

# WARRANTY



## 35 year warranty on Mercier Generations finish

The manufacturer, Mercier Wood Flooring Inc. (Mercier), guarantees the original purchaser that the Mercier Generations finish, namely the total thickness of the urethane applied to its products manufactured after September 1, 2003, 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. Mercier Generations is designed to provide many years of resistance to foot traffic friction without showing signs of significant wear, provided that no abrasive substances (salt, sand, glass, or other) have been present on the surface and the floor has been regularly maintained according to the manufacturer's instructions. See Maintenance and preservation guidelines. The Mercier Generations formula provides additional non-yellowing<sup>2</sup> protection to prevent yellowing of the wood and finish. It also contains an antimicrobial agent to reduce the risk of bacteria and mildew growth on the finished surface.

1. Wear must cover at least 10% of the installed flooring surface.
2. Certain products do not include non-yellowing protection. See standard product sheet for details.

## 5 year commercial warranty on Mercier Generations finish

The manufacturer, Mercier, guarantees the original purchaser that the Mercier Generations finish, namely the total thickness of the urethane applied to its products manufactured after September 1, 2003, will withstand total wear<sup>3</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 including business offices, medical offices, clothing or specialty stores located inside a shopping center, or other similar projects. Any project over 2,000 square feet must be submitted to the Mercier Technical Services Department for warranty approval. For full details on the commercial warranty, see the Mercier Wood Flooring commercial warranty.

3. Wear must cover at least 10% of the installed flooring surface.

## Limited lifetime warranty on wood boards

For as long as the original purchaser owns and/or resides in the premises where the Mercier products (Solid, Exotic, Engineered) 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 losses resulting from cutting boards during installation). In addition to the above terms, Mercier warrants its Engineered wood boards against warping, twisting, and delamination (detachment of board layers) in normal ambient conditions<sup>4</sup> when installed in accordance with Engineered Installation Guide recommendations.

Engineered boards offer greater dimensional stability than solid 9/16" and 3/4" boards. Since they are composed entirely of wood, which is a natural material, Engineered boards, like all Mercier products, may expand or contract slightly depending on ambient conditions. The boards will return to their usual shape in the normal ambient conditions listed below.

4. Normal ambient conditions entail a year-round temperature of about 20°C and relative humidity levels of 35% to 50% through the use of ventilation, heating, and humidifier systems.

## 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 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. It recommended that you avoid exposing the floor to direct sunlight or intense artificial lighting. Occasionally move carpets and furniture around to ensure even floor coloration. Each species has its own hardness index. Be sure to choose a species hard enough to meet your needs.

## 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:

- Supply the material necessary to replace the defective boards
- Supply the material and labor<sup>5</sup> to resurface the flooring in the room where the finish is completely worn through
- Pay compensation equivalent to the purchase cost of the defective boards.

## The warranty only covers boards, excluding cutting losses, with manufacturing defects exceeding the 5% margin of error (industry standard).

5. 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:

- 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.
- The floor has been installed on a concrete, radiant, or traditional subfloor that does not meet technical specifications contained in the Mercier installation guide.
- The 3/4" hardwood floor has been glued down.

- Product defects have been caused by improper storage or transportation, poor surface preparation, or installation not in accordance with the manufacturer's recommendations.
- Products have been used or installed for purposes other than residential use, including but not limited to rooms used for private home daycare.
- Insufficient proof is available that Mercier's recommended maintenance instructions were followed.
- To replace defective boards prior to installation.
- 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.
- Damage has been caused in whole or in part by a change in wood moisture caused by a flood, unusual heat, extreme humidity or dryness, or a lack of heating.
- Repairs have been carried out without the prior written consent of Mercier.
- Any maturation of the wood.
- A product has deteriorated in some other way than total wear of the finish.
- Product shipping or transportation costs have been incurred.
- The customer cannot provide proof of the Mercier product purchase date.
- A slight difference exists between sample color and floor color.
- The floor has not been maintained at a relative humidity of 35% to 50% and a temperature of about 20°C at all times.
- The floor (excluding Engineered boards) is installed in the basement.

## 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.**  
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

The consumer must plan for an additional 4% to 6% of hardwood boards (depending on the site and type of installation) when ordering material, to compensate for losses incurred when boards are cut to fit.

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.

If the installer is in doubt as to the grade, manufacturing quality, or finish of a board and is unable to install it in an inconspicuous location or eliminate the flaw, then the board should be discarded. **Once the board has been nailed down, it is deemed to have been accepted by the installer and owner.** Mercier will only replace defective boards in excess of the 5% acceptable loss (not including the 4 to 6% margin for loss due to cutting). Mercier will not cover any labor or installation costs.

## Maintenance and preservation guidelines

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. Frequent vacuuming is recommended to prevent abrasive dust from accumulating on the surface and between the boards.
- Maintain relative humidity between 35% and 50% and a temperature of approximately 20° Celsius (68°F) in the room where the flooring is installed in order to preserve the internal humidity of the wood and thus its dimensional stability (see the Mercier installation guide). These conditions are ideal for humans as well, so be sure to use the appropriate appliances, such as air exchangers, heating systems, humidifiers, dehumidifiers, etc. to control these environmental conditions.

- 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. Note that only small amounts of liquid are needed. Wash the mop cover or cloth as required. Cleaning the surface once a month is a minimum maintenance requirement.

- Never use wax, household detergents, or oil-based soap on the floor. These products may discolor and damage the finish and leave a greasy film, making the floor slippery and difficult to maintain afterwards. 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, and never use a saturated mop. Wipe up spilled water, liquids, or detergents before they are absorbed by the wood fibers. 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. Periodically examine the pads for wear and replace when needed. Avoid rolling chairs with casters on the finished surface. Put them on rugs or Plexiglas chair mats. Place floor protectors under narrow casters, or replace them with wide rubber or flexible polyurethane casters.

- Do not drag furniture or heavy objects across the finished surface. Lift any furniture to be 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. Heel surfaces are so small that the pressure exerted can easily reach 3,500 pounds per square inch. Worn or broken heels can mar flooring even more. Avoid walking on flooring in footwear with cleats or metal-tipped soles.

- 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.  Mm   
 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\$) 0-20  20-35  35-50  more than 50  
 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)

Quality	1	2	3	4	5
Beauty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Durability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Warm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Innovative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Character	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Authenticity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tradition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perfection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reliability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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?

1  2  3  4  5

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 the salesperson's service	1	2	3	4	5
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

You and hardwood floors.... If you could state in 3 words what you are expecting from hardwood floors, what would they be?

1. \_\_\_\_\_  
 2. \_\_\_\_\_  
 3. \_\_\_\_\_