



HARD SURFACE WARRANTIES,  
CARE & MAINTENANCE





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# HARDWOOD

## HARDWOOD PRODUCTS

The true essence of the American home is captured in the time-honored choice of quality hardwood flooring. While jobsite-finished floors may be beautiful for a while, they cannot compare to the distinctive and inherently stronger wood floors.

This manufacturer not only produces more durable floors, but we also offer comprehensive warranties. These products and limited warranties allow you to choose the floor that is right for you, your lifestyle, and your budget. While a quality product and warranty are extremely important, proper installation and maintenance of your new hardwood floor is also essential to ensure years of enjoyment.

## ENVIRONMENTAL COMMITMENT AND RENEWABLE RESOURCES

The manufacturer takes the environment seriously and supports the best management practices for timber harvesting. Our environmental goals include: wildlife preservation, forest regeneration, limiting soil erosion, and making the most efficient use of all our raw materials.

## HARDWOOD FLOOR CARE AND MAINTENANCE

Like any floor covering, our factory finished wood floors will show signs of wear over time, depending on the size and lifestyle of your family. By observing a few precautions and setting up a regular cleaning routine and maintenance program, you can expect years of beauty from the manufacturer.

The following are examples of the reasonable and necessary maintenance you are expected to perform. They are not intended to be an exclusive list.

1. Sweep or vacuum regularly since built-up grit can damage the surface of the wood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. **Do not use a vacuum with a beater bar head.**
2. Remove spills promptly using a soft cloth and cleaning products.

3. **Never** wet-mop, damp-mop, or clean your floor with water or other products. This can severely damage the flooring, and damage resulting from these actions may not be covered under warranty. Do not use hardwood floor cleaning machines or steam cleaners. See warranty exclusions under **Improper Maintenance**.
4. The manufacturer recommends R2X® Hard Surfaces Flooring Cleaner applied with a terry cloth mop. Always vacuum the floors prior to using R2X. **Do not** allow excess cleaner to remain on the floor's surface as this may permanently damage the wood fiber.
5. Important: Do not use oil soaps, liquid or paste wax products, or other household cleaners that contain citrus oils, lemon oil, tung oil, silicon, or ammonia since these warranties do not cover damage caused by non-recommended products. Use of these and other such products will harm the long-term performance of your floor and may also affect its re-coat ability.
6. Do not use 2-in-1 cleaners with polish that may contain acrylics or urethane polish to restore gloss—damage resulting from the use of these products may not be covered under warranty and may produce unsatisfactory results when not applied properly.
7. Keep pets' nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains.
8. Place protective felt pads beneath furniture legs and feet to reduce scratches and dents. Replace pads as needed.
9. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances.
10. Make certain furniture casters are clean and operate properly (a minimum 1"-wide vinyl surface where it comes in contact with wood is recommended). Clean wheels periodically to remove dirt and debris.
11. Remove shoes with spiked or damaged heels before walking on floor.
12. Exposure to the sun and its UV rays accelerates the oxidation and aging of wood. This can cause the wood stain and/or wood to fade and/or to change color. We recommend that you rearrange rugs and furniture periodically so the floor ages evenly. Exotic species such as Brazilian Cherry are more susceptible to color



# HARDWOOD

change during the aging process. These warranties do not cover damage from the sun and its UV rays.

13. Use area rugs in high-traffic areas and pivot points (e.g., stair landings, room entries, etc.), especially if you have a large family or indoor pets.

14. Maintain the proper relative humidity in your home between 35%–55%.

## RADIANT HEAT GUIDELINES

Selected engineered hardwood products are approved over radiant-heated subfloors provided that the floors are installed in strict accordance with the installation guidelines pertaining to radiant-heated subfloors.

The products approved for use over radiant heat **MUST** be designated as radiant-heat approved with the radiant heat logo on the actual sample board. Products without this logo are **NOT** recommended for use over radiant heat and are **NOT** warranted for this application.

The following guidelines must be applied throughout the life of the floor in order to reduce the affects of radiant heat on engineered wood floors. Even when these guidelines are followed it is still possible that your flooring may experience some cracks (seasonal checking) on the surface, gapping between boards, or delamination of boards. The approved engineered products can only be installed over radiant-heated subfloors using the installation methods approved by the manufacturer. The temperature and humidity levels described below must be maintained; otherwise, any damage resulting from such failure to maintain may not be covered under warranty.

After the flooring is installed, slowly raise the temperature to the preferred comfort level (over at least a 5-day time frame), beginning two days after installation or at the onset of colder weather conditions.

- The radiant heat system must be controlled and the surface temperature of the flooring must never be allowed to exceed 82°F.
- The proper humidity level (35%–55%) must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring.

- Seasonal gapping should be expected.
- Surface checking can be expected if the humidity level is not properly maintained between 35–55% R. H. or if the floor's surface temperature exceeds 82°.

## HARDWOOD LIMITED RESIDENTIAL WARRANTIES

### Limited lifetime structural warranty

### What the manufacturer will do

### Limited warranty for residential finish wear

# HARDWOOD

**What the manufacturer will do**

**Labor charges**

**SPECIAL NOTE:**

**Replacement option**

**Who is covered under these  
limited warranties**

**The manufacturer's Curative  
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**Warranty Process**

**What you should do if any of the above  
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warranty service:**

**Warranty Exclusions**

**Natural variations:**

# HARDWOOD

**Improper installation:**

**Improper environment:**

**Seasonal Checking:**

**Improper maintenance:**

# HARDWOOD

**Recoating and finish alterations:**

**Natural Sunlight:**

**Special series, cabin grade, and non-standard items:**

**Warranty Disclaimers**



# LAMINATE

## LAMINATE FLOOR CARE AND MAINTENANCE

### Routine Maintenance

1. Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
  2. For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
  3. Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
  4. Periodically clean the floor with cleaning products made specifically for laminate floor care, such as **R2X® Hard Surface Cleaner**.
  5. Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, joint-line separation, or other damage that may not be covered by your warranty.
  6. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
  7. Do not use any type of buffing or polishing machine.
  8. For spots such as candle wax or chewing gum, apply a gel solvent or isopropyl alcohol and let dwell for a few minutes. Gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Always clean with neutral cleaner or rinse with water to remove residue.
  9. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.
3. Use floor protectors and wide-load bearing leg bases/rollers to minimize the chance of indentations and scratches from heavy objects. As a rule, the heavier the object, the wider the floor protector.
  4. Maintain a normal indoor relative humidity level between 35% and 65% throughout the year to minimize the natural expansion and contraction of the wood.
    - a. **Heating season (Dry):** A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
    - b. **Non-Heating Season (Wet):** An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
  5. Avoid excessive exposure to water during periods of inclement weather.
  6. Keep your pet's nails trimmed to prevent them from scratching your floor.
  7. Never try to slide heavy objects across the floor.
  8. A protective mat should be used for furniture or chairs with castors.

### Minor Repair Instructions:

In the event that accidental damage occurs to one of the planks, minor scratches or dents can be repaired using a Flooring Touchup or Color-fill Kit. This special touchup kit is a filler material, color-coordinated to the color of your floor that, when used properly, makes repaired area often invisible. The repaired area will hold up to foot traffic and wear just like the rest of your laminate flooring.

### Glueless Laminate Board Replacement Repairs

1. The glueless laminate may be assembled and disassembled several times.
2. Carefully disassembled glueless joints will retain their original locking integrity during re-assembly. New replacement plank(s) should be acclimated in the replacement area for at least 72 hours, to allow them to equalize to the conditions of the flooring in the room where the replacement(s) will take place.

### Environmental Protection

1. Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
2. To prevent slippage of area rugs, use an approved vinyl rug underlayment.

# LAMINATE

3. Remove baseboard, wall base, or quarter-round as needed to replace the damaged board(s). Take the flooring apart, 1 row at a time, by lifting the rows to detach them, then separating the individual boards.
4. Be sure to stack the individual planks in the proper order for re-installation. This usually eliminates the need to cut planks for start or end of the row lengths.
5. Replace the damaged board with a piece from the edge of the original installation.
6. Insert the properly acclimated new plank(s) along the outer edge of the original flooring installation during re-assembly. This minimizes the chance that a newer plank might stand out from the wear condition of the original installation.
7. Re-install the baseboard, wall base, or quarter round, and the replacement-repair is complete.

## LAMINATE WARRANTIES

### **Lifetime Structural Integrity Warranty:**

**What you should do if any of the above listed problems occur and you need warranty service:**

**What the manufacturer will do  
should you need warranty service:**

**This Residential Limited Warranty is subject  
to the following conditions:**

## IMPORTANT INFORMATION FOR RESILIENT SHEET FLOORING AND LVF (LUXURY VINYL FLOORING)

Although these resilient floors are durable, all floor coverings require some care to look their best, and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt, and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

### Here are the proper steps for maintaining your resilient floor:

1. After installation, all traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive to dry. Do not wash any installation for 5 days.
2. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral spirits are fine for this. Lightly damp-mop with ready-to-use Hard Surface Cleaner or the recommended dilution ratio on the label of Hard Surface Cleaner concentrate. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
3. In order to prevent indentations and scratches, provide glass, plastic, or other non-staining cups with flat under-surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces not less than 1" in diameter.
4. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.
5. Do not flood floor, subject to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive.
6. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Avoid the use of stiletto heels on your floor. They can cause permanent damage. Do not use vinegar, one-step cleaner/polishes, or oil soaps on resilient products.
7. All resilient floors have a good resistance to stains. They are not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor.
8. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile expansion.
9. Do not use vinegar as a cleaning agent on these resilient products. Wet mop as part of routine maintenance using Hard Surface cleaner.

Remember, the most effective part of any floor maintenance program is the simplest: sweep, dust mop, or vacuum your resilient flooring daily, or more frequently if needed.

### General Care and Maintenance

Proper care will help protect and maintain the appearance and performance of your resilient floor. A care program consists of key areas: 1) Preventive maintenance; 2) routine maintenance; and 3) spot and spill removal.



# RESILIENT

Allow the recommended minimum of 24 hours before moving heavy objects. New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

## Preventive Maintenance:

- Always protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of resilient, use mats without latex or rubber backings to avoid possible discoloration.

## Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

## Spot and Spill Removal:

**NOTE:** R2X® Hard Surfaces Flooring Cleaner and EPA/Dfe Green Formula Hard Surfaces Flooring Cleaner are recommended for general spotting and cleaning.

- These flooring products are engineered to resist and minimize common staining.

- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use R2X Hard Surface cleaning products or products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

**Safety caution:** The surfaces of resilient floors change during wet cleaning and finish applications. Use appropriate safety measures.

## RESILIENT LUXURY VINYL PLANK AND TILE LIMITED RESIDENTIAL WARRANTIES

### What this Limited Residential Warranty covers

### Warranty terms

**Warranty Owner**

**Replacement/Repairs**

**Exclusions**

## **RESILIENT SHEET FLOORING LIMITED RESIDENTIAL WARRANTY**

**What the Resilient Sheet Flooring  
Limited Warranty covers:**

**What you should do if you find that there is a defect in the quality and you need warranty service:**

**What the manufacturer will do should you need warranty service:**

**Resilient Sheet Flooring  
PLEASE NOTE:**

**Each Resilient Sheet Flooring  
Warranty is subject to the following  
conditions:**

# ENHANCE YOUR WARRANTY WITH THE MANUFACTURER UNDERLAYMENT

## UNDERLAYMENTS

### SELITAC®:

#### EcoTread™:

#### SilentStep™ Ultra 3-in-1:

#### Groundworks:

#### SofSound II:

#### Hush II:



## CERAMIC TILE FLOORING CARE AND MAINTENANCE

### Grout Care

1. Grout is the mortar type material used to fill the spaces between the individual tiles, or stone. It's purpose is simply to fill the joint between the tiles and become a permanent, integral part of the floor.
2. Neither sealing the grout nor using a 100% Epoxy Grout will guarantee against surface build up or discoloration of the grout.
3. Grout needs to be cleaned on a periodic basis to remove any surface residue build up.
4. This routine cleaning can be done with a neutral pH balanced daily-use household or commercial cleaner depending on the application.
5. When heavy-duty grout cleaning is required, you can use a professional strength tile and grout cleaner that is capable of removing grease, soap scum, body oil, mildew stains algae, and synthetic or acrylic waxes from the grout joints.

### Post Grouting Installation Clean-Up

1. Grout haze is a film left behind on the surface of the tile as part of the final grouting process; it is usually buffed off the surface after the grout has achieved its initial 12 to 24 hour cure, with the use of a cheese cloth material. If after 48 hrs a grout haze still exists, then use a "grout haze remover" which usually contains Sulfamic Acid. Sulfamic acid cleaners should **ONLY** be used on Ceramic and/or Porcelain tiles. **IMPORTANT NOTE:** Never use acids on natural stone tiles; this could lead to permanent etching. Instead use a Natural Stone Cleaner and a cheese cloth for grout haze removal.
2. In cases where you have used Epoxy Grouts, you may need to use an "Epoxy Haze Remover". These cleaners are formulated to quickly and safely remove Epoxy grout haze, without damaging the grout or the tile face of your newly installed ceramic floor.

### Routine Maintenance

1. You should allow your new ceramic tile and grout to dry for at least 72 hours after installation, before any type of maintenance occurs.
2. Cleaning your new floor with a damp mop once a week is the best thing you can do to maintain your ceramic floor.
3. A simple sweeping or vacuuming of your tile floor prior to mopping will remove any dust or debris.
4. Make sure that any cleanser you have chosen is compatible with grout cleaning, (neutral pH), and will not stain the grout. We recommend R2X Hard Surface Cleaner.
5. Heavy traffic areas should be mopped more often than once a week.
6. Never use a detergent or soap because it may dull the surface.
7. When cleaning, the entire area should be cleaned or scrubbed with the cleansing solution, through the use of a cotton mop, cloth, sponge, or non-metallic brush.
8. The entire flooring area should then be rinsed with clean water to remove any cleaning solution residue.
9. Cleaning unglazed tiles should be done on a regular basis using cleansers that have a neutral pH for safe regular use; these cleaners are better suited at removing grease, oils, and normal spills from unglazed products.
10. Remember: Routine cleaners should never contain acids, vinegar, chlorines or ammonia as these chemicals can damage and discolor the grout or surface of the stone or tile.
11. Always thoroughly rinse the flooring surface after cleaning, using clean clear water, to avoid any periodic residue build up or mold and mildew growth.

### Protecting Your Ceramic Floor

1. Protect your ceramic tile by affixing felt or similar pads to the legs of any metal, iron, wood or plastic furniture that could scratch and dull the surface.
2. Exterior metal furniture which rests on the tile floors or patios may rust and cause staining.

# TILE & STONE

3. Good quality entry mats will help protect your ceramic tile from wear by collecting dirt, sand, grit and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.
4. You can also place these mats at heavy pivot locations such as in front of the kitchen sink or stove.

## CERAMIC TILE FLOORING WARRANTY

### What the Tile & Stone Flooring Limited Warranty Covers:

### Each Limited Tile & Stone Flooring Warranty is subject to the following conditions

#### Please Note:

#### Installation and Reference Materials

Installation procedures recommended are those indicated in the current Handbook for Ceramic Tile Installation as published by the Tile Council of America, Inc. Specification references recommended are those established in the American National Standard Specifications for the installation ceramic tile, as published by the Tile Council of America, Inc. Due consideration must be taken with regard to the subsurface, intended use of the tile surface, and exposure to foreign substances such as water, oil, acid, etc., when selecting the type of setting material and grout. If in doubt, the manufacturer of these setting materials should be consulted.

#### Shade Variations

Due to inherent variations associated with quarried stone and naturally fired tile & stone products, color and texture variations from samples should be expected. Blending of tiles from at least six different cartons during installation is recommended, as shine/finish can differ under certain lighting conditions. Prior to installation, tile and stone should be approved by customer. No claims for shade or texture will be honored after installation.

## Limits of Liability

### ANSI A-137.1

The tile achieves the necessary values for the ANSI A-137.1 (American National Standards Institute) requirement. This is the most complete testing done on ceramic tile and includes tests on thickness, facial dimension, warpage, edging, water absorption, crazing, thermal shock, bonding strength and breaking strength.

### Installation Consideration

- Water; oil, grease, etc. create slippery conditions. Floor applications with exposure to these conditions require extra caution in product selection.
- Latex modified thin-set recommended for all porcelains.

- For highly slip resistant, through body, and unglazed porcelain tiles, special care should be taken when grouting with dark pigmented colors. A grout release is recommended to prevent finely powdered pigments from lodging in the pores of the tile surface.
- Tiles should be selected and mixed from multiple cartons and shading arrangement planned prior to installation.
- Special consideration needs to be given when installing tiles 20" and larger.
- Pre-grout sealing is recommended when installing all natural stone decorative accents. This prevents grout from staining the stone during the grouting process, and to ease in grout clean-up. After installation, sealing of the stone will reduce porosity and increase stain resistance. Use a penetrating or surface coating type of sealer, depending on desired aesthetic.
- Once the tile has been cleaned and dried after installation, grout joints should be treated with a sealer. Grout is porous and sealing it will simplify future maintenance (Epoxy grouts do not require a sealer at least twice a year for maximum stain protection).

## WARRANTY SERVICE