

LIFETIME GUARANTEE FOR HEARTPLANK® PRODUCED BY RAPPGO

Rappgo protects the original purchaser with an encompassing guarantee for our wood flooring for as long as he or she owns the home. The finish part of this warranty is limited to residential applications only and does not apply to commercial or industrial use. Rappgo provides this comprehensive guarantee covering its flooring products purchased after January 1, 2004.

Rappgo proudly guarantees that its products will remain free from manufacturing defects for as long as you own your home. Manufacturing defects would include defects caused by improper milling, laminating, grading or assembling.

PRE-INSTALLATION GUARANTEE

Each floor plank that we manufacture is carefully inspected at our factory. As an additional precaution, we urge you and your installer to inspect each plank prior to installation. Any visible defects should be reported, and we will immediately arrange for replacement flooring to be provided at no charge. Rappgo accepts no responsibility for costs incurred when a floor with visible defects has been installed.

FINISH GUARANTEE

Rappgo flooring has a durable UV hardened, acrylic polyurethane finish. We guarantee the finish for 25 years from the date of original purchase. This warranty is valid only for a defect, which covers at least 10% of the installed floor.

STRUCTURAL GUARANTEE

Each Rappgo floor board is processed in a sophisticated manufacturing system, where every board is constructed under intense heat and pressure to ensure quality. In the unlikely event that any structural part of a board should fail, we will repair or replace it, at our option, at no charge. Should any such defect occur during the first twelve months, we will not only replace or repair the floor plank in question, we will also have it reinstalled free of charge, exclusive of the cost of any required refinishing

MOISTURE GUARANTEE

Rappgo floors are specifically engineered to withstand the normal effects of moisture and dryness. We guarantee our floors against damage caused by normal moist or arid conditions (30-60% relative humidity), provided that they are properly installed and maintained according to our installation guide.

Rappgo floors are warranted against excessive movement and, if glue-down installation is used, releasing from the subfloor due to water migration up through the concrete only. **THIS WARRANTY ONLY APPLIES IF THE SUBFLOOR IS TESTED AND THE FLOORING IS INSTALLED IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS. SO IT IS CRITICAL THAT BEFORE INSTALLATION, ALL SUBFLOORS ARE INSPECTED AND TESTED AND ALL DATA RECORDED FOR DRYNESS OR MOISTURE PROBLEMS IN ACCORDANCE WITH ALL INSTALLATION INSTRUCTIONS.** We require that you retain ALL documentation regarding your pre-installation tests. This may assist you if a claim has to be filed under this warranty. This warranty provides for a one-time only repair due to subfloor moisture caused by water migration up through the concrete only. For glue-down installations, Rappgo recommends Bostik's Best urethane adhesive.

RADIANT HEAT GUARANTEE

Rappgo floors are ideal for installation over radiant heated subfloors. As long as it is properly installed over a warm water or electric heating system with a terminal mass material between heating elements and floor, and maintained according to our radiant heat installation and maintenance sheet, your Rappgo floor will be covered by our structural and moisture guarantees. Exceptions are Beech and Maple floors, which are more sensitive to fluctuations in moisture levels and are not to be used over radiant heated subfloors.

In order for this guarantee to be in effect, the surface temperature of a Rappgo floor must never exceed 80_F, not even when covered by furniture, area rugs or other items. This means a maximum surface temperature of approx. 73_F in uncovered floor areas and an approximate room temperature of 70_F in a normally heated room. **Note: When using the floating installation method over a radiant heated subfloor a good vapor barrier must be used under the Rappgo floor.**

RESURFACING GUARANTEE

At Rappgo we are proud to offer an engineered plank floor with a very thick wear layer, 1/6 inch. We warrant that, when used under normal residential conditions and in accordance with proper maintenance, our floors can be professionally resanded and resurfaced a minimum of 3 times.

In order to qualify, removal of the factory finish must be performed by a professional floor refinisher and result in the removal of no more than 1/32" on each occasion.

Due to the nature of wood grains, we cannot warrant your ability to remove or alter coloration or remove dents, scars or scratches, and of course, since we have no control over the actual resurfacing process, once the factory surface is altered or removed, neither the Resurfacing Guarantee nor Moisture Guarantee apply.

EXCLUSIONS AND LIMITATIONS OF LIABILITY

This warranty will not apply and Rappgo will not be in any way liable in the event of:

Improper installation. Installation must be in accordance with instructions and recommended procedures provided with each floor.

Improper maintenance. Maintenance must be in accordance with the instructions and recommendations provided with each floor. Use of floor maintenance products not specifically manufactured for use on this type of flooring may damage your floor.

Damage due to water saturation such as a leaky faucet, broken pipe, wet-mopping, spills or standing water.

Extreme environmental conditions. Naturally, we cannot be responsible for extreme conditions such as exposure to extreme heat, moisture, dryness or rapid fluctuations in any such conditions. Excessive ground moisture caused by natural weather conditions including (but not limited to): excessive rainfall, hurricanes, tornadoes, flooding or other natural disasters.

Misuse. This warranty does not extend to damage caused by misuse, abuse or accidents. This includes, but is not limited to, damage caused by high-heeled shoes, heavy furniture or equipment impact, scratches or scarring caused by pets, sharp or pointed objects or worn-out shoes, by exposure to ultraviolet light or the use of any oil soap or ammonia based cleaners.

Alterations/Repairs. This warranty does not cover alterations, including refinishing or repairs

SPECIAL HARDWOOD PRODUCTS INCORPORATED

made to the flooring.

Reinstallation. Our obligation to reinstall properly replaceable floor boards does not include any obligation on our part to resurface worn flooring or to provide for the cost thereof.

Normal color variations. Wood is a natural, living product and color variations are a normal occurrence within the original flooring. Further color changes in the wood should be expected as your floor increases in age.

This warranty applies only to the original purchaser and to flooring in its original installation and is not transferable. The warranty is applicable to residential dwellings only and does not extend to commercial or industrial use. There are no other guarantees, expressed or implied, including merchantability or fitness for a particular purpose, other than those listed within this guarantee. No retailer, installer, dealer, distributor, agent or employee has the authority to increase the scope or alter the terms or coverage of this warranty.

Under no circumstances shall Rappgo be liable or in any manner responsible for any claim, loss or damage arising from the purchase, use or inability to use its products or from any special, indirect, incidental or consequential damages, regardless of theory, including, without limitation, punitive or exculpatory damages or attorney's fees.

This warranty gives you specific legal rights, which may vary from state to state. Some states do not allow the exclusion or limitation or implied warranties or of incidental or consequential damages.

Please note that evidence of the purchase date and identity of the original purchaser is a condition for warranty coverage and we strongly recommend that you keep it, together with our installation guide and radiant heat installation/maintenance sheet (when applicable), in a safe place.