# Vintage Warranty and Maintenance Information

This Warranty and maintenance guide is for all Vintage Product lines.

**PIONEERED®**

For all Pioneered® solid floors
- Product Specifications: 3/4" (19 mm) Solid
- Installation: Nail - On or above ground level
- Radiant Heat: No, use Crafted®, Solid Sawn®, Northern Solid Sawn® or U-LOC®

**CRAFTED®**

For all Crafted® engineered floors
- Product Specifications: 1/2" (13 mm) Engineered
- Installation: Nail or glue - On, above or below ground level
- Radiant Heat: Yes* Check species list below

**U-LOC®**

For all 7/16" U-LOC® locking floors
- Product Specifications: 7/16" (11 mm) Drop Lock
- Installation: Glue or Float - On, above or below ground level
- Radiant Heat: Yes * Check species list below

**NORTHERN SOLID SAWN®**

For all Northern Solid Sawn® structured floors
- Product Specifications: 3/4" (19 mm) structured
- Installation: Nail, glue or float - On, above or below ground level. Chevron and Herringbone are glue down
- Radiant Heat: Yes * Check species list below

**SOLID SAWN®**

For all Solid Sawn® structured floors
- Product Specifications: 3/4" (19 mm) structured
- Installation: Nail, glue or float - On, above or below ground level
- Radiant Heat: Yes * Check species list below

**2G** Installation system
Patent protected
www.valinge.se/pat

*For more details or technical specifications, please contact a Vintage Dealer or vintageflooring.com

## Warranties

Warranty Program takes effect: April 2023 replacing all previous versions.

| Vintage Wear Warranties | | |
|---|---|---|
| | **Pearl, Semi Gloss & UVF** | **UV Urethane Oil** |
| **Residential Wear Warranty** | 35-Year | 10-Year |
| **Commercial Wear Warranty** | 3-Year | 1-Year |

Congratulations on purchasing one of the highest quality prefinished hardwood floors. This premium Vintage Hardwood floor will provide a lifetime of memorable moments. Products may be manufactured in one of Vintage's manufacturing facilities and are prefinished in Canada. Contact a Vintage dealer for more information.

**Lifetime Structural Warranty for Residential Installations**

Vintage Hardwood Flooring has strict processing controls and a rigorous quality control system. Vintage warranties all the product collections to the original owner of a non-commercial floor (see warranty exclusions for full details) in its original manufactured condition to be free from: delamination, milling and grading defects for the lifetime of the floor. This warranty excludes naturally occurring imperfections up to 5%. The relative humidity in the residence must be targeted at 45% and the maximum ranges in the specific product warranty never exceeded. Radiant heat warranty is limited as specified in the radiant heat sections. The warranty does not cover the normal movement and reactions of wood to humidity and damage as listed in the exclusion list. To fulfill this warranty, the owner, builder, or installer must ensure the site preparation, installation, maintenance and care guidelines are followed. Vintage Hardwood Flooring's liability for this warranty is limited solely to the defect amount more than the standards above and is for the flooring material only.

**35 Year Finish Wear through Warranty for Residential Installations**

This warranty guarantees to the original purchaser of a non-commercial floor (see warranty exclusions for full details) that the standard Vintage Semi-gloss, Pearl and UVF finishes will not wear through or peel for 35 years from the date of purchase. UV Urethane Oil and custom gloss finishes are not covered by this warranty. The wear warranty is applicable for non-structural defects only. Checks, lines or peeling that appear on the surface of knots, checks, holes, as well as color variation and other related natural character allowed for in the grades are not covered under this warranty. The floor must be installed and maintained in accordance with Vintage's installation and maintenance guidelines. See warranty exclusions for other limitations.

The floor must be regularly maintained in accordance with Vintage Hardwood Floorings guidelines to validate this warranty. The sole remedy to correct the issue pursuant to this warranty shall be limited to the repair, refinish or replacement of the floor at the discretion of Vintage Hardwood Flooring to correct the issue. Any attempt to modify, repair or replace products prior to authorization of Vintage Hardwood Flooring will void this warranty. See warranty exclusions for other limitations.

**3 Year Finish Wear through Warranty for Commercial Installations (Special ordered as "Commercial Finish")**
This warranty guarantees to the original commercial purchaser (see warranty exclusions for full details) that the standard Vintage Semi-gloss, Pearl and UVF finishes will not wear through or peel for 3 years from the date of purchase in a commercial environment. Heavy traffic environments, including exterior main access ways are excluded. UV Urethane Oil and custom gloss finishes are not covered by this warranty. The wear warranty is applicable for non-structural defects only. Checks, lines or peeling that appear on the surface of knots, checks, holes, as well as color variation and other related natural character allowed for in the grades are not covered under this warranty. The floor must be installed and maintained in accordance with Vintage's installation guidelines. See warranty exclusions for other limitations.

**10 Year Limited Residential Wear Warranty - UV Urethane Oil Finish (not an Oxidative Oil)**
Vintage warranties to the original purchaser of a non-commercial floor (see warranty exclusions for full details) that its UV Urethane Oil will not wear through the finish in normal residential use within 10 years from the purchase date. The thin finish of UV Oil must be carefully maintained, including regular care and maintenance that cleans the floor. Failure to care and maintain the floor for any period, as described in the Vintage care instructions, can lead to failure of the floor finish, and void the warranty. See warranty exclusions for other limitations.

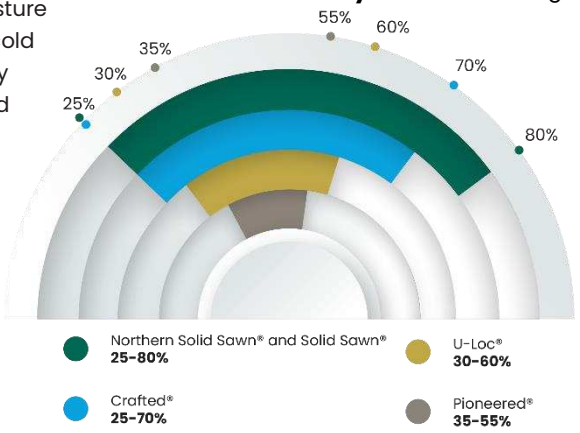
## Humidity Control (Gapping, Cupping and Splits)

Humidity presents the greatest risks to the floor. Relative humidity is the ratio of the actual amount of water vapor contained in the air at a given temperature to the maximum amount of water vapor that air can hold at that temperature, expressed as a percentage.

Wood is a hygroscopic material. Always containing water, it constantly exchanges water vapor with the air, picking it up when atmospheric relative humidity is high, and giving it off when relative humidity is low. Since wood swells as it absorbs water, and shrinks as it releases water, both its moisture content and its dimensions are controlled by the relative humidity of the surrounding air and subfloor. Wood moisture content is equal to the weight of water contained in the wood divided by the total weight of the wood, expressed as a percentage.

Inside homes, where the relative humidity (RH) of outdoor air drawn inside is drastically altered by heating and cooling controls, wide seasonal swings in relative humidity, wood moisture content and dimensions can occur. Since warm air can hold more water vapor than cold air, the relative humidity of the air with a certain absolute humidity can be changed by simply changing its temperature. If in winter, for example, outside air at 20˚F (-6˚C) and 65% RH is drawn inside and warmed to 70˚F (20˚C) without humidification, its relative humidity drops to about 10%. In summer, outside air at 70˚F (20˚C) and 60% RH that flows into a basement at 60˚F (15˚C) will end up at 82% RH. To minimize this movement, the relative humidity must be maintained according to product specifications for all products. Fig. #1. Very high humidity may cause a floor to cup, crown or split.

**Relative Humidity Chart** Fig#1




Northern Solid Sawn® and Solid Sawn® floated installation relative humidity warranty: 30 - 60%

Very low humidity may cause gapping, splitting, and checking.

All Vintage hardwood floors must be stored in a controlled environment.

Vintage's Crafted® hardwood flooring is designed for areas requiring a thinner construction 1/2". Crafted® will perform well if humidity levels are maintained with warranty limits. If floors are exposed to relative humidity conditions higher or lower than warranty limits for extended periods of time, tenting or panelization are potential issues, respectively.

**Special Note for Solid Sawn®, Northern Solid Sawn® and U-LOC®**
Although these products are more stable, they can still react to changes in relative humidity according to the season. Minor cupping, crowning, face distortions, etc… is considered normal when near the limits of the stability warranty and is not covered under this warranty. Raising or lowering your humidity level towards the middle of the warranty range will resolve this issue.

Vintage's Solid Sawn® and Northern Solid Sawn® hardwood flooring will perform well with high humidity. However, if the humidity drops below the warranted levels the face lamella will start to contract. The construction of these products is such that the core material will minimize the face lamella's contraction. If the humidity drops below the warranted levels the core will continue to do its job and minimize the contraction again. However, there comes a point where the face lamella is under so much stress, and the core is now allowing the face to move (minimize cupping) that the face lamella has no other choice but to relieve its pressure by stress cracking. Stress cracking is not covered under this warranty.

It is important to check and document both the ambient humidity and the moisture of the subfloors. More than a 2% difference in moisture on 3 1/4" and wider floors (4% difference on 3" and narrower on solid floors) will cause the floors to expand/shrink and cup. Wet subfloors and high humidity environments can cause gapping, creaking, movement and create splits as the wood dries and returns to a normal humidity levels. Un-insulated heat ducts or radiant heat can also cause extreme drying leading to gapping and splitting. Gapping, cupping, and splits resulting from moisture & humidity excesses are not covered under Vintage's Warranty. Generally, wood flooring should not be installed over crawl spaces. If necessary, ensure the crawl space has a 6 mil CGSB polyethylene over all exposed earth and that sufficient cross ventilation exists in order that no moisture accumulation occurs. Follow local building codes.

## Radiant Heat Instructions & Warranty

Vintage will only warranty certain species of wood, Fig. #2 in the Crafted®, Northern Solid Sawn®, Solid Sawn® and U-LOC® product lines. Vintage will not warranty Pioneered® solid flooring over radiant heat.

Important Note: The standard installation warranty also applies in addition to this compliance. Maximum Temperatures:

- Maximum tube temperature out of boiler 129˚F (54˚C)
- Maximum concrete temperature 81˚F (27˚C) below hardwood flooring

IMPORTANT If using a different radiant heat system (instead of the in-slab mentioned above), speak to a heating contractor and confirm that the maximum temperature of the subfloor (under the hardwood flooring) CANNOT exceed 81˚F (27˚C).

The humidity level in the home MUST be maintained ABOVE the listed levels to validate the warranty.
Crafted® Engineered Hardwood Flooring 25%
Northern Solid Sawn® Structured Flooring (nailed or glued) 25%, (Floated installation 30%)
Solid Sawn® Structured Hardwood Flooring (nailed or glued) 25%, ( Floated installation 30%)
U-LOC® Drop Lock Hardwood Flooring 30%

A common problem that happens is that the floor will cup and/or crack when the radiant heat is "cranked up" by individuals that are cold. This rapid increase in heat "shocks" the floor and can cause cracking or failure of the floor. Raising the heat above the maximum temperature recommended by Vintage will void the warranty.

Best Practices
Room temperature should be maintained at ± 72˚F (± 22˚C) for at least one week. The sub floor must be dry and basement well ventilated. Relative humidity must be maintained around 45%.

Other Best Practices: • Calcium chloride test • Polyfilm test • Thermal sensors

## Installation on radiant heat system

Fig. #2

| Species | | Vintage products | |
|---|---|---|---|
| Black Walnut | Yes | Pioneered® | No |
| Hickory | No | Northern Solid Sawn® | Yes |
| Maple | Yes* | Solid Sawn® | Yes |
| Red Oak | Yes | U-LOC® | Yes |
| White Oak | Yes | Crafted® | Yes |

* Indicated species that are more susceptible to movement and special attention must be taken to adhere to maximum temperatures.

For more detailed information about the Radiant heat warranty, please contact a Vintage dealer.

## Window coverings

Flooring will change color to varying degrees depending on wood species and stain when exposed to UV light. Vintage's UV blockers will delay this reaction; however, exposure to direct UV light may cause rapid discoloration and possible damage to the wood surface. All windows, including windows that offer UV protection from some bands of UV, must have coverings to prevent direct and prolonged exposure to direct sunlight. Vintage does not warranty color fading due to exposure to direct sunlight.

## Warranty Exclusions

Any damage or failures, but not limited to the following, are not covered by Vintage Hardwood Floorings warranty:

- The finish wear surface must be easily noticeable and cover at least 15% of the total floor area for a claim to be considered.
- Damage or structure failure relating to installation and interior conditions that do not comply with Vintage's installation requirements.
- Damage due to improper care or failure to comply with Vintage's maintenance and care instructions.
- Structural defects natural in the wood where the finish cracks, contains voids, or color variation that appear on the surface of a knot, check, split, hole or similar naturally occurring wood character in the grade.
- Natural expansion, contraction and tensions caused by woods reaction to humidity variations.
- Wood displacement due to nailing, stapling or installation (i.e., dimpling & nail pops)
- Gloss changes due to wear or use, including variation in replacement boards.
- Damage due to water, spills, steam mops, excessive cleaner, wet mopping, moisture, sink/dishwasher/pet bowl/planter spills that will cause distortion of the wood and blistering and peeling of the finish.
- Dents, scratches, high heel marks, pet damage, chemical & adhesive damage. Use of tape except 3M blue tape.
- Natural discoloration of the finish, aging, fading, or darkening of the wood and excessive unprotected exposure to sunlight, including uneven discoloration under rugs & furniture.
- Natural color and character marks in the wood as allowed in the grade. (Samples do not show all possible character marks allowed in the entire floor).
- Environmental extremes of heat, dryness or humidity that exceed the product specified humidity range.
- Construction damage, on textured surfaces, can contaminate the naturally occurring or intended undulations in the surfaces. (i.e., drywall dust).
- In all cases, any warranty, remedy, or repair must first be approved by Vintage Hardwood Flooring.
- Action taken prior to Vintage's approval will void the warranty claim.
- The corrective action to remedy any warranty issue is the exclusive right of Vintage Hardwood Flooring.
- This Warranty only applies to defects more than the 5% on boards under 4" and 8% on boards 4 1/4" or over.
- Vintage's liability under this warranty is limited to the replacement or repair, of any portion of the floor, solely at Vintage's discretion, and only up to the total purchase price of the floor (excluding installation). Vintage will not be liable for other costs, including labor, installation, moving or accommodation costs.
- Any hardwood floor that has received a special treatment to add distinctive markings and/or texture, to the wood (known as textured floors) are more subject to dirt accumulation and build up than smooth floors. This occurrence is normal and would not qualify as a claim. Any liquid, dirt, drywall dust or greasy substances (i.e., oil, food, etc.) must be removed promptly and general maintenance must be adapted to this kind of surface (refer to maintenance guide for more information).
- These warranties, which begin from the date of purchase, apply only to the original purchaser so long as he or she resides in the home where the product was originally installed. These warranties are not transferable or assignable and they do not apply to non-residential, rental, or commercial purchases/installations.

## Filing a Claim

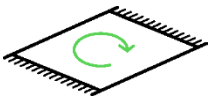
To file a claim, contact your authorized Vintage Hardwood Flooring Dealer or Builder where you made your purchase. They will assess and complete a claim form if warranted, that will require the details of original purchase, proof of purchase, payment confirmation, installation, environment conditions and details of the issue.

Vintage at its discretion reserves the right to be provided detailed pictures of the floor, access for inspection, and/or removal of samples for analysis.

## Maintenance



Use a recommended hardwood flooring cleaner. Vintage hardwood cleaner has been specially formulated to eliminate streaking and residue.



Place floor mats at all entranceways to keep dirt and moisture from being tracked on your floor. Place walk off mats at all exterior entrances. This will capture much of the harmful dirt before it ever reaches the hardwood floor. Shake out, wash, and vacuum mats and rugs frequently.



Vacuum and sweep your floor as often as required to eliminate dust and debris from your floor. This may have to be done daily, depending on the amount of traffic in your home. Use Vintage's Maintenance kit as needed to remove grime.



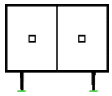
Never wet mop your floor with water. Do not use vinegar, bleach, household cleaners or any oil-based detergent on your hardwood flooring. These can also leave greasy and/or cloudy film or damage the finish.



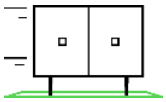
Do not use steam cleaners or any other type of wet mop systems.



To avoid water marks, never let spills of any type remain on the surface of the floor. Wipe up spills immediately.



Use adequate floor protection (felt pads) under all furniture and chair legs, to ease their movements and to prevent scratches and dents. Replace as required or regularly. High quality cotton backed or soft rubber pads on rugs are recommended.



When moving heavy furniture or appliances, put a large heavy blanket and/or hard board underneath them to avoid scratches and dents.



Do not wear high heels on your hardwood floor. Spiked shoes exert approximately 1000 lbs per square inch. Old, unprotected tips will dent any hardwood floor.




Try to maintain an average humidity level of 45% to minimize the expansion and contraction in your floor. Use a hygrometer to help monitor humidity levels throughout the home.

Minimize surface scratches by keeping your pets' nails trimmed.

Utilize curtains, blinds, or shutters to avoid prolonged exposure to sunlight. Rotate area rugs occasionally to minimize discoloration from sunlight.

**Heavy or deep scratch repair:**
Vacuum and clean your floor with Vintage floor cleaner and let the floor dry. If you have removed the finish and stain and are seeing the unfinished wood, use a color matched pen and fill stick to color the unfinished wood fibers (if the floor is natural, no stain is required). Stay within the line and try not to color on the unaffected area. Vintage has color touch up kits to match all standard colors offered.




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