

SuperOak

Hybrid Wood Planks



WARRANTY BROCHURE

LIMITED WARRANTIES

Manufacturing Defect Warranty

All SuperOak Products

SuperOak guarantees that the flooring will be free from material and/or workmanship defects for as long as the original buyer owns the home, in accordance with the terms of this warranty.

Terms and Conditions

- This limited warranty only applies to normal residential use of the flooring, when installed and maintained according to SuperOak's instructions.
- It covers inherent defects that were not visible prior to or during installation.
- Before and during installation, flooring planks and accessories must be thoroughly inspected for any material defects under appropriate lighting. By installing the flooring, the buyer acknowledges its quality.

Exclusions

- These limited warranties do not cover damage that occurs during shipping or installation.
- Installation of flooring with obvious or visible manufacturing defects is not covered.
- Color and gloss differences resulting from adding material to an existing installation or non-warranty repairs are not covered.
- These limited warranties do not apply to flooring that has been subjected to abnormal use or conditions, including but not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire, or other events; damage caused by negligence; improper alterations of the original product; damage from unreasonable use in a residential setting; or mechanical damage.

Wear Resistance Warranty

All SuperOak Products

Under normal use, the protective layer will not wear through to the wood veneer or decorative layer.

Terms and Conditions

- Changes in gloss are not considered surface wear.
- In beveled-edge products, this wear resistance warranty does not cover wear within 3/16" (5 mm) of the edge of the planks.
- Refinishing the flooring will void the wear resistance warranty.
- Visible wear on the hardwood or design layer must cover at least one square inch.
- Caster chairs must be used with chair pads or mats.

General Stain Warranty

All SuperOak Products

SuperOak guarantees that the flooring will not stain under normal household use for the specified duration.

Terms and Conditions

- This warranty does not cover stains caused by chemical or industrial products, unless recommended cleaning products are used.
- Pet stains are not covered by this warranty.

Fade Resistance Warranty

All SuperOak Products

The flooring will not fade from exposure to sunlight or artificial light for the specified duration.



Wet Warranty

Water Resistance Warranty

SuperOak Flooring is designed to withstand normal household spills and moisture for the specified duration under normal use.

Terms and Conditions

- Do not allow topical moisture to remain on the floor for more than 78 hours.
- Extended exposure to topical spills may cause damage and void this warranty.
- Only damp mopping is recommended. The flooring is not suitable for wet or steam mopping.
- Please refer to the General Wet Warranty Terms and Conditions for further details.

Waterproof Warranty

SuperOak Select Products

The flooring system is designed to resist damage from normal household spills, domestic pet accidents, and damp or wet mopping for the specified duration.

Terms and Conditions

- Please refer to the General Wet Warranty Terms and Conditions for further details on this Waterproof Flooring System Warranty.

Water Resistance Warranty

The Water Resistance Warranty covers damage from all common household spills, domestic pet accidents, damp and wet mopping without any exclusions. It also includes coverage for both the flooring and subfloor from topical moisture for the entire lifespan of the product.

Terms and Conditions

- Subfloor damage is defined as visible damage to the surface of a concrete or wood subfloor caused by topical moisture leaking through the joint system.
- Subfloor damage must be a result of topical moisture leaking through a properly installed joint.

- Please refer to the General Wet Warranty Terms and Conditions for further details on this Water Resistance Warranty.

Steam Mop Warranty

Residential steam mops may be used as long as the steam is applied to a microfiber pad and not directly to the floor.

- Make sure to set the steam mop to the appropriate temperature for wood floors, or the lowest setting.
- Only mop in the length direction of the planks.

General Wet Warranty Terms and Conditions

Unless otherwise specified, topical spills refer to normal household substances. Promptly remove all spills using a clean dry or damp cloth. If further cleaning is needed, use SuperOak recommended products and a microfiber cloth.

- These warranties are subject to proper care and maintenance. Please refer to SuperOak's Care and Maintenance section for full instructions.
- These warranties are subject to proper installation. Please refer to SuperOak's Installation Guide for full instructions.
- **Complete waterproof coverage requires the perimeter of the floor to be sealed according to the product's installation instructions. Waterproof and Water Resistance warranties do not apply to damage at an unsealed perimeter, including but not limited to leaks, spills, pet urine, wet mopping, or steam mopping.**

- The flooring is not designed to withstand flooding, acts of God, plumbing accidents, or leaking appliances (such as icemakers, dishwashers, or washing machines). These events are not considered topical spills.
- The flooring is not designed to withstand water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture beneath the flooring.
- The flooring is not designed to withstand damage from

Wet Warranty

moisture originating from outside the room where it was installed.

- This warranty does not cover consequential damages, including any medical issues related to mold or mildew growth.
- For residential warranty claims involving subfloor damage, SuperOak will cover reasonable labor costs to clean visible mold and mildew growth using industry standard methods.
- For residential claims involving wood subfloor damage, SuperOak will cover reasonable labor and materials costs to repair or replace only the damaged sections of the subfloor.
- This warranty does not cover replacement or cleaning of insulation, floor joists, or other structural, mechanical, or electrical components.

LOCKING SYSTEM Warranty

The flooring joints will remain secure under normal use.

Terms and Conditions

- This warranty only applies to flooring defects that were not visible before or during installation.
- This warranty only applies to open joints greater than 0.015 inches (0.381 mm).

Pet Protection

The Pet Stain Protection covers all pets and all accidents for the specified duration. The flooring is designed to resist staining from vomit, urine, and feces of all domestic pets. Please refer to the attached Warranty Chart for the exact coverage duration listed by product line.

Antimicrobial Warranty

The antimicrobial protection on these flooring products is effective against certain common bacteria that cause stains, odors, and product degradation. The antimicrobial product protection will not be removed by proper care and cleaning.

Terms and Conditions

- The antimicrobial product protection only covers the top surface of the product.
- *Antimicrobial flooring is not designed to protect against disease-causing bacteria.
- SuperOak is not liable for any sickness or death caused by microbes on the flooring surface or any associated medical or other expenses.
- In the event of a warranty claim, SuperOak may inspect the product and determine the extent to which the protection has been diminished.



Commercial Warranties

Light to Medium Commercial Application Chart

Limited Light to Medium Commercial Warranty

SuperOak offers a limited warranty for its products when installed correctly in light to medium commercial environments, covering manufacturing defects, wear, and staining. Please refer to the Warranty Chart for specific warranty durations and terms.

Light to Medium Commercial Fade Warranty

All SuperOak Products

This warranty ensures that SuperOak flooring will not fade from exposure to sunlight or artificial light. Terms and conditions apply.

- These commercial warranties are applicable only to the original purchaser.
- These warranties are valid only in areas specified in the application chart.
- Rolling Traffic or heavy traffic is excluded from these warranties. Chair pads must be used under all caster wheel chairs.

Retail Entryway* Sales Floor Showroom Checkout Breakroom Dressing Room Office Storage Room Doctor's Office Entryway* Lobby Waiting Room Hallway Nurses' Station Office Breakroom Storage Room Restaurants Entryway* Lobby Hallway Office

Offices Entryway* Lobby Hallway Office Conference Room Meeting Room Breakroom Education Entryway* Lobby Hallway Office Classroom Storage Room Residence Hall Common Area Multi-family Housing Entryway* Lobby Common Area Hallway Office Storage Room Individual Housing Unit

Hotels Entryway* Lobby Hallway Guest Room Conference Room Meeting Room Kitchenette Lounge Office Restaurants

All areas must be assessed prior to flooring installation to address specific surface requirements or conditions, such as static control, state health and building codes, slip resistance, high impact traffic, and moisture exposure. SuperOak does not provide additional warranties beyond

those specified and does not guarantee compliance with any applicable regulations or codes. Proper assessment of location and usage is essential. Please consult your SuperOak representative for performance-related queries in specific locations.

* Walk-off mats are mandatory at all entryways.

GENERAL TERMS AND CONDITIONS

These limited warranties are subject to the following conditions:

- Applicable only to the person listed as the buyer on the purchase document(s).
- Valid for first-quality product purchases made after the edition date of this document.
- Not applicable to moldings.
- Proper installation according to SuperOak's written Installation Instructions is required.
- Flooring with visible defects is not covered.
- Not applicable to flooring that has been re-installed in a second location.
- Installation in an indoor, continuously climate-controlled private residence or light commercial environment is required as indicated by the Warranty Chart.
- Damage during shipment or installation is not covered.

SuperOak's Care and Maintenance instructions must be followed to maintain the warranty coverage. Refer to SuperOak's Care and Maintenance section for detailed instructions.

- Damage resulting from excessively wet maintenance or use of improper cleaning agents is not covered.
- Damage resulting from the use of improper cleaning tools or equipment is not covered.
- Damage resulting from inadequate maintenance, accidents, or scratching is not covered.
- The flooring is designed for normal residential or light to medium commercial use, as specified in the Warranty Chart.
- Damage caused by events beyond everyday household use is not covered, including flooding, standing water, leaking pipes, mechanical failures, or appliance leaks.
- Abnormal use, abuse, or neglect of the flooring voids the warranty.

Commercial Warranties

CARE AND MAINTENANCE

While SuperOak floors are designed for easy care, routine care and preventative maintenance are essential for sustained beauty and performance. The following recommendations are provided to maintain the warranty coverage and prolong the life of the flooring. Refer to SuperOak's Care and Maintenance section for detailed instructions.

Preventative Maintenance

Exterior Mats

- Use dual-fiber exterior mats outside all exterior entrances.
- Mats should have soft fibers to absorb moisture and coarse fibers to remove dirt and grime from shoe soles.
- Purchase two sets of exterior mats to allow for regular cleaning and prevent them from becoming a soil source.
- Cleaning mats routinely prevents them from becoming a soil source.

Interior Mats

- Place absorbent fiber interior mats inside all exterior entrances.
- Clean both sides of interior mats regularly to prevent them from becoming a soil source.
- Do not use rubber mats, which may stain the floor or trap moisture underneath.

Furniture

- Use non-staining felt or plastic floor protectors under furniture legs.
- Use rubber chair casters and chair pads under casters.
- Lay plywood over the floor when moving heavy appliances and furniture.

Other Preventative Measures

- Keep pet nails trimmed.
- Protect flooring from spiked heels or shoes in need of repair.
- Routinely clean vacuum parts and inspect for foreign objects.
- Close window treatments during direct sunlight and minimize excessive lighting.

Routine Care

The amount of daily usage will determine the frequency of cleaning required.

Day To Day Cleaning

- Dust mop, sweep, and/or vacuum the floor regularly to remove any particles that could scratch the floor.
- Use vacuum tools designed for hard surfaces to avoid damage.

- Use a microfiber mop for dust mopping. Replace mop heads when soiled and launder without fabric softener.
- #### Occasional Cleaning
- Damp mop with water only if the flooring product allows.
 - Use a well wrung-out mop to avoid excessive moisture.
 - If needed, use a vinegar or ammonia solution diluted in water.
 - Do not steam mop wood products unless covered by the Steam Mop Warranty.
 - Avoid flood mopping as it may damage the flooring.

Cleaning Spills

- Remove spills promptly with an absorbent cloth.
- Mist a clean microfiber cloth with a SuperOak recommended cleaner, if needed, and wipe the area.
- Wipe the surface thoroughly to prevent spotting.

Spot Removal

- Immediately use a microfiber cloth and a SuperOak recommended cleaner, if needed, to remove spots.
- Wipe the surface thoroughly to prevent spotting.

Products and Tools to Avoid

- Do not use oil soaps, wax, detergents, abrasive cleaners, polishes, or other household products.
- Do not use vacuums with beater bars or power rotary brush heads.
- Avoid using power scrubbers on the floor.

