

2023

LIMITED WARRANTY & MAINTENANCE PROCEDURES OF STAKI OAK FLOOR



PLANKMARA, JSC
TAIKOS STR. 78,
UZUSALIAI VILLAGE
JONAVA DISTRICT 55333
LITHUANIA

TEL. +370 37 541303
E-MAIL: INFO@STAKI.LT
WWW.STAKI.LT

LIMITED WARRANTY OF STAKI OAK FLOOR

It is very important that you read and understand this information completely before the installation of the floor, as improper installation can void the warranty.

What is covered and for how long?

STAKI warrants that all standard qualities: Select, Natur, Nature, Rustic A, Rustic B of engineered hardwood floors and solid floorboards, are free from defects in material and workmanship, including milling, dimension and grading for a period of **five years for residential or three years for commercial use** from the date of purchase. The Manufacturer hereby warrants to the Buyer of STAKI engineered flooring, that under normal use, the layers will not separate during the warranty period from the date of purchase. STAKI will, at its discretion, repair or replace planks showing separation during this warranty period. If STAKI elects to replace boards, which are proven defective, then STAKI will supply new floorboards of the same colour and grade, if available, according to current product range. If such a STAKI oak floor is unavailable or discontinued, then STAKI reserves the right to supply a floor of similar value and appearance.

This limited warranty is given only to the original retail purchaser of the product. The STAKI warranty is not transferable.

The manufacturer warrants to you (the original purchaser) that all Staki oak floors may be professionally sanded at least two times as specified by the product, if the proper sanding procedure is carried out by suitably qualified professionals.

STAKI oak flooring is manufactured in accordance with accepted EU industry standards, which permits grade, manufacturing defects and tolerances not to exceed 3%. Permissible flooring tolerances according to EN 14342:2013, LST EN 13226:2009, EN 13489:2002 standards and tolerances, which are found in the manufacturer's website, at the section "[Floor maintenance](#)".

STAKI oak flooring might be finished with an oil or varnish - a protective layer for the wood, which protects the wood from wear and environmental impact. This protective layer wears over time. This warranty does not cover the finishing of the floor due to environmental changes over the course of its life.

Your obligation to STAKI oak floor

It is the Installer/Owner's responsibility to carefully inspect all materials prior to installation for defects. Materials installed with visible defects are not covered under warranty. Remember – wood is a natural product, that can vary in colour and grain and contains natural characteristics that varies from plank to plank. We do not warrant against these natural variations from plank to plank or variations from sample to plank. Remember, if you are not satisfied with the flooring prior to installation, contact your dealer – do not install the flooring. Any such defects must be notified in writing within 3 days of the time of purchase. After this period, any claim will not be accepted. Rejected material must be delivered in full, not carton by carton or plank by plank.

As the Buyer of a STAKI oak floor, you agree to follow all installation, care and maintenance directions, that are written in manufacture's website at section "[Floor maintenance](#)".

You also agree to give STAKI the opportunity to repair any claimed defects. STAKI must be given the opportunity to inspect the flooring installation prior to any removal or repair, that will be submitted for a claim against warranty.

The original proof of purchase must be supplied along with a warranty claim submission.

The use of stain, filler or putty stick for the correction of minor defects during repair process should be accepted as normal procedure.

The Installer/Owner is responsible for creating the right conditions for the floor installation and operation. STAKI recommends that all wooden floors should be acclimatized before installation. The purpose of acclimatization is to allow the moisture content of the wood to adjust to "normal living conditions" at the site. Leave packings of floor unpacked at the room, where it will be installed for two days. The room temperature must be within the range of 18±4° C, with relative humidity in a range of 45-55% for solid floorboards and 40 - 60% for engineered parquet. These environmental conditions are specified as pre-installation requirements and should be maintained for the life of the product. Environmental conditions consistently outside of these parameters could result in product performance problems, that would not be covered under this warranty.

STAKI oak floor can be laid directly on concrete, OSB panel or plywood using a specialist wood flooring adhesive. The base must be smooth (± 3 mm deviation / 2m²), dry and protected from moisture rising from the bottom (using a special waterproofing DPM). The substrate can not be a cork panel, foamed polyethylene or other soft surface. The moisture content of concrete must not exceed 2% CM, or for heated flooring – 1.8% CM, humidity of OSB panel and plywood = 10-12%.

The Installer/Owner is responsible to ensure that the floor will be installed only on a suitable base. The floor base must be smooth, dry, solid, unbroken and not damaged in any way, the correct thickness, free from other building materials such as glue, cement, bitumen residue, mud etc. STAKI does not warranty the floor if you have chosen an unsuitable floor installation base, tools or adhesives. STAKI recommend the use of a specialist elastic adhesive for the installation of wood flooring. All traditional tongue and groove flooring installations must be glued to the subfloor. If the floorboards are fitted over underfloor heating, ensure that the underfloor heating system is compatible with wood flooring.

Before installation on underfloor heating, ensure that the temperature across the floor is consistent. It's very important that there is very little temperature fluctuation across the floor. Recommended floor temperature change is not more than 2-4°C during a day, for increasing or reducing the temperature of the floor. The surface temperature of heated flooring on the surface of engineered floorboards must never exceed +27°C.

Floor care and maintenance

STAKI oak floor, like any floor covering, will show signs of wear over time, depending on traffic. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from your floor. The recommendations in this section are in accordance with guidelines required to maintain the coverage of the limited warranty and will prolong the life of the STAKI oak floor.

NOTE: ALL WOODEN FLOORS CHANGE IN THEIR NATURAL COLOUR OVER TIME, IT IS A NATURAL PROCESS.

1. Sweep or vacuum floor regularly, because dirt can damage the surface of the floor. The vacuum head must be adapted for use with wooden floors. Do not use a vacuum with power rotary brush head, it can damage a wood floor. Be certain the wheels of the vacuum are clean and do not damage the finishing of floor.

2. Remove spills promptly using a soft cloth and [cleaning products recommended](#) by the manufacturer.
 3. Never use very wet cloths or mops for cleaning of wooden floor. Do not use cleaning machines or steam cleaners, because this can damage the flooring and floor coating and will void the warranty.
 4. Use the manufacturer's recommended hardwood floor cleaners with a clean terry cloth mop. Always sweep or vacuum the floors prior to using wood floor cleaners. Do not allow excess cleaner to remain on the floors surface, as this may permanently [damage the wood texture](#).
 5. Do not use oil soaps, liquid, paste wax products or other household cleaners that contain lemon oil, tung oil, silicone or ammonia, because this warranty does not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its ability to be recoated with the correct finishing products.
 6. Do not use 2 in 1 cleaners with polish, that may contain acrylics or urethane polish to restore gloss – the use of these products will void the finish warranty and may produce unsatisfactory results when not applied properly.
 7. Keep pet's nails trimmed and paws clean and free of dirt and grease.
 8. Place protective felt pads beneath furniture legs to reduce scratches and dents. Replace pads as needed.
 9. Use protective sheets when moving heavy objects, furniture, or appliances. Never slide or roll heavy furniture or appliances across the floor.
 10. Make certain furniture casters are clean and operate properly. Clean wheels periodically to remove dirt and debris.
 11. Remove shoes with spiked or damaged heels before walking on floor.
 12. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause a natural change of colour. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. This warranty does not cover damage from the sun and its UV rays.
 13. Use area rugs in high traffic areas (i.e. stair landings, room entries etc.) especially if you have a large family or indoor pets.
 14. Maintain the proper relative humidity in your home, between 45-55% for solid floorboards and 40-60% for engineered parquet. The use of a humidifier during heating seasons may help reduce shrinkage of the wood due to low humidity.
4. STAKI's limited warranty does not cover the differences that can be seen between colour samples, printed colour photography or colour of installed floors.
 5. Reduction in gloss, marks, scuffs, scratches, gouges, dents or cuts caused by pets or yourself are not covered by warranty.
 6. Damage caused by negligence, accidents, misuse or abuse (i.e. dragging objects across the floor without proper protection).
 7. Impact or damage caused by sand or other construction abrasives.
 8. Damage caused by caster wheels or vacuum cleaner beater bars.
 9. Failure to support furniture with floor protectors made of non-staining felt that are replaced regularly.
 10. If solid oak floor or engineered parquet were installed in bathroom.
 11. A product deformity that is not measureable or that is visible only under certain light or from a certain angle is not considered a defect and is therefore not covered by these warranties. **Visible defects should be evaluated by their visibility from a standing position in normal lighting.**
 12. Natural wood characteristics such as variations in grain, colour, mineral streaks, knots, normal differences between colour of samples and the colour of installed floors and colour variations from board to board.
 13. Natural expansion and contraction resulting in separation between boards or damage caused by low or excessive humidity – seasonal changes.
 14. STAKI oak floor must be installed in strict accordance with STAKI's written installation instructions. Improper installation can cause problems with floor. STAKI's limited warranty does not cover damage or defects caused by improper installation.

NOTE: YOU AND YOUR INSTALLER ARE RESPONSIBLE FOR INSPECTING FLOORING PRIOR TO INSTALLATION. WE ACCEPT NO RESPONSIBILITY FOR LIABILITIES, CLAIMS OR EXPENSES, INCLUDING LABOUR COSTS, WHERE FLOORING WITH VISIBLE DEFECTS HAS BEEN INSTALLED.

What should you do if you have a problem?

We want you to be happy with your floor purchase. If you are not, call your retail store first. They can answer your questions and if necessary, start to process a claim. If you have further questions, please contact us at: "Plankmara" JSC, Uzusaliai village, Jonava district, LT-55333 Lithuania, www.staki.lt, phone: +370 37 541303 e-mail: info@staki.lt.

NOTE: IMPORTANT. PLEASE KEEP YOUR SALES RECEIPT AND SIGNED CONTRACT. IT IS A PROOF OF PURCHASE AND IT MUST BE PROVIDED WITH YOUR CLAIM.

While the majority of claims are resolved with the help of your retailer within 30 days from the day you contact them, some claims may require additional attention.

Limitations on liability

1. This limited warranty does not apply to floor of Rustic BC, Discolour, Wormholes grades or for other downgraded or discontinued STAKI floors. All representations, promises, that are different in any manner from the terms of these limited warranties are not in force, unless it was written and signed by a duly authorized officer of STAKI.
2. STAKI solid floorboards are not warranted for use on underfloor heating. Engineered parquet may be used on underfloor heating, provided they are installed in compliance with STAKI's written [installation instructions](#).
3. Damage to the floor caused by inappropriate transportation, storage, care and maintenance.

CARE AND MAINTENANCE INSTRUCTIONS OF PREFINISHED STAKI OAK FLOOR

FEATURES	COLOURS OF STAKI OAK FLOORING	
		Clear, Extra white, Blanc white, Light white, Silver grey, Walnut, Ebony, Rosewood, Basalt, Amber, Castle brown, Antique white, White intense, Oak, Dark Oak, Raw
TOP COAT	LED oil	
FINISHING	After floor installation producer recommends to put extra coat of "Premium Hardwax oil".	
CARE AND FREQUENCY	First wet floor cleaning just after three weeks from oiling. Weekly cleaning using "Saicos Wash Care"*. Periodic cleaning with "Saicos Wax Care"*.	
MAINTENANCE	For floor maintenance and refreshing use "Premium Hardwax oil"*. For average wear - 1-2 times per year, for intensive wear – 3-4 times per year.	
SURFACE RENOVATION	After restauration floor color wouldn't be identical to factory finish.	After floor sanding identical floor color is not renewed.
OPERATING CONDITIONS	For residential and commercial use.	
VARIATIONS OF FLOORS AFTER FINISHING	Might occur variations in width and height till 1.55% of board's width and thickness. Different wood hardness and surface structure can influence the ability to absorb oil into wooden floor's surfaces, e.i. possible color differences;	

FEATURES	COLOURS OF STAKI OAK FLOORING	
		Tobacco, Autumn, Rime, Truffle, Vinted
TOP COAT	LED Oil	
FINISHING	After floor installation producer recommends to put extra coat of "Premium Hardwax oil".	
CARE AND FREQUENCY	First wet floor cleaning just after three weeks from oiling. Weekly cleaning using "Saicos Wash Care"*. Periodic cleaning with "Saicos Wax Care"*.	
MAINTENANCE	For floor maintenance and refreshing use "Premium Hardwax oil"*. For average wear - 1-2 times per year, for intensive wear – 3-4 times per year.	
SURFACE RENOVATION	After floor sanding identical floor color is not renewed.	
OPERATING CONDITIONS	For residential and commercial use.	
VARIATIONS OF FLOORS AFTER FINISHING	Might occur variations in width and height till 1.7% of board's width and thickness. Different wood hardness and surface structure can influence the ability to absorb oil into wooden floor's surfaces, e.i. possible color differences;	
	After processing in an alkaline environment, may be differences in color, even in the same board, because of the different content of tannins in the wood. Note, that right away after production floor color is more intensive.	

FEATURES	COLOURS OF STAKI OAK FLOORING	
	Invisible	Naturio, Brazil, Bunyoro
TOP COAT	Hardwax oil	
FINISHING	After floor installation producer recommends to put extra coat of "Osmo Maintenance oil".	After installation STAKI floor has to be oiled with "Floorservice Maintenance Oil"*.
CARE AND FREQUENCY	First wet floor cleaning just after three weeks from oiling. Weekly cleaning using "Osmo Wash & Care"*. Periodic cleaning with "Osmo Liquid Wax Cleaner"*.	First wet floor cleaning just after two weeks from oiling. Daily dry cleaning with "Floorservice Dry cleaning Set"*. Periodic cleaning with "Floorservice Parquet cleaner"*.
MAINTENANCE	For floor maintenance and refreshing use "Premium Hardwax oil"*. For average wear - 1-2 times per year, for intensive wear – 3-4 times per year with*.	For floor maintenance and refreshing use "Floorservice Color Hardwax-oil Classic". For average wear - 1-2 times per year, for intensive wear – 3-4 times per year with*.
SURFACE RENOVATION	After restauration floor color wouldn't be identical to factory finish.	
OPERATING CONDITIONS	For residential and commercial use.	
VARIATIONS OF FLOORS AFTER FINISHING	Might occur variations in width and height till 1.55% of board's width and thickness. Different wood hardness and surface structure can influence the ability to absorb oil into wooden floor's surfaces, e.i. possible color differences;	

FEATURES	COLOURS OF STAKI OAK FLOORING	
	Cuba	Clear lacquer, Ivory
TOP COAT	UV lacquer	
FINISHING	Finished product	
CARE AND FREQUENCY	Daily dry cleaning with "Floorservice Dry cleaning Set"*. Periodic cleaning with "Floorservice Parquet cleaner"*.	
MAINTENANCE	Depends from floor wearing.	
SURFACE RENOVATION	After floor sanding identical floor color is not renewed.	
OPERATING CONDITIONS	For residential and commercial use.	
VARIATIONS OF FLOORS AFTER FINISHING	Might occur variations in width and height till 1.7% of board's width and thickness. After processing in an alkaline environment, may be differences in color, even in the same board, because of the different content of tannins in the wood. Note, that right away after production floor color is more intensive.	Might occur variations in width and height till 1.55% of board's width and thickness.
	Different wood hardness and surface structure can influence the ability to absorb oil into wooden floor's surfaces, e.i. possible color differences;	

Solid oak floor board's dimensions are given at a reference moisture content of 9% and engineered parquet at 7%. It shall be assumed that the thickness and width of floorboard increase by 0.25% for every 1% of moisture content above the reference moisture content, and decrease by 0.25% for every 1% of moisture content below the reference moisture content. For more precise calculation, the veneer should be conditioned and all dimensions should be evaluated through laboratory tests.

* According to oils manufacturer's instructions and requirements.

Information copied and distributed without company ["Plankmara"](#) Ltd permission is strictly prohibited. STAKI reserves the right to correct and update the provided information. Last update 01.06.2023.