UNIQUE
WOOD PRODUCTS

MOULDING · STAIR PARTS · MILLWORK

LIMITED WARRANTY

Engineered Wood
Flooring & Acclimation

Architect-grade engineered wood flooring from Unique Wood Products — manufacturing, milling, and structural coverage, with the acclimation, subfloor, and environmental requirements that keep it valid.



9915 Tanner Road, Houston TX 77041 · uniquewoodproducts.com

DOCUMENT UWP-WAR-001
Effective May 1, 2026

WARRANTY · ARCHITECTURAL MILLWORK

Engineered Wood Flooring Limited Warranty

Manufacturing, milling, and structural coverage for Unique Wood Products engineered wood flooring, with the acclimation, subfloor, and environmental requirements that keep this warranty in force · Effective for purchases on or after May 1, 2026.

COVERAGE SUMMARY

Unique Wood Products warrants to the original purchaser that its engineered wood flooring will be free from manufacturing defects in **milling, delamination, dimension, and grading** for as long as the original purchaser owns and occupies the floor. Engineered flooring is more dimensionally stable than solid hardwood, but it is still a natural product installed into a real building — acclimation, subfloor preparation, and indoor climate must meet the requirements set out below for this warranty to apply.

> **THIS IS A MATERIAL-ONLY WARRANTY**
> Coverage extends to the flooring material only. The sole remedy is repair, replacement, or refund of the affected material at UWP's option. UWP is not responsible for removal, reinstallation, refinishing, subfloor remediation, or any labor, freight, or consequential cost arising from a claim.

ACCLIMATION — JOBSITE PREPARATION

The installation environment must be conditioned **before the flooring arrives**. The four steps below are required for this warranty to apply.

1. **Enclose and dry-in the building.**
   The structure must be fully weather-tight — roof, exterior walls, windows, and doors complete — with no exposure to rain, ground moisture, or open framing.
2. **Grade and drain away from the building.**
   Final grading must direct surface water away from the foundation. Standing water near the slab or crawl space will raise subfloor moisture and is grounds for warranty void.
3. **Complete all wet trades.**
   Concrete, plaster, drywall mud, paint, tile setting, masonry, and any other wet construction must be installed and fully cured before flooring delivery. Curing wet trades release moisture that the flooring will absorb.
4. **Run HVAC at occupied set-points for at least five (5) days before delivery.**
   The heating and air-conditioning systems must be operating continuously at the temperature and humidity the building will be lived in at — not at a construction set-point — for a minimum of five days prior to flooring arriving on site.

Once the building meets the above, allow the flooring to acclimate **48–72 hours** inside the conditioned installation space, racked or boxed flat. Longer acclimation may be required in extreme dry or humid climates or for wider plank widths — follow the manufacturer's product-specific guidance when stricter.

SUBFLOOR REQUIREMENTS

The subfloor must be flat, dry, structurally sound, and tested for moisture before installation begins. The installer is responsible for verifying and documenting all four:

- **Wood subfloor:** ¾" or thicker performance-rated plywood or OSB on joists spaced 19.2" on center or tighter (or engineered to carry the floor, per a structural engineer or architect). Anything less than ¾" performance-rated panel voids this warranty.
- **Wood subfloor moisture:** Within 4% moisture content of the engineered flooring, measured with a calibrated pin or pinless meter. Document the readings.

- **Concrete subfloor moisture:** Tested per NWFA installation guidelines using ASTM F1869 (calcium chloride / MVER) and/or ASTM F2170 (in-situ relative humidity). Results must be recorded and retained.
- **Flatness:** ¼" in 10 ft or 3/16" in 6 ft, whichever the flooring manufacturer specifies as stricter. Out-of-flat subfloors cause hollow spots, squeaks, and click-lock joint stress that are not warranted.

INSTALLATION REQUIREMENTS

Installation must follow current **National Wood Flooring Association (NWFA)** guidelines (**nwfa.org**) and the engineered product's own installation instructions. Fasteners (staples, cleats, or nails for nail-down; adhesives for glue-down; underlayment for float) must be the type, length, and spacing specified by the manufacturer. The installer is responsible for selecting the correct installation method for the subfloor and conditions on site.

PRE-INSTALLATION INSPECTION — ACCEPTANCE RULE

Every plank must be inspected for grade, color, milling, dimension, and finish **before** it goes down. If a plank shows a visible defect, do not install it — set it aside, photograph it, and contact UWP for replacement material. **Installation constitutes acceptance.** A plank with a visible defect that is nailed, glued, or clicked into place is not covered, and the labor to remove and replace such a plank is the installer's responsibility.

ENVIRONMENTAL OPERATING RANGE

Indoor relative humidity must be maintained between **35% and 55% RH**, and temperature between **60°F and 80°F**, year-round — using HVAC, dehumidification, or humidification as the season requires. Engineered wood will expand slightly in humid conditions and contract in dry ones; gaps in late winter and tightening in summer are normal seasonal behavior and not a defect. Sustained operation outside the 35–55% RH window will cause cupping, crowning, gapping, or delamination and is not covered.

Color change from sunlight (UV exposure) is inherent to natural wood. Decorative rugs and furniture placement will create a lighter or darker "shadow" as the surrounding floor mellows. Rotate area rugs periodically to even the exposure. UV-driven color change is not a manufacturing defect.

EXCLUSIONS

This warranty does not cover:

- **No HVAC, no warranty.** Any installation in a space not climate-controlled to 35–55% RH and 60–80°F, including unheated structures, four-season porches, and properties left unconditioned between occupancies.
- **Moisture and water damage —** plumbing leaks, appliance leaks (dishwasher, refrigerator, washing machine, ice maker), flooding, standing water, wet mopping, subfloor moisture not tested per NWFA, and damage from pets.
- **Job-site environment outside the operating range —** cupping, crowning, gapping, buckling, peeling, splitting, twisting, or delamination caused by RH or temperature sustained outside the 35–55% / 60–80°F window.
- **Surface wear and impact damage —** scratches, dents, gouges, cuts from sharp objects, and stains from heels, furniture, appliances, tools, sand or grit, abrasive cleaners, or sudden impact. Scratches and dents that appear after installation are normal wear.
- **Fire, burns, and smoke.** Burns from cigarettes, hot cookware, fireplaces, or open flame, and any smoke or soot staining.
- **Casualty events normally covered by homeowners insurance —** fire, flooding, smoke, storm damage, vandalism, theft, intentional or accidental abuse, and standing water from leaking plumbing, faucets, or household appliances.
- **Pet damage.** Stains, scratches, gouges, or odor from cat or dog urine, feces, vomit, or pet claws. Engineered wood is not a pet-stain-resistant product. Wipe pet accidents immediately.
- **Footwear and static-load damage —** indentations from heeled shoes, spiked shoes, metal cleats, skates, or heavy stationary loads. Use floor protectors under furniture legs and feet to distribute weight.
- **Moving heavy appliances** without sliders or floor protection — dishwashers, refrigerators, washing machines, ovens, or other heavy equipment dragged across the floor.

- **Improper installation —** failure to follow NWFA guidelines, undersized or out-of-spec subfloor, untested concrete moisture, joist spacing wider than 19.2" on center without engineered approval, wrong fastener, or any installation contrary to the manufacturer's instructions.
- **Boards installed with visible defects —** see the Pre-Installation Inspection rule above.
- **Natural variation —** color, grain, figure, mineral streak, sound knots, and color difference between batches, samples, photographs, and existing flooring. Industry grading permits up to 5% deviation per shipment.
- **UV color change —** mellowing, ambering, or fading from sunlight, and "shadow" patterns under rugs or furniture.
- **Noise —** squeaking, popping, or crackling from mechanically fastened, glue-down, or floating installations, or from low spots, uneven subfloor, joist deflection, or insufficient expansion gap. Some squeak or pop is inherent to wood-on-wood and click-lock floated installations and is not covered.
- **Gloss reduction —** fading or loss of gloss is normal wear, not a defect.
- **Field modification —** refinishing, recoating, sanding, or alteration of the product after delivery, and any repair attempted before UWP has inspected the floor.
- **Insect damage** occurring after the product leaves the factory.
- **Commercial, institutional, or rental property use —** this warranty covers residential interior use by the original purchaser only.

TRANSFERABILITY

This warranty extends to the **original purchaser** only and is not transferable to subsequent owners or tenants of the property in which the flooring is installed. It applies only when the flooring has been installed in strict compliance with the manufacturer's installation and maintenance instructions and this document.

CLAIMS PROCEDURE

Warranty claims must be submitted in writing to **info@uniquewoodproducts.com** within **thirty (30) days** of discovering the defect, and no later than the expiration of the warranty period. The claim must include: (1) the original invoice or order number; (2) clear photographs of the affected flooring in place; (3) a written description of the job-site conditions — measured indoor RH, temperature, subfloor type, subfloor moisture readings, installation method, and adhesive or fastener used; (4) the installer's contact information; and (5) any concrete moisture test documentation required above. UWP reserves the right to send a representative or an independent NWFA-certified inspector to the site before any remedy is approved. Any repair, refinish, or replacement attempted before that inspection voids this warranty.

REMEDY

The sole and exclusive remedy under this warranty is, at Unique Wood Products' option, **repair, replacement of the affected material, or refund of the original purchase price** of the defective flooring. As a material-only warranty, UWP is not liable for labor, removal, reinstallation, refinishing, subfloor remediation, freight, storage, hotel, meals, lost wages, pet boarding, or any other consequential or incidental cost arising from a claim.

DISCLAIMER OF IMPLIED WARRANTIES

Except as expressly set forth above, Unique Wood Products makes no warranty, express or implied, including but not limited to implied warranties of merchantability or fitness for a particular purpose. All warranties not expressly stated in this document are disclaimed. No distributor, dealer, installer, agent, or sales representative is authorized to modify, extend, or enlarge the terms of this warranty.

LIMITATION OF LIABILITY

In no event shall Unique Wood Products or its suppliers be liable for any direct, indirect, incidental, special, consequential, punitive, commercial, or economic damages arising from the use, loss of use, performance, or non-performance of its flooring, whether such liability is asserted in contract, tort, or otherwise. Under no circumstance will UWP's liability exceed the original purchase price of the affected flooring.

GOVERNING LAW & DISPUTE RESOLUTION

This warranty is governed by the laws of the State of Texas. Any dispute arising under this warranty shall be resolved by mandatory and binding arbitration in Harris County, Texas, conducted under the rules of the American Arbitration Association. The parties expressly waive any right to a jury trial. Certain limitations and exclusions are not permitted by law in some states; portions of this warranty may not apply to you, and you may also have other rights that vary from state to state.