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Warranty certificate



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1-800-463-1303



# Warranty certificate

## Introduction

Boa-Franc, G.P., hereafter "Boa-Franc", offers the present warranty program on all prefinished Mirage flooring manufactured after January 1<sup>st</sup>, 2015 and installed and maintained in accordance with the manufacturer's guidelines.

Through this program, Boa-Franc guarantees the original purchaser that every category of prefinished Mirage hardwood floors respects Mirage and industry standards. This warranty program applies solely to residential and commercial installation, excluding heavy commercial use.

This warranty cannot be transferred to any subsequent buyer.

## Owner and installer responsibilities

Hardwood is a natural material that possesses certain unique characteristics. Mirage flooring is manufactured in accordance with the highest standards of quality. Standard trade practice allows for up to a 5% margin of error for natural imperfections and manufacturing defects.

The following requirements are the responsibility of the floor's owner, even if the owner is absent at time of installation:

## Exclusions due to certain inherent properties of wood

Wood expands and contracts according to variations in humidity. Even if flooring is properly installed, narrow gaps and slight distortions can occur. These natural occurrences are excluded from the present warranty. Moreover, exposure to light alters the color of all wood species.

Flooring made from low-hardness wood species is not recommended for commercial use.

## Manufacturer's warranty

Boa-Franc guarantees the original purchaser that its prefinished Mirage hardwood floors are free of any manufacturing defects, including staining and finish, exceeding the 5% margin of error allowed by the industry.

Boa-Franc guarantees that the product will remain free from defects in milling and dimension when used under recommended environmental conditions.

## Structural lifetime warranty

Boa-Franc guarantees the original purchaser a lifetime warranty on the structure of the floorboards. The structural warranty is valid if recommended environmental conditions are met, including maintaining a relative humidity level between 25% and 70% in the case of Mirage Engineered flooring and between 30% and 60% for Mirage Classic and Lock flooring. Moreover, subfloor pre-installation and humidity level must meet the requirements specified in the selected Mirage product's installation guide.

## Finish warranty

Boa-Franc guarantees the original purchaser that the Nanolinx®HD and DuraMatt™ finishes applied on its Mirage prefinished hardwood floor will not wear through or separate from the wood for a period of:

- > Thirty-five (35) years from the date of purchase, when used under normal residential traffic conditions;
- > Three (3) years from the date of purchase, when used under light commercial conditions;
- > Five (5) years from the date of purchase, on Nanolinx™ Commercial finish exclusively, when used under commercial conditions, excluding heavy commercial use.

Surface wear must be readily visible and cover at least ten percent (10%) of the total flooring surface area.

## Structural warranty exclusions

- > All damage caused by, but not limited to, the following:
  - Installation that fails to meet the requirements specified in the current installation guide at time of purchase of selected Mirage product
  - Interior conditions that differ from recommended environmental conditions, particularly extreme heat, dryness or humidity
  - Excessive exposure to sunlight
  - Transportation
  - Storage
  - Distortion caused by nailing devices, nails or staples
  - Installation of Mirage Classic flooring over a radiant heating system (Mirage Engineered and Mirage Lock technologies are recommended for this type of installation)
  - Installation of Hickory and Brazilian Cherry floors (also known as Jatoba) from Mirage Engineered technology and Hickory floors Mirage Lock technology over a radiant-heated subfloor
- > All minor expansion or contraction of floorboards attributed to the inherent properties of hardwood, as seasonal climate changes and maintaining normal environmental conditions will correct these natural variations.

## Finish warranty exclusions

- > Gloss variation and color variation is excluded, as these are natural occurrences.
- > All damage (e.g. impact marks, dents, scratches or abnormal wear) caused by, but not limited to, the following:
  - Maintenance that fails to meet the requirements specified in the installation guide of the selected Mirage product
  - Use of care products other than those recommended for Mirage flooring
  - Misuse
  - Negligence
  - Accidents
  - Spiked or high-heeled shoes
  - Water
  - Wet mopping
  - Pebbles
  - Sand or other abrasives
  - Pet claws
  - Insufficient prevention
  - Insufficient protection, particularly under chair and table legs, or other furniture

## Exclusive provision for the Sweet Memories, Alive, Imagine, Flair collections, Knotty Walnut, Old Hickory and Old White Oak, R&Q products

The nature of Sweet Memories, Alive, Imagine, Flair collections, Knotty Walnut, Old Hickory and Old White Oak, R&Q flooring explains the appearance of certain characteristics visible at time of purchase or developing over time, including, but not limited to, the following:

- > Pronounced color variations
- > Mineral streaks
- > Open and closed knots
- > Holes
- > Checks
- > Open cracks
- > Worm holes
- > Partial or irregular milling of floorboard edges
- > Localized variable thickness
- > Subsidence of character traits
- > Etiolation or separation within character traits
- > Elevation of some character traits, which become more prominent
- > Localized deterioration of finish near character traits

These characteristics are considered normal for these products and are excluded from the warranty. No damage attributed to these specific characteristics is covered by the warranty.

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## General warranty limitations and exclusions

- > Whenever this warranty is applicable, Boa-Franc's liability is limited to the replacement or repair, at Boa-Franc's choice, of the boards presenting a defect covered by the warranty in excess of the 5% margin of error allowed by industry standards.
- > Whenever this warranty is applicable, Boa-Franc's financial responsibility is limited to the cost of replacement boards, up to the total purchase price of the floor (excluding installation), in accordance with the original purchase invoice. Boa-Franc will not assume any other costs, including labor, installation, accommodation, meals, moving and cleaning.
- > The warranty applies only to the original purchaser and is not transferable.
- > The warranty does not apply to products purchased via Internet or from an unauthorized Boa-Franc dealer.
- > The warranty does not apply to products that have not been paid for in full.

## To file a claim

To file a claim under this warranty program, contact the Mirage authorized dealer where the original purchase was made. A written notice of claim must be filed with Boa-Franc within the warranty coverage period, and no later than six (6) months after the occurrence of the problem giving rise to the claim. Date of purchase, identity of the original purchaser, and invoices proving purchase will be requested. The floor must have been purchased from a Mirage authorized dealer and paid for in full. The purchase of Mirage hardwood flooring from an unauthorized Mirage dealer or via the Internet will void the present manufacturer's warranty.

If the authorized dealer is unable to reply to the claim, please contact Boa-Franc directly by mail at the following address:

**Boa-Franc, G.P. Technical Service Department**  
1255 98<sup>th</sup> Street, Saint-Georges, Quebec, Canada G5Y 8J5  
Phone: 418-227-1181 • 1-800-463-1303 • Fax: 418-227-1188  
E-mail: [technical@boa-franc.com](mailto:technical@boa-franc.com)

A technical service agent will send you a form to be completed and returned to Boa-Franc. Boa-Franc reserves the right to have a designated representative inspect the floor and remove samples for analysis. The representative will then report findings within a reasonable amount of time.

It is important that you save all original invoices (i.e. purchase, delivery, installation, etc.), the installation guide for the selected Mirage product and any information about the Mirage authorized dealer, installer and purchased product.

## Warranty registration

You may register the warranty through the form available online at [www.miragefloors.com](http://www.miragefloors.com).

Note: In the event of a discrepancy between any BOA-FRANC (MIRAGE) document and the present document, the latter shall prevail.

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