



commercial hardwood
maintenance & warranty

Commercial Hardwood

Warranty

Pre-Installation Warranty: Boards/planks containing manufacturing defects are eligible for replacement. Return unused boards/planks for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for grade will not be replaced (see item 4 under exclusions). Inspect all materials carefully prior to installation. Warranties do not cover materials with visible defects once they are installed. Installation constitutes acceptance. NOTE: Organic Solid & Engineered 5 6 7 are textured prior to drying, to achieve the true look of reclaimed. As such the edges will have height variations just like material reclaimed from an old building. Over and under or height variation from plank to plank is an inherent part of the rough sawn nature of reclaimed, which Hallmark floors emulates in our manufacturing process. This is not considered to be a defect. Each Hallmark Floors board/plank is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. Wood and vinyl materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience change.

Structural Warranty: Hallmark Floors warrants that the boards/planks will remain free from manufacturing defects for the indicated period in a commercial application, for as long as the original owner/occupant is in commercial space. In the unlikely event that any structural aspect of the plank/ tile fails, Hallmark Floors will repair, replace, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner/occupant of the space and are non-transferable.

Finish Warranties: Our Truemark® and NuOil® finishes in commercial settings are guaranteed not to wear through for the indicated period, when properly maintained.

Radiant Heat Warranty: It is critical that the floor be installed to Hallmark Floors' specifications. The surface temperature of the floor should not exceed 85° F. Relative humidity should be maintained at a minimum of 30 to 50%. Hydronic, water-based systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed using the floating or glue down installation method.

Products Excluded from Radiant Heat Warranty:

All Hickory and Solid products.

Warranty List

Alta Vista	EN31, EN32	Moderate & General Commercial	3 Year Commercial Finish 10 Year Commercial Structural
Ventura	EN31, EN32	Moderate & General Commercial	3 Year Commercial Finish 10 Year Commercial Structural
Chaparral	EN31	Moderate Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Organic Engineered	EN31, EN32	Moderate & General Commercial	3 Year Commercial Finish 10 Year Commercial Structural
Organic Solid	EN31, EN32	Moderate & General Commercial	3 Year Commercial Finish 10 Year Commercial Structural
Hacienda	EN31	Moderate Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Heirloom	EN31	Moderate Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Moderno	EN31, EN32	Moderate & General Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Silverado	EN31	Moderate Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Monterey	EN31	Moderate Commercial	5 Year Commercial Finish 10 Year Commercial Structural
Novella	EN31, EN2	Moderate & General Commercial	5 Year Commercial Finish 10 Year Commercial Structural



Exclusions to Warranties

1. Color Variation: Wood is a natural product and will vary in color and grain appearance from board to board. This is considered a natural aspect of the product.

2. Light/Sunlight Exposure: Changes will occur (patina) when wood is exposed to UV rays from sunlight, florescent, LED, and incandescent bulbs. Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence. Walnut and tropical species, such as Brazilian Cherry, (Exotic Collection), are more susceptible to light due to their high content of natural oils.

3. Squeaky Floors: Squeaks are related to movement. Incorrect installation methods, or structural issues create squeaking and is not considered a defect.

4. Pre-Installation Inspection of Boards: Boards containing manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.

5. Improper Installation: Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the hardwood floor. Cabinets and built in appliances should never be installed on top of the wood floor. Hardwood flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

NOTE: Should cabinets be installed on top of wood floors, product warranty remains in tact. However, in the unlikely event that the floor experiences problems, Hallmark Floors will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice. Never install cabinets on top of floating wood floor.

6. Gloss Levels and Color Variation: Wood is a natural product, color and gloss level can vary from board to board.

7. Adverse Environment: Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet urine, vomit, or pet claw damage is excluded from this warranty. Use of hardwood flooring in laundry rooms and full bathrooms is not recommended. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the floor will damage the hardwood floor.

8. Reaction to Environmental Conditions: Wood is a product of nature. As a natural material, it will expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity seasons are normal and not considered a defect. Maintaining optimum humidity levels of 30 to 55% will minimize these occurrences. Allowing relative humidity levels to fall below 30% for a prolonged period can result in structural damage to the floor such as large gaps, splits in the surface, distortion of the boards and structural failure. Humidity levels above 55% for prolonged periods can result in surface warping and structural failure of the boards.

9. List of Approved Cleaning and Maintenance Products:

TrueMark® - Trueclean

NuOil® - Hallmark NuOil® Floor cleaner and Hallmark NuOil® ReNu

Use of steam cleaners / wet mopping / use of unauthorized maintenance products will damage the floor and invalidate the warranty.

10. High Traffic Areas: High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential or Commercial Finish Warranties to apply.

11. Internet Purchases: Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report.

NOTE: See Hallmark Floors website for full internet selling policy at www.hallmarkfloors.com.

This warranty is limited to commercial use and does not apply to industrial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time. This commercial warranty applies to all Hallmark Floors products purchased after January 1, 2016. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor.

Refer to www.hallmarkfloors.com for the latest, updated information.



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