

# Installation Instructions & Care and Maintenance Guide & Warranty

## Laminate Flooring Click lock

Products Included	Approved Grade Levels	Approved Installation Methods
Laminate Flooring with click lock joint system.	Above Grade. On Grade. Below Grade.	Primary Method: Floating

**CALIFORNIA RESIDENTS**

**⚠ WARNING:** This product can expose you to formaldehyde gas which is known to the State of California to cause cancer. For more information, goto [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

**⚠ WARNING:** Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information goto [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood).

**CAUTION: ASBESTOS IN EXISTING FLOOR**

**This product does not contain asbestos.** Existing installed resilient flooring and asphaltic adhesive may contain **asbestos fillers or crystalline silica. Do not sand, dry sweep, dry scrape, drill, saw, bead-blast, or mechanically chip or pulverize existing resilient flooring, backing, lining felt, asphaltic “cutback” adhesive or other adhesive.** See “Recommended Work Practices for Removal of Resilient Floor Coverings” ([rfci.com](http://rfci.com)) for detailed information and instructions on removing all resilient covering structures.

**Owner/Installer Responsibility**

The owner is advised to be home during the installation for consultation/direction. The owner and installer should discuss installation and layout to maximize satisfaction. If this is not possible, consultation should be done prior to installation.

The owner/installer assumes all responsibility for product quality of completed installation.

**PERFORM PRE-INSTALL INSPECTION. FOR CLAIMS PURPOSES, YOU ARE ALLOWED TO OPEN UP TO 4 BOXES FOR PRODUCT INSPECTION. DO NOT OPEN ALL THE BOXES. OPENING ALL THE BOXES CONSTITUTES YOUR ACCEPTANCE OF THE PRODUCT. INSPECT ALL THE PLANKS IN THESE 4 BOXES CAREFULLY. EXAMINE FLOORING FOR COLOR, FINISH AND QUALITY. IF YOU DISCOVER THAT PRODUCTS ARE DEFECTIVE, OR IF MATERIAL IS QUESTIONABLE, YOU SHOULD CONTACT THE RETAILER. IF YOU ARE SATISFIED, PROCEED WITH INSTALLATION.**

Flooring to be installed in one large area should be purchased at the sametime. Product purchased later time than the first purchase may vary beyond your expectations.

Accessories, trims and moldings are manufactured to coordinate with the varied appearances of the floor planks. Any exact matches are coincidental. Non-matching accessories are not defective products.

This product is manufactured according to strict quality standards. In the event that defects are discovered in the field, the industry standards permit a defect tolerance not to exceed 5%. The defects may be of any type, whether manufactured or natural. Order an additional 5% extra for cutting wastage and grading allowances (10% for diagonal installations).

During installation, inspect the planks continuously. Defects that can be seen from a standing position should be cut off or held out. Installing defective planks implies acceptance.

Squeaking and clicking noises are the result of interactions among flooring, joists and subfloors when they move. Limiting the movements of the flooring system usually eliminates most of these noises. Sometimes, it is impossible to eliminate them completely and minor squeaking or clicking noises are to be accepted as normal flooring phenomenon. Minor scratches can generally be repaired with the use of putty, stain or filler. It is an industry standard practice of flooring installation and it should be accepted as normal by the homeowner.

**If You Need More Information**

To assure the warranty is not inadvertently voided, before proceeding with any activity that is not covered in this manual, please contact our Technical Support Department.

**Acclimation and In-service Conditions**

This product requires 48 hours acclimation. Conditions in which the floor was installed should be maintained continuously thereafter. Acceptable in-service temperature range is 60°F-80°F and relative humidity (RH) of 35%-60%. Document as much installation conditions as possible below.

Date: \_\_\_\_\_  
Relative Humidity (%): \_\_\_\_\_

Temperature (F°): _____
Subfloor Type: _____
Subfloor Avg. Moisture Content: _____

### **Job Site Condition**

Prior to installation, the installer must ensure that at the time of installation, the job site conditions including subfloor/substrate, ambient temperature and relative humidity, and all impacting variables will not negatively affect floor. We will decline responsibility for damages associated with improper installation or poor site conditions.

### **Storage and Conditions**

Do not store flooring in uncontrolled environmental conditions. For example, garages and exterior patios are not acceptable areas to store flooring. Handle and unload flooring with care and store within the environmentally controlled site in which it is expected to perform. Flooring stored on concrete slab should be elevated at least four inches to allow air circulation under cartons.

### **Existing Home**

Existing home should have a consistent room temperature of 60°F-80°F and relative humidity (RH) of 35%-60%. Continual extreme deviation from these conditions will affect the dimensions of flooring. During heating season, humidity maybe much lower than the acceptable range. During the heating season, a humidifier is recommended to prevent excess shrinkage in flooring due to low humidity levels. During the non-heating season, humidity levels can be maintained by using an air conditioner, dehumidifier, or by turning on your heating system periodically.

### **New Construction or Remodel**

All work involving water, such as pouring basement concrete floors, drywall and plasterwork, plumbing, etc. must be completed well in advance of the floor delivery. Ensure that the building is enclosed. Where building codes allow, permanent heating and/or air conditioning systems should be operating at least five days preceding installation (this will promote proper acclimation if necessary) and should be maintained during and after installation. If it is not possible for the permanent heating and/or air conditioning system to be operating before, during and after installation, a temporary heating and/or dehumidification system that simulate normal living (occupied) conditions can enable the installation to proceed until the permanent heating and/or air conditioning system is fully operational.

Your job site should have a consistent temperature of 60°F-80°F and relative humidity (RH) of 35%-60% which should be maintained continuously thereafter.

### **Basements and Crawl Spaces**

Concrete labor ground must be dry. The ground in the crawlspaces must be completely covered using 6 mil black polyethylene. Crawl space clearance between the earth and underside of joists should be no less than 18 inches and the perimeter vent area should be equal to 1.5% of the total square footage of the crawlspace or as mandated by code.

### **Concrete Subfloor Requirements**

It must have minimum rated strength of 3000 psi.

It must be level to within 1/8" in a 6-foot span or 3/16" in a 10-foot span; no bumps or low spots. High spots can be removed by grinding; Gaps greater than 5/32" wide and 1/16" and depressions should be filled with patching compound formulated for use in floor installation. It must be clean; no construction debris, soil, mud and any other objects on or adhering to the floor; if necessary, scrape and sweep away before the installation; no protrusions of nails, debris, metals should remain.

New concrete slab must cure for at least 60 days. It must have a minimum 10 mil polyethylene sheet between the ground and the concrete. It must meet concrete moisture requirement below.

It must be free from moisture related conditions which can damage the installed flooring.

### **Light Weight Concrete**

It is concrete which rated strength is less than 3000 psi.

Perform a quick check by drawing a nail across the top; if it leaves indentation, it is probably light concrete.

For glue-down application, the concrete must possess shear strength greater than the glue. If concrete rated psi is unknown, contact the adhesive manufacturer for guidance.

### **Concrete Moisture**

All concrete subfloors should be tested for moisture content and the results documented. Visual checks are not reliable. Perform tests at locations around exterior doorways, near walls containing plumbing, near foundation walls and in the center of the room. Minimum sample size is 3 samples per 1000 square feet of area and one test for every additional 1000 square feet thereafter.

Its moisture content should meet one of the following criteria below:

- 5% when tested using Tramex Concrete Moisture Encounter
- Less than 3 pounds per 1000 square feet per 24 hours when using Calcium Chloride test (ASTM F 1869)
- 75% when using Relative Humidity Testing (ASTM F-2170).

Please note: Concrete moisture content maybe acceptable the time of the test. These tests do not guarantee a perpetual "dry" concrete slab. The concrete slab moisture content can vary at other times of the year. We are not responsible for moisture related damage to

installed flooring.

### **Wood Subfloor Requirements**

It must be clean; no presence of construction debris, soil, mud and any other objects on or adhering to the floor; no protrusions of nails, debris, metals should remain. If necessary, scrape and sweep the subfloor before the installation.

It must be structurally sound and stable; no movements or squeaks; no loose panels or loose nails; no signs of ply de-lamination or other damages. Repair all shortcomings before installation.

It must be flat; no visible bumps or low spots; the subfloor should be flat to within 1/8" in 6 feet span or 3/16" in 10 feet.

Test for moisture using reliable moisture meter. Perform tests at locations around exterior doorways, near foundation walls, near walls containing plumbing lines and in the center of the room. Measure 20 locations per 1000 square feet.

Moisture content of subfloor should be less than 14%.

#### *Plywood or Oriented Strand Board (OSB) Specifications*

On truss/joist spacing of 16" (406mm) O/C or less, the industry standard for single-panel subflooring is minimum 5/8" (19/32", 15.1 mm) CD Exposure 1 plywood subfloor panels (CD Exposure 1) or 23/32" OSB Exposure 1 subfloor panels, 4' x 8' sheets. Expansion gap between panels should be 1/8" (3 mm). If there is not sufficient spacing, cut in the required spacing with a circular saw if panels are not tongued and grooved. Do not cut in expansion space on joined tongue and groove of panels.

### **Particle Board or Fiber Board**

Only for floating installation.

### **Existing Floors**

Installation over existing floor requires the installer to consider potential issues related to moisture damage, adhesive failure and fastener failure. Contact the adhesive and fastener manufacturers respectively for their specific instructions, recommendations and requirements.

Acceptable floor coverings include: solid hardwood, linoleum, terrazzo, ceramic tile and other "moisture sealing floors."

Unacceptable floor coverings include: carpet, needle punch felt, edge glued linoleum and other "moisture absorbing flooring."

### **Radiant Heated Subfloor**

This product can be installed over radiant heated subfloor. Operating surface temperature must be less than 85°F. Decrease temperature before installation. Increase temperature gradually after installation. Contact heater manufacturer for specific installation instruction.

### **Moisture Barrier and Moisture Retarder**

*Concrete Subfloor:* For floating installation, use 6 mil polyethylene film or other means with equivalent permeability. Overlap the edge seams and tape it together. Extend moisture barrier up to the wall about 1 inch high. When installed on above grade concrete and the moisture content meets standards for concrete moisture, a moisture barrier is not required. For direct glue installation, use moisture barrier if moisture level exceeds requirement (see Concrete Moisture section).

*Wood Subfloor:* Moisture retarder is optional.

Overlap along the edge seams 2" - 4" wide. This retards moisture movement from below. Extend the moisture retarder to about 1" from the walls. Secure to the subfloor as necessary.

### **Sound Control Underlayment**

It is optional. Check with sound control manufacturer for application guidelines. Generally, the less compressive underlayment is preferred.

### **Expansion Gap**

Required gap width range is 5/16" to 3/8". It is required around the perimeter of the floor and between floor and all vertical obstructions.

Do not place permanently mounted structures such as kitchen counter/cabinet on the installed floor.

### **Transition Molding**

Floating installation, transition T-molding is required in the following cases: floor spanning greater than 40 feet in length or width; doorways or passageways 5 ft. wide or less.

Note: Floor areas interrupted by wall openings greater than 5 ft. wide or interrupted by wall sections extending out of the wall, or floor areas which are not rectangular may experience buckling or gapping if there is excessive floor expansion or shrinkage.

### **Wet Areas**

This product can be installed in kitchens, mud rooms, powder rooms, and laundry rooms. The floor may not be installed in very humid areas or in extremely dry areas or areas where there are extremely high temperatures (such as but not limited to saunas, pool areas and rooms with build-in drains like showers and other similar extreme wet areas).

Fill all joints between all expansion trims and floor with water repellent caulk. Wall bases, profiles and door trims must be sealed on top of a compressible PE foam along the wall and along the flooring. Do not allow water or liquids to remain on the floor and seep into the joints. To minimize moisture damage, we recommend applying a thin film of water repellent to joints between planks.

Exposed Hydrokit and Foamstrip need to be checked on a regular basis (3 years) to ensure a watertight finish without mechanical damage.

## Tools and Materials

### Basics:

Tape measure • Moisture meter (wood, concrete or both) • Chalk line & chalk • Hammer • Electric power saw • Carbide tipped saw blade for fine cut • NIOSH-designated dust mask • Hand saw or jamb saw • Eye protection • Straightedge or Spacers • Pry Bar • Mallet • Broom • Color matched wood putty • Tapping block • Pull bar

### Safety and Health Precautions

Power tools can be dangerous. Operate in strict accordance to manufacturer's operating instructions and safety precautions. Unsafe and improper use can cause serious injuries.

Avoid inhalation and exposures to wood dust by mechanical means and by wearing personal protective equipment.

Wear appropriate personal protective equipment (PPE) which include NIOSH or OSHA approve dust masks, safety goggle and work gloves.

## Helpful Pointers

### General Tips

- Make sure your work area is well lit. Good visibility ensures that color is consistent and that visually defective planks are detected and removed.
- Preferred minimum length of the first and last plank is 12". The remainder of the last plank can be used as a starter board on the following rows.
- Using a shorter piece at undercut door jams will help when fitting flooring in place.

## Click Lock Technique

Position the second panel in the groove of the first panel at a 20° or 30° angle.

Move the panel gently up and down while exerting pressure toward the first panel. The panel will automatically lock into place. See diagrams below.

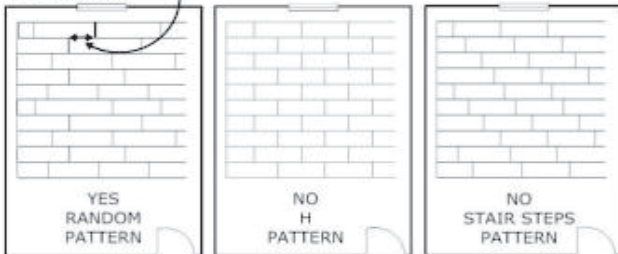
## Floating Installation Procedure

### Step 1 - Pre-install Activities

- Rack up planks from several boxes.
- Ensure ensure that the end joints are staggered at least 6" between the rows. See diagram below. Random pattern is most common, but it is a personal preference.
- Inspect product for defects. If material is questionable, contact the retailer immediately. Do not proceed with installation.

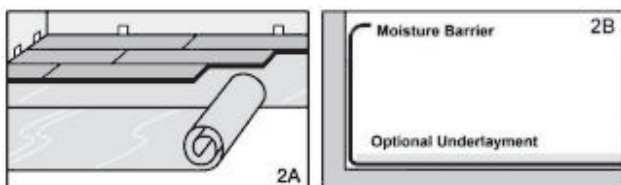
Prior to installation, measure the width of the room to check if the first row should preferably be cut length wise to get more equal width of the first and last rows planks.

Min. 6" stagger from end-joint to end-joint between rows



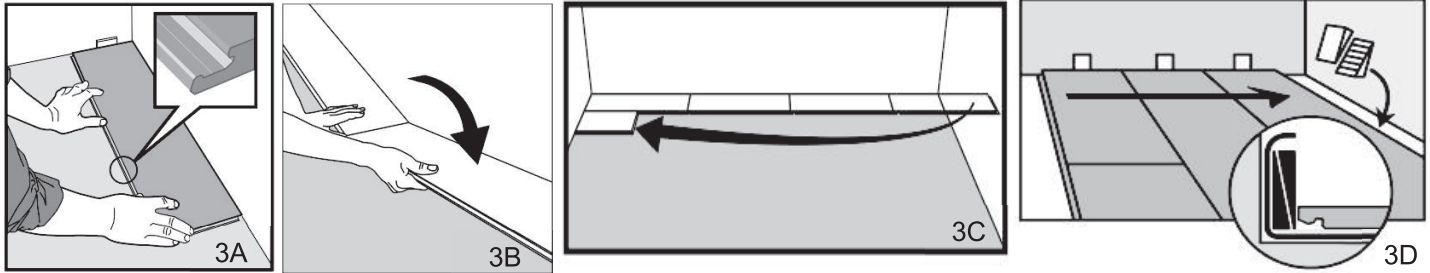
### Step 2 – Install Moisture Barrier (if on concrete) and Underlayment.

- For concrete, let the moisture barrier run up the wall a bit before cutting to size.
- Install the underlayment on top of the moisture barrier. Cut 1 inch from the wall. See diagrams below.



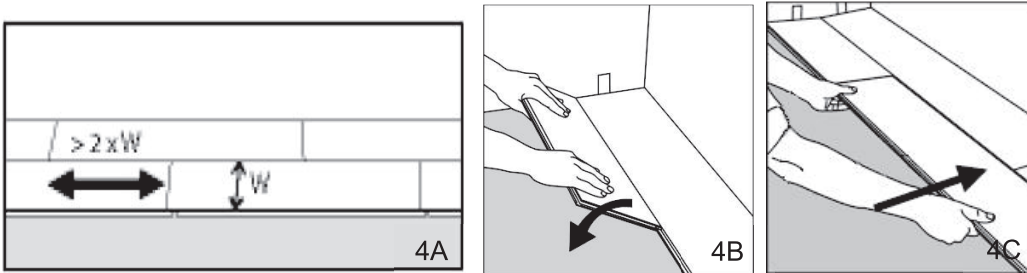
### Step 3 – Install the First Row

- Saw off the tongue from the length and width of the first plank. Create expansion gap by placing spacers between the planks and the walls for expansion. Place a distance 8 mm thickness to the left and position the plank against the wall. See Fig 3A.
- Saw off the tongues from only the length of the remaining planks to be installed in the first row. Later, after 3 rows, you can easily position the flooring against the front wall with distances 8 mm.
- Second plank, first row See Fig 3B.  
Press the short end of the next floorboard at an angle to the first one, and then lay down. Complete the first row in the same way. Remember to use the spacer for maintaining expansion gap. See Fig 3C.
- At the end of the first row, put a distance 8 mm, to the wall and measure the length of the last plank to fit. Cut the last panel to correct length, recommended min length is two times the width of the plank. See Fig 3D.



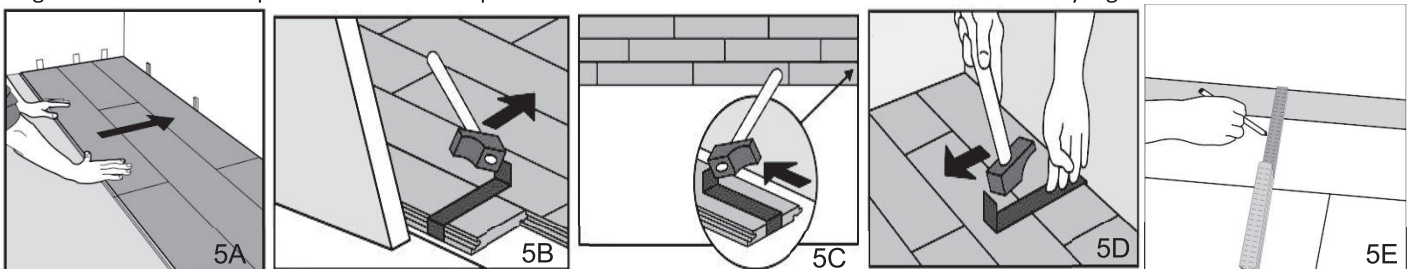
### Step 4 – Install the Remaining Rows

- Second row. Position the remaining part of the first row's last plank as first plank of second row. Keep again two times the width as min length. Put a distance against the wall. Fig 4A.
- General. Distances between short ends. Minimum distance between short ends of planks in parallel rows shall not be less than about two times the width of the plank. Fig 4B.
- Place the floorboard an angle against the floorboard in the previous row, press forward and fold down at the same time. Leave the panel in a somewhat up angled position where the panels start to lock with the suitable angle can be placed under the plank near the short side joint as support. Fig 4C.
- Second plank second row. Place the short end of the floorboard at an angle against the previous installed floorboard and fold down all the way. Push to slide the plank against the row in front so it aligns with the first plank. Put it down like with the first plank when the floorboards are positioned tightly together. The first/previous plank can now be folded completely down to horizontal position and if a wedge is used it can be moved to the next short end joint.



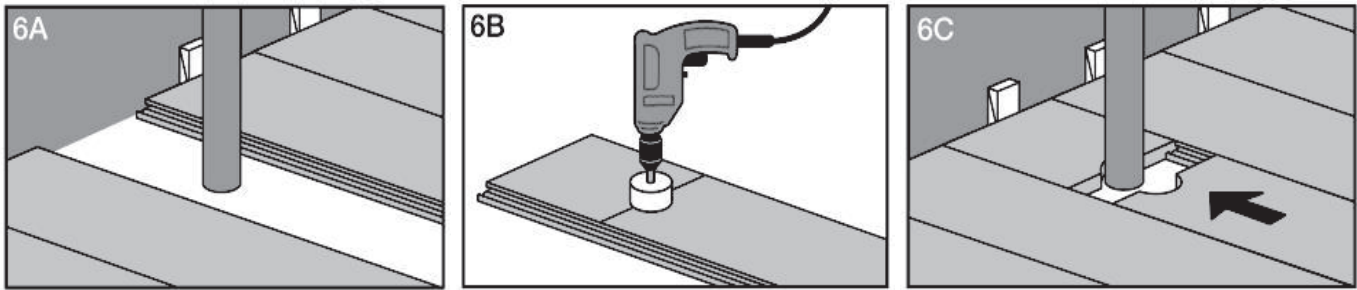
### Step 5 – Tight Spaces

- After 2-3 rows, adjust the distance to the front wall by placing distances 8 mm. Keep the distances in position during the entire time of installation and remove once the installation is completed. Fig 5A
- In tight spaces use the pull bar and a hammer. Fig 5B-5D.
- If the wall is uneven, the floorboards must be adapted to its contours. Mark the floorboards with the contour of the wall. Do not forget to leave a 8 mm space to the wall. This procedure shall be used also for the first row if necessary. Fig 5E.



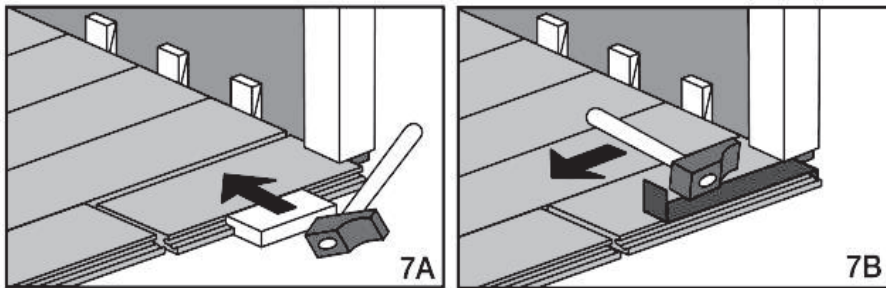
### Step 6 – Pipes

- Expansion gaps around vertical pipes is created by drilling a hole through a locked ends joint.
- Drill a hole the size of the diameter plus  $\frac{3}{4}$  inch for expansion.
- Separate the panels and rejoin them around the pipe. See diagrams.



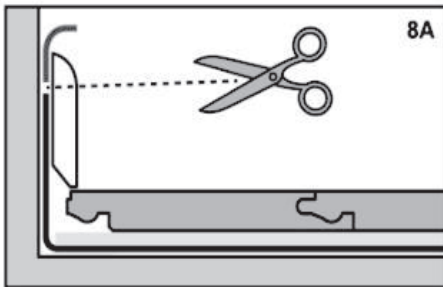
### Step 7 - Under Door Frame


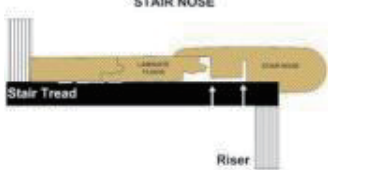



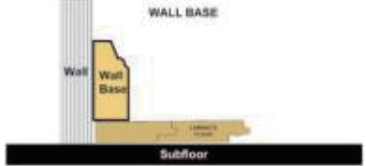
- Ensure a 3/8 inch expansion gap between floor and door jamb.
- Use a tapping block and a hammer, or a pull bar and a hammer. See diagrams.



### Step 8 – Finishing Touches

- Clean the floor.
- Remove all spacers.
- Trim excess moisture barrier to just below the top of the wallbase. See diagrams.
- Install the molding on the plastic membrane that runs up the wall from under the floor. Never fasten the molding to the floor.
- Caulk around pipes and in places where molding cannot be installed.
- Use matching putty where necessary
- Install or reinstall all wall trim pieces. Nail them through the wall, but not to the subfloor to avoid restricting the expansion gap.
- Install transition trim pieces. Nail them to the subfloor, not the flooring.
- At doorways, transitions should be used to protect the edges of the floor and to provide a decorative transition from one floor type to another.
- If the floor is to be covered, use a breathable material such as cardboard. Do not cover with plastic



<b>Accessories</b>	
Pictures are for illustrative purposes only. Actual product may differ from pictures.	
	T-Molding is used to create a transition between floor coverings of similar heights or to cover an expansion gap.
	Stair Nose is used in conjunction with flooring installed on stair steps or finished edge of a higher-level floor like in a sunken living room.
	Carpet Reducer (also called Baby Threshold or End Cap) is used to transition floor coverings of differing heights. This reducer strip is also commonly used to border a fireplace, sliding glass door and other exterior door jambs.
	Hard Surface Reducer is used to transition to another hard surface flooring of different heights such as tile, vinyl, concrete.
	Quarter Round is used to cover the expansion space between the Wall Base and your flooring. It can also be used them to make smooth transitions between the floor and cabinetry. It can be used with or without Wall Base molding.
	Wall Base is used to give a finished look at the base of the walls. It can be used with or without Quarter Round.

### Technical Support

For installation information and technical questions not covered in this installation guide, please contact our Technical Support Representative.

### Warranty

This flooring product comes with a Limited Wear Warranty. The warranty applies to original purchaser of the flooring. It warrants the original purchaser that the finish surface will not wear through for duration of the stated warranty from the date of purchase.

## CARE AND MAINTENANCE GUIDE

### DAILY MAINTENANCE:

1. Sweep dust mop or vacuum your floor regularly to remove any particles that could cause abrasion or scratch your floor. CAUTION : Vacuums with a beater bar or power rotary brush head can damage a floor and should never be used.
2. Use a damp mop to remove spots and soil. Apply appropriate cleaning solution to the cleaning cloth / mop. Do NOT apply directly to the floor.
  - For lightly soiled area, clean with distilled water.
  - For moderately soiled area, use a mild solution of isopropyl alcohol and distilled water. Isopropyl alcohol is commonly referred to as rubbing alcohol and is sold in 50% to 70% concentrations. This product should be diluted by mixing one part alcohol and 2 parts distilled water.
  - For tougher spots, use a higher concentration of isopropyl alcohol and distilled water.

- For extreme cases, a solution of nail polish remover (acetone) and distilled water can be used.

HINT: For best results, clean the floor in the same direction of the planks. When the cleaning cloth/mop becomes soiled, rinse or replace it with a clean one. Following up with a clean, dry cloth will remove residual streak marks and spots.

3. Do NOT leave any amount of liquids (water, juice, soft drinks, spills, etc.) on the floor. Clean any wet spots immediately.
4. Do NOT use a steam cleaner.
5. Do NOT use a wet mop or douse floor with water or liquid cleaners. Liquid can seep between the cracks and cause moisture damage.
6. Do NOT use any cleaning agents containing wax, oil or polish. Leftover residue will form a dull film.
7. Do NOT use steel wool or scouring powder which will scratch the floor.

#### **BRANDED OR OFF-THE-SHELF FLOOR CARE PRODUCT:**

- If none of the above are effective and you choose to use a store bought product, test the product in a non-conspicuous area (i.e., closet, corner, or scrap pieces) for potential adverse side effects.

#### **PREVENTATIVE MAINTENANCE:**

- Protect your floor when using a dolly for moving furniture or appliances. Protective sheets and/or plywood may be needed. Never slide or roll heavy furniture or appliances across the floor.
- Place protective pads beneath furniture legs and other heavy objects.
- Avoid excessive exposure to water from being tracked in during periods of inclement weather.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- Rearrange furniture and rugs periodically to avoid uneven color and shade changes from light exposure.
- Do not use rubber backed rugs. The rubber may become sticky and ruin the face of the flooring.
- Use protective mats beneath rolling chairs and keep furniture casters clean.
- Keep pets' nails trimmed.
- Remove shoes with cleats, spikes or exceptionally pointy heels before walking on the floor.

#### **CLIMATE MAINTENANCE:**

- Care should be taken to control humidity levels within the 35% - 55% range. Flooring, especially hardwood and bamboo, dimensions will be affected by varying levels of humidity.
- Dry Climates: A humidifier is recommended to maintain humidity levels. Wood stoves and electric heaters tend to create very dry conditions during the winter months this also will cause shrinkage in flooring.
- Humid, Wet Climates: By using an air conditioner, heater, or dehumidifier proper humidity levels can be maintained to prevent excessive expansion due to high moisture content.

#### **FLOOR REPAIR:**

- Very light and small surface scratches can be repaired with a staining "touchup" pen of the appropriate color.
- Slightly deeper scratches can be repaired by means of colored putty and or stains. Fill the scratches with the putty. Level with putty knife. Wipe off excess putty.
- Very deep scratches may require the replacement of the planks.

## **Laminate Flooring Limited Residential and Light Commercial Warranty**

This flooring comes with Limited Warranties. The warranties apply to the original purchaser of the flooring for residential or light commercial use and is not transferrable. For the warranties to be effective, the flooring must be installed, cared, maintained and placed in service conditions according to manufacturer's installation instructions.

### **Limited Manufacturing Defect Warranty**

The flooring in their original manufactured condition to be free from defects in material and workmanship including milling, assembly, dimension and grading for a period of one year from the date of purchase.

### **Limited Lifetime Residential Wear Warranty**

For the duration of the service life of the flooring and under normal residential conditions and uses, the finish layer will not wear-through from foot traffic to the point of exposing the substrate layer of the flooring.

### **Limited Lifetime Residential Water Resistant Warranty**

For as long as the flooring is in service, top surface water exposure from normal residential activities and uses for up to 24 hours, will not swell exceed 5% compared to original structure.

### **Limited Lifetime Residential Structural Integrity Warranty**

For as long as the flooring is in service, under normal residential conditions and uses, the cohesion between the layers of the product will remain intact and the flooring will remain stable.

### **Limited Light Commercial Warranties**

The flooring comes with limited light commercial wear through warranty, water resistant and structural integrity warranties for the durations as published in marketing, sales or warranty schedule documentation.

### **Definitions:**

1. "Residential use" means that the original purchaser owns and resides in the home where the product was installed. It excludes rental and leased properties.
2. "Light Commercial use" means conditions and foot traffic which moderately impact the flooring. Examples: Small restaurant (excluding wet area), doctor/dental offices, nursing home common areas, lounge (excluding service area), interior entryways, elevators, office conference rooms, hospitality rooms, vending areas, art galleries, banks, bookstores, boutiques, office waiting area, gift shops, hotel rooms, jewelry stores, professional offices, photography studios, styling salons, rented or leased dwelling places.
3. "Full Commercial use" means conditions and foot traffic which severely impact the flooring. Examples: Airport terminals, bars, large restaurants, department store aisles, supermarket aisles, school classrooms and hallways.
4. "Finish wear through" is defined as "complete finished wear layer removal exposing the core layer and affecting at least 10% of a total floor installation project" due to normal foot traffic.
5. "Water resistant" means water exposure on surface of the flooring resulting from normal residential activities will not damage the structural integrity of the flooring.
6. "Structural integrity" is defined as "the cohesion between the composites or layers of the product" which will remain intact when installed, cared, maintained and placed in service conditions according to manufacturer's instructions during service life of the product. Attached backing (I.e., EVA foam) is not part of composite unit, therefore it is excluded.

The decorative layer of laminate flooring is resistant to color changes from light exposure. But it is not absolutely light color fast. Exposure to light will affect the appearance of the floor. The level of change is dependent on the intensity of the light and length of exposure. This warranty does not warrant against appearance changes in the planks. Any sample, photos or models is for demonstrative purposes only and they do not create a warranty of any kind that the goods you purchased shall conform thereto. This warranty does not warrant against variations between samples, photos or models and the installed flooring.

**This warranty is subject to the following conditions:**

- . The flooring must be installed properly in accordance with the manufacturer's installation instructions and for its intended purpose as flooring.
- . Uses other than its intended purpose are not covered by the warranty. Such uses include, but not limited to, installation on the ceilings, walls, boats, airplane, motor vehicles, recreational vehicles.
- . Installation requirements include, but not limited to, subfloor moisture content limits, flatness, soundness and stability, required product acclimation.
- . The flooring must be used indoors in dry, climate-controlled areas. This limited warranty does not apply if it is used outdoors or otherwise exposed to uncontrolled climate conditions.
- . The flooring must be maintained in accordance with the included care and maintenance instructions.
- . This limited warranty applies only to defects which were not visible before or during installation of the flooring. If there is a visible defect in the flooring material, the flooring material should not be installed, and should instead be returned as defective material.
- . Manufacturing defects must be in excess of industry waste factor which is 5% of total area of installation or project. It is more for diagonal installation or certain room layout.

**Exclusions from warranty coverage:**

- . Sunlight and heat damages. A combination of heat and sunlight can cause most fading, discoloration or thermal expansion/contraction. Prolonged exposure to direct sunlight can result in discoloration and excessive temperatures resulting in buckling or delamination.
- . Three season rooms and cottages which are not continuously maintained to have temperature conditions within the range from 55°F (12.8°C) to 95°F (35°C).
- . Mold and mildew. The flooring itself is water resistant but it is not a moisture barrier. It is not intended prevent moisture accumulation which promotes the growth of mold or mildew.
- . Damages resulting from improper or inadequate maintenance or accidents, such as damage caused by scratching, scuffing, impact or cutting.
- . Damages from disasters, either natural or man-caused or other casualty damages which are usually covered under homeowner insurance.
- . Damages resulting from the use of a steam cleaner or a heavy weight commercial cleaning machine.
- . Gloss or sheen reduction or discoloration resulting from heat, sunlight or artificial light.
- . Damages resulting from improper installation or construction.
- . Damages resulting from abuses such as, moving appliances across the floor without adequate floor protection.
- . Damages from rolling loads such as hospital bed, chair casters, carts, wheelchairs, etc.
- . Damage caused by water or excessive moisture on the floor, in the subfloor or underneath the floor.
- . Water damage caused by flooding, prolonged stay of standing water, subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure), leaking pipes, household mechanical failures, appliance leaks, door and window leaks, any source of continuous, repetitive or long term water exposure or conditions that result in moisture being below the floor are not covered.
- . Water damages to the surrounding areas attached to the flooring. The flooring itself is water resistant, but it is not a waterproofing agent for other objects.
- . Gapping that are less than less than 10 mils wide and less than 2 inches long.
- . Separation between layers caused by exposure to excessive humidity or temperature and environmental changes that occurs during or after the flooring has been installed.
- . Noises including, but not limited to, squeaks, popping, etc.
- . Product deformity that is not measurable or that is only visible under certain light or from a certain angle is not considered a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- . Recoating and finish alterations (finishes applied by the owner or installer) including, but not limited to, refinishing or recoating.

- . Floors that are installed in non-owner-occupied residences (except products that are noted warranted commercial).
- . Floors that have been replaced by a previous claim.
- . Floor which have been installed, then removed to make corrections due to installation errors, and reinstalled.
- . Incidental and consequential damages. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Such damages shall include, but not limited to, the followings: any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products, inconveniences or hotel accommodations.
- . Products sold "AS IS" or products described as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "rustic," "close-out," "off-goods" or "non-standard."

#### **Disclaimers**

WE DISCLAIM ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE FLOORING PRODUCT.

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.

This warranties cannot be altered by sales representatives or distributors. Sales representatives and distributors have no authority whatsoever to establish, expand, or otherwise modify said warranties.

This limited warranty provisions are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision.

This limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid.

#### **Claims:**

Any claim which is covered under this Limited Warranty must be submitted to us through your retailer who will file a claim on your behalf. You will be required to provide the following information: your name, address, contact information, purchase order information, and receipt showing proof of the flooring purchased.

#### **Seller's Responsibility:**

We reserves the right to verify any claims or defect by inspection and have samples removed for technical analysis. We must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after the problem is reported. Do not remove installed flooring prior to inspection. Removal of flooring prior to inspection will void the warranty.

If the replacement or repair fails in the same manner a second time, we conclude the site conditions may not be acceptable for the installation of the flooring.

ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF CALIFORNIA OR IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NORTHERN CALIFORNIA.

