LAMINATE FLOORING
RESIDENTIAL WARRANTY INFORMATION

Under the Laminate Flooring Residential Warranty, Laminate floors are warranted to the original purchaser, from date of purchase, when installed in accordance with the Laminate Flooring Installation Guide in areas outlined in the Laminate Placement Guide and maintained in accordance with the Laminate Cleaning and Care Guide. All documents referenced in this document can be obtained by contacting The manufacturer.

The manufacturer warrants that:

- The floor will be free from manufacturer defects.
- The decorative surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.
- The floor will resist damage from water as outlined in the Laminate Water Warranty section of this document.
- The floor will resist damage from pet accidents as outlined in the Pet Accident Warranty section of this document.

LAMINATE FLOOR RESIDENTIAL WARRANTY

The Laminate Flooring Residential Warranty is a limited residential use warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Comprehensive installation instructions and cleaning and care guidelines can also be obtained through an authorized The manufacturer retailer, by contacting The manufacturer directly.

- This warranty does not cover damage or defects caused by improper sub-floor preparation, improper installation (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the subfloor), improper application, cleaning, care or maintenance in a manner contrary to the Laminate Cleaning and Care Guide, physical abuse to or misuse of the product, scratches, chipping, marring, impact dents, freight and handling damage, modification, alterations of either chemical or physical characteristics, or any wear or damage caused by acts of God.

- A suitable underlayment must be used for all Laminate flooring installations. For installations on concrete sub-floors, below grade level or in moisture-prone areas, a suitable underlayment with moisture barrier must be used to validate the warranty.

- Surface wear must be visible from a standing position and cover an area greater than 1/2 square inch. Gloss or sheen reduction due to use is not surface wear and is not covered by this limited warranty.

- Flooring must be installed in accordance with the Laminate Flooring Installation Guide, installed only in areas outlined in the Laminate Placement Guide and maintained in accordance with the Laminate Cleaning and Care Guide.

- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

- Planks must be checked carefully under sufficient lighting for damage and visible defects. Check planks before and during the installation process. Products installed with visible defects are not covered under this warranty. If you spot what you believe to be a manufacturing or visual defect on a particular plank, DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.

LAMINATE FLOOR WATER WARRANTY

Products Equipped with Standard Protect
The manufacturer warrants that products equipped with the Standard Protect water resistance system will resist damage from:

- Localized everyday household spills when removed immediately.

Products Equipped with Aqua Protect
The manufacturer warrants that products equipped with the Aqua Protect water resistance system will resist damage from:

- Everyday household spills when removed within 72 hours*.
- Cleaning with a dust mop, steam cleaning** and other standard cleaning methods as described in the Laminate Cleaning and Care Guide.
- Surface water penetrating your subfloor when flooring is installed as per Laminate Wet Area Installation Guide.

Do not install Laminate floors in rooms that contain floor drains. Rooms where Laminate floors are installed should never be soaked, saturated, doused or flooded. Flooding will result in irreparable damage that will void this warranty

**It is best practice to remove all spills immediately. | **When used in lowest setting.*

The Laminate Water Warranty applies to residential use only.

Under the Laminate Water Warranty, spills are defined as localized topical spills resulting from normal household use.

The Laminate Water Warranty does not cover damage due to negligence or events such as floods, plumbing and/or appliance leaks, water remaining on the floor for longer than the stated periods of time, storms, moisture in concrete subfloors, moisture from hydrostatic pressure, water underneath the flooring or continuous long-term exposure to water.

Excessive or repeated water exposure to the surface of the product may still penetrate the subfloor and lead to mold/mildew growth. This warranty does not cover damage resulting from mold and/or mildew growth due to exposure to moisture.

Product must be installed correctly for water warranties to take effect. Ensure all joints are tight. When installing Laminate floors in moisture prone areas, the Laminate Wet Area Installation Guidelines must be followed. The Wet Area Installation Guidelines are found at the end of this document or can be obtained by contacting The manufacturer directly.

LAMINATE FLOOR PET WARRANTY

The manufacturer warrants that the surface of the floor will not become permanently stained due to pet accidents such as, but not limited to pet urine, vomit or feces, provided the accident is removed within 24 hours. Any damage to the subfloor and/or surrounding structure caused by pet accidents is not covered by this warranty.

WARRANTY TERMS

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required.

If a claim under the Laminate Warranty is approved, The manufacturer will repair or replace at its option, the affected flooring material. This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime warranty). Labor costs related to installation of product containing obvious visual defects are not covered under this warranty. Labor costs for repair and/or replacement of defective material (with respect to latent defects) are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty.

The manufacturer does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. The warranty is only applicable to the original purchaser, subject to providing proof of purchase.

The manufacturer shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of The manufacturer.

If you are installing a Laminate floor in a commercial setting you can obtain a copy of the Laminate Laminate Flooring Commercial Warranty by contacting the manufacturer.

This warranty is effective from April 1, 2023

LAMINATE FLOOR CLEANING AND CARE GUIDE

For optimal long lasting performance and to ensure your floors look as good as the day they were installed, follow the simple instructions outlined below so you can enjoy them for years to come.

General Care and Maintenance:

- After installation, rooms should be kept at 30-60% relative humidity and between 15°-27° C (59° - 80° F).
- If used with underfloor heating the maximum temperature of the heating system should be 29° C (84° F).
- Place walk-off mats or area rugs at main entrances to minimize abrasive debris that may be introduced to the floor.
- Place felt protective pads under furniture legs and other movable furniture.
- Use protective mats under wheeled office-type chairs.
- In cases of wheelchair use, take care to remove embedded debris from tires when entering the home and use protective mats under high use areas.
- Avoid using lacquers, polishes, waxes or detergent-based cleaners as they will leave a film/ residue on the surface of your floors and may cause damage beyond repair. The surface of Laminate flooring is not designed for refinishing and will maintain its original appearance.

LAMINATE FLOOR CLEANING AND CARE GUIDE CONTINUED

- Never use abrasive cleaners on your Laminate floors as they can scratch and mar the surface of your floor.
- Caution should be taken whenever potential moisture exposure is present.
  - Wipe up all spills and pet accidents promptly.
  - Do not use excessive liquid or flood the floor with water.
  - For products equipped with Aqua Protect, steam-cleaners should be set to their lowest settings and continuously moved while in use. Do not leave steam cleaners in the on position in one place for prolonged periods.
  - For products equipped with Aqua Protect, if mopping the floor, ensure mop is well-wrung to prevent excess water from pooling.

Daily Cleaning:

- For daily cleaning, use a dust mop or vacuum with hard surface attachment to remove dust, loose dirt or debris.
- For more thorough cleaning, where a cleaning solution may be required, use a water-based Laminate floor cleaner. Alternatively, you can make your own cleaner by adding 2 fluid ounces of vinegar to 30 fluid ounces of warm water.
- Apply cleaner to the floor with a misting bottle. Apply to a small area and then wipe with a cloth or mop before moving to the next area.

REQUIREMENTS FOR WET AREA INSTALLATION

When installing Laminate floors in wet areas (eg: kitchens, bathrooms, entry-ways), seal all expansion spaces with 3/8” compressible Polyethylene foam backer rod and cover with 100% silicone caulking. Fill expansion spaces between flooring and moldings, door frames and other fixed objects (eg. plumbing) with 100% silicone caulking.