

Warranty Information

Laminate flooring is guaranteed for 25 years not to fade, wear through or stain. This guarantee applies only to the original purchaser and proof of purchase is required for all claims. The guarantee is for replacement or refund of the laminate material only, no labor. The guarantee does not cover chipping (laminate will chip if sharp objects are dropped on it), warping (laminate will warp if excessive moisture gets into the boards), or bridging (which is caused by insufficient expansion spacing). We will not consider any claims for those problems. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the floor has been installed. So if you have a claim after 10 years, we would refund or replace 3/5 of the laminate value (10 years is 2/5 of 25 years).

- 25 year limited warranty for the finish against wear through under proper residential usage and maintenance for AC3 & AC4.
- 5 year limited warranty for finish against wear through under light to medium traffic commercial usage with proper maintenance for AC4 laminate.
- Warranty is conditioned upon Manufacturer's receipt of notice in writing from the buyer of the alleged defect prior to expiration of the warranty period and evidence that the products were properly installed and not subject to any of the conditions described below.

Limitations on Liability

Defect of goods must be proved by inspection procedures deemed proper by the manufacturer.

Exclusions

- Any visible defects noted after installation
- Building settling or uneven sub-floor
- Improper installation
- Improper maintenance or inadequate care
- Accidents, abuse, or misuse
- Water damage or damage caused by excessive sunlight
- Consequential or incidental damages, such as any loss, expense or damages other than to the flooring itself that may result from a defect in the flooring.

Care & Maintenance

Place natural fiber rugs at entry points to help trap grit and adsorb moisture that may damage the finish.

This can protect the floors from dirt or water.

To prevent abrasive dirt and dust from accumulating and scratching the finish, sweep or vacuum the floor with a soft brush on a regular basis.

Refrain from damp mop. Use only the cleaning products designed specifically for laminate or hardwood floors.

Never use wax, oil-based detergent, or any other household cleaners on the floor. These may dull or damage the finish, leaving a greasy film and making the floor slippery and more difficult to clean.

Wipe spill immediately. Be especially attentive to sink, dishwasher, stove tops and dining rooms, which are more prone to harmful spills.

Add felt pads to all furniture and chair legs to prevent damage to the floor. Replace the felt pads when dirty or worn. For extremely heavy objects, use wide non staining rubber cups.

Damaged or worn high heel shoes may expose a metal tip, which is certain to damage the surface finish. Keep high heel shoes in good condition.

Protect your floor against direct sunlight or any intense source of artificial lighting. Over, intense natural and artificial light may discolor the floors.

Installation

Product Inspections

Inspection of all flooring material for defects must be done before installation. Materials with visible defects are not covered under warranties once they are installed. Our laminate floors are manufactured in accordance with accepted industry Standards, which permit defect tolerance not to exceed 2%.

Sub-Floor Preparation

Sub-Floor must be flat, dry, smooth, level and free from residues and structurally sound.

A level slope is a foundation that is less from 5mm over 2 meters or ¼" over 6 feet.

Documents must be kept for all test results for warranty purpose.

Acclimation / General Conditions

The floor should be acclimated in the rooms in which it will be installed by letting the packages of flooring lie flat on the floor for at least 48 hours prior to installation.

Acclimation of the floors can be done by leaving it inside the box.

Acclimation of the floor must be done in the room where the flooring will be installed and where the temperature and humidity are maintained at or near normal living conditions.

Preparing the Room

Check that the doors can still open and close after the floor and the underlayment have been installed.

Underlayment should be 2mm thicker, preferably one that has a moisture barrier film on one side and sound barrier on the other.

For the concrete, let the underlayment moisture barrier run up the perimeter of each wall 4" and trim after the floors are installed.

Radiant Floor Heating

The Floor can be installed over a multiple of in-floor heating.

It can be cast in a concrete floor or thin layer of filler on the surface of concrete sub-floor.

It can be installed under a wood sub floor or installed on the surface of the sub floor as electrical matting.

Follow the instructions from the supplier of the floor heating system.

Temperature of the sub floor or the heat radiating from electric heating mats should not exceed 84 degrees Fahrenheit (29 degree Celsius).

Laminate Floor Installation Guidelines

Expansion space should be left around the perimeter. Typically expansion is equal to the thickness of the product installed.

You should install on grade, below or above.

The Laminate requires ¼" expansion for every 20 feet in length or width. A T-Molding is required for greater than 40 feet in length or width

A ¼" expansion space must be for undercut jambs and casing.

Start in a corner and lay first row with tongue sides toward walls. Proper expansion space can be achieved by pulling floor away from wall once first three rows have been installed.

Hold next board against the first board at approximately 45 degree angle and lay flat on floor. Continue in this manner for the entire first row.

Cut end board in first row to correct length and start second row with left over piece (if possible). End joints must be staggered by at least 8" for a natural random appearance. Butt seam must be placed in each row regardless of width.

Hold boards approximately 45 degree angles to board in front. Press forward to engage joint and lay flat on floor.

When three rows have been laid, pull floor away from starting wall unit there is proper amount of expansion space. Place shims between floor and wall to maintain this space.

You can proceed until the entire floor is finished.

Trim the underlayment before installing quarter round or wall base.