

Timeless Legacy Floors Haven Warranty Guide



Terms for limited warranty periods				
Thickness	Wear Layer	Backing	Residential	Light Commercial
2.0 mm	0.3 mm	Dryback	15 years	5 years
2.5 mm	0.5 mm	Dryback	25 years	10 years
3.0 mm	0.5 mm	Dryback	Lifetime	10 years
5.0 mm	0.5 mm	Dryback	Lifetime	20 years

COVERAGE

Treeco warrantys that its Haven Collections will cover the below under normal use and maintenance.

- Will not wear through print film under normal use within warranty term
- Will be free from manufacturing defects
- Will not stain from common household stains
- Will not rip and tear from common use
- Will not discolour from mold, mildew or alkali
- Will not be significantly diminished by exposure to water and be free from degrading, delamination, and structural integrity of the floor and proper installation
- Will not fade from sunlight or artificial light under normal household use with proper window treatments and maintained in accordance with our recommended maintenance guidelines



EXCLUSIONS TO THIS LIMITED WARRANTY

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness, or irregularities.
- Damage caused by fire, burns, abuse, flooding, mildew, spills, scratches, abrasive scouring pads, scuffing, staining, construction, or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling load, castor wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to direct sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- But this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- This Limited Warranty is void if, prior to installation, this

flooring is not acclimated to room temperature

- Between 65°F - 95°F / 18°C - 35°C at job site for a minimum of 72 hours and, if post-installation, such flooring is not continuously maintained at such temperatures.
- Correctly constructed wood underfloors are not subject to moisture transmission. The commercial warranty applies only to floors installed directly on concrete subfloors. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing, and appliance leaks, and water leakage through sliding glass doors is not covered.

WARRANTIES

- There are no warranties beyond this expressed limited warranty. All other warranties, including warranties of merchantability or for a particular purpose, are excluded.
- Treeco excludes any liability for lost profits and will not pay any other indirect, special, incidental, or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty. The remedies contained herein are the only remedies available for breach of this warranty.