



**Artisan  
Hardwood**

**STONE PLASTIC COMPOSITE (SPC) AND  
WOOD POLYMER COMPOSITE (WPC)  
WARRANTY AND INSTALLATION GUIDE**

# WARRANTY

This warranty is non-transferable and applies only to the original purchaser with proof of purchase (receipt showing purchase date). Our SPC and WPC products are warranted free from manufacturing defects and not to wear through under normal indoor residential use for 25 years, and 10 years for normal indoor light commercial use from the date of purchase.

## Exclusions

Defects or damages caused by any inappropriate conditions, environmental factors, care, maintenance, poor installation, are not covered under warranty. Inappropriate conditions include, but are not limited to:

1. Damage caused by improper storage, handling, or installation
2. Flooring installed outdoors or inappropriate locations
3. **Damage resulting from moisture problems.** Moisture emissions from concrete can result in high pH and alkaline conditions that can distort the product. Our SPC and WPC flooring is waterproof and reliably secures the flooring panels on all four sides. However, moisture in the subfloor could cause mold, mildew, and other moisture related issues such as moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. It is up to the flooring contractor to determine if a subfloor is not cured. Should the subfloor not be cured, a moisture barrier/mitigator like 6 mil poly sheeting plastic should be used for a successful installation and to prevent the material from being damaged by moisture from the subfloor.
4. Damage caused by exposure to extreme heat or sunlight
5. Damage caused by fire, flood, storm, smoke, intentional abuse, etc.
6. Damage caused by vacuum cleaner, pets, or furniture without appropriate protection

Before installation, please inspect the planks carefully. Do not install if defects are found. Claims will only be accepted *before* installation.

Minor color variation is normal. Color differences between sample and actual product are not considered a manufacturing defect.

THIS WRITING IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE WARRANTY, AND IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES.

WARRANTIES CANNOT BE ALTERED BY ANY SALES REPRESENTATIVE OR DISTRIBUTOR. SALES REPRESENTATIVES AND DISTRIBUTORS HAVE NO AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND, OR OTHERWISE MODIFY WARRANTIES.

ARTISAN HARDWOOD'S LIMITED WARRANTY PROVISIONS ARE DEEMED TO BE SEVERABLE, AND THE INVALIDITY OR UNENFORCEABILITY OF ONE PROVISION SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION. ARTISAN HARDWOOD'S LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID.

ANY OR ALL DISPUTES ARISING OUT OF ARTISAN HARDWOOD, INC. PRODUCTS OR THIS WARRANTY SHALL BE SUBJECT TO MANDATORY AND BINDING ARBITRATION IN LOS ANGELES COUNTY, CALIFORNIA, PURSUANT TO THE RULES OF AMERICAN ARBITRATION ASSOCIATION. ANY TRIALS BY JURY ARE EXPRESSLY WAIVED.

Questions about your Artisan Hardwood purchase? Please contact your Artisan Certified Retailer or contact us at [artisanhardwood.com/contact-us](https://artisanhardwood.com/contact-us)

# INSTALLATION GUIDE

## Before Installation

1. Purchaser/Installer should inspect all materials for defects. Claims will only be accepted before installation — slight color variations are standard and make the floor look more natural.
2. Purchaser/Installer should inspect the area and make sure it is suitable for installation. The subfloor should be dry, flat (without any humps or voids), clean, solid, sound, and unevenness. Adhesive residue, carpet staples, cracks, or holes should not be present.
3. Humidity of area where installation will take place should remain between 35% to 55%, with constant temperature of 68°F to 77°F, and not to be exposed to direct sunlight.
4. Concrete floors must cure at least 60 days before installation.
5. If installing over a radiant heating system, check with manufacturer of radiant heating system that it is compatible with the flooring, and that the temperature will not exceed 85°F. The radiant heating system needs to be at least ½" (12mm) below the subfloor installation surface, and not in contact with the flooring directly.
6. In a high moisture environment, use 6 mil poly sheeting plastic as the moisture barrier.
7. Store the planks in the original packing horizontally and avoid direct sunlight.

## How to Install

1. Find a starting point. We suggest starting from the right corner. Leave a ½" gap to allow for subfloor movement or product expansion.
2. Interlock long ends by inserting the tongue into the grooves at an angle of about 20°. Fold the plank so that the short end from one plank fits on top of the next plank.
3. If you hear a "click" sound, that means the planks are locked correctly, and the seam between planks is tight. If gaps occur, lift top plank slowly away from bottom plank to re-install.
4. Interlock the plank tightly against the first row at an about 20° angle and fold down — this helps the short end of one plank fit onto the next plank.
5. Continue above steps for remaining rows. Remember to always place the cut end of the first plank against the wall.
6. A long run exceeding 30 or 40 feet or doorways in adjacent areas require a break and a T-molding, to allow for expansion.

## Maintenance

- Clean the floor regularly with sweeping or vacuuming. Use a vacuum without a beater bar. Use damp mop to wipe the floor. Remove excessive water after cleaning.
- In case of excessive amounts of water, remove the water as immediately as possible. Then use a dehumidifier to reduce the humidity back to normal levels.
- Use floor protectants to prevent things that could severely scratch your floor surface, such as pets, certain shoes, furniture, etc.
- Avoid dirt by using walk-off mats.
- Avoid exposing in direct sunlight. Keep temperatures under 110°F all year around

Artisan Hardwood, Inc. also honors the installation guidelines set forth by the NWFA. These are industry standards and are available by calling 1-800-422-4556.