



INTASA products are guaranteed 25 years providing that the basic installation, maintenance and conservation conditions have been met.

Read the instructions carefully before starting the installation. The guarantee will not be valid if the installation is carried out incorrectly.

Tips for a longer useful life.

To extend the useful life of parquet flooring it must be cleaned regularly, removing all traces of dirt using an appropriate cleaner for wooden surfaces, without waxes or oils, and avoiding scratching. Stains and spills should be cleaned immediately with a damp cloth.

Vacuum or sweep the floor daily to prevent dirt, dust or sand from scratching the surface and causing premature wearing.

Furniture and other heavy objects should rest on felt pads. When moving furniture and heavy objects, slide them slowly on a piece of clean carpeting placed face down.

A high-quality doormat at the entrance to your house will protect the flooring from abrasive dust. Using rugs in high-transit areas will also help to keep it in perfect condition for a long time. Control indoor humidity levels. INTASA requires a minimum air humidity of 40% and a maximum of 60%.

- Do not use ammonia-based waxes or cleaning products.
- Do not use steel wool.
- Do not use soap or detergents. Never use a wet mop or pour water directly onto the floor.
- Do not use steam-cleaning machines.

Use denatured alcohol to clean stains of tar, asphalt, sticky substances, paint, lipstick, carbon, typewriter ink and worn patches.

If the parquet is scratched, dented or burnt, contact your authorized flooring distributor. INTASA flooring can be repaired without the need to totally remove the varnish.

Visual guarantee

Carefully examine each board before installing. We will replace boards with visual defects before installation free of charge. Simply return the board together with the receipt to the retailer for a free replacement. This guarantee will not be valid once the board has been fitted.

Structural guarantee

In the event of any structural fault occurring to the board within one year of installation, the board will be repaired or replaced free of charge. If the fault occurs more than one year after installation, we will replace the faulty element without charging re-installation or finishing costs.

Humidity protection guarantee

If our product is installed and maintained strictly according to the instructions, it is guaranteed against any damage caused by normal humidity conditions. In this case, the repair or replacement of a damaged element will only be carried out once, excluding the installation and finishing costs.

Guarantee for use with radiant heating and cooling systems

INTASA has extended its normal structural and humidity protection guarantee to cover its products for residential use when they are installed in properties with a radiant heating system. The guarantee only applies to floating installations and to the group of species indicated in the table on page 4.

Sanding

In normal residential conditions and according to our installation and care guide, our flooring can be sanded up to two (2) times, by removing the top layer of varnish and replacing it with a new layer of compatible varnish. The maximum amount of material removed must not exceed 1 mm. In this case the humidity guarantee does not apply.

Exceptions

The INTASA guarantees described above do not apply in the following cases:

- A.** Incorrect installation. Correct installation is essential in order to ensure the proper performance of the flooring. This means it must be installed strictly according to the instructions and recommendations contained in the INTASA installation manual.
- B.** Inadequate maintenance. The flooring must be maintained according to the instructions and recommendations contained in the INTASA care guide.
- C.** Normal environmental conditions. This guarantee is only applicable in the case of normal residential use.

Any exposure to excessive heat or humidity may damage the flooring and is not covered by this guarantee, regardless of the cause or source.



Any damage caused by environmental conditions beyond the tolerance range specified in the INTASA installation manual is not covered by this guarantee.

D. Misuse. INTASA will not accept any responsibility for damage caused to its products directly or indirectly as a result of misuse, accident or use that does not comply with our installation manual.

No specific or implicit guarantee is provided for damage due to inadequate care or other reasons mentioned in the INTASA installation manual, including stains, damage caused by heavy objects, impact, scratches, dents, external heat, damage due to excessive humidity while cleaning, spills, etc.

E. Alterations /repairs. Alterations to any INTASA product shall render all specific or implicit guarantees invalid. Repairs to the top hardwood layer are not guaranteed.

Reinstallation

In the event of replacing floorboards, INTASA shall not be obliged to cover any repair costs related to the boards adjacent to the board being replaced.

The obligation to replace or repair does not cover any materials beneath the flooring, adhesives or other materials used during the installation or new finish.

F. Normal variations.

Wood is a natural and living product, and variations in colour, grain pattern and/or texture occur in the original material and are not considered defects. Once installed, flooring will gradually change colour; this is a natural characteristic of wood products that is not covered by any guarantee.

Also, the guarantee does not cover any white, cloudy points that may appear after the installation of certain woods, such as Jatoba, Wenge and Doussie. Direct exposure to sunlight on all or part of the flooring may cause changes in colour and is not covered by the guarantee.

The guarantee is not transferable and only covers the original buyer and the original installation.

All guarantees expire upon the sale, transfer or change of location of the product or installation.

Limited liability

The information expressed above is the only guarantee, expressed or implicit, provided by INTASA for its residential products that entail normal conditions of use.



No guarantee is provided for the installation of INTASA for industrial or commercial use.

No retailer, fitter, authorized distributor, distributor, agent or employee is authorized to extend the scope or terms of coverage of this guarantee.

INTASA may not be held liable for any claims, loss or damage related to the purchase or incorrect use of its products or any type of extraordinary, indirect, accidental or ensuing damages, including but not limited to loss of income, emotional, multiple or punitive damages, etc, as well as lawyers' fees, even if INTASA or its representatives have warned against the possibility of such damages prior to the sale.

INTASA shall not be obliged to cover the costs of any complementary materials other than the flooring products of the INTASA brand (i.e. putty), even if it is recommended by INTASA, and any guarantee for complementary products shall be limited to the guarantee of the original manufacturer.

INTASA's liability shall never exceed the amount actually received by the distributors for the faulty materials.

Any claims related to guarantee coverage must be made within one year of the fault appearing.

All claims must be submitted in writing, initiated by the authorized distributor.

Any claims made in relation to this guarantee must indicate the date on which the materials were purchased and the identity of the original location of the purchaser and the installation. No coverage will be applied if this information is not provided.

We recommend keeping this information in a safe place together with the INTASA installation manual and your receipt.

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