Certified finish formula that blocks out the UV rays that cause wood and finishes to yellow. This protection helps preserve the original appearance of your floor as long as possible by reducing yellowing caused by prolonged exposure to UV rays. Be sure to choose a species hard enough to meet your needs.

Since this product is entirely made of natural material that reacts to the environment, changes in product dimensions that create gaps between the slats as well as the appearance of post installation cracks and checking, are related to the environmental conditions of the site and are not covered by the warranty.

6 1/2" Engineered floors as well as the Cabine pine series include some observable characteristics at time of purchase or that develop over time, these product-specific features are part of the product and are not covered by the warranty.

- Variable thickness in places;
- Localized fracture of the finish near character marks;
- Caused by the localizing of the wood's natural resins (Cabin pine Series).

## Obligations of Mercier

Under the terms of this warranty, the responsibility of the manufacturer, Mercier Wood Flooring Inc., is limited to any of the following measures, at Mercier's sole discretion and without any other form of compensation:

- i) Supply the material necessary to replace the defective boards (excluding labour and all other related costs);
- ii) Provide compensation equivalent to the cost of refinishing the floor of the room where there is complete wear of finish<sup>3</sup>;

**The warranty only covers boards, excluding cutting losses, with manufacturing or natural defects exceeding the 5% margin of error (industry standard). In case of a settlement, the residual warranty applies from the original date of purchase of the floor.**

3. Subject to a standard industry rate approved by Mercier.

## Exclusions

Mercier bears no responsibility under the terms of the warranty and will pay no compensation in the following instances:

- i) Damage has occurred other than that listed above under "Obligations of Mercier," including but not limited to loss of use of space, moving costs, hotel costs, and loss of time or goods;
- ii) The floor has been installed does not meet technical specifications found in the Maintenance Guide brochure or in summary form at the end of this document;
- iii) Product defects have been caused by improper storage or transportation;
- iv) Insufficient proof is available that Mercier's recommended maintenance instructions (found in the Maintenance Guide brochure or in summary form at the end of this document) were followed;
- v) Damage has been caused in whole or in part by negligence, abrasive substances (salt, sand, silver of glass, etc), dragged furniture (with or without wheels), high-heeled shoes, scratch, or any other use than normal residential use;
- vi) Damage has been caused in whole or in part, but is not limited to, a change in wood moisture, a flood, unusual heat, extreme humidity or dryness, a natural catastrophe, a lack of heating, insect infestation, or stains or scratches caused by domestic animals;

- vii) For repairs undertaken without the written permission of Mercier Wood Flooring;
- viii) To replace defective boards prior to installation;
- xiv) Any maturation of the wood;
- x) A product has deteriorated in some other way than total wear of the finish;
- xi) Product shipping or transportation costs have been incurred;
- xii) The customer cannot provide proof of the Mercier product purchase date;
- xiii) A slight difference exists between sample color and floor color;
- xiv) The floor has not been maintained at a relative humidity of 40% to 55% and a temperature of about 20°C at all times;
- xv) The floor (excluding Engineered boards) is installed in the basement;
- xvi) The installation of ¾" solid flooring over radiant heat systems;
- xvii) The installation of Engineered Brazilian Cherry (Jatoba), Lima, Tigerwood, Asuncion, La Paz, Sao Paulo, Hickory natural, Hickory authentic, Hickory handscrape and castello, Fuji, Westminster, Terra Nova, Hampton, Tremblant, Cap Cod, Jasper, Fundy, Wormy Chestnut, Melbourne, Adelaide and Brisbane over radiant heat systems;
- xviii) Any deformation of the product which cannot be measured or only visible under the angle or specific lighting is not covered by the warranty;
- xix) For cracking noise of a service floor, cupping or telegraphy.

## Applicable laws

This warranty is governed by Quebec provincial law, save and excepting the rules governing conflicts of law and any other law.

## Claim procedure

To make a claim under this warranty, and before altering the flooring in any way, the purchaser must first contact and file a complaint with the retailer from whom the flooring was purchased, complete with a copy of the purchase invoice, within 6 months of occurrence of the problem in question. In the event of failure to reach an agreement with the dealer, the purchaser must then send a copy of the claim and invoice within the warranty period to:

### Mercier Wood Flooring inc.

Attention of: technical service  
330 rue des Entrepreneurs, Montmagny (Québec)  
Canada G5V 4T1

Mercier Wood Flooring reserves the right to have any floor that is the subject of a complaint inspected by a designated representative and to authorize the representative to take samples for analysis purposes.

### Owner and/or Installer Responsibility

Mercier floor boards are made of hardwood, a natural material that may present certain imperfections. Mercier products are subject to strict quality standards and comply with those in effect in the wood flooring industry. Mercier employees carry out rigorous quality control checks to ensure that boards comply with the established quality standards.

In the wood flooring industry, a defect rate of 5% or less of the quantity of boards purchased is considered normal. This rate includes both natural flaws and manufacturing defects.

Prior to installation, the installer and owner must make sure that the work site and subfloor comply with conditions specified in the Mercier installation guide. **The installer and owner are responsible for inspecting Mercier brand floor boards prior to their installation.**

The installer must select boards in a reasonable manner and, when necessary, either discard, install in a less conspicuous place, or cut boards with any type of overly apparent flaw. During installation, it is standard procedure to correct minor flaws using small amounts of stain, wax pencil, or marking pen.

**Once the board has been installed, it is deemed to have been accepted by the installer and owner.**

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**Summary of Installation Requirements for Warranty Coverage. For complete details please consult the Mercier Installation Guide for Solid or Engineered flooring.**

#### Job-Site Conditions

- Mercier recommends using 3/4" plywood or oriented strandboard (OSB) panels as a subfloor on joists spaced up to 19.2" apart;
- The subfloor must be firmly fixed to the joists to avoid any panel movement that could cause creaking;
- Use flooring screws if necessary to prevent creaking.;
- **The installer or homeowner must verify the moisture level of the subfloor (plywood or OSB) in various locations using a wood moisture meter. The subfloor moisture level must not exceed 12%, and the difference between the subfloor and floorboards must not be greater than 4% of the floorboards' internal moisture level, which is 6% to 9%;**
- **The difference in level must not be more than 3/16" over a distance of 6' distance or more than 1/4" over 10';**
- The surface must be clean. Remove glue residue and staples, and drive in protruding nails;
- Choose the floorboard direction. It is strongly recommended you install boards at a 45° or 90° angle to the joist direction.

#### Environmental Conditions

Normal environmental conditions mean that the heating, the ventilation system, and/or the air conditioning is working properly and that the conditions inside your home have been kept at an approximate temperature of 20 °C (70 °F) and a relative humidity between 40% (MINIMUM) to 55% (MAXIMUM).

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Summary of Care and Maintenance Requirements for Warranty Coverage. For complete details please consult the Mercier Maintenance Guide.

Failure to closely follow these maintenance and preservation guidelines will invalidate the warranty.

- Use a vacuum cleaner to remove without delay all abrasive substances (sand, slivers of glass, crystal, cuttings, etc.) that could scratch the finish;
- Clean using Mercier's specially adapted Mercier prefinished flooring maintenance kit. Spray a small amount of cleanser on a clean cloth or the Mercier mop and wipe the surface;

- Never use wax, household detergents, or oil-based soap on the floor. Mixtures of water and vinegar are not recommended for cleaning Mercier flooring, since vinegar has an oxidizing effect on urethane over time;
- Water is one of wood's worst enemies. Never use large amounts of water to clean wood floors, or steam cleaner. The combined effect of water and sand is devastating to flooring. This is why it is important to place floor mats at each doorway and in front of the sink, dishwasher, and work areas in the kitchen;
- Glue felt pads to the legs of furniture and chairs to avoid scratching flooring when objects are moved;
- Regularly trim your pets' claws to prevent scratches and indentations;
- Avoid wearing high-heeled shoes on hardwood floors as they can mar the surface;
- Protect wood surfaces from sunlight or any source of bright artificial light. Prolonged or repeated exposure to bright light can change the color of wood, even if surfaces are coated with a non-yellowing screen;
- Small scratches are easy to repair with the Mercier touch-up kit, which may be purchased from your dealer.

For more information, contact your Mercier dealer, who will be delighted to answer your questions. You can also visit our Website at [www.mercierwoodflooring.com](http://www.mercierwoodflooring.com)

### MERCIER PREFINISHED HARDWOOD FLOORING WARRANTY REGISTRATION FORM

Fill in the registration form and mail to "Les Planchers

Mercier inc." within thirty days of purchase. Keep your invoice.

Please print.

Date: \_\_\_\_\_  
 Retailer: \_\_\_\_\_  
 Date of purchase: \_\_\_\_\_ M.  Mme   
 First name: \_\_\_\_\_  
 Last name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State or province: \_\_\_\_\_  
 Zip code: \_\_\_\_\_ Country: \_\_\_\_\_  
 Phone: (\_\_\_\_) \_\_\_\_\_  
 e-mail: \_\_\_\_\_

Status:  
 Single  Married or marital status  
 Divorced  Widow  Other

How many children live in your home?

0  1  2  more than 2

What is the range of income of your family? (k\$)

0-50  50-75  75-100  more than 100

How did you know Mercier Wood Flooring?

Radio ad  Home show  TV ad  
 Yellow pages  Mercier retailer  Other  
 Internet  Word to mouth  
 Magazine ad

Rate the following words from 1 to 5, stating if they are good or bad synonyms of Mercier.

(1 = not synonym at all, and 5 = perfect synonym)

|                                                 |                            |                            |                            |                            |                            |
|-------------------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Information available on Mercier Website        | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Information on flooring installation            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Mercier products                                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Information provided by the salesperson         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| General shopping experience of Mercier products | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Quality                                         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Beauty                                          | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Durability                                      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Clean                                           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Warm                                            | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Innovative                                      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Character                                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Authenticity                                    | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Tradition                                       | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Perfection                                      | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Variety                                         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Service                                         | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Reliability                                     | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

At home, who usually makes the renovation choices?

Monsieur  Madame  Les deux

How old is this person?

0-25  25-35  35-50  50 et +

Who chose the wood flooring brand?

Monsieur  Madame  Les deux

How old is this person?

0-25  25-35  35-50  50 et +

Did you use internet a lot to get information on hardwood flooring? (1=not at all, 5=a lot)

1  2  3  4  5

What other brands did you consider in your shopping process?

Why did you finally choose Mercier? Please mention 3 main reasons:

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

Please state on which point you agree with the following statements (1 = totally disagree and 5 = totally agree)

|                                          |                            |                            |                            |                            |                            |
|------------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| I really appreciated                     | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| The salesperson's service                | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| Mercier Website                          | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| Mercier brochures                        | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| The information available at my retailer | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   |
| Mercier display                          | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   | <input type="checkbox"/>   |

Please be sure to fill in the Mercier warranty registration form and mail it within thirty days of purchase to

**Mercier Wood Flooring inc.**

330 rue des Entrepreneurs  
 Montmagny (Québec) Canada G5V 4T1