



proparq

ESSENZA ITALIANA

Product warranty and maintenance

proparg
MADE IN ITALY

Congratulations on choosing PROPARQ .

PROPARQ timber floorings are manufactured in Italy from the best raw materials, with state-of-the-art production technologies, to production standards which require a large number of people to be employed on a whole series of painstaking controls. Each processing phase is carried out with the greatest care and thoroughness, to ensure that the product will be reliable over time.

Confirming this fundamental principle of achieving customer satisfaction PROPARQ covers its products with a 10 year warranty. PROPARQ products are of outstanding quality and great beauty. They reflect the personality of an Italian product that has always been famed not only for its quality, prestige and style but also for integrity, dedication and a sense of responsibility. A world of values that transform a product into an experience to be shared.

THE PROPARQ SIGNATURE OF QUALITY

This box contains an exquisite steel plate stating “Proparq / made in Italy” to be installed on your brand new timber floor to add an exclusive signature to a product of exquisite beauty and also underline both its genuineness and its country of origin. Thank you again for choosing a prestigious PROPARQ timber flooring.



10 year warranty covering:

- manufacturing defects;
- defects in materials, including raw materials, components, adhesives, varnishes and all other materials used in the production process.

This warranty covers defects closely related to the product's manufacture and excludes those due to:

- inappropriate storage, incorrect maintenance or misuse of the product;
- installation errors or unsuitable substrates;
- accidents of any kind (knocks, falls, water spills, fire, etc.) and any cause unrelated to the manufacture of the product, as specified in detail in the “Product Warranty Conditions” section of this brochure.

This warranty is activated automatically on purchase of the material; if necessary, the Purchaser is required simply to submit the relevant purchase documentation (fiscal receipt or receipted invoice) as proof of purchase, the date and the identification of the product..

This warranty is in addition to the purchaser's legal rights.

PRODUCT WARRANTY CONDITIONS

Definitions

The Producer is PROPARQ SRL.

The Purchaser or Final User is the person or organisation whose interests are protected by the warranty;
The Warranty Products refers to the list of parquets manufactured by PROPARQ, with reference only to multilayer products included in the Producer's retail price list;

The Date of Purchase is the date stated in the purchase documentation (fiscal receipt or receipted invoice) of the Warranty Products.

Subject of the warranty

Direct, material damage to the Warranty Products, provided the said damage has occurred within 10 (ten) years after the Purchase Date and is caused by:

- manufacturing defects;
- defects in materials, including raw materials, components, adhesives, varnishes and all other materials used in the production process.

Exclusions

- Occurrences directly connected to the intrinsic, natural characteristics of the type and grade of the Warranty Products or the raw materials used for their manufacture (see for example "Information about Timber Floorings" in this Product Warranty Certificate), including all normal wear and tear deriving from use;
- Subjective defects or defects in appearance only which do not in any way affect the functional performance of the Warranty Products;
- Damage arising from defects or faults of which the Purchaser was aware at the time of purchase;
- Damage arising from inappropriate storage or conservation of the material in locations outside the Producer's control;
- Damage due to incorrect maintenance or cleaning or misuse of the Warranty Products;
- Damage caused or aggravated by intent or negligence on the part of the Purchaser or third parties beyond the Producer's control;
- Damage arising from other external causes of any kind (spills of liquids in general, falling objects, damp, abnormal weather conditions, chance or force majeure) or in any case not directly due to defects in the manufacture of the Warranty Products;
- Indirect damage, or damage of any other kind not specifically referred to, such as dismantling, moving and reassembly of fittings and furnishings, loss of use of premises and use of hotel accommodation, loss or partial modification of the product's original characteristics further to repair work, etc.;
- All non-material damage;

j) Damage due to installation errors, including damage arising from unsuitable substrates (in terms of the correct geometrical form, mechanical properties, moisture content, etc.) or due to defects, unsuitability or incompatibility of the auxiliary materials used for the application or finishing of the insured items (adhesives, varnishes, etc.).

Duration and validity of the warranty

The warranty is valid, in relation to each Purchaser, for a period of 10 (ten) years from the Date of Purchase. Obligations in the event of claims:

In order to obtain satisfaction under this warranty, any Purchaser detecting defects in products covered by the same must:

- notify the Producer by fax or email at the address stated below;

- send the Producer a detailed written report, complete with photographic documentation and all information of use for the correct evaluation of the case, by registered letter with return receipt, as soon as possible (and in all cases within no more than eight days from the initial occurrence of the defect, on pain of loss of warranty rights).

Verification procedure

The Producer shall issue a preliminary opinion as to the applicability of the warranty, on the basis of the written report received, which shall be dispatched to the Purchaser within fifteen days after receipt of the aforesaid report. In the event that the information received is not sufficient, before issuing its opinion the Producer reserves the right to gather further details through telephone contact or inspections by its external representatives (local dealer, area agent, etc.).

In the event that the warranty is considered to apply (acknowledgement of defects covered by the warranty), the repair or replacement operation is begun in accordance with the set procedure.

In the event that the warranty is considered not to apply (no defects covered by the warranty acknowledged) and the reasons given are not considered satisfactory, the Purchaser may ask the Producer to issue a final decision by means of a direct inspection, on site, by its own Central After-Sales Service.

The activation of this procedure is conditional on the advance payment, by the Purchaser, of a deposit of Euro 300.00 (three hundred) to partially cover the expenses of the inspection; this sum will be repaid in full if the final decision (binding reply) issued subsequently is in the affirmative.

Repair or replacement procedure

If defects covered by the warranty are confirmed, the Producer is obliged to repair or replace the affected parts of the floor, within the limits and on the conditions set out below.

The part of the flooring found to be defective shall be repaired, or replaced in the event that repair is impossible, by the Producer at its expense through staff of its choice, within the shortest possible time, as agreed directly with the Purchaser. Resanding and finishing of the floor is one of the possible repair options.

All considerations and decisions regarding the procedures and technical methods to be used for the works shall be decided, at its own absolute discretion, by the Producer's Central After-Sales Service, which accepts responsibility for directing the repair or replacement work to correct workmanship standards.

The Producer undertakes to provide the labour necessary to perform the repair or replacement work, free of charge, together with any new materials required to replace those affected by the defects; the materials chosen will be as similar as possible to the originals, depending on availability in the Producer's stock at the time when the work is done.

The costs of any modifications, improvements or other services requested by the Purchaser are not included in the warranty obligations and shall be charged for separately as specifically agreed. Only direct, material damage to the Warranty Products shall be covered by this warranty.

Individual parquet planks visibly defective when the packs are opened shall be reported before the floor is laid, to allow them to be replaced if necessary, and must never be installed. Failure to comply with this simple rule may easily considerably aggravate the damage and the relative repair or replacement costs.

All responsibility for the laying of defective planks shall lie, directly or indirectly (i.e. through third parties appointed to perform the works) with the Purchaser only, and thus the Producer is relieved of any additional costs generated, as the warranty ceases to apply.

Intentional aggravation of damage

Anyone who facilitates the aggravation of damage, intentionally interferes with the resulting marks or residues or intentionally exaggerates the faults, claims the destruction of non-existent items, or conceals, removes or tampers with materials which have been saved, or submits fraudulent or untruthful documentation or evidence to support claims, forfeits all warranty rights.

Countries in which the warranty applies

The warranty provided is valid only on the territory of the European Community.

Minimum claim

This warranty shall apply to claims of Euro 500.00 (five hundred) and above in value.

Maximum claim

The maximum amount refundable for each claim or series of claims concerning the property of a single Purchaser shall be Euro 15,000.00 (fifteen thousand).



GENERAL INFORMATION ON TIMBER FLOORING

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Wood is a “living” material, subject by its very nature to changes caused by external factors such as sunlight, temperature, ambient humidity and daily use. **For example, we need to know that:**

- The colour of a timber floor derives not only from the wood fibres it contains but also from a number of substances naturally found in the wood, called extractives. Since the colour of these substances changes with exposure to air and light, as time passes the initial colour of a parquet will inevitably, naturally tend to change, generally becoming darker. This also occurs on versions with coloured finishes, to an extent directly proportional to the shade of the colouring used.
- Due to their high extractive content, tropical hardwoods tend to undergo considerable colour change, generally towards dark brown shades. Iroko and Doussié are the woods in which these changes are most noticeable. In some cases Doussié, in particular, may oxidise quickly and considerably in some zones; this may generate variations in colour shade even in pieces which were originally similar. In some conditions, this oxidation may reveal traces of silica naturally present in the structure of timber. In Teak, on the other hand, the distinctive variegated colour shades naturally present tend to fade over time with exposure to light and the colour becomes a more even medium-light brown, with what initially seemed to be even considerable differences gradually disappearing.
- Conversely, lengthy exposure of parquet to direct sunlight, even filtered by the glass of windows, may bleach the flooring (due to the well-known effects of the U.V. radiation in sunlight, which can also bleach many other materials). The use of blinds or curtains or the application of special U.V. filter films to window glass is recommended to prevent this. In the case of parquet which has undergone heat treatment (a traditional procedure that can intensive colour throughout the thickness of the wood and improve some mechanical properties), it should be remembered that this process always leads to considerably variability in shade, and that exposure to light sources, especially direct light, tends to cause bleaching of the surface.
- Due to the intrinsic nature of wood in large piece sizes, and the distinctive stippled vein structures provided by tangential cutting, slight cracks may occur around the medullary rays. This is a normal characteristic for the product and may become more noticeable if the flooring is exposed to particularly extreme temperature and humidity conditions.
- In some types of timber (especially Oak), planks of wood cut from a perfectly radial cross-section of the trunk not only have a striped vein pattern but also feature distinctive shiny streaks (which remain visible even with coloured finishes). These streaks, which occur at the intersection with the medullary rays, have always been a highly prized feature and are one of the characteristics of choice oak wood, together with evenness of grain and technical properties such as dimensional stability, water-repellency, etc.

- Wood naturally expands and contracts in response to ambient humidity and temperature. To ensure that this does not cause undesirable consequences for the parquet floor, the climate in the room must always be kept within the recommended limits (air temperature between 15°C and 30°C and in particular relative humidity of the air between 45% and 65%). These intervals also denote the most comfortable and healthy conditions for human habitation.

In spite of the stabilising effects of the substrate, prolonged exposure to excessively dry conditions may lead to the appearance of slight cracks between planks even in multilayer products; these will then tend to disappear once the correct temperature and humidity levels are restored. Conversely, excessive humidity may generate even very high stresses within the wood; in the most serious cases, this may lead to tiny cracks in the facing layer of some planks (due to slipping at the interface between growth rings once the modulus of elasticity in compression is exceeded). For this reason, it is important to ensure the correct temperature and humidity conditions both during installation and subsequently, even if the building is not in use.

- The parquet's surface finishing plays a protective role. As it becomes worn due to use and if it is not properly maintained over time, it might tend to become uneven, dull or unattractive, depending on the intensity of use and the maintenance interval. By their very nature, oil-based finishes are more likely to allow liquids to penetrate if they are left on the surface for any length of time. Due to the natural variability in the extent to which the wood absorbs the oil, the level of dullness may vary from plank to plank, or even between parts of the same plank.

- All types of timber used for the manufacture of parquet are hard enough to provide the performance levels required for this application. However, knocks or falling objects, or the application of concentrated high loads (stiletto heels, ladders, etc.) may dent the surface.
- o Wood does not have the uniformity typical of synthetic materials; this means that two floors in the same type of timber will never look exactly the same. For the same reason, a sample consisting of a few planks may give a general idea of the appearance of a whole floor but will never represent all the details of the end result.

- In the case of parquet floorings with hand or relief finishing, consideration must be given not only to the natural variability of the timber but also to the tolerances typical of hand-workmanship (which may lead, for example, to variations in height between planks, irregularities of shape, differences in colour shade, etc.), which are all unique, prestige features. Materials of this kind will also show the effects of wear differently across the surface, and will require particularly careful maintenance. The phenomena described above are intrinsic to the nature of timber floorings and therefore can never be classified as defects.



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