

Thank you for your purchase of Stairtek Prefinished Stair Parts!

Here is what you need to know before installation.

Mostly, Stairtek prefinished products are custom made per order. We do not stock inventory of prefinished Stairtek products with a few exceptions. Before installation make certain that you have all the parts that are needed. If an additional item is needed a new order must be placed and the custom product will have to be made. To ensure the best possible color replication it is best that all parts are prefinished at the same time.

Stairtek has developed hundreds of different custom stains to go with flooring from many different manufacturers. We do our best to keep the most current flooring samples on hand, but it is always best to have a sample of the customer's actual floor. Also keep in mind, wood is not a neutral substrate and no two stair treads are identical so variance should be expected.

Variance – Very Important – Wood is a living organism. No two trees are the same and no two treads are the same. The variance is what makes wood warm and beautiful.

Expectation – Each tread will be different from the next, yet each will blend with the flooring that is being matched.

Here is what you need to do before installation.

- Check items for any shipping damage.
- Open all boxes and remove items from plastic or cardboard shipping material. Save boxes as returned items must be in original boxes.
- Treads and risers must be given time to acclimate to the proper moisture/humidity level which is generally between 40% to 50%.
- Laying out your sequence of the treads (before any cutting) next to the flooring to find the best blend
- Installing the flooring and the Stairtek Treads at the same time will give the installer the best chance of finding the best blend.
- Refer to Installation Instructions available at www.stairtek.com or contact Stairtek Customer Support at 1-888-Stairtek

PREFINISHED STAIRPARTS LIMITED WARRANTY TERMS AND CONDITIONS

WHO'S COVERED

As the original purchaser of your Stairtek prefinished stair parts, you are covered by this warranty.

Transferability: This warranty is not transferable. This limited residential warranty is valid from the date of purchase of the treads/risers up to twenty-five (25) years and five (5) years for commercial foot traffic

WHAT'S COVERED

Your Stairtek Prefinished treads/risers are warranted against finish wear from normal household conditions resulting in the exposure of bare wood.

It is also warranted against grading, finishing and milling defects in excess of the grading standard. Grading standard is an industry term that refers to an allowance for manufacturing and natural defects in the tread/riser and is represented by the following descriptions:

Clear Grade: The tread nosing and the top face of the tread and riser shall be clear and free of sapwood. In glued-up stock, the pieces shall be well matched for color and grain. The product is to be streak free and contain no knots or worm holes.

Select Grade: The tread nosing and top face of the treads and risers shall be clear and free of sapwood. In glued-up stock, the pieces shall be well matched for color and grain. Streaks may be admitted, but not more than two in any one tread or risers and not over six inches long in the aggregate.

Rustic Grade: The tread nosing and the top face of the tread and riser may contain slightly skipped grain; streaks; bright sapwood; sound knots; spot worm holes, to the extent of two per linear foot.

WHAT'S NOT COVERED

Stairtek products MUST be installed with a urethane / poly urethane-based adhesive like Bostik Tread-Lock™ or Loctite PL Premium™ to avoid product warping and cupping. Using a water-based adhesive to install stair treads and risers will void the warranty.

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, or gapping. Humidity level in the home should be kept between 40% and 50% relative humidity.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care instructions given.

Gloss reduction: Fading or loss of gloss is not considered finish wear and not a product defect. Within the grading standards: Defects in treads/risers that do not exceed the grading standard factor are not covered under this warranty.

Other finishes: This warranty covers the factory applied finish. Applying another finish and/or sanding in preparation for another finish may damage the factory applied finish and voids the warranty against finish wear.

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Poor Installation: For example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies; improper transportation, acclimation and storage; damage, and bumps or surface dimples created by installation tools are not covered. Additionally, damages caused by any advice or instructions that conflict with Stairtek's installation instructions (regardless of the source) are excluded from this warranty.

Non-Traditional Installations: For example, installations on walls or ceilings and usages for purposes other than stair treads and risers (like furniture or countertops) void this warranty.

Treads/Risers installed with Visible Defects: If you see any tread/riser with defects DO NOT install it. This includes visible manufacturing, natural or other defects.

Natural Wood Characteristics: Treads/Risers made of wood is a natural product. It may change as a result of the conditions to which it is exposed including seasonal and environmental factors. Seasonal gapping due to the wood's expansion and contraction in heating and non-heating seasons may occur. Color changes due to aging or exposure to UV/sunlight may also occur. In addition, natural wood variations from board to board, like differences in grain, color, tone and knots, may exist. Issues relating to these natural wood characteristics are not covered under this warranty.

Color and Shade Variations: New or replacement treads/risers may not always match samples, printed color photography (including websites and catalogs), existing treads/risers or other wood products (such as cabinets, stair railings, trim and moldings) due to natural variations that occur by species, age, growing conditions, exposure to UV/sunlight and other factors. Consequently, these variations should be expected.

Odd Lots & Third-Party Purchases: An odd lot is treads/risers that is discounted because it did not pass our rigorous inspection process and is not covered under this warranty. Additionally, only purchases made directly from an authorized Stairtek retailer are covered by this Warranty.

Special, Indirect or Consequential Damages: Losses, damages or expenses relating to anything other than the treads and risers are not covered. For example, personal damages/costs that may arise while pursuing a quality issue, such as missed time from work, hotel stays, storage fees, kennel costs for pets, etc., are not covered. Further, costs relating to the removal of defective flooring or installation of replacement flooring are not covered under the warranty. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

UNFINISHED STAIRPARTS LIMITED WARRANTY TERMS AND CONDITIONS

WHAT'S COVERED

All Stairtek Unfinished stair parts come with a 1 year residential warranty.

WHAT'S NOT COVERED

Stairtek products MUST be installed with a urethane / poly urethan-based adhesive like Bostik Tread-Lock™ or Loctite PL Premium™ to avoid product warping and cupping. Using a water-based adhesive to install stair treads and risers will void the warranty.

Moisture (or Lack of Moisture): Damages caused by moisture (such as leaking pipes, spills, wet mopping, pets, relative humidity, subfloor moisture, etc.) are excluded. Moisture (and dryness) can cause issues such as checks, cupping, crowning, warping, buckling, peeling, twisting, or gapping. Humidity level in the home should be kept between 40% and 50% relative humidity.

Other Site and Environmental Conditions: Defects or damages resulting from extreme indoor conditions (such as extreme heat, radiant heat, or exposure to sand); indentations and scratches (caused by pets, furniture, appliances, tools, heels, toys, etc.); improper maintenance and accidents; misuse and abuse; and any wear that conflicts with the care instructions given.

Important Instructions:

If there is a problem with your order, please contact Stairtek immediately to obtain a RETURN AUTHORIZATION NUMBER.

All items must be returned in the original boxes affixed with RETURN AUTHORIZATION NUMBER.

Customer Support :1-888-STAIRTEK

customerservice@stairtek.com