



# The Brushed Patina Collection Natural Oiled Wood Flooring

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# Section I: Forward to Warranty

## Warranties—How About the Truth

Tesoro Woods prefers to set the performance expectations for wood flooring and flooring finishes in a realistic manner up front. In doing so, we believe a little truth goes a long way.

If you read most of the other wood flooring manufacturer’s warranties, you will find in big bold print outlandish claims such as: “Lifetime Finish Warranty & Lifetime Structural Warranty!”

Some offer 25-year warranties; some offer 15-year; some merely 10-year warranties. What does it all mean? Is one manufacturer’s product really that much better than another’s? Is one warranty better than another?

Before we address these issues and delve into what exactly hides in their warranty “fine print”, Tesoro Woods would like to look at two separate issues:

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## The Properties of Wood

All wood flooring is constructed of either solid wood (just one piece in thickness), or engineered wood (comprised of several layers of wood). As such, because wood is a living material, it reacts with water in much the same way your kitchen sponge does:

- 1) It can and will absorb water when exposed to water either in the form of liquid water or also will draw in/give away water from the humidity in the atmosphere and/or also from the subfloor the flooring touches.
- 2) When it does absorb water, wood swells in size and may cup or crown. 3) When it dries out, wood shrinks in size and may also cup.

The only difference between engineered wood flooring and solid wood flooring is that engineered flooring, because it is bonded in alternating layers with the grain in each layer in an opposite direction, makes the wood somewhat more stable (partially limiting how much the floor swells/shrinks), than solid wood flooring. However, engineered wood flooring still shrinks/swells as it gains/loses moisture! And just like a sponge, wood flooring can crown or cup depending on how much and from where the floor gains/loses moisture.

Each species of wood shrinks/swells at a lesser/greater rate unique to each species. This is a simple mathematic formula. For each gain of 1% moisture content a certain species of wood will gain X% in width. This formula simply represents the physical laws that apply to that individual species of wood and they are immutable.

So the bottom line is, no manufacturer warrants wood flooring to be impervious to water!

(More on this when we get to the "Fine Print" section.)

## The Properties of Finishes

All finishes, even with all the recent improvements to durability, will scratch and dent. If you drag something heavy across the floor you scratch the finish and perhaps even get under the finish itself and scratch/gouge the underlying wood, while you also may pull the overlying finish off. All finishes will dent when pressed hard enough.

All finishes will wear from abrasion. If you allow sand and grit to lie on the floor, foot traffic will grind the finish down. Excessive foot traffic will also do the same over time. Initially the finish will dull in these areas. Eventually, the finish will wear down to bare wood if not recoated beforehand.

Hardwax natural oils, used on the Natures Lodge Collection are much more advanced than other natural oils such as tung oil and linseed oil sometimes used to finish wood. They are cured and create a hard durable finish that is safe and healthy as opposed to many of the chemicals used in more modern finishes. But the performance of hard wax oil finishes will not perform as well as a

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finish with aluminum oxide and other hard particles added, not that it can't remain as beautiful but it requires regular maintenance. There are additional benefits to natural oil finishes in comparison to urethane and resin based finishes.

Benefits and Limitations of natural oil finishes:

- Healthy option – natural oil finishes are safe for the end consumer in their home office or store and are also healthy for the laborer who runs the finish line at the mill. Often overlooked modern finishes and glues used in engineered wood products contain formaldehyde and other dangerous chemicals that off gas and affect the people making the product as well as the people who live and work on the flooring.
- Spot reparability – if an area of a modern day finish is scratched it will show a drastic white line along the scratch. These scratches can be muted but not repaired individually without sanding the whole floor. Natural oil finishes allow for repairing individual scratches or areas of wear by top coating with more of the natural oil.
- Real wood feel – unlike many modern day film finishes which put a plastic-like coat on the top of the wood many times creating a high gloss plastic look and feel, natural oils make wood look and feel like wood while at the same time protecting the wood from wear and moisture.

So the bottom line is, once again, no flooring manufacturer warrants their finish to be impervious to wear, much less abuse and all have a long list of what they consider abuse. (Once again, more on this when we get to the "Fine Print" section.)

Tesoro Woods's approach to warranties is to be realistic about product performance and equally open regarding our warranty and its limitations. Our fine print is reserved only for legalese.

As natural oil finishes become popular again it is particularly important to set the correct expectation of the performance of these finishes. Tesoro Woods uses hard wax oils in our Nature's lodge collection.

## The Usual Fine Print

Here is what typically is excluded in the fine print from the so-called "Lifetime Warranties" that many manufacturers tout today.

On Wood:

1. Engineered Wood Flooring will not delaminate (only if not soaked in water, either from below or above).
2. Engineered Wood Flooring will not move (only if not soaked in water from above or below and if installed on a site that is maintained with a relative humidity between 40% and 60%).

On Finish:

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1. Will not peel or blister (only if not soaked in water or exposed to chemicals/solvents/alkalines/acids).
2. Will not wear through to bare wood (residential use only and only if proper maintenance procedures are followed, meaning keep them clean and free from grit and, in addition, many manufacturers require recoating when showing first signs of wear).

## The Warranty Killers

Here is what is included in the fine print as warranty “killers” by most manufacturers:

1. Soaking in water from above or below.
2. Wet mopping and failure to clean up spills.
3. Wet subfloor.
4. Relative humidity at site below 35% or above 65%.
5. Failure to protect the floors from sand/grit, pets, high heels, chair/furniture without protectors, lack of mats at entry ways, excessive foot traffic, household chemicals, abrasive cleaners, etc.

Also, one should know most finish warranties don't consider a change in sheen/gloss levels to be a defect—only peeling or complete wear-through is.

## In Conclusion

So the answer to the question, is one manufacturer's warranty of “Lifetime” better than another's at ten years? is that the Lifetime Warranty is only slightly better. This is due to the fact that almost all causes for possible product failure (other than manufacturing process failures such as finish adhesion and glue bonds, which almost always appear within one year) are excluded in the fine print anyway!

And, as most reputable flooring manufacturers quickly take advantage of the new improvements to finishes and engineering as they become available from their suppliers, most similar flooring products are roughly equal in performance, regardless of warranty. You just have to be sure that the latest High Wear finishes are being used.

Tesoro Woods's approach to warranties is to be realistic about product performance and equally open about our warranty and its limitations. Our fine print is reserved only for legalese.



## Section II: TESORO WOODS Warranty

### Warranty Overview

Who is covered under this Limited Warranty:

- The original buyer/installation site owner when the flooring is used in a residential (as opposed to commercial) setting.  
(Note: This warranty is non-transferrable to subsequent owners.) Installation

Instructions to Use:

- Tesoro Woods engineered single strip wood flooring installation instructions.

Maintenance Instructions to Use:

- maintenance instructions Claims Procedures:
- In the event of a claim please visit our website to download our claim form. Upon receipt of the written claim, Tesoro Woods will act expeditiously to settle the matter but reserves the right to physically inspect the floor and remove samples for lab tests. Tesoro Woods shall report its findings back within 60 days of receipt of the written claim.

Tesoro Woods warrants our flooring, within Industry Standards #1, to be:

- Free of defects in materials and workmanship when it leaves our possession
- Of the grade written on our invoice
- Of the finish quality represented in our samples and in our technical specifications •  
Between 7%-8.5% moisture content as taken from the box

Note: Standard industry trade practices allow up to 5% of the flooring shipped to contain milling, handling, finish and/or trade defects. This warranty applies only to that material in excess of 5% that is deemed to be defective. (When ordering flooring, it is standard trade practice to order 7% more flooring than actual coverage needed to allow for cross cutting and fitting waste as well as allowing the installer to set aside any substandard pieces.)

### Pre-Installation Warranty

- Tesoro Woods will, at its option, either replace or refund the purchase price of any flooring found to be defective, prior to installation, in excess of the 5% of mis-milled/mis-

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graded/mis-finished product allowed to be included under Standard Industry Trade Practices.

- Tesoro Woods will, at its option, either replace or refund, upon return to Tesoro Woods, the purchase price of any uninstalled flooring found to be at a higher moisture content, when taken from the plastic sealed carton, than the 5%-8.5% moisture content Tesoro Woods represents the flooring to be produced to.

Note: It is the installer's responsibility to check moisture content first and deem it acceptable for the site. The installer must also inspect the flooring as it is installed and set aside or crosscut out defects found prior to installation. Once the flooring has been installed, the installer has deemed the flooring acceptable and Tesoro Woods assumes no further responsibility for defects visible at the time of installation which have been installed anyway.

## Post-Installation Warranties

Structural Warranty:

- Tesoro Woods offers a lifetime structural warranty to the original purchaser. This floor will not delaminate under normal use conditions—please be sure to:
  - 4) Follow Tesoro Woods Engineered single strip installation instructions and do not install this flooring over a wet subfloor as delamination can occur in flooring improperly installed on wet surfaces.
  - 5) Follow Tesoro Woods's maintenance instructions as delamination is possible if you soak the floor from above.

## Installer's Responsibilities

It is the installer's responsibility to follow Tesoro Woods's Engineered Single Strip wood flooring instructions, which include complete instructions, in much greater detail than outlined below, on the following topics:

1. Inspect the flooring upon arrival to insure:
  - a. You received the quality, species, grade and size flooring you ordered
  - b. There was not any handling damage in transit (in which case you need to lodge a claim with the transport carrier—call Tesoro Woods, who can assist you with this)

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2. Prepare an installation plan, based on testing, at the flooring site, of both the subfloor for acceptable moisture content and the site atmosphere for the proper range of relative humidity. The installer must keep a record, which lists the results of all the tests taken. Request a copy of Tesoro Woods's permanent installation record on which to record these results, as Tesoro Woods will request a copy of the job record in reviewing any claims made against this warranty.
3. Make sure the flooring received meets the buyer's expectations prior to installation and they approve such issues as:
  - The color/grain range and the color change to be expected in the species chosen and how the freshly installed floor may vary in look from the aged samples from which their selection was made.
  - Establish that the site and subfloor are suitable for the installation method chosen and advise the buyer of, and correct, any deficiencies prior to commencing installation.
4. Install the flooring properly. This includes:
  - a. Use of the proper moisture barrier/underlayment, mastic, glue or nails/staples.
  - b. Perform adequate color/grain selecting as you install the floor, so as not to install "odd-colored/grained" pieces in conspicuous places, as the owner may reject them later.
  - c. Protect the flooring and the finish during installation and protect the flooring afterwards from construction and move-in foot traffic to minimize scratching and wear.
5. Instruct the end user in proper floor and maintenance care as well as the need to maintain proper relative humidity levels at the site. Please see Tesoro Woods's maintenance instructions.

## What is Not Covered

What is not covered under this Limited Warranty includes but is not limited to:

- Claims made on pieces of flooring installed with visible defects as it is the installer's responsibility to set aside pieces with visible defects and not use them. Flooring, once installed, is deemed accepted.
- Claims made on pieces of flooring installed with excessive color/grain variation as it was the installer's responsibility to inspect the flooring prior to installation and install the floor in a random and harmonious mix.
- Color changes in the wood as it ages or from exposure to sunlight.

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- Variation in the color/graining of the installed floor from showroom samples, as the samples most likely will have aged and changed in color, gaining the patina of a partially or fully aged floor.
- Excessive swelling and/or shrinkage or other movement, such as cupping and delamination, in the flooring caused by a change in the moisture content due to extreme dryness/humidity on the site which is outside the recommended 35%65% relative humidity range to be maintained for this product.
- Excessive swelling, cupping and/or delamination in the flooring caused by an increase of moisture content in wood from moisture sources below the floor such as a wet subfloor, or from moisture from above from such sources as spills, excessive wet mopping, pets, etc.
- Insect infestation if it occurs subsequent to the date on which the product passes out of Tesoro Woods's control.
- Damage, excessive movement or defects caused by:
  - a. Improper shipping, handling, and/or storage after the product leaves Tesoro Woods's possession.
  - b. Improper preparation or excessive moisture content of the surface on which this product is installed.
  - c. Excessive moisture from natural disasters such as flooding, broken pipes, etc. in which case your homeowner insurance should be contacted.
  - d. Excessive wet mopping or failure to clean up spills and standing water.
  - e. Improper installation whereby Tesoro Woods's engineered single strip wood flooring instructions are not followed.
  - f. Improper application/use including installation over radiant heat which is not covered under Tesoro Woods's warranty.
  - g. Improper maintenance and failure to follow Tesoro Woods's maintenance instructions.
- Finish damage and wear caused by:
  - a. Commercial use.
  - b. Abuse/abnormal wear including pet scratches, indenting from high-heeled shoes, dropped or dragged heavy objects, improper maintenance, failure to protect entry and high-wear areas with mats, etc. as reviewed in Tesoro Woods's Maintenance Instructions.
- Any subsequent site refinish compatibility/panelization issues, as this is the site installer's responsibility to:



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- a. Adequately test the finish they propose to use for proper adhesion bond, and
- b. To get approved by the end user, the look of the finish they propose to use prior to actually refinishing the floor.

## The Fine Print

Tesoro Woods neither assumes nor authorizes any other person to assume for it any other obligation in connection with the sale of this product. This writing is the complete and exclusive statement of warranty, and is in lieu of all other express and/or statutory warranties. Any implied warranties, including, but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited in duration to the duration of this express warranty. Some states do not allow limitations on how an implied warranty lasts, so the above limitation may not apply to you. Tesoro Woods's obligation under this warranty shall be limited to, at its options, providing replacement of shortages, exchange of defective products, or refund of purchase price for with visible defects returned to Tesoro Woods prior to installation. For flooring with delamination and finish defective issues discovered after installation and not visible prior to installation, Tesoro Woods at its option will either repair or replace the defective flooring and/or refinish the defective finish. Tesoro Woods assumes no liability incidental or consequential damages. However, some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you. The sole purpose of the remedy provided herein is the replacement/repair of defective products or refund of purchase price. This remedy shall be the buyer's exclusive remedy, and shall not be deemed to have failed of its essential purpose so long as Tesoro Woods is willing to replace/repair such defective goods or refund the purchase price. This warranty does not apply to any product or products designated as seconds, special or non-standard items. Any product or products so designated are sold "as is".

In order to obtain performance of these warranty obligations, the person seeking performance should contact Tesoro Woods by letter, phone: Tesoro Woods 8400B Remington Ave., Pennsauken, NJ 08110. Telephone 856-764-2501. ATTENTION WARRANTY DEPARTMENT.

This limited warranty gives you specific rights, and you may also have other rights, which vary, from state to state. Interpretations – this sale shall be governed solely by the terms and conditions herein set forth which shall prevail over any conflicting terms and conditions of buyer, any statement in buyers purchase order, notwithstanding. All prior writings, representations or negotiations with respect to the subject matter are deemed to be merged herein. The failure of either party to enforce any of the provisions of this agreement shall not be construed as a waiver of such provision or of the right of any party thereafter to enforce each and every provision. The terms of this agreement may not be extended, discharged, amended or modified, in any way, except by a writing signed by an authorized representative of each party. This agreement shall be construed in accordance with the law of the state of New Jersey.