

WARRANTIES AND FLOOR CARE SEQUOIA® WCF FLOORING

We are happy to see you have bought or are looking to buy Sequoia® flooring.

LIMITED LIFETIME RESIDENTIAL WARRANTY*

USMills* warrants to the original owner from the date of original purchase, that your Sequoia®** Wood Core Flooring will be free of manufacturing defects, and for the applicable warranty period will not fade under artificial light or sunlight, stain or show wear, under normal household conditions through the wear layer and will resist water damage due to wet mopping, everyday household spills and normal cleaning practices (see floor care and maintenance section below). The click locking system will remain secure under normal use conditions. Sequoia flooring can be installed over a radiant heated concrete subfloor for approved floating installation methods.

LIMITED 15 YEAR LIGHT COMMERCIAL WARRANTY

USMills warrants that Sequoia® flooring will be free of manufacturing defects and for a period of 15 years following the original purchase date the floor will not stain, show wear through the image layer, and will not fade under artificial light or sunlight.

Light commercial is defined as areas where the flooring is not exposed to heavy commercial traffic, where flooring is not exposed to heavy commercial maintenance schedule, and where the interior temperature and humidity can be controlled and maintained.

LIFETIME STRUCTURAL INTEGRITY WARRANTY

USMills warrants to the original purchaser that this flooring product will be:

- Free of manufacturing defects.
- Will not warp, cup, buckle or delaminate when properly installed and maintained according to Sequoia® installation and maintenance instructions.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, USMILLS WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

The Sequoia® Limited Lifetime residential and 15 year light commercial warranty is subject to the following conditions:

The installer is responsible to document measurements and conditions of the space including subfloor moisture content, floor levelness, installation date, etc.

Moisture readings of wood subfloors must be $\leq 11\%$ over the full surface where flooring will be installed. Any construction dampness or subfloor moisture should be remedied before installing the floor. A moisture test must be performed to determine if excessive moisture exists in the subfloor.

A polyethylene vapor barrier film is required when installing directly over concrete however not for installations directly over wood subfloors. The vapor barrier should have a minimum thickness of 6 mil and minimum density of 0.90 lbs/ft³.

Please make sure to inspect every flooring plank before installing. Installation of flooring planks with clear visual defects are **NOT** covered under this warranty.

Sequoia® flooring is only to be used in indoor, dry and climate-controlled areas.

WHAT TO DO IF YOU BELIEVE YOU HAVE A WARRANTY CLAIM

1. The original purchaser should contact the authorized flooring dealer from which the original purchase was made within 30 days of discovering the defect and notify the dealer immediately after discovering the defect (within the time period of this limited warranty).

2. The original purchaser should present a valid proof of purchase in the form of a sales receipt or invoice together with a detailed description of the problem with pictures showing the warranty problem.

You may also contact us through email at sales@usmills.com. Please include purchase date, product name or SKU number, dealer where the product was purchased, description of the problem and contact information.

Please always hold on to your original receipt and a few extra flooring planks from your flooring installation in case a repair is needed or for warranty purposes.

LIMITED WARRANTY CONDITIONS AND EXCLUSIONS:

- Warranty is only valid in North America.
- Warranty is non-transferable and extends only to the original purchaser and the original installation site.

- Applies only where the affected area is visible.
- Must be installed strictly in accordance with Sequoia® installation instructions (See Installation Instructions @ www.sequoia-flooring.com).
- Warranty shall not apply to damage arising from:
 1. Accidents, abuse, or misuse (i.e., dragging heavy or sharp objects across the floor without proper protection.
 2. Transportation or freight.
 3. Improper care and maintenance. (see our floor care and maintenance)
 4. Exposure to extreme heat.
 4. Scratch, impact or cutting.
 5. Improper alterations of the flooring.
 5. Water or moisture trapped beneath the floor or hydrostatic pressure.
- The limited warranty only applies to products that are installed indoors.
- The limited warranty excludes damages caused by flooding or continuous running water or other liquids as well as leaking plumbing, appliance leaks or any source of continuous, repetitive, long term water exposure and natural disasters such as tornadoes and hurricanes.
- The limited warranty only covers topical moisture resulting from normal household use.
- The limited warranty does not cover damage from chemicals, burns, fires, and other accidents.
- The limited warranty does not cover damage from subfloor moisture. Only topical moisture is covered. Any moisture coming from underneath the floor is not covered by the warranty.
- This limited warranty does not cover damage caused by failure to use appropriate chair pads under caster desk chairs or absence of felt protection under chair legs and stool legs.
- This floor is intended to be free-floated and therefore bound at any time. If heavy objects are placed on the flooring causing a buckle, then the object should be moved to a different location.
- Sequoia® flooring cannot be installed in areas with extremely high temperatures or humidity such as saunas and pool areas.
- Sequoia® flooring can be installed in full bathrooms. For this use, a silicone edge sealant must be applied along all vertical walls and around tubs, toilets, and showers.
- Surface damage or wear must be clearly visible, i.e., approximately one square inch.
- Moldings not supplied by USMills are not covered under this warranty.

SEQUOIA® FLOOR CARE AND MAINTENANCE

Sequoia® flooring may have some residual wax from the manufacturing process or packaging. To clean this only use a cloth or mop that is slightly dampened with rubbing alcohol, and this will remove the wax.

Regular maintenance should be done through ordinary vacuuming or sweeping. This should be sufficient to keep the floor clean. If needed, use a cloth or mop slightly dampened.

It is approved to use steam-based cleaners that are designed for use on hard surface floors and for residential use only. For tough spots, such as oil, markers, ink, tar, use an acetone-based cleaner on a white cloth and wipe the area clean after with a damp cloth to remove any remaining residue.

Important:

Promptly remove all liquid spills.

Use non-staining felt floor protectors under moveable furniture.

Do not use rotating beater bars, floor scrubbers, steamers, buffers, or steel wool.

Do not use abrasive cleaners, soaps, waxes, scouring powder or polishes.

Use doormats at each entrance to your home to prevent dirt, sand, and other substances such as oil, asphalt, and other oil-based products to attach to your floor.

Never fully flood the floor with water.

Make sure to follow the installation instructions.

To minimize the expansion and contraction of the flooring maintain the indoor humidity level between 40% and 65% all year round. Make sure the locking system is fully engaged around all sides of each plank during installation to avoid gaps and the limited warranty being voided.

Sheen or gloss differences caused by later additions or non-warranty repairs are not covered under this limited warranty.

WARRANTY/REMEDY

For claims accepted by USMills under this warranty, it will repair or replace (at its own discretion) or cover the cost of the affected flooring. For a period starting from the original date of purchase USMills will during a 30-month period pay the reasonable labor cost to replace or repair the flooring if the original flooring was installed by professional labor. If the product or color of the original purchase is no longer available, USMills will offer another USMills product of equal value.

The warranty thus only covers the flooring planks and professional replacement and NOT expenses, inconvenience, loss of time or other damages resulting from the issue claimed with the flooring. Sequoia Flooring disclaims liability of incidental or consequential damages.

To repair or replace a flooring plank or several planks you will need to remove or clear out at your expense any items covering the affected area.

The above-described remedy is the sole, exclusive, and maximum remedy available covered by this limited warranty.

No sales representative, dealer or distributor shall have any authority whatsoever to establish, expand or modify USMills' limited warranties.

*This is a pro-rated warranty. The pro-rated warranty applies for the first 25 years. After 25 years and until maximum 50 years after the original purpose, the maximum compensation will be 5% of the original purchase amount.