



Since 1996

**ALSTON INC.**

*Quality . Beauty . Longevity .™*

## RESIDENTIAL HARDWOOD FLOORING WARRANTY

**PLEASE READ OVER THE ENTIRE INSTRUCTIONS BEFORE PROCEEDING WITH ACTUAL INSTALLATION. IF YOU DO NOT ACCEPT THE TERMS AND CONDITIONS OF THIS WARRANTY, PLEASE DO NOT INSTALL "ALSTON" FLOORING.**

*(Please check for details on our website [www.AlstonFlooring.com](http://www.AlstonFlooring.com) for up-to-date information and changes)*

### *100% Pre-Installation Satisfaction Guarantee*

**ALSTON INC.** has adopted the highest possible manufacturing standards for its premium hardwood floors well within the limitations of the natural materials, and, based on the accepted standards in the industry defect tolerances and variances of maximum 5% allowed. These allowances cover either natural defect within the wood-materials themselves, and/or defects that may take place in working specifically with natural hardwoods. Within 30 days of purchase, **PRIOR TO INSTALLATION**, the Installer/Owner should perform a detailed product quality inspection. The User/Installer/Homeowner has the final responsibility pertaining to the inspection and acceptance of quality, grade, workmanship, surface-finish, color, and visual aspects of **ALSTON INC.** floorings prior to installation. The responsibility is also applicable during his/her/their absence from the location of the installation(s). The installer must also utilize the product selectively and methodically. Floor material must be carefully checked and judged prior to installation; *never install any damaged or visually defective boards*. If for any reason the flooring is not acceptable at the time of final inspection, *please DO NOT install the flooring* and contact the seller or **ALSTON INC.** immediately and we will exchange the material until you are 100% satisfied or refund the money for the flooring products purchased. Once any floorboards are installed, they are deemed as accepted by the User/Installer/Homeowner.

### *Limited Lifetime Structural Warranty*

**ALSTON INC.** warrants that its engineered hardwood floorings at the time of their original manufactured condition will be free from manufacturing defects for the lifetime you own the floor. Manufacture defects would include defects in assembly, dimension, grading, lamination, and milling. Furthermore, **ALSTON INC.** warrants its hardwood flooring products, when properly installed with "**ALSTON**" brand flooring adhesives/sealer system and in accordance to our installation instructions, the flooring will not warp, twist or cup, nor will the bonded layer delaminate, for the lifetime you own the floor even when subjected to varying humidity, provided that the flooring is not subjected to excessive, extended contact with moisture or water; and provided that all installation instructions and precautions are adhered to. It should be carefully noted however that wood is living material, which reacts to climatic changes. In high humidity they absorb moisture and expand, in low humidity they release moisture, shrink and contracts. It is the responsibility of the end-user to provide stable humidity between 30~50% by the use of a humidifier/dehumidifier (depending on the climatic condition) to get the expected performance of the product. Any deformation on the flooring caused by the failure to provide the proper measures and the correct ambience is not covered by this Warranty.

**SPECIAL NOTE:** Warranty limitations for Staple-Down or Nail Down Installations: Our products are not warranted against squeaking, popping or crackling when using staple-down or nail-down installation methods. Some squeaking, popping, or crackling is to be expected when using staple-down or nail-down installation methods. In addition, our flooring are not warranted against staples or nails pullout from the subfloor.

### *Limited 15 or 25 Year Finish Warranty*

**ALSTON INC.** will warrant under normal residential conditions and uses, and providing that our maintenance guidelines are strictly followed, that our factory finish will not wear through or peel off of the hardwood flooring for 15 YEARS on our 3/8" engineered products and 25 years on all other products from the date of purchase. In the unlikely event that our finish wears through or peels off of the hardwood flooring, **ALSTON INC.** will, at our option, either: (1) replace the affected plank(s); (2) recoat the affected area; or (3) refund the purchase price prorated over the remaining years of this limited warranty, for the affected area ONLY. NOTE: Finish wear through is defined as 100% finish removal over at least 3% of the area of the total floor installation. Gloss reduction and scratches in the finish are not considered surface wear and are not covered under this Warranty.

### *Moisture Warranty*

**ALSTON INC.** warrants to the "**ALSTON**" brand engineered flooring, when properly installed with "**ALSTON**" brand flooring adhesives /sealer system, and maintained according to our instructions, will not delaminate, cup, buckle or warp due to normal Sub-floor moisture. We will repair or replace, at **ALSTON INC.**'s sole discretion, a portion or the whole floor for one time damages done due to Sub-floor moisture problems.

### *Regarding All Warranty Protections*

If in the unlikely event of product non-compliance with the above stated warranties, **ALSTON**, at its sale discretion, will repair, refinish or replace such portions with the same product or another product of equal value of the original purchase. **ALSTON INC.** shall not be responsible for any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products. If we are unable to correct the failure after a reasonable number of attempts, **ALSTON INC.** will refund the cost of replacement of materials ONLY for the portion of the floor that fails.

### *This Warranty DOES NOT cover labor costs*

**ALSTON INC.** provides the following Limited Warranties for residential uses, which extend to the original end-purchaser only (and to no other purchaser or transferee) from the date of purchase of its hardwood floorings when installed in full-compliance to the manufacturer's installation instructions, precautions and maintenance procedures, and utilized within environmental preconditions in which they are expected to perform. **ALSTON INC.** shall not be responsible for any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products.

### *This Warranty DOES NOT cover Purchases over the Internet.*

**ALSTON INC.** sells our products through authorized retailer outlets only. **ALSTON INC.** will not honor any warranty claims for any products purchased over the Internet, nor will we accept any returns for such products.

**ALSTON INCORPORATED**

13980 Central Avenue • City of Chino, CA 91710 • U.S.A. • Tel (909) 287-0668 • Fax (909) 287-0698

[www.AlstonFlooring.com](http://www.AlstonFlooring.com)

[www.AlstonInc.com](http://www.AlstonInc.com)

[www.AlstonCarvings.com](http://www.AlstonCarvings.com)



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## EXCLUSIONS

**ALSTON INC.** Disclaims liability for incidental or consequential damages, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, with respect to this product. This is the complete and exclusive statement of the warranty, and is in lieu of all other express and/or statutory warranties. Some states do not allow the exclusion of limitation of incidental or consequential damages, so this limitation/exclusion may not apply to you.

Wood will readily exchange their molecular moisture according to the relative temperature/humidity of the surroundings. These changes in different climates settings cause some boards to expand and contract and develop minor surface cracks due to low relative humidity (dryness). Seasonal checking or cracking are inherent of all the wood products, thus are NOT warranted. (Use of a humidifier/ dehumidifier may help to maintain the proper humidity level of the environment and minimized seasonal checking.) In addition, all non-engineered (Solid) flooring products may consequently experience some minor separation between boards at different times during the year due to temperature/humidity changes. This is an act of nature so it is not covered by the warranties. The warranties do not cover scratches or indentations arising from accidents, abuse, misuse, insufficient protection on furniture, improper maintenance. Dents and scratches or claw marks made by pets, spiked heels, sand, pebbles and other abrasives are considered abuse and not covered. The warranties do not cover damages caused by negligence, insects, water saturation, excessive heat and "green house" effect. The warranties also do not cover damages caused by natural weather conditions such as but not limited to: fading or discoloration caused by exposure to sun light, rainfall, tornadoes, floods, erosions, landslides, hurricanes, earthquakes and other natural disasters. Color variations, grain variations, mineral streaks, and small knots, etc... in wood flooring are also natural occurrence due to wood species, age, characteristics of flooring and exposure to sunlight spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. For these reasons, we cannot guarantee that new and/or replacement flooring will match exactly with the display samples and/or existing installed floors. The warranties do not cover damage arising from failure to follow **ALSTON INC.**, maintenance and installation procedures and/or improper alterations, modifications of the original manufactured products.

This warranty is not transferable, not assignable and it extends only to the original purchaser. **ALSTON** Flooring material purchased through Internet is NOT covered under this warranty.

## CARE AND MAINTENANCE

- **ALSTON INC.** floors have been produced with great attention to ensure the best possible quality and workmanship. The longevity of any hardwood flooring products is directly related to the proper installation and the commitment to appropriate care and maintenance.
- It should be realized that wood is a natural product with all its own natural variations of grains, colors and characteristics, which are perfectly normal with any wood product. Wood is also a living material, which reacts to changes of the climate and surroundings. During summer's high humidity, the wood absorbs moisture and expands. In winter, when the surrounding is heated, humidity drops, the wood releases its humidity, and shrinks and contracts. Therefore it is necessary that the humidity in the room, wherever any hardwood flooring is installed, must be maintained at the level of 30~50% by the use of a humidifier and / or dehumidifier; and the room temperature is kept between 60°F-80°F by heating or air-conditioning system. These conditions are good simultaneously for human health as well as for the well being of the hardwood floorings. If the humidity and temperature variation is more than the recommended settings (summer/winter) and no counter-measure is taken, it may cause problems and damages to the flooring, which are not covered by the Limited Warranty.
- Regular cleaning should also be done, either by a vacuum cleaner or a smooth broom, to remove any sand or dirt to avoid abrasion and scratches.
- A mop slightly dampened with an approved wood flooring cleaner to remove stain, grease, shoe-tracks etc could also clean the surface. No high-heeled shoes should be worn onto the floor. Never use products such as oil-soap, "mop and glow," traditional wax, or steel wool for cleaning.
- It is highly recommended to put good floor-mats at any entrance area, and rugs around the kitchen-sink and dishwasher area to protect the surface from water or detergents.
- Wipe and dry up spills immediately, never allow water to stand on the floor surfaces for any length of time.
- Install rubber or felt-like pads under any furniture bases, chair-legs etc. to prevent scratches.
- Trim pet's nails and also cover high-wear areas with throw rug where the pets tend to frequent.
- Avoid excessive sunlight or artificial light to fall directly on the surface for an extended period of time. Over a long period, UV rays and intense light may cause color changes on the wood's surface. This is a normal and natural case with wood. After some years, a professional can redo the floor lacquering and even change the color if needed. Contact the nearest dealer for additional information.

### *Here are a few recommendations that will assist you in keeping your floor in its original condition*

1. Regularly sweep or vacuum the floor to prevent sand or other abrasives from accumulating and scratching the finish. Do not wet mop your wood floor or use cleaners that must be mixed with water.
2. To help prevent scratches or water from damaging your floor place rugs inside every outside entrance of the house, in front of the kitchen sink, kitchen work stations and the dishwasher.
3. Use protective pads under all furniture and chair legs in order to ease their movement and prevent scratching. Certain types of casters may also result in damage to the floor. It is recommended that barrel-type cater wheels or flat wide wheels be used.
4. Maintain relative humidity level in your home between 30% and 50% throughout the year. Hardwood is a living material that reacts to changes in relative humidity. In areas of very low humidity, a humidifier may be required to maintain proper humidity levels. Rooms must be maintained at a temperature of 60°F-80°F at ALL times.
5. Spike or stiletto high-heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1,800 pounds per square inch, even when worn by someone of slight or average build.
6. The claws from pets can actually scratch concrete, not mentioning wood floors. Keeping the pet's nails trimmed and filed does help protect the floor.
7. Protect your floor from direct sunlight or intense sources of artificial lighting. Over time, UV rays and intense light will discolor exposed surfaces. This is a natural and normal phenomenon in wood. The lighter the color of the floor the more apparent the phenomenon will be.
8. Never use wax, oil-based detergents or any other household cleaner. These may dull or damage the finish leaving an oily residue and making the floor more difficult to clean.

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