



## **Limited Warranty**

We provide a limited warranty for the quality of the glue (when applicable) as well as for the quality and durability of our varnished flooring planks.

Under no circumstances shall WoodTrend be liable or in any manner responsible for any claim, loss or damage arising from any special, indirect, incidental or consequential damages, regardless of theory, including, without limitation, any loss of time or use or any inconvenience, or any punitive or exemplary damages.

The limited warranty is restricted exclusively to the damaged planks and it is WoodTrend's choice and decision if they will repair the defect in question or if they will exchange the damaged part for new planks.

No consequential damages are covered and where new planks are offered in exchange for the damaged planks, no labour is included, neither to remove the damaged planks, nor to install the new planks - and finally not to dispose off the old planks.

WoodTrend will deliver the substitute planks free of charge.

Due to the prolonged period of warranties then WoodTrend cannot guarantee that any future substitute plank will be exactly the same quality, dimension, construction or finish. WoodTrend promise to endeavour, within reasonable means, to supply a quality, dimension, construction and a finish as close to the original as possible.

WoodTrend guarantee that the species will be the same as originally purchased (subject no legal restrictions have been implemented in the interim and/or species readily available).

For any warranty to be valid it is a requirement that a professional fitter has been used at installation, no installation has taken place in wet-rooms and that during usage, normal conditions have prevailed and that due precaution has been taken. This means that there cannot have been any excess temperature or moisture, that regular maintenance has taken place and that suitable footwear and protection have been utilized.

The guarantee applies only to a defect covering 10% or more of the installed floor - independent if it concerns glue or varnish. For the varnish it is based on normal residential or commercial use and does not cover damage from spiked heels, pets, erosion, dents, gravel, scratches from roller chairs or shifting furniture or improper maintenance.

For the varnish, a specific document is issued and in addition to the mentioned clauses in this Limited Warranty. To ensure correct procedure as well as to enable us to take necessary actions to prevent and/or reduce the risk of subsequent problems, it is a must that the original invoice is presented together with the warranty reference (a 4 or 6 digit code), latter provided at the packs at the time of installation.





## A LIFESTYLE PRODUCT

# ...SUPERMATT+

### ■ What is Supermatt+?

TREFFERT's Supermatt+ Parquet Finish is a factory applied, 50g/m<sup>2</sup> UV curable multi-layer finishing system, which produces an open pore effect. With a gloss grade of 5-8 points (measured in a 60° angle), the coating enhances the natural look of wood. **Supermatt+ is the optical equivalent to Oil and Wax finishes with the technical properties of a UV varnish.**

### ■ What are the benefits of using Supermatt+?

#### Durable

- 15 years limited warranty for residential floors.
- 5 years limited warranty for commercial floors.

#### Easy to maintain

- Simple cleaning and maintenance of pre-finished Parquet
- No re-waxing and/or re-oiling required.

#### Repairable

- Easy touch-up and/ or renovation work feasible.

#### Natural

- Enhances the natural look of wood floors.

#### Safe

- Complies with EN 71: "No migration of hazardous substances such as heavy metals."



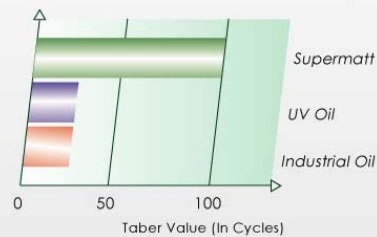
**TREFFERT**  
Industrial Wood Coatings  
[www.treffert.com](http://www.treffert.com)

A member of the  **FLH Group**

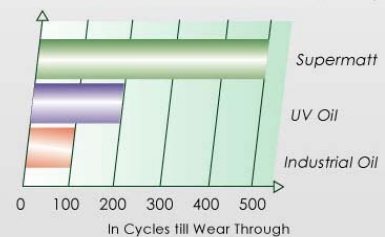
### ■ How does Supermatt+ perform?

Supermatt+ outperforms alternative products such as UV curable Oils and Industrial Parquet Oils in durability and life expectancy by a factor of up to 6:1.

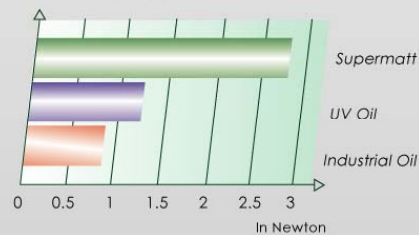
\* Abrasion Resistance: EN 13329 (S42)



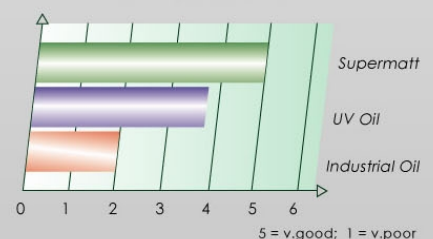
\* Wear Resistance: EN 14354 (Falling Stand)



\* Scratch Resistance: EN 438



\* Stain Resistance: EN 438



\*Please note that all data listed strictly refers to products coated in accordance with Treffert specifications.



## TREFFERT Holding GmbH & Co. KG

Am Kirchberg 1  
63754 Alzenau  
Germany  
Tel: +49 6023 9610



**(Please write down the references on pack(s) and keep your original invoice in a safe place)**

### Limited Lifetime Residential & Commercial Warranty

Our warranties apply only to the original consumer purchaser and to flooring in its original installation and are not transferable. All warranties expire if the product or installation location is transferred or resold. The above constitutes the complete and only warranty provided by TREFFERT in connection with its acrylic UV floor finishing systems and does not apply to any product other than to TREFFERT's acrylic UV floor finishing system or to the use of its product in any other than normal residential or commercial applications with normal traffic load and conditions. This program is limited to normal residential and commercial applications and does not apply to heavy commercial or industrial use.

THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, THAT MAY BE IMPOSED BY LAW, SHALL BE LIMITED WARRANTY PROVIDED HEREIN. NO RETAILER, INSTALLER, DEALER, AGENT OR EMPLOYEE HAS THE AUTHORITY TO INCREASE OR ALTER THE TERMS OR COVERAGE OF THIS WARRANTY.

UNDER NO CIRCUMSTANCES SHALL TREFFERT BE LIABLE OR IN ANY MANNER RESPONSIBLE FOR ANY CLAIM, LOSS OR DAMAGE ARISING FROM ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THEORY, INCLUDING, WITHOUT LIMITATION, ANY LOSS OF TIME OR USE OR ANY INCONVENIENCE, OR ANY PUNITIVE OR EXEMPLARY DAMAGES.

- HOW LAW APPLIES

This warranty gives you specific legal rights and you may also have other rights that vary from country to country. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Some countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Please note, however, that evidence of the purchase date and the identity of the original purchaser are a condition for warranty coverage and we strongly suggest that you keep it, together with our installation guide in a safe place.

- WHAT IS COVERED

THE TREFFERT WARRANTY IS AGAINST WEAR-THROUGH OF ITS ACRYLIC UV FLOOR FINISHING SYSTEM FOR RESIDENTIAL AND COMMERCIAL WOOD FLOORING CUSTOMERS.

TREFFERT's high-quality standards enable it to provide a comprehensive warranty covering its acrylic UV floor finishing system. This warranty covers flooring products finished with TREFFERT UV floor finishes strictly applied in accordance with TREFFERT's specifications (see Warranty Supplement) for normal residential and commercial use. Our warranty extends



for the lifetime of the product to the original purchaser for as long as he or she continues to own the building in which it is installed. Our warranty provides the following benefits:

### **15-YEARS LIMITED WARRANTY ON THE SURFACE FINISH FOR NORMAL RESIDENTIAL APPLICATIONS**

TREFFERT's UV floor finishing system produces a durable surface of multiple acrylic UV coating layers. We guarantee the finish will not wear through for 15 years from the date of original purchase, provided that the wood floor manufacturer strictly followed the application instructions and quantities given in the attached product certificate (Warranty Supplement) and the corresponding product TDS and provided that the wood floor is maintained according to the manufacturer's instructions. This guarantee applies only to a defect covering 10% or more of the installed floor. It is based on normal residential use and does not cover damage from spiked heels, pets, erosion, dents, gravel, scratches from roller chairs or shifting furniture or improper maintenance.

### **5-YEARS LIMITED WARRANTY ON THE SURFACE FINISH FOR NORMAL COMMERCIAL APPLICATIONS**

TREFFERT's UV floor finishing system produces a durable surface of multiple acrylic UV coating layers. We guarantee the finish will not wear through for 5 years from the date of original purchase, provided that the wood floor manufacturer strictly followed the application instructions and quantities given in the attached product certificate (Warranty Supplement) and the corresponding product TDS and provided that the wood floor is maintained according to the manufacturer's instructions. This guarantee applies only to a defect covering 10% or more of the installed floor. It is based on normal commercial use and does not cover damage from spiked heels, pets, erosion, dents, gravel, scratches from roller chairs or shifting furniture or improper maintenance.

### **EXCLUSIONS FROM COVERAGE**

Our warranties do not apply and TREFFERT will not be in any way liable in the event of:

- a) Normal Variations: Wood is a natural product and variations in grain and colour are a normal occurrence. Colour changes in the wood should be expected as your floor ages, and are considered desirable. Further, wood will contract or expand naturally due to changes in temperature and humidity, with resulting small separations between the panels.
- b) Improper Installation or Maintenance: Installation and maintenance must be in accordance with the manufacturers instructions.
- c) Improper Use; Alterations: As you may anticipate, we do not assume responsibility for any flooring damage caused by misuse, abuse or damage by accident or other events beyond our control. The warranty does not extend to damage caused by high-heeled shoes, heavy furniture or equipment, pets, damage caused by impact or scratches or scarring caused by sharp or pointed objects or by worn-out shoes, roller chairs or furniture or damage caused by excessive or continued exposure to direct sunlight.
- d) Extreme Environmental Conditions: Obviously, we cannot be responsible for extreme conditions such as exposure to extreme heat, moisture, dryness or rapid fluctuations in any such conditions.
- e) Alterations/Repairs: Our warranties do not cover alterations (including refinishing) or repairs made to the flooring.
- f) Worn Flooring: our obligation to reinstall properly replaceable floor panels does not include any obligation on our part to resurface worn flooring or to provide the cost thereof.

TREFFERT GROUP

*Albert Vahlhaus*  
CEO Treffert Group

