

SMART VALUE. SMART SOLUTION.

HydroSolutions™

WARRANTY INFORMATION



SUN LAKE HICKORY | FIRE | HS021

 **Tarkett**
Home

What we cover and for how long.

Manufacturer warrants to the original residential purchaser for a period indicated on this carton from the original date of purchase, that:

1. The design layer of the floor will not stain, wear through or fade from normal sunlight or artificial lighting under normal use conditions in a dry indoor residential setting.
2. The design layer of the floor will resist permanent staining caused by pet urine from dogs and cats when the floor is thoroughly cleaned and the pet urine has not dried on the floor.
3. The floor will be free of manufacturing defects.
4. The floor will resist water damage due to moisture from normal use conditions (cleaning and water spills) when you follow our recommended cleaning and care practices and when spills are removed promptly.

What you must do to keep the warranty in effect.

You must install and maintain your floor according to the installation and cleaning instructions.

Your floor must be installed in a dry, level, climate controlled, indoor residential environment (temperature range of 64°-86°F (18°-30°C) and humidity range of 35% to 75%.)

You must keep your proof of purchase, the end carton label that identifies the product and other documents and receipts, such as your installation invoice.

What this warranty does not cover.

We do not cover any installation costs, including labor or accessories, for flooring installed with known defects. You must inspect all planks for recognizable defects before and during the installation.

We do not cover surface wear or damage resulting from abusive conditions, misuse of the product, freight damage, modification, alteration, repair or service by anyone other than the authorized Manufacturer's representative, or accidents, including but not limited to severe impact, scratching, cutting, negligence or chemical damage.

We do not cover scratches, indentations and marks that continue across multiple planks. Gloss reduction is not surface wear. Surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch.

We do not cover damage that is caused in whole or in part due to moisture underneath the floor.

We do not cover water damage caused by natural disasters, standing water (e.g. from appliance failures), excessive moisture emissions from a concrete slab (more than 5 lbs. per 1,000 sq. ft. over a 24-hour period), hydrostatic pressure, corrosive liquids or outside water (from snow, rain or water which enters through an open window or door, etc.)

We do not cover damage from pet urine that has been allowed to dry on the floor.

We do not cover molding, underlayment, vapor barrier and accessories.

We do not cover damage from rotating beater bars, excessive steam cleaning, abrasive scrubbers, excessive wet mopping, waxes, or similar cleaning and care methods.

We will not review claims unless you purchased the floor from an authorized retailer in the original packaging.

How to make a claim.

To make a warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect.

What we do to correct problems.

If we approve a claim, we may choose to repair, replace, or refund the original cost of the defective materials. If the product is no longer available, you will be able to choose from our current designs of equal or lesser value. We warrant products that we have repaired or replaced only for the remainder of the original Limited Warranty period. We reserve the right to inspect installed flooring and to remove samples if needed. We may also pay reasonable labor costs to repair or replace any defective product if the floor was professionally installed and a claim is submitted during the first year after installation. This Limited Warranty is a diminishing warranty. If we approve a claim after the first year following the date of installation, we will pay a pro-rated percentage of your floor cost based on the warranty period (50 years for lifetime warranties) and the date of purchase. For example, if you purchase a product that has a 50 year warranty and you make a claim 20 years after the original purchase, we would pay 30/50th (60%) of the original floor cost if the claim is approved.

DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY.

MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED; INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER

LIMITED COMMERCIAL USE WARRANTY.

If this laminate flooring offers a limited commercial warranty, we warrant to the original purchaser for the number of year listed as "commercial" that the design layer will not stain, wear through or fade from normal sunlight or artificial lighting or stain under normal use conditions in a light commercial setting. This limited commercial warranty includes all of the above conditions.

This Limited Warranty, dated February, 2024, supersedes all prior warranties.

IMPORTANT HEALTH NOTICE FOR MINNESOTA RESIDENTS ONLY:

THESE BUILDING MATERIALS EMIT FORMALDEHYDE. EYE, NOSE, AND THROAT IRRITATION, HEADACHE, NAUSEA AND A VARIETY OF ASTHMA-LIKE SYMPTOMS, INCLUDING SHORTNESS OF BREATH, HAVE BEEN REPORTED AS A RESULT OF FORMALDEHYDE EXPOSURE. ELDERLY PERSONS AND YOUNG CHILDREN, AS WELL AS ANYONE WITH A HISTORY OF ASTHMA, ALLERGIES, OR LUNG PROBLEMS, MAY BE AT GREATER RISK. RESEARCH IS CONTINUING ON THE POSSIBLE LONG-TERM EFFECTS OF EXPOSURE TO FORMALDEHYDE. REDUCED VENTILATION MAY ALLOW FORMALDEHYDE AND OTHER CONTAMINANTS TO ACCUMULATE IN THE INDOOR AIR. HIGH INDOOR TEMPERATURES AND HUMIDITY RAISE FORMALDEHYDE LEVELS. WHEN A HOME IS TO BE LOCATED IN AREAS SUBJECT TO EXTREME SUMMER TEMPERATURES, AN AIR CONDITIONING SYSTEM CAN BE USED TO CONTROL INDOOR TEMPERATURE LEVELS. OTHER MEANS OF CONTROLLED MECHANICAL VENTILATION CAN BE USED TO REDUCE LEVELS OF FORMALDEHYDE AND OTHER INDOOR AIR CONTAMINANTS. IF YOU HAVE ANY QUESTIONS REGARDING THE HEALTH EFFECTS OF FORMALDEHYDE, CONSULT YOUR DOCTOR OR LOCAL HEALTH DEPARTMENT. WARNING! DO NOT MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT-BACK" ADHESIVES OR OTHER ADHESIVES. PREVIOUSLY INSTALLED RESILIENT FLOORING MAY CONTAIN EITHER ASBESTOS FIBERS OR CRYSTALLINE SILICA. THE PRODUCTS IN THIS BOX DO NOT CONTAIN ASBESTOS. AVOID CREATING DUST. INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY TRACT HAZARD. SMOKING BY INDIVIDUALS EXPOSED TO ASBESTOS FIBERS GREATLY INCREASES THE RISK OF SERIOUS BODILY HARM. UNLESS POSITIVELY CERTAIN THAT THE PRODUCT IS A NON-ASBESTOS CONTAINING MATERIAL, YOU MUST PRESUME IT CONTAINS ASBESTOS. REGULATIONS MAY REQUIRE THAT THE MATERIAL BE TESTED TO DETERMINE ASBESTOS CONTENT AND MAY GOVERN THE REMOVAL AND DISPOSAL OF MATERIAL. SEE CURRENT EDITION OF THE RESILIENT FLOOR COVERING INSTITUTE (RFCI) PUBLICATION "RECOMMENDED WORK PRACTICES FOR REMOVAL OF RESILIENT FLOOR COVERINGS" FOR DETAILED INFORMATION AND INSTRUCTIONS ON REMOVING ALL RESILIENT COVERING STRUCTURES.

REMEMBER, this floor is made from real wood, not plastic. Using too much water or any other liquid cleaning solution could result in the planks swelling, creating permanent damage to your floor. This would NOT be covered by Manufacturer's warranty.

Tarkett North America

30000 Aurora Road | Solon, OH 44139
USA: 1-877-TARKETT (1-877-827-5388)
Canada: 1-877-436-6267

www.TarkettHome.com

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Cleaning and care.

Congratulations on choosing your new laminate floor. This floor is made from wood and is virtually maintenance free. For routine care, just sweep, vacuum (use hard floor setting and no beater bar) and damp mop to keep your floor clean. If stubborn spots still remain, use a laminate floor cleaner.

General Do's and Don'ts.

- **Do** damp mop by applying cleaning solution or water to the mop/cleaning cloth and not directly to the floor.
- **Do** use entry doormats at each entrance to your home to prevent dirt, sand, grit and other substances from being tracked onto the floor.
- **Do** use wide-bearing, non-staining floor protectors such as felt protectors, for chair legs and table legs.
- **Do** use protective mats under rolling chairs and keep furniture casters clean.
- **Do Not** leave any amount of liquid (water, juice, soft drink, alcohol, etc.) on the floor for more than the time necessary to clean the spill. Immediately wipe up wet areas.
- **Do Not** use any cleaning agents containing wax, oil or polish. Left over residue from these agents can leave a dull film on the floor.
- **Do Not** apply cleaning solution or water directly to the floor; apply to the mop/cleaning cloth.
- **Do Not** use abrasives, such as steel wool or scouring powder, as these could scratch the floor.
- **Do Not** slide or roll heavy furniture or metal items across the floor.



CANAL OAK | BLUFF | HS031

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