

# ECOWOOD

## LIMITED RESIDENTIAL & LIGHT COMMERCIAL WARRANTY

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DDC warrants EcoWood Flooring for defects in material and/or workmanship that relate to manufacturing defects, finish, moisture resistance and structural integrity in accordance with the terms of this warranty and during the stated period of the warranty.

### Warranties

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#### Limited Lifetime Manufacturing Defects

EcoWood will be free from manufacturing defects.

#### Limited 50 Year Finish

EcoWood finish will not wear through or lack adhesion.

#### Limited Lifetime Spill Protect Warranty

EcoWood will resist damage and staining from temporary household spills (*food and beverage*).

#### Limited Lifetime Moisture Warranty

EcoWood will resist moisture damage from normal use.

#### Limited Lifetime Structure Warranty

EcoWood will resist ply separation.

#### Limited Five-Year Light Commercial Warranty

EcoWood when installed within a light commercial environment is warranted against manufacturing defects, finish wear through or lack of adhesion, moisture damage and structural integrity for a period of 5 years.

#### Limited Manufacturing Defects Warranty

DDC warrants to the original Buyer, EcoWood floors to be free from manufacturing defects from the date of purchase. Hardwood is a natural product and may have naturally occurring variations in grain and color, mineral streaks and knots. The owner/installer must use reasonable selectivity and hold out or cut off objectionable naturally occurring blemishes prior to installation. Owner /Installer has up to 30 days from the time of installation and a visual defect is identified to file a claim. Installation is acceptance of quality.

#### Limited 50-Year Finish Warranty

DDC warrants to the original Buyer that the factory applied finish of EcoWood floor will not wear through or will not lack finish adhesion as a result of normal use. Diminished gloss is not considered wear-through of the finish. Refinishing EcoWood flooring voids the finish warranty. In the event the finish wears through or releases, DDC will, at its option, repair or replace the affected planks or area. This Limited Lifetime Residential Warranty is pro rata. A pro rata warranty is one that provide a refund or credit and decreases according to a set formula as the warranty period progresses. The original warranty value is reduced by the amount of time that you own it.

#### Limited Lifetime Spill Protect Warranty

DDC warrants to the original Buyer against permanent stains from temporary food and beverage spills for as long as the Buyer owns the home. Topical spills of normal household substances (*food and beverage*) should be removed promptly using a clean dry or damp cloth. For harder to remove spills, use DDC FloorCare Essentials for Wood and Laminate and a microfiber cloth. Exercise caution not to oversaturate the area to avoid moisture reaching the subfloor which may contribute to mold, mildew and odors.

When a claim is made, the value of the warranty becomes a percentage of ownership per year based upon the warranty period. This limited residential warranty does not apply to Cabin grade or other downgraded or discontinued DDC EcoWood floors and any such product(s) that are sold "as is". Any and all representations, promises, warranties or statements by DDC or its agents that differs in this manner from the terms of this limited warranty shall be of no force or effect unless in writing and signed by a duly authorized officer of DDC. If there is conflict between these general terms and conditions and the terms and conditions of the warranties as specified, the terms and condition of the warranties shall control.

This warranty is conditioned upon DDC's receipt of notice in writing from the Buyer of the alleged defect prior to expiration of the limited warranty period and evidence that the EcoWood is not subject to any of the limitations described below.

#### Limited Lifetime Moisture Warranty

DDC warrants to the original Buyer against moisture damage due to topical spills or subfloor moisture for as long as the Buyer owns the home. Topical spills of normal household substances (*food and beverage*) must be removed promptly. Topical spills allowed to remain on the floor any considerable time will damage the floor and void this warranty. Flooding, acts of God, plumbing accidents, leaking appliances (*icemakers, dishwashers, clothes washers, etc.*) or other casualty events are not topical spills and are not covered by this warranty.

DDC EcoWood may be installed on, above, or below grade on all common subfloors and are warranted against subfloor moisture if installed as recommended and the following conditions are met:

- Written verification that the concrete subfloor has no more than 3 lbs. per 1000 square feet per 24 hours using test method ASTM F1869 Calcium Chloride test; or
- Written verification that the concrete subfloor has an acceptable reading using test method ASTM F2170 In Situ Probe of less than 80% RH; or
- Written verification that the wood subfloors have a moisture reading of less than 12% using an electronic pin-type wood moisture meter; or

If the floor fails due to the incursion of moisture from the subfloor, **DDC** will replace the damaged material at no cost to the Buyer one time only, provided that testing approved by **DDC** indicates that moisture penetrated the subfloor. These limited warranties cover material only. Labor is excluded from this warranty and labor costs must be incurred by the Buyer. This Moisture Warranty applies to EcoWood flooring only.

These limited warranties do not include the removal or replacement of cabinets, fixtures, retail markups, installation or labor provided for others.

#### **Limited Lifetime Structure Warranty**

**DDC** warrants to the Buyer of **DDC** EcoWood flooring products that, under normal use, the plies will not separate for the life of the product from the date of purchase. **DDC** will, at its option, repair or replace any defective planks showing separation during this warranty period.

## **Jobsite Conditions**

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**DDC** recommends all **DDC** Wood Floors be acclimated a minimum of at least 72 hours before installation. The purpose of acclimation is to allow the moisture content of the wood to adjust to "normal living conditions" at the site. These are the temperature and humidity conditions that will typically be experienced once the structure is occupied.

The room temperature must be within a range of 60 to 80°F, with a relative humidity in a range of 35 to 55%. Concrete subfloor moisture must not exceed 3 lbs. per 1,000 square feet per 24 hours (*ASTM F1869 or exceed 80% RH (ASTM F2170)*). These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems not covered under these warranties.

## **Limitations On Liability**

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The above limited warranties do not cover damage caused by or related to any of the following:

#### **Visible Defects**

Boards with visible defects must not be installed. Visible defects are those defects that are apparent on the face of the flooring. Boards with visible defects must be noted by the installer and reported before installation so that replacement flooring can be furnished before installation. A product deformity that is not measurable or that is visible only under certain light or from certain angles is not considered a defect and therefore not covered under the warranty. It is the responsibility of the Buyer and Installer to inspect the flooring prior to installation. **DDC** accepts no responsibility for liabilities, claims or expenses, including labor cost, where flooring with visible defects have been installed.

#### **Building Settling Or Uneven Subfloor**

Building settling or uneven subfloors are considered part of the pre-installation inspection process. Do not install the Ecwood floors if these conditions exist. **DDC's** limited warranties do not cover damage or defects caused by settling or uneven subfloors.

#### **Improper Installation**

**DDC** Wood Floors must be installed in strict accordance with **DDC's** written installation instructions. Improper installation counter to **DDC's** written installation instructions can result in failure of Ecwood floors. **DDC's** limited warranties do not cover damage or defects caused by improper installation.

#### **Improper Maintenance Or Inadequate Care**

Ecwood floors require maintenance performed in accordance with **DDC's** written maintenance instructions. These limited warranties do not cover damage or defects caused by improper maintenance or inadequate care. DO NOT use steam cleaners, spray cleaners or any device that sprays liquids directly on the floor.

#### **Refinishing**

While the factory finish of the Ecwood floors may be refinished, doing so will void the Finish warranty.

#### **Accidents, Abuse Or Abnormal Wear**

**DDC** does not warranty for damage or defects resulting from accidents, abuses or abnormal usage which stain or scratch the finish, diminish gloss or indent the surface of the Ecwood floors. **DDC's** limited warranties also do not cover damage or defects caused by heavy or concentrated foot traffic, damage by domestic pet claws (*nails*) or failure to use walk-off mats to protect the **DDC** Wood Floor from sand, grit, gravel or other abrasives.

#### **Indentations From High Heeled Shoes**

A stiletto heel can concentrate as much as 2,000 pounds per square inch on the floor. This type of heel has a diameter of approximately 3/8" , and walking on any wood surface with high heels is considered abuse. **DDC's** limited warranties do not cover damage or defects caused by high heels, shoes in need of repair, cleats or other spiked footwear.

#### **Problems With Moisture Or Dryness**

**DDC's** limited warranties do not cover damage or defects caused by the presence of excessive moisture, or by conditions which are too dry. Flooding, acts of God, plumbing accidents, leaking appliances (*icemakers, dishwashers, clothes washers, etc.*) or other casualty events are not covered by this warranty. See **DDC's** written installation instructions for more details.

### **Excessive Lighting**

DDC's limited warranties do not cover damage or defects including but not limited to color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against excessive sunlight or intense lighting. Additionally, due to the effects of excessive sunlight or intense lighting, new and/or replacement **DDC Wood Floors** may not match display samples and/or existing flooring.

### **Difference From Samples**

DDC's limited warranties do not cover visible differences between color & character samples and color & character of installed floor. Please approve the color of the actual **DDC Wood Floor** prior to installation.

### **Transferability**

These warranties apply only to the original Buyer and to **DDC Floor** in its original installation. These warranties are not transferable.

### **Buyers Obligation**

Buyer agrees to follow all installation, care and maintenance directions related to **DDC Wood Floor**. Buyer also agrees to allow **DDC** the opportunity to repair any claimed defect. If removal or repair of flooring occurs before **DDC** inspects the installed floor, warranty may be void. The original proof of purchase must be supplied along with a warranty claim submission.

In the event **DDC** determines that one or more of the above warranties apply to a claim by the Buyer, Buyer's exclusive remedy and **DDC's** sole liability on any claim, whether in tort, contract, or breach of warranty, shall be limited to either (1) the repair or replacement of the defect **DDC Wood Floor** for the affected area only, or (2) the refund of the applicable purchase price. **DDC HEREBY DISCLAIMS ALL OTHER WARRANTIES WHATSOEVER, EXPRESSED OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PURPOSE. DDC EXPRESSLY EXCLUDES AND SHALL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.** This warranty does not cover finish defects unless the square footage of such defective flooring exceeds 10% of the total square footage of your purchased flooring. If **DDC** shall elect to repair or replace the **DDC Wood Floor** which has proven defective, then **DDC** will supply a new **DDC Wood Floor** of the same color and grade, if available. If such **DDC Wood Floor** is unavailable or discontinued, **DDC** reserves the right to supply a **DDC Wood Floor** of similar value and appearance. Warranty coverage is limited to a one-time replacement.

These limited warranties do not apply to Cabin grade or other downgraded or discontinued **DDC Wood Floors**, and any such product(s) sold "as is". Any and all representations, promises, warranties or statements by **DDC** or its agents that differ in any manner from the terms of these limited warranties shall be of no force or effect unless in writing, signed by a duly authorized officer of **DDC**.

By implied warranties **DDC** means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.

## **Care Instructions**

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**DDC Wood coverings** are engineered to be easily maintained, while providing years of durable service. Should you have additional questions, feel free to contact **DDC**.

### **Special Message Regarding Covid-19**

To keep your home healthy and safe during the COVID-19 pandemic, **DDC** suggests following the household cleaning guidelines recommended by the Centers for Disease Control. The CDC Guidelines can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>. The guidelines contain links to lists of disinfectants that have been approved by the EPA for use in mitigating the spread of COVID-19. Remember to always test disinfectants in an inconspicuous area before using.

The first step to disinfecting any floor is regular cleaning. **DDC's** instructions for regular cleaning and maintenance follow below.

### **Preventative Care Guidelines**

An effective maintenance program begins with preventative care and spot cleaning as required. Reducing the amount of dirt, grit and moisture being tracked onto your flooring and taking care of spills as they occur, will reduce the amount of time required for routine cleaning.

### **General Floor Protection**

Do not flood mop. Cleaning solution from flood mopping contains soil, minerals, and cleaning solution. If allowed to evaporate, it will spot your floor. Excess moisture should be removed to avoid spotting.

Do not use power scrubbers to clean your floor. Keep pet nails trimmed to minimize scratches.

Use non-staining felt or plastic floor protectors at least one inch in diameter under furniture. Protect from direct sunlight.

Protect from spiked heels or athletic shoes.

Replace rubber casters with soft neoprene casters. Routinely clean caster to remove grit.

Exercise caution with area rugs over radiant floor heat. They act as insulators to trap heat next to your floor. Lay a piece of plywood to "walk" heavy appliances and furniture across floor to avoid dents and gouges. Do not use rubber mats, as they may stain your floor.

Routinely clean and inspect vacuum wheels, brush and head for foreign objects.

#### **Exterior Mats**

Should be placed at all exterior entrances. Exterior mats should be constructed of dual fibers: soft fibers capable of absorbing moisture and coarse fibers to remove dirt and grime from shoe soles. Begin by purchasing two sets of exterior mats for each exterior entrance. Place one mat into service at all exterior entrances to reduce the amount of dirt, grit and moisture tracked into the home. During routine cleaning remove the first mat for cleaning and replace with second mat. Routine cleaning of exterior mats prevents them from becoming a soil source.

#### **Interior Mats**

Should be placed at all interior entrances to capture any residual dirt, grit or moisture not removed by exterior mats. They should be constructed of breathable, non-staining back with an absorbent fiber. Remember to routinely clean the face and underneath interior mats so they don't become a secondary source of soil and allow soil and grit to become trapped underneath that can abrade the finish of your flooring.

#### **Spot Removal**

Should be performed immediately. Using a microfiber cloth and FloorCare Essentials, work from the outside of the stain towards the center. Take care to wipe the surface thoroughly. Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

#### **Spills**

Use an absorbent cloth to remove as much of the liquid as possible. Using a microfiber cloth and FloorCare Essentials, mist the microfiber cloth and rub the area working from the outside of the area towards the center. Take care to wipe the surface thoroughly. Do not allow liquids to stand or remain on the surface of the flooring to reduce spotting.

### **General Floor Protection:**

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The amount of daily usage will determine how often cleaning is required. Vacuum with a HEPA filtered vacuum cleaner to remove surface debris. Care must be taken if using a vacuum cleaner. Do not use a vacuum with a "beater bar". Routinely check the head, brushes and the wheels to insure there are no foreign objects embedded that may scratch or cut the surface of the flooring.

Mist the microfiber mop head with the selected cleaner and damp mop the floor. If using FloorCare Essentials, lightly mist the area and use a microfiber mop to clean the floor. Pay close attention to your microfiber mop head. Once it becomes soiled, replace with a fresh one. Launder the soiled mop heads when finished without fabric softener. Fabric softener residue will cause the floors to streak with their next use. Allow floor to completely dry before replacing interior mats.

These guidelines are general recommendations for the care and maintenance of your **DDC** Hard Surface floor covering. Should you require additional assistance, call **DDC** , or you can email us.