

Waterproof Laminate Warranty & Installation Guide

Limited Lifetime Residential Waterproof Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through*, stain or fade from sunlight or artificial light when used under normal residential traffic conditions. *Wear-through is defined as a total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through.

If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

10 Year Commercial Waterproof Laminate Warranty

The manufacturer warrants to the original purchaser that the flooring will be free of manufacturing defects, and the surface will not wear through*, stain or fade from sunlight or artificial light for 10 years after the date of purchase of the product when used under normal commercial traffic conditions.

*Wear-through is defined as a total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended. If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties expressed or implied, and all other remedies, guarantees or liabilities arising by law or otherwise.

Standing Water Warranty

The manufacturer will resist damage from moisture due to everyday household spills removed within 72 hours. This product is waterproof. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.

Terms and Conditions for Waterproof Laminate Warranty

- The Laminate Flooring panels must be properly installed in accordance with laminate flooring installation instructions and must be used for indoor use only.

- This warranty does not cover negligence, improper installation/maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire, natural disasters.
- The floor must be properly maintained to consider a claim. Improper maintenance can damage your floor. Sweep the floor on a regular basis, at least once per week. If you use a vacuum cleaner the beater bar must be turned off. The beater bar will damage your floor. No Wet Mopping. We recommend using Bona laminate floor cleaner by spraying it on the mop head not directly on the floor. Never use a wax-based product on your floor.
- Floors installed in saunas are not covered under warranty. Flooring panels installed in bathrooms require proper ventilation to prevent excessive steam exposure. Prolonged periods of exorbitant steam can damage the flooring panels.
- This warranty does not cover transition accessories or moldings.
- This warranty only applies to 1st quality product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- Laminate flooring panels must be inspected prior to installation under sufficient lighting.
- Products with visible defects must never be installed under any circumstance. Laminate flooring panels installed with any manufacturing defect are not covered by this warranty. Any defect must be reported prior to installation and within 30 days of purchase in order to be covered. Color or gloss issues as a result of adding material at a later date from non-warranty repairs are excluded from coverage.
- This Warranty is non-transferable and only applies to the original end consumer.
- This product warranty only applies to defects inherent to the material supplied. This means any material or production defects, acknowledged by the manufacturer. It includes the delaminating or reduced resistance of the wear layer. The manufacturer will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other form of compensation.
- This warranty does not apply to laminate flooring that has been put to abnormal use or conditions or abused in any way. Abnormal use or conditions includes, but is not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casual events; damage caused by negligence, improper alterations of the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to, damage of mechanical nature, severe impact or scratches (caused by dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas or furniture with castors must be fitted with soft rubber wheels, an adequate protective mat or protective castor cups must be put under this furniture.
- This warranty does not apply to damage from extreme heat, dryness, moisture of any kind other than regular cleaning as has been explained in this warranty. You must maintain the temperature 65F to 85F and humidity 35% to 55% in your home. Fluctuations in temperature or humidity can damage your floor.

- This warranty excludes damage caused by water, included but not limited to appliance and plumbing failures, natural disasters such as floods, urine, or any standing water.
- This warranty excludes damage caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moisture barrier.
- We will not be responsible for any loss of time, inconvenient expenses, costs or consequential damage caused by or resulting directly or indirectly from a problem about which the claim was made.

Installation Guide

IMPORTANT: BEGIN INSTALLATION AT THE TOP RIGHT HAND CORNER OF THE ROOM. PLANKS ARE INSTALLED FROM THE RIGHT TO THE LEFT-HAND SIDE OF THE ROOM.

NOTE: It is important to read the instructions before installation. It is the Owner/Installer responsibility to make sure the below conditions are met prior to installation.

All installations now require a moisture barrier of a minimum of 6mil plastic film under this flooring.

SUBFLOOR

The ideal conditions are 40%-60% relative humidity. If the rooms have higher levels of humidity, or if the home has a crawl space and/or cellar or is considered a cottage, please consult a specialist in your area and/or the construction norms.

A) Concrete Floors

- The surface must be absolutely level, dry and clean. Differences in the floor level of more than 3/16" in 10ft must be leveled.
- Use a vapor barrier at least 6mil thick. Edges should overlap by 8 inches and be taped. Ensure that one inch of the vapor barrier is up on the walls.
- If moisture from concrete exceeds 4% with Tramex Concrete Moisture Encounter, use additional moisture prevention before installing any flooring. If moisture exceeds 8 pounds using a Calcium Chloride test, then use additional moisture prevention before installing any flooring.
- Pad-attached flooring does not count as a moisture barrier.
- Lay down flooring.

B) Wood and other hard surfaces

- The surface must be dry, clean, smooth and level. Floor must be within 3/16" in 10ft levelness.

Fix any squeaks, remove any staples, loose boards, etc. prior to installing flooring. Lay down flooring.

C) Carpet and underpadding

- Remove both before laying down the floor, and proceed as outlined in A or B.

D) Vinyl floor surfaces

- Lay down flooring.

(If the vinyl is on top of concrete, a moisture barrier must be placed on top of the vinyl before installing the floor).

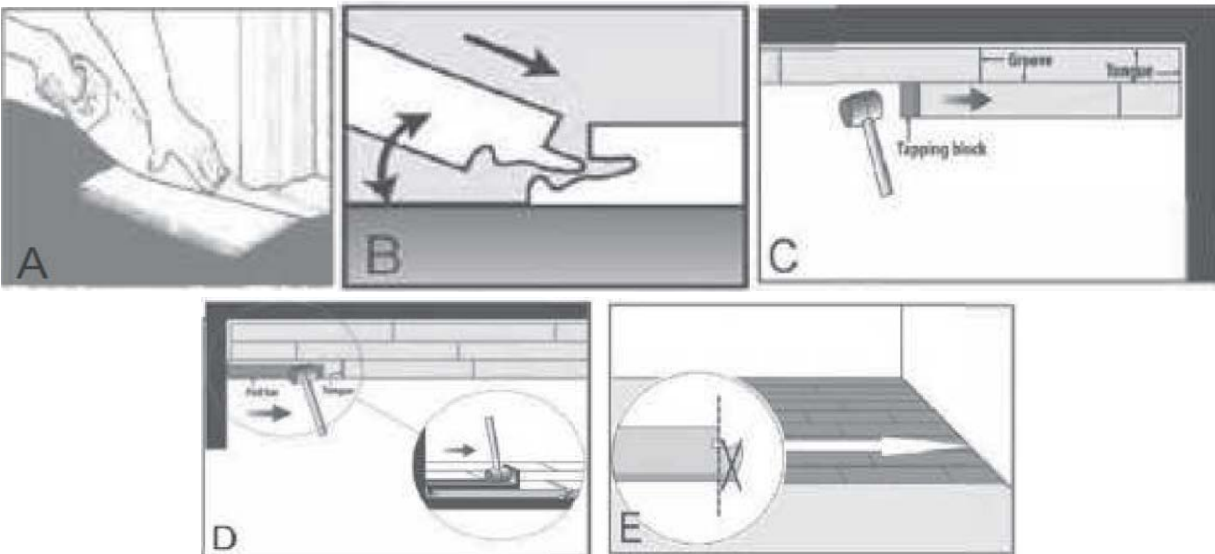
E) Radiant heat floors

- Follow the installation instructions provided by the radiant heat manufacturer. New concrete subfloors must be cured with no heat transfer for 60 days.
- The radiant heating must be operational for two weeks prior to installing the laminate flooring, and the temperature must be maintained between 65-72°F.
- **Keep the temperature below 80°F at all times.**
- Slight gaps may occur between laminate planks installed over radiant heating and will not be covered by the warranty.

PREPARATION

- 1) Leave closed packages in a horizontal position in the room to acclimate for 48 hours prior to installation.
- 2) There must be at least ½" between the surface of the floor and the bottom of electrical baseboard heater to allow heat to circulate.
- 3) Verify door and frame clearances and make required adjustments before laying down the floor. Cut the door molding with a saw to allow planks to slide underneath. (See figure A.)
- 4) Carefully remove existing baseboards. When putting baseboards back, make sure they do not pin the floor, leave business card gap so floor can expand and contract.
- 5) Decide in which direction the planks should be laid. As a rule, the floor planks should be laid perpendicular to the wall that has a window in it. To make the room appear larger, it may be preferable to lay down the floor planks parallel to the longest wall.
- 6) Before installing, check planks for defects such as chips and color or sheen differences under good light conditions. Check that the channel is clean and free of debris. Damaged planks must be replaced before laying down the floor.
- 7) A minimum expansion area is required around the perimeter of the room as well as any fixed object (door frame, fireplace mantle, etc.): 3/8" for rooms 25 ft long or wide, 5/8" for rooms greater than 25 ft.

NOTE: Safety glasses and gloves should be worn at all times.



INSTALLATION

Note: this product needs room to expand and contract. Do not attach the floor to any surface. Always allow an expansion gap of 3/8" to 1.5" around at the perimeter and around all obstacles

- 1) Installation method: the planks click together at a 45° angle on the length side (see figure B). Note that a tapping block and mallet may be used for a tighter fit along the lengths of planks. Do not use excessive force, as this may damage the tongue and /or groove. Connecting the short ends together must be done using a tapping block and mallet tapping the tongue into the groove (see figure C). When installing the last plank in a row, it may be necessary to use a pull bar. Place the pull bar between the wall and the laminate and gently tap on the lip on top (see figure D).
- 2) Measure the room to establish its squareness and the width of the last row. If the width of the last row is less than 2 inches, not including the bottom lip of the groove, the first row will have to be cut accordingly. The tongue on the first row of planks and the bottom lip of the groove side on the last row of the planks should also be removed (see figure E). Use T-moldings if the floor is wider or longer than 33 ft.
- 3) Irregular wall along the first row of planks - scribe the planks to fit the wall and cut.
- 4) When cutting a plank, if using a portable electric saw (jigsaw), the decorative surface must face up. If using a circular table saw, the decorative surface must face down.
- 5) Begin installation on the top right-hand corner of the room, with the tongue side against the starting wall. Always place a 3/8" - 5/8" spacer between the wall or any fixed object (door frame, fireplace mantle, etc.) and the plank on either side of each joint and at the far ends of each plank.
- 6) The first and last plank in a row must be at least 12" long. Measure the first row before installing. To avoid ending the row with a plank of less than 12" in length, it may be necessary to cut the first plank. Always remove the groove on the last plank. For the first plank of the second row, use the cut plank left over from the first row provided it is more than 12" long. If it is less than 12" long, use a new plank, cutting it so it is at least 12" away from the joint of the first plank on the first row. Always remove the bottom lip of the groove and the tongue from the ends of the planks against the walls (see figure E).
- 7) Continue laying down the floor from right to left. For a stronger and more natural looking floor, make sure to stagger the joints in each row by at least 8". Remove the spacers and install moldings and trims. Never nail the moldings to the laminate floor.
- 8) Transition moldings must be added between every doorway to allow for the natural expansion and contraction of the floor.
- 9) When installing laminate in the kitchen or other areas, do not install cabinets, islands or other items onto the flooring. Laminate is a floating floor that cannot be pinned down. Failure to do so will void any warranty.