

## UNIQUE MANUFACTURING PROCESS, SUPERIOR QUALITY

Thank you for choosing Model® prefinished or pre-oiled hardwood flooring. No other kind of flooring offers the characteristics and advantages of this natural material. The durability and long-lasting nature of wood makes it one of the most economical floor coverings on the long term. In addition to offering solid hardwood flooring, PG Hardwood Flooring also manufactures engineered (ModelDistinct and ModelInspire) products for installation on concrete or in locations where hardwood is not recommended. The manufacturing process followed by PG Hardwood Flooring in the production of its product line is unique in North America. High performance sanders smooth wood panels with unequalled precision. PG Hardwood Flooring is the only company to offer the Model Plus finish containing aluminum oxide and new ingredients that double abrasion resistance. Nine coats of Model Plus are applied and dried (11 times) using innovative ultraviolet curing to ensure unsurpassed hardness and a finish beyond compare. Model® flooring will give you years of satisfaction.

## PRODUCT WARRANTY

This warranty is offered on all products manufactured after August 6, 2013. Under the terms of this warranty, PG Hardwood Flooring agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions.

## LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects when grade definition is respected.

Differences in the colour of samples and installed flooring are normal and not considered as defects.

A margin of imperfection not exceeding 5 % is an accepted industry standard and does not constitute a structural defect under the terms of this warranty. Products sold as waste, seconds or “as is,” as well as Heritage, Mystique and Unique grades (Artefact, Athena, Barista, Bourbon, Clan, Continuum, Cambium, Dion, Familia, Garneau, Hangar, Imagine, Loyal, Minimaliste, Meteora, Naïve, Oliver, Pelletier, Perfection, Respect, Saint-Édouard, Sanibel, Silva, Tasmanie, Versailles) are not covered by the lifetime structural warranty.

PG Hardwood Flooring protects the original purchaser of ModelDistinct and ModelInspire engineered flooring, guaranteeing the flooring against delamination (separation between plies), warping, twisting,

buckling or cupping when used under normal conditions and according to recommendations formulated in the official Model installation and maintenance guide.

## ARIZONA / MONTANA / MURDOCH

The appearance of surface cracks is a normal characteristic of this grade and part of the environmental goals and desirable look of Arizona, Montana and Murdoch products. Therefore, surface cracks are not subject to claims of any kind under the terms of the Model® product lifetime structural warranty.

## MODEL PLUS FINISH

PG Hardwood Flooring guarantees the Model Plus finish applied to its boards against total wear, flaking, peeling or flaws in the application of stain and our Exclusive Model Plus finish for a period of thirty five (35) years as of the product purchase date. The warranty covering the exclusive Model Plus finish is offered only on prefinished flooring sold and installed exclusively for residential use. Commercial or industrial use is excluded.

## MODEL EXTREME® FINISH

### Wear

PG Hardwood Flooring is so convinced of the quality of its products that they are guaranteed against total wear, flaking and peeling for a period of forty (40) years for residential use and five (5) years for light commercial use. Light commercial use refers to “flooring installed in an administrative office, showroom, medical office, etc.” To take advantage of this warranty, any project exceeding 1000 ft<sup>2</sup> must be submitted to Customer Service for approval.

### Lustre

If the flooring is maintained as per specifications described in this document and all warranty conditions are complied with, PG Hardwood Flooring will replace the flooring if, within one year of purchase, it has lost all its lustre.

## OILED FINISH

All our preoiled products of Pacific and Select & Better grades are covered by the lifetime structural warranty.

No warranty covers the oiled finish itself, since an oiled finish is an integral part of the wood. Therefore, it is normal that wear of the wood will result in wear of the oiled finish. This applies to both residential and commercial use.

**PG HARDWOOD FLOORING GUARANTEES THE MODEL PLUS FINISH APPLIED TO ITS BOARDS AGAINST TOTAL WEAR, FLAKING, PEELING OR FLAWS IN THE APPLICATION OF STAIN AND OUR EXCLUSIVE MODEL PLUS FINISH FOR A PERIOD OF THIRTY FIVE (35) YEARS AS OF THE PRODUCT PURCHASE DATE.**

**PG HARDWOOD FLOORING IS SO CONVINCED OF THE QUALITY OF ITS PRODUCTS THAT THEY ARE GUARANTEED AGAINST TOTAL WEAR, FLAKING AND PEELING FOR A PERIOD OF FORTY (40) YEARS FOR RESIDENTIAL USE AND FIVE (5) YEARS FOR LIGHT COMMERCIAL USE.**

## WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to the installation and maintenance guide available on our website at [pgmodel.com](http://pgmodel.com). In order to benefit from the warranty, the purchaser must comply with maintenance instructions in the guide and follow the preventive measures indicated hereafter.

## BOARD INSTALLATION

The installer must examine each board before laying it down. Any board installed (nailed, stapled, glued or floating) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install the flooring and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. PG Hardwood Flooring cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood (as described at [pgmodel.com](http://pgmodel.com)), its structural quality or finish, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring, nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor (does not apply to a glued or floating installation).

Before installing wood flooring, the installer must ensure that the worksite and subfloors meet or exceed all applicable standards in the installation guide. PG Hardwood Flooring declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFAs (National Hardwood Flooring Association) recommendations.

## FLOOR MAINTENANCE

The use of cleaning products offered or recommended by PG Hardwood Flooring is mandatory in order to preserve wood lustre. Other products may discolour or damage the flooring and invalidate the warranty.

Ingredients in the Model Extreme<sup>®</sup> finish provide exceptional resistance to wear, but flooring with this finish may require more frequent maintenance, particularly if dark stained or opaque.

## WARRANTY EXCLUSIONS

**THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON-TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.**

The warranty against wear excludes damage caused by water, use of a wet mop, lack of maintenance, negligence, marks made by blows, accidents, scratches, furniture, house pets, high-heeled shoes, erosion, grit, sand or other abrasive substances, extreme environmental conditions, lack of preventive measures or improper protection. In order for coverage to apply, totally worn out areas must extend over at least 10% of the entire floor. Moreover, PG Hardwood Flooring cannot guarantee its finish against the fading that results from normal wear. Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced when necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wear on garments or objects in contact with the Model Extreme<sup>®</sup> finish cannot give rise to a claim for flooring or other items having experienced wear.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

During use, light cracking sounds may be heard once the floating floor is installed. Cracking sounds may occur more often and become louder during dry periods. This situation is not considered to be a manufacturing defect by PG Hardwood Flooring and is not covered by warranty.

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the PG Hardwood Flooring warranty.

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of PG Hardwood Flooring is limited to repairing, refinishing or replacing defective products, at the discretion of PG Hardwood Flooring. If it is impossible to correct the situation, PG Hardwood Flooring will refund the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. PG Hardwood Flooring does not guarantee the colour, stain or texture of samples, or flooring boards installed at a later date in flooring covered by this warranty. No PG Hardwood Flooring distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty. This warranty specifically excludes and replaces any other warranty in relation to Model products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law.

Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against PG Hardwood Flooring, irrespective of its nature, with the exception of what is specifically provided for in this warranty and under conditions stipulated.

## WARRANTY REGISTRATION

To register your residential warranty, please visit our website at [pgmodel.com](http://pgmodel.com) within thirty days of the purchase date. The flooring must have been purchased from an authorized PG dealer and be paid in full.

## PROCEDURE FOR A CLAIM FILED WHILE AN INSTALLATION IS IN PROGRESS

If, upon opening boxes, they are found to contain non-conforming products, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. As indicated in the Model Certified Installer Program, we strongly recommend that you have the consumer approve a sampling of boards prior to installation.

If you have installed less than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume all costs associated with the removal of the portion already installed.

If you have already installed more than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered.

If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.

## CLAIM PROCEDURE

If you wish to file a claim under warranty, first contact the authorized PG dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at PG Hardwood Flooring, 2424, Principale, Saint-Édouard-de-Lotbinière (Quebec) G0S 1Y0 (phone: 418-796-2328). We will send you a form that you must complete and return to us. Claims must be made in writing and sent to PG Hardwood Flooring within six (6) months of the appearance of the defect. PG Hardwood Flooring reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

Important: Claims regarding any article covered by this warranty must be accompanied by the production sticker located on the front right side of the box of the product in question.



SYDNEY

## UNIQUE MANUFACTURING PROCESS, SUPERIOR QUALITY

Thank you for choosing PG<sup>®</sup> unfinished or gymnasium hardwood flooring. No other kind of flooring offers the characteristics and advantages of this natural material. The durability and long-lasting nature of wood makes it one of the most economical floor coverings on the long term. PG hardwood flooring boards exceed the highest quality industry standards in Canada. Precise shaping of the tongues and grooves and the ease with which PG boards fit together are singular advantages contributing to the quality of PG hardwood flooring.

## PRODUCT WARRANTY

This warranty is offered on all products manufactured after August 6, 2013. Under the terms of this warranty, PG Hardwood Flooring agrees to replace, or may elect to repair, products covered by warranty, subject to the following conditions and exclusions.

## LIFETIME STRUCTURAL WARRANTY

The lifetime structural warranty covers structural defects in boards, ensuring that boards are free from shaping and manufacturing defects and classification errors. Wood is a natural material characterized by colour and grain variations. Knots and mineral streaks are not considered as defects when grade definition is respected. Differences in the colour of samples and installed flooring are normal and not considered as defects. A margin of imperfection not exceeding 5% is an accepted industry standard and does not constitute a structural defect under the terms of this warranty. Products sold as waste, seconds or "as is" are not covered by this warranty.

## WARRANTY CONDITIONS

The warranty applies only when the flooring is installed according to installation guide available on our website at [pgmodel.com](http://pgmodel.com). In order to benefit from the warranty, the purchaser must comply with maintenance instructions found in the guide and follow the preventive measures indicated hereafter.

## BOARD INSTALLATION

The installer must examine each board before laying it down. Any board installed (nailed or stapled) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty on the basis of manufacturing defects or classification errors. If the owner hires a third party to install his or her flooring, and cannot be present during the installation, the owner is responsible for the judgment of this third party. The installer should be able to evaluate wood quality (grade and shaping) and lay out colours according to the natural variations of the species chosen. PG Hardwood Flooring Inc. cannot be held responsible for errors resulting from poor judgment on the part of the installer. It is the responsibility of the owner to ensure that the wood delivered is what was chosen and ordered.

If you find fault with the grade of wood (as described at [pgmodel.com](http://pgmodel.com)) or its structural quality, please stop the installation and contact your distributor immediately. Discard any board with a visible defect rather than installing it and marring the overall appearance of the floor.

Manufacturers offer consumers a range of hardwood flooring nailers and staplers to choose from, including manual and pneumatic (air) models. It is the installer's responsibility to ensure that the staples are driven into the wood properly, because a dimple effect (or telegraphy) on wood surfaces is not considered a manufacturing defect. The installer should test a few boards, nail them in place and check extremities where boards meet, particularly in cases where boards are installed at a 90° angle to an exterior wall and daylight shines directly onto the floor.

Before installing wood flooring, the installer must ensure that the worksite and subfloors meet or exceed all applicable standards in the installation guide. PG Hardwood Flooring Inc. declines any liability for problems resulting from defects in the subfloor, its surface or the worksite itself.

Installation of flooring over radiant heating systems must comply with NWFA (National Hardwood Flooring Association) recommendations.



## WARRANTY EXCLUSIONS

**THE WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT AND IS NON-TRANSFERABLE. THE ORIGINAL PURCHASER MUST PROVIDE AN INVOICE OR PROOF OF PURCHASE IN ORDER TO BENEFIT FROM COVERAGE.**

Felt pads should be glued to the legs of furniture to avoid scratching the floor when objects are moved. The pads should be cleaned and replaced where necessary. Avoid sliding heavy objects or furniture over the floor. Lift them instead. Place floor mats at each doorway and in high traffic areas in the kitchen where water or oily detergents may damage the floor. Discoloration from exposure to sunlight is a natural phenomenon not covered by warranty.

Wood is a natural material that expands and contracts with the seasons and with heating the home. Even when properly installed, slight gaps may appear between boards at various times of the year. Such gaps are not covered by warranty. Changes in relative humidity can also cause boards to split and crack. To be covered by warranty, cracks and splitting in boards must be visible at the time of installation and the boards discarded or replaced. Once a board is installed, no warranty is applicable, because cracking and splitting may be the result of external factors beyond the control of the manufacturer. It is important to maintain relative humidity in the home as constant as possible (between 37% and 45%). Use a humidifier or dehumidifier, as the case may be. Temperatures in the home should range between a comfortable 18°C and 22°C (65°F and 72°F).

Product defects that cannot be measured or are visible only under lighting or at a particular angle are not considered as defects covered under the PG Hardwood Flooring Inc. warranty.

The warranty does not cover damage sustained during transportation, storage, installation or any other cause not covered expressly by the warranty described hereafter. The warranty does not cover labour costs or other losses or expenses incurred as a result of a defect covered by warranty. Under the terms of the present warranty, the responsibility of PG Hardwood Flooring Inc. is limited to repairing or replacing defective products, at the discretion of PG Hardwood Flooring Inc. If it is impossible to correct the situation, PG Hardwood Flooring Inc. will refund the purchaser an amount based on the purchase price of the defective area of the flooring, proportional to the balance of term outstanding on the original warranty. No PG Hardwood Flooring Inc. distributor, retailer, installer, agent, salesperson or representative is authorized to modify or extend the conditions or duration of this warranty.

This warranty specifically excludes and replaces any other warranty in relation to PG products, including the legal warranty in jurisdictions where exclusion of such warranties may be provided for by law. Under no circumstances may the purchaser of the product exercise recourse of any kind whatsoever against PG Hardwood Flooring Inc., except for conditions provided for specifically in this warranty.

## WARRANTY REGISTRATION

To register your residential warranty, please visit our web site at [pgmodel.com](http://pgmodel.com) to register, within thirty days of the purchase date. The flooring must have been purchased from authorized PG dealer and be paid in full.

## PROCEDURE FOR A CLAIM FILED WHILE AN INSTALLATION IS IN PROGRESS

If, upon opening bundles, they are found to contain non-conforming products, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards at our expense and replace them as soon as possible. We strongly advise you to have the consumer approve a sampling of boards prior to installation.

If you have installed less than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover and replace all boards as soon as possible. Moreover, we will assume costs associated with the removal of the portion already installed.

If you have already installed more than 10% of the entire flooring surface and note that there is a problem with product quality, you must file a duly completed claim form with us. After examination, if we acknowledge that the product is indeed non-conforming, we will recover all uninstalled boards and replace them as soon as possible. No other compensation will be offered.

If, finally, the flooring has been installed in its entirety in the room, no claim may be filed under the terms of the warranty covering manufacturing defects or classification errors.

## CLAIM PROCEDURE

If you wish to file a claim under warranty, first contact the authorized PG dealer from whom you purchased the flooring. If the latter is unable to solve your problem, please contact our head office at PG Hardwood Flooring Inc., 2424, rue Principale, Saint-Édouard-de-Lotbinière (Quebec) G0S 1Y0 (telephone: 418-796-2328). We will send you a form that you must fill in and return to us. Claims must be made in writing and sent to PG Hardwood Flooring Inc. within six (6) months of the appearance of the defect. PG Hardwood Flooring Inc. reserves the right to a thirty-day delay following receipt of the claim in order to inspect the product. During the thirty-day delay, no alteration, replacement or repair may be carried out. Failure to comply with this stipulation will cause the warranty to become null and void.

# WARRANTY

## PG® PRODUCTS GYMNASIUM FLOORING

### WARRANTY

The warranty does not cover damage caused in whole or in part by accident, ordinary wear and tear, abuse, use for which the materials are not designed, faulty construction of the building, settling of the building walls, failure of third-party contractors to comply with specifications, separation of the concrete slab or excessive dryness, excessive moisture caused by ambient humidity, spillage, migration through the slab or walls, or any other source.

PG Hardwood Flooring Inc. hereby warrants its systems to be free from manufacturing defects. The installer must examine each board before laying it down. Any board installed (nailed in place) shall be considered accepted by the installer and/or owner. Such boards may not be claimed under warranty

on the basis of manufacturing defects or classification errors. This warranty is in lieu of all other warranties, expressed or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose, and of any other obligations on the part of PG Hardwood Flooring Inc. In the event of any breach of warranty, the liability of PG Hardwood Flooring Inc. shall be limited to repairing or replacing PG material and system components supplied by PG Hardwood Flooring Inc. and proven to be defective in manufacture, and shall not include any other damages, either direct or consequential. It is the policy of PG Hardwood Flooring Inc. to continuously improve our line of products. Therefore, we reserve the right to change, modify or discontinue models, specifications, and accessories of all products at any time without notice or obligation to any purchaser.

