



# Warranty Certificate



[miragefloors.com](http://miragefloors.com)  
1 800 463-1303

# Warranty Certificate



## INTRODUCTION

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MIRAGE\*, offers the present warranty program on all prefinished Mirage flooring manufactured after June 1<sup>st</sup>, 2017 and installed and maintained in accordance with the manufacturer's guidelines.

Through this program, MIRAGE 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 installations, excluding heavy commercial use.

This warranty **cannot be transferred to any subsequent buyer.**

## OWNER AND INSTALLER RESPONSIBILITIES

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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:

- Prior to installation, the installer and owner must ensure that the work environment and subfloors meet or even exceed minimal specifications listed in the selected Mirage product's installation guide.
- Prior to installation, the installer and owner should conduct a final inspection of grade, color, manufacturing and finish quality of boards to ensure that the floor conforms to purchased product.
- During installation, the installer should not use boards that raise doubts about grade, color, manufacturing quality or finish. MIRAGE will replace only defective boards, installed or not, exceeding the 5% margin of error allowed by the industry.
- MIRAGE shall in no case be liable for installer's lack of judgment or poor quality of installation.
- Once installed, any board is considered as having been accepted by installer and owner, even if owner is absent at time of installation.

\* MIRAGE, our renewed corporate brand, embodies the quality and care found in our prestigious brands such as Mirage Hardwood Floors, Vintage Hardwood Flooring, Ten Oaks and Parquets Alexandra. Our legal entity is called Boa-Franc G.P.



# Warranty Certificate

## 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

MIRAGE 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.**

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

## STRUCTURAL LIFETIME WARRANTY FOR RESIDENTIAL INSTALLATION

MIRAGE 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 according to the charts below representing each Mirage product. Moreover, subfloor pre-installation and humidity level must meet the requirements specified in the selected Mirage product's installation guide.



# Warranty Certificate



## FINISH WARRANTY

MIRAGE guarantees the original purchaser that the Cashmere®\* (uses Nanolinx® technology), DuraMatt®, DurAlive™ and Nanolinx® HD 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.

A graphic with a light gray background containing two white-bordered boxes. The left box is for DuraMatt, DurAlive, and Cashmere finishes, showing a 35-year residential warranty and a 3-year commercial warranty. The right box is for Nanolinx Commercial finish, showing a 5-year commercial warranty. Each box has a horizontal line separating the two warranty periods.

Finish	Warranty Period	Application
DURAMATT, DurAlive, Cashmere® (Uses Nanolinx technology)	35-YEAR WARRANTY	ON FINISH WEAR-THROUGH FOR RESIDENTIAL APPLICATIONS.
	3-YEAR WARRANTY	AGAINST WEAR OF FINISH FOR LIGHT COMMERCIAL APPLICATIONS.
NANOLINX COMMERCIAL	5-YEAR WARRANTY	AGAINST WEAR OF FINISH FOR COMMERCIAL APPLICATIONS. EXCLUDING HEAVY COMMERCIAL USE.

\*Cashmere® is a registered trademark used under license.



# Warranty Certificate

## STRUCTURAL WARRANTY EXCLUSIONS

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- 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 TruBalance, Mirage TruBalance Lite, Mirage Engineered and Mirage Lock technologies are recommended for this type of installation)
  - Installation of Hickory and Jatoba floors 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.
- Structural and finish warranty on Mirage flooring in leased residential units is limited to ten (10) years.

## FINISH WARRANTY EXCLUSIONS

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- 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

# Warranty Certificate



## EXCLUSIVE PROVISION FOR TEXTURED PRODUCTS

Any hardwood floors that have received a treatment to add a distinctive depth to the wood (also known as textured floors) are more subject to dirt penetration than smooth floors. This occurrence is normal and it would not qualify as a claim. Any liquid, dirt or greasy substances (ex: oil, food, etc.) must be removed promptly and general maintenance must be adapted to this kind of surface (refer to maintenance guide).

## EXCLUSIVE PROVISION FOR CHARACTER GRADE FLOORS

The nature of Character grade floors **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
  - Partial or irregular milling of floorboard
  - Worm holes
  - 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.

## GENERAL WARRANTY LIMITATIONS AND EXCLUSIONS

- Whenever this warranty is applicable, **MIRAGE'S liability is limited to the replacement or repair**, at MIRAGE'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, **MIRAGE'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. MIRAGE 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 a Mirage dealer not authorized** by MIRAGE.





# Warranty Certificate

- The warranty does **not apply to products that have not been paid for in full.**
- The warranty does **not apply to Mirage Lock flooring under commercial use.**
- **Intentional alteration of the finish** (ex: sanding, surfacing) will void the warranty for the altered portion of the flooring.

## TO FILE A CLAIM

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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 MIRAGE within the warranty coverage period, and no later than three (3) 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 MIRAGE directly by mail at the following address:

MIRAGE, Technical Service  
1255, 98<sup>e</sup> Rue, Saint-Georges (Québec) Canada G5Y 8J5  
Phone: 418 227-1181 • 800 463-1303 • Fax: 418 227-1188  
Email: [technical@miragefloors.com](mailto:technical@miragefloors.com)

A technical service agent will send you a form to be completed and returned to MIRAGE. **MIRAGE 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

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

**Note:** In the event of a discrepancy between any MIRAGE document and the present document, the latter shall prevail.

**miragefloors.com**

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