



LUXURIOUS RESILIENT VINYL FLOOR | ENGINEERED TIMBER | DECKING | LAMINATE FLOOR

WARRANTY

LAMINATE FLOORING

Limited Warranty

Manufacturer warrants the original purchaser that:

- The floor is wear resistant under normal residential conditions.
- For the period indicated, the floor is fade resistance from sunlight or artificial light, under normal household use.
- The floor will be free of manufacturing defects.
- The floor joints will remain secure under normal use conditions.
- The floor will resist water impact caused by normal household spills and cleaning when our recommended cleaning practices are used.

Performance Warranties and Compensation under the Warranty

Residential Warranty: 15 Years

Reduces by 1/5 each 3 years of the original value

Conditions

- The purchased laminate flooring must be checked carefully for material defects before and during installation, as any right to claim under warranty becomes invalid after planks with visible defects have been installed.
- Any such defects must be reported to the distributor and/or installer or in the ultimo case the manufacturer head office within 15 days after purchase, including the proof and date of purchase.
- If the claim under warranty is recognized, the customer will be provided with the necessary replacement boards free of charge.
- In case of recognized claim, manufacturer will not take over labour costs.
- Should the original floor be discontinued, manufacturer will replace the defective material with a manufacturer's floor of equal value.
- The warranty is exclusive for the original purchaser and is not transferable.



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- The limited warranties apply only to products installed indoors.
- The warranty applies only to first quality manufacturer products.
- The damaged surface must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- The surface wear of damage must not be the result of abusive conditions, misuse of the product, freight damage, modification or alteration.
- The water damage warranty applies only to normal household spills.
- The flooring must be installed in accordance with manufacturer installation instructions.

Warranty Exclusions

- Improper care and maintenance.
- Improper installation.
- Accidents, misuse, or abuse (pet damage is abuse)
- Incorrect removal or replacement of panels, alterations or modifications of the original manufactured flooring product.
- The warranty does not apply for second quality products, only for first quality products.
- Damage caused by pet urine which has not been promptly wiped and removed.
- Damage due to exposure to excessive heat, wetness or dryness.
- Accidents causing indentation, scratching, impact, cutting, freight damage, alteration or any wear damage caused by acts of God.
- Damage caused by chemicals, burns, fires and other accidents.
- Damage caused by vacuum cleaners frames.
- Abnormal wear such as damage from stiletto heels golf shoes, roller skates or pets.
- Lack of protection from furniture or hard casters.
- Surface dulling from sand, gravel, abrasive cleaners or adhesive residue.
- Depreciation through normal wear.
- Change in gloss level does not apply as wear of the laminate surface.
- The change of gloss level is not considered as product fault.
- Damage caused by flooding, running water and standing liquids.



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- Water damage from flooding caused to ice makers, refrigerators, sinks, dishwashers, plumbing failures, natural disasters, or excessive moisture from the sub-floor.
- The limited warranties do not cover construction related damage.
- The limited warranties do not cover variations of colour, shade or texture of the panels you purchase from those shown on samples or photographs.
- The limited warranty does not cover any noise and/or sound issues related to the floor. (e.g. squeaking, hollow sound, etc.)

Warranty Disclaimer

Under no circumstances will manufacturer be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

To file a claim

Once the defect is detected, a claim must be filed within 15 days of the appearance of the defect with the retailer where the floor was purchased. Any claim must be made in written form listing the details of the claim and including the original sales receipt. Manufacturer reserves the right to inspect the defect or to have it inspected by authorised agents, before recognizing any claim.

Cleaning, Maintenance and Conservation of Value

Avoiding damage:

As with all other floor coverings, your new laminate floor should be protected from dirt particles by providing "walk-off zones" (outfitted with doormats/ carpet runners).

To protect the laminate flooring against scratches all chairs, tables and other movable furniture pieces need to be fitted with appropriate, soft felt glides. Use only soft castors on office chairs, filing cabinets and wheeled containers.

Additionally, areas subject to heavy castor-traffic may be covered with special protective mats that are available in most stores specializing in office supplies.

Putting up additional wax-layers or adding other surface treatments to your laminate flooring or to its edges is not necessary, because these measures are neither going to improve the looks nor enhance the serviceability of the flooring.

We recommend regular dry cleaning of your laminate flooring using a vacuum cleaner and/or a broom. Wiping of the floor with a damp cloth is necessary only for severe soiling. When wiping, it is important to remember that the cloth always has the extremely well wrung out so that never any puddles of standing water will form.

Maintenance

- General advice on the maintenance of your laminate flooring:
- Relative humidity between 35% and 60% is the optimum condition for laminate flooring as well as for your personal well-being.
- Sand and dirt can act like abrasive paper on your floors and should be avoided.
- Liquids spilled and/or standing on the floor have to be removed immediately.
- Damp wipe only.
- Do not use any scouring/abrasive cleansers, waxes, hot steam cleaners or polishes. They will cloud the floors visual appearance.
- Fit furniture, tables and chairs with soft felt glides. Use only soft castor on office chairs and cover the main castor-traffic areas with commercially available protective mats.
- Do not use steam cleaners.

Building Contractor Cleaning

- Remove drilling dust and other loose particles directly with a brush or vacuum cleaner.
- Remove adhesive streaks and residue with glue remover. To do this, put some glue remover onto a cloth and clean the soiled areas.

- Finally damp-wipe with concentrated cleanser (Wring cloth out well and avoid pools of water on the floor, mix cleanser and water in proportions 1:50).

Maintenance Cleaning

- Remove dust, fluff and loose particles with a brush or vacuum cleaner.
- Wipe up localised dirt with a damp cloth.
- With severe soiling you can damp-wipe your floor with concentrated cleaner (mix with water in proportions 1:50). Take care not to allow any pools of water to form.

Stubborn Stains

Severe stains as those shoe polish, lacquers, tar, oil, grease, ink or lipstick are best treated with a cloth dipped in solvent. For this purpose you can use solvents such as acetone, nail polish remover or petrol for home use. When using these, please obey all safety instructions and use solvents sparingly only on the respective areas.

Levelling of Slight Scratches

Use the scratch touch-up sets for touching up scratches.

Repairing more severe scratches and damages

The damaged areas can be repaired with a palette knife and repair paste.