



Tekno Reference Manual

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Light Commercial Warranty #4C: - Tekno Collection

Tekno Collection – Limited Light Commercial Warranty

Note: This Warranty pertains to light commercial use only. (See #1 below)

Tekno Collection Residential Warranty, when the flooring is used in a light commercial setting, applies to all categories EXCEPT the finish related section. Please access the Residential Warranty here: [Tekno Collection Residential Warranty](#)

The Residential Warranty, in brief overview, offers the following warranty protection when using this flooring in Light Commercial Use settings, (please refer to the actual [Residential Warranty](#) for complete details on coverage and exclusions):

- Pre-Installation Warranty** – Flooring with any visible milling/wood/grade/finish defects, in excess of the industry standard 5% allowable, will be replaced or the purchase price refunded when set aside **prior** to installation and returned to Tekno NA.
- Structural Warranty** – Product will not delaminate – 25 year guarantee. (Exclusions include – excessive moisture/soaking, and/or dryness).
- Resanding/Refinishing Warranty** – This product may be re-sanded/refinished up to 3 times when performed correctly by a professional floor refinisher. (Exclusions include – sanding excessive wear/gouges &/or improper sanding).

See [Tekno Collection Residential Warranty](#) for full details on coverage and exclusions for the above coverages.

In addition to the above coverage, Tekno NA's Limited Light Commercial Warranty offers the following specific **Finish Warranty** for our flooring when used in light commercial use settings. **Light Commercial** settings are defined as use in boutiques, churches, galleries, restaurants, and other such non-industrial flooring surfaces. Excluded uses are areas of intense or extremely heavy foot traffic, e.g., department store aisles, store entrances or airport terminals.

- Finish Warranty** – The finish is warranted for three (3) years against peeling and/or wearing through. Finish wear through is defined as 100% finish removal, to bare wood, over 3% of the total area of the flooring installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems.

TEKNO NA'S OBLIGATIONS UNDER THIS WARRANTY

The sole obligation and liability of Tekno NA, under our stated warranties, is to repair, replace or refinish the floor, in part or in whole, or to issue a refund of the purchase price, at Tekno NA's discretion.

EXCLUSIONS:

1. Improper Installation

Installation must be in accordance with Tekno NA's product line specific Installation Instructions or the warranty is voided. For copies of the [Installation Instructions](#)

2. Improper Maintenance

Floors must be maintained with a commercial floor care system approved by Tekno NA – see [Tekno's Maintenance Instructions](#).



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Note: Proper Care for your floor includes:

While your Tekno Flooring is more durable than standard hardwood floors, we recommend that you follow a scheduled program of preventive maintenance and daily care.

GENERAL COMMERCIAL FLOOR CARE

- Blot up spills and clean up spots immediately. Do not soak or wet mop the floors !
- Use floor protectors under heavy furniture and equipment. Place a commercially-rated door mat at all exterior entrances to cut down on the effects of sand, grit, tar, etc., and bad weather conditions.
- Dust mop, vacuum or sweep the floor at least daily with a soft bristle brush to remove abrasive sand and dirt. Clean the floor at least weekly with an approved cleaning system.
- Recoat commercial installations once a year, or as required in order to maintain a good general appearance.
- Do not use waxes or polishes on the floor.

Note: WHEN ADDED PROTECTION IS NECESSARY:

Heavily used floors or floors with a dull finish appearance should be recoated with a quality, non-yellowing polyurethane finish. This step allows a professional to add extra protection without major refinishing. See Tekno NA's [Refinishing Instructions](#).

- Color Change/Variation:**
Tekno NA is not responsible for color variation in the flooring and/or variation in color from samples, once the flooring is installed. Nor is Tekno NA responsible for Color Change that occurs over time after installation as wood is a natural product and changes as it ages.
- Flooring installed with Visible Defects:**
Tekno NA is not responsible for flooring with visible defects that has been installed anyway. Once installed, the flooring has been deemed acceptable by the installer.
- Extreme Environmental Conditions:**
Exposure to extreme sunlight, heat, moisture, or dryness will void the warranty. Faulty vapor barrier, plumbing leaks, floods, etc., will void your protection.
- Accidents:**
Scratches or dents from sharp or load-bearing surfaces as well as plumbing leaks, floods etc., are not covered.

WARRANTY DISCLAIMERS:

TEKNO NA SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES EITHER EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

- Tekno's Related Web Site Links:** Below is a list of links to various relevant sections on Tekno NA's web site. Please be sure to visit our web site at www.teknona.com for complete information.
 1. www.teknona.com – Tekno North America's Home Page.
 2. [Tekno Collection Tech Specs](#) – review of technical specifications for this flooring style.
 3. [Tekno Collection Residential Warranty](#)
 4. [Tekno's Installation Instructions](#) – to access Tekno's Installation Instructions.
 5. [Tekno's Maintenance Instructions](#)
 6. [Tekno's Refinish Instructions](#)