

Engineered Hardwood Maintenance and Warranty Guide

LIMITED LIFETIME STRUCTURAL WARRANTY:

Fuzion Flooring warrants to the original buyer that your floor will be free of manufacturing defects when your floor is used under normal residential conditions. Your floor will not buckle, cup, warp or delaminate at the plies due to adhesive bonding failure for as long as you own your home when properly installed following our installation instructions.

LIMITED LIFETIME “UNICLIC” JOINT INTEGRITY:

Fuzion Flooring warrants to the original buyer that the “UNICLIC” joint will remain secure and the planks will not come apart. Please Note: Fuzion Floors are specifically engineered to minimize gapping which can occur in natural floors with seasonal fluctuations. Minor gapping without unlocking of the pieces may occur and is not considered a defect.

RESIDENTIAL WARRANTY

Lifetime Structure: Under normal use and following proper maintenance, the multilayered structure will not delaminate or fail structurally for as long as the floor is in use defined as the lifetime of the floor.

35 Year Residential Wear: From the date of purchase and under normal use and following proper maintenance, the finish will not wear through to the bare wood. The worn area must be at least 2cm x 2cm and worn through to the bare wood. Diminished gloss is not considered wear through of the finish.

COMMERCIAL WARRANTY

3 Year Structure: From the date of purchase and under normal light commercial use and following proper maintenance, the multilayered structure will not delaminate or fail structurally for 10 years.

3 Year Commercial Wear: from the date of purchase and under normal use and following proper maintenance, the finish will not wear through to the bare wood. The worn area must encompass at least 5% of the floor area and be worn through to the bare

wood. Diminished gloss is not considered wear through of the finish.

EXCLUSIONS:

- Scratches, indentations, or damage caused by:
 - Improper installation.
 - Improper job site environment.
 - Improper maintenance.
- Improper use of radiant heating systems.
- Unapproved product alterations, modification, repair, accidents, misuse, neglect, or abuse.
- Excess heat, humidity, or aridity. Ideal settings Room Temp = 60°F to 80°F (16°C to 27°C) and RH = 35% to 55%
- Abusive conditions and accidents such as severe impact, scratching, cutting, roller/inline skates, stiletto heels, golf shoes, and pets
- Installation of obvious defects. Boards installed with obvious defects are not covered by warranty.
- Gouges, scuffs, punctures, tears, furniture marks, burns, improper storage, abuse, fire, floods, plumbing leaks.
- moisture, mildew, corrosive substances, and hydrostatic pressure.
- Discolouration caused by uneven or varying exposure to sunlight.
- Checking or cracking resulting from improper moisture and humidity control, as all wood floors will expand and contract with seasonal changes.

VOIDING WARRANTY:

The following occurrences will void this Residential Limited Warranty:

- Use for Commercial or Industrial purposes.
- Failure to install Fuzion Flooring according to installation specifications as recognized by the NWFA or NOFMA guidelines.
- Failure to carry out reasonable or necessary maintenance.
- Transfer or assignment of this warranty.

- Failure to install a proper vapour barrier overlapped at least 6 inches and properly sealed when installed below grade level.
- Failure to use a proper underlay of sufficient density if the Fuzion Floor is floated.
- Failure to use proper adhesive if installed by direct glued down application.

NO CONSEQUENTIAL DAMAGES:

Fuzion Flooring assumes no liability for incidental or consequential damages including but not limited to; loss related to property other than the Fuzion Flooring, loss of use, loss of revenue, loss of time, inconvenience or any other economic loss. Fuzion Flooring assumes no responsibility for floors installed with visible defects. Responsibility for final inspection rests with the purchaser and/or the installer.

LEGAL RIGHTS:

This warranty gives you specific legal rights and may also have other rights which vary from province to province.

GOVERNING LAW:

The laws of the province of Ontario will govern this Limited Warranty. Wear through is defined as the delaminating of the wear layer finish causing exposure of the wood in an area of at least one square foot. This warranty against wear through means the finish will prevent contact with the wood for 35 years properly maintained by the consumer. Fuzion Flooring is susceptible to normal colour change over time due to ultraviolet rays. Installation of drapes or ultraviolet resistant coatings on windows may be advisable in some cases. Flooring pieces that are obviously damaged or otherwise unsuitable should not be installed. A 5% allowance for cutting is industry standard.

WARRANTY PROTECTION MEANS:

If a portion of your floor should fail with respect to any of the provisions of these warranties, the manufacturer, at its sole option, to the original purchaser, for as long as they own their home, and within the warranty time limits as outlined elsewhere

in this warranty summary, will repair, refinish or replace such portion with the same product or another product of equal value.

HUMIDITY CONTROL:

Always maintain proper humidity control 35% to 55% and ambient temperatures of 60°F (16°C) to 80°F (27°C) should be maintained at all times.

HOW TO FILE A CLAIM:

To present a claim under this warranty you must arrange for the inspection of the damaged piece(s) by a Fuzion Flooring dealer to determine the validity or the cause of the claim. If the claim is covered under this limited warranty, please register your claim through your authorized Fuzion Flooring dealer. Once a claim is registered by your authorized Fuzion Flooring dealer, your dealer will arrange to have your claim inspected by an authorized Fuzion flooring representative and a claim will be submitted to Fuzion Flooring headquarters for processing, analysis and assessment.

INSTALLATION INFORMATION & SITE CONDITIONS:

Hardwood flooring is a natural product that responds to changes in humidity in its environment. Both before and after installation, the wood will naturally absorb or release moisture in an effort to stay in balance with the air around it. To prepare it for use, the wood is kiln-dried to achieve optimal moisture content. It's normal for hardwood floors to expand in warmer, more humid months and contract when the air becomes drier in winter. To keep your flooring stable, it's important to maintain consistent indoor humidity levels throughout the year 60°F to 80°F (16°C to 27°C) and RH 35% to 55%. The wood is delivered in specially designed packaging that protects it under climate-controlled conditions, which should be preserved during transport, installation, and beyond.

ACCLIMATION:

Fuzion Flooring requires Engineered Hardwood products acclimate for 48 hours prior to installation. Store the sealed cartons in the installation area to adjust to room temperature and then install directly out

of freshly opened cartons. Do not open cartons prior to installation. Acclimation allows flooring to achieve equilibrium moisture content (EMC) with the installation environment. All wood continually expands and contracts until it reaches moisture equilibrium with the environment in which it's installed. As with all wood flooring, expansion and contraction will be minimized if climate control is consistently maintained year-round. This is especially important with tropical species, because denser woods experience more significant shrinkage in low moisture / low humidity environments.

SUBFLOOR REQUIREMENTS:

These guidelines support proper installation of hardwood flooring, which is a finish material, not a structural component. They do not override local, state, or federal building codes. Existing structures may require modifications to meet these requirements.

Joist Spacing:

If joist spacing exceeds 16" on center, apply a thin bead of tongue-and-groove (T&G) glue to the bottom side of the groove to reduce movement and noise. You may still use staples or nails as preferred; combining glue and fasteners helps reduce deflection.

Subfloor Preparation (All Installations)

Engineered hardwood can be installed over any structurally sound, clean, flat, and dry subfloor on any grade (except full or half bathrooms).

Subfloors must be:

- **Clean:** Free of dirt, dust, adhesives, paint, wax, oil, etc.
- **Flat:** No more than 3/16" in 10' or 1/8" in 6'; sand high spots, fill low areas with Portland-based compound (min. 3,000 psi).
- **Dry:** Use a wood- or concrete-specific moisture meter. Document and retain moisture readings.
- **Structurally Sound:** Secure loose panels. Fasten per typical pattern—6" along edges, 12" on supports. Flatten edge swell; replace damaged or water-compromised sections.

Important: Install flooring perpendicular to joists whenever possible. Avoid subfloors with excessive

deflection (movement), which can cause squeaks, uneven wear, and locking system failure. Subfloor issues causing these problems are not covered by warranty.

Moisture Testing

Perform after HVAC has run for at least 14 days.

Flooring must not be installed if moisture exceeds acceptable limits. Excess moisture can lead to floor failure and is not covered by warranty.

Concrete Subfloors (Above, On, Below Grade)

Test moisture in multiple locations. Acceptable levels:

- ≤ 3 lbs/1000 sq. ft./24 hrs (Calcium Chloride, ASTM F1869)
- ≤ 75% RH (In-situ probes, ASTM F2170)

Note: New slabs need at least 60 days drying time.

Wood Subfloors

- Must not exceed 10% moisture content.
- Difference between flooring and subfloor moisture must be ≤ 2%.

If readings are high: Allow time to dry or use a moisture barrier (e.g., urethane membrane).

Basements/crawl spaces: Must be dry. Use 6 mil poly film to cover 100% of the ground. Crawl space height ≥ 18", with ventilation ≥ 1.5% of floor area.

Subfloor Material Guidelines

Lightweight concrete (powders when scraped or ≤ 100 lb/ft³): Only floating installations allowed using engineered flooring (4 plies or thicker).

Solid Wood Subfloors (Direct Glue or Floating Installations):

- Min. 3/4" thick, max. 6" wide, installed at 45° to joists.
- Must be Group 1 dense softwood (e.g., Pine, Douglas Fir), kiln dried.
- For glue-down, add 3/8" approved underlayment.

Existing Wood Flooring:

- Must be sound and well-bonded.
- Abrade surface before glue application.
- Solid wood >6" wide must be covered with 3/8" approved underlayment.

- Do not install over wood flooring directly attached to concrete.

General Wood Subfloor Rules:

- Secure all boards with screws or ring-shank nails.
- If single-layer subfloor is < 3/4", add a 3/8" cross-layer (total min. 1-1/8").
- Install panels sealed-side down; leave 1/8" expansion space between panels.

Additional Rigidity:

- When installing parallel to joists, add a minimum 1/2" approved underlayment panel.

Approved Underlayment Materials:

- Plywood: Min. CDX, exposure 1, PS1 or CAN/CSA 0325-0-92. Preferred 3/4" subfloor; min. 3/8" underlayment.
- OSB: Tongue-and-groove, sealed side down. Min. 23/32" subfloor, 3/8" underlayment.
- Particleboard: Min. 40-lb. density, 3/4" thick.

Floating installation only.

CARE & MAINTENANCE:

Proper maintenance and care for your floor is critically important to keep your floor looking beautiful for many years to come. Failure to follow proper maintenance and care instructions will not only lessen the look and performance of your floor but can also void the warranty.

1. Clean and vacuum, (no beater bar), your floor regularly to remove any dust or grit that can accumulate on the surface or in the bevels of your floor. Unattended, dirt and grit can act like sandpaper when walked on and can damage your floor. Dirt and grit can also become imbedded in the bevels and appear as dark lines on lighter coloured floors. Vacuuming removes these particles from your floor and avoids these potential issues.
2. Use Fuzion Wood Floor Cleaner to remove any stubborn dirt or scuff marks. Follow the instructions to clean your Fuzion wood floor.
3. For commercial applications it is possible to use a floor polisher. Use a white pad and set the polisher to 175 RPM. Always use clean pads on your mop and/ or floor polisher. These can be washed in your

washing machine and dryer. Do not use fabric softener as this will leave a residue on your pads which will interfere with the cleaning of your floors.

4. Be sure to wipe up spills as they occur.
5. Protect your floors by using felt pads on the bottom of chair legs and furniture. Be careful not to drag any items across your floor to avoid scratches. Also use non staining scatter/walk off mats at entrances.
6. Regularly move furniture or area rugs to avoid uneven colour from exposure to sunlight keep blinds drawn on sunny days.
7. Maintain a proper living environment for your floor with relative humidity kept constant at a range between 35% to 55% Relative Humidity (RH), and Temperature between 60°F to 80°F (16°C to 27°C).

DO NOT USE:

- a) Any solution containing vinegar, ammonia or other corrosive agents as they will damage, discolour, or weaken the factory finish.
- b) Excessive water as wood and water do not mix and again will lead to damage not covered under warranty.
- c) Never wax the floor.
- d) Steam cleaners or wet mops. Steam cleaners can cause damage to the flooring.
- e) Products like furniture polish or oil soaps that leave a residue will cause a buildup on the floor giving the finish a cloudy appearance.
- f) Do not place potted plants directly in contact with hardwood floors.

CONDITIONS AND DISCLAIMERS:

This warranty applies to first quality products only and does not cover loss of time, inconvenience, expenses, costs or any other consequential costs. Repair or replacement of the floor is the sole remedy and at the discretion of Fuzion Flooring.

Hardwoods React to Sunlight

Hardwood contains natural acids in its cellular structure that react to sunlight, causing a gradual ambering process known as patina or oxidation. The extent of this colour change depends on the wood

species, acid content, and level of UV exposure. Over time, the entire floor will reach a uniform patina and stop changing. This is often noticeable when rugs are removed, revealing lighter areas that may even out with consistent light exposure. All wood exhibits natural colour and pattern variations, a characteristic of living trees. Colour changes from oxidation and UV light are expected, especially in species like American Cherry, Walnut, Thermo-treated Oak, and certain exotics. These changes are not considered defects and are not covered under warranty.

Hardwood flooring will scratch and dent

With today's active lifestyles it is important to note that hardwood flooring can, and will, scratch and dent. In order to prevent excessive abuse, the use of strategically placed mats and area rugs as well as floor protectors on chair and table legs are a must.

Do not install Fuzion Flooring Engineered Hardwood Floors in full bathrooms nor powder rooms.

RADIANT HEAT INFORMATION AND COMPLIANCE:

Radiant heat is a dry heat, and the heat source is directly below the flooring. Because of this it has the potential to dry out much faster than conventional heating systems. To counteract this the humidity will need to be monitored between 35% and 55% RH. The warranty will be void if any of the requirements of the Radiant Heat section are not fully met. Wood flooring installations over radiant heat can cause moderate surface checking, cracking (especially at the ends of boards and around knots), shrinkage, gapping between planks, and slight cupping are all to be expected and do not constitute a product defect or covered by this warranty.

Important information:

- Radiant heat systems should be turned on 14 days prior to the flooring installation.
- Make sure to test subfloor moisture content with the approved tests listed above prior to installation.
- Fuzion Flooring does not warranty installation any of its products over radiant that are greater than 9" wide and wood wear layer greater than 4mm.
- Fuzion Flooring only recommends installation of its products over Hydronic radiant heat systems.
- Fuzion Flooring does not recommend or warranty installation of electric radiant heat systems.
- Never allow the temperature to change up or down by more than 2°F per day. Wood flooring requires slow/incremental change in radiant heat temperatures.
- Maximum subfloor temperature must NOT exceed 81°F (27°C).
- It is highly recommended that an outside thermostat be installed. This is to assist with rapid changes in temperature that can affect the moisture content of the flooring.
- Excessive heat, rapid heating, and/or failure to maintain humidity levels between 35% and 55% may cause cracking, cupping and other forms of failure and will void the warranty.
- Maintain proper temperature and humidity levels AT ALL TIMES.

Fuzion Flooring does not offer any warranties over radiant heat. Fuzion Flooring does make recommendations about the "compatibility" of our wood flooring products over radiant heat. This only suggests that some products can reasonably be considered for use over radiant heat, when all the above recommendations are considered. The following products (species) are compatible over radiant heat.

Wood	Hydronic Radiant Heat			Embedded Electric	Mat style electric
	Cut				
	Sawn	Sliced	Rotary		
Acacia	Not Approved	Not Approved	Not Approved	Not Approved	Not Approved
Ash	Approved	Approved	Not Approved	Not Approved	Not Approved
Hickory	Not Approved	Not Approved	Not Approved	Not Approved	Not Approved
Maple	Approved	Approved	Not Approved	Not Approved	Not Approved
Maple	Approved	Approved	Not Approved	Not Approved	Not Approved
Oak	Approved	Approved	Not Approved	Not Approved	Not Approved
Walnut	Approved	Approved	Not Approved	Not Approved	Not Approved