

Warranty Coverage

Subject to the limitations and exclusions provided below, Tolko Industries Ltd. (“Tolko”) warrants to the builder (“Builder”) who purchases and installs Tolko T-STRAND OSB T&G Subfloor panels grade-stamped APA Rated Sturd-I-Floor in a building (“Building”), and to the initial owner-occupier (“Owner”), that the Panels are manufactured to meet the applicable standards identified by the APA trademark stamped on the Panels. When properly stored, handled, installed and maintained^[2] will not delaminate^[3] for a period of 25 years from the date of manufacture.

This limited warranty (i) is transferable for 25 years; (II) applies only to Panels manufactured after June 1, 2010 and (III) supersedes any warranty issued prior to that date and otherwise applicable. Panels are designated as Exposure 1 under the Product Standard 2 (PS) in place at the time the panels was manufactured and are not suitable for permanent exposure to the weather or use in high moisture environments.

Limited and Exclusive Remedy

If a Panel delaminates during proper installation or after proper installation because it is defective, Tolko will, in its sole discretion, offer one of the following exclusive remedies for claims covered by this warranty: (I) repair or replace the defective Panels; or (II) refund or credit the purchase price paid by the Builder for the Panels, as evidenced by the original invoice. Notwithstanding which of the above remedies Tolko elects to offer, Tolko may also, in its sole discretion, pay the reasonable cost to repair or replace the single-layer flooring, excluding removal and replacement of cabinetry and/or cover, at wholesale cost, the cost of floor coverings, and reasonable labour costs for removal and reinstallation. Tolko’s total liability will not exceed the reasonable and customary material costs and labour to remove and replace the affected materials.

Reporting Claims

A warranty claim will only be honored if (I) Tolko is provided with written notification of the claim within thirty (30) days after the defect is first discovered, (II) a Tolko representative, or a professional designated by Tolko, is given reasonable opportunity to inspect the warranted Panels prior to any repair, replacement, alteration, or change, and (III) all documentation has been submitted to Tolko within sixty (60) days after the claim is first reported. Upon request, Tolko must be provided with reasonable proof of product identification in the form of a Panel sample, a photograph or a large identifying stamp, or a dated receipt. Written notification must be given by courier, email, or fax to Tolko, at the address provided below.

Exclusions from the Warranty

This warranty does not apply to any exterior application of Panels or cover damage, claims, moisture absorption or defects in the Panels, including delamination, warping, cracking or splitting due to or arising from: misuse or improper handling, storage, transport, installation, or maintenance;

- (i) misuse or improper handling, storage, transport, installation, or maintenance;
- (ii) use of the Panels other than as subflooring or sheathing appropriate to the grade stamp on the Panels;
- (iii) alterations to the Building after the original installation of the Panels;
- (iv) acts of God or severe weather including rain, flood, tornado, hurricane, earthquake, hail or similar natural disaster;
- (v) corrosive elements;
- (vi) damage caused by persons other than Tolko; and
- (vii) mold and mildew, termites, or other wood destroying organisms.

Exclusion of other Warranties, Express or Implied

Other than this warranty, Panels are sold “as is” and “with all faults”. The warranties and remedies provided above apply to the Builder and Owner only, are transferable for 25 years, and are the sole and exclusive remedies except as otherwise required by law, and are made in lieu of and to the exclusion of all other warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. Tolko will not be liable for any special, indirect, incidental, consequential or punitive damages, including without limitation, lost profits, loss of use or any other type of damages regardless of the theory under which such damages are sought.

Other Rights

This warranty confers specific legal rights. The Builder and the Owner may have other rights, which vary from province to province and from state to state.

Governing Law and Attornment

This warranty is governed by and will be construed in accordance with the laws of the Province of British Columbia and the laws of Canada applicable therein. Tolko, the Builder and the Owner shall each attorn to the jurisdiction of the courts of the Province of British Columbia with respect to any dispute arising under this warranty.

[1] Limitations and exclusions apply. See details of warranty and exclusions set out herein.

[2] In compliance with the current recommendations of Tolko [refer to Tolko website for “current recommendations”] and APA The Engineered Wood Association and good engineering practices.

[3] Delaminate means an extensive physical separation of strands within the Panel that results in a material reduction in the structural properties of the panel. Minor surface imperfections such as localized checking or loose or folded strands on the panel surface do not constitute delamination.

For more information, please contact:

Tolko Marketing and Sales
PO Box 39 3000 - 28th Street
Vernon, BC V1T 6M1
Tel 250.549.5311 - Fax 250.550.2558
osbcustomer.service@tolko.com



To learn more about our guarantee please visit our website at www.tolko.com/osb