

## Laminate Floors Warranty and Floor Care

### LIMITED WARRANTY FOR RESIDENTIAL USE:

Floor Source Key's Laminate wood flooring comes with and is subject to the terms of this Limited Lifetime Residential Warranty. This Limited Lifetime Warranty covers defects in material and/or workmanship which relates to staining, fading, and wear resistance during normal residential use when written installation and maintenance instructions are followed.

Floor Source warrants that your Laminate Flooring will be free from manufacturing defects and, for the applicable warranty period, under normal household conditions, will not fade under artificial light or sunlight, stain or show wear through the image layer and will resist topical water damage.

**The warranty period for Keys Laminate is 25 years, in each individual case it is measured from the date of purchase.**

This warranty applies only to the person stated as the buyer on the purchase document(s). This warranty applies only to purchases made after the addition date of this warranty when the product is installed in an indoor, climate controlled private residence and according to manufacturer's written instructions of installation. Product must be maintained in accordance with Floor Source's written instructions.

Normal household conditions mean only those daily activities commonly associated with residential use. ***Keys Laminate requires all types of spills or liquids to be removed promptly as it will resist moisture damage under normal use.***

### LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

Floor Source warrants that your Keys Laminate Flooring panels will be free from manufacturing defects for a period of 5 years following the date of purchase, under light commercial use, will not fade under artificial light or stain or show wear through the image layer.

Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained.

### Waterproof Warranty

Keys Laminate will not be damaged by topical, localized surface spills for a period of up to 72 hours, only provided they are removed immediately or within a reasonable period of time.

## General Terms and Conditions for Limited Warranty

**The following terms and conditions apply to this extended warranty:**

1. The warranty applies only to the first owner and may not be transferred. This warranty does not apply to the laminate product that has been put to abnormal use or conditions or abused in any way, which includes but not limited to moisture damage from plumbing, storm, or flood; damage from smoke, fire, or damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminated wood floor in a residential environment; damage of a mechanical nature, sever impact or scratches (caused by dragging objects or furniture) or cutting; damage caused by water or moisture trapped beneath the floor due to improper subflooring or underlayment, including but not limited to damage from hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or conditions that result in water or moisture beneath the floor; or damage by moisture left on the floor around the floor base, transitions, and trims.
2. Waterproof Flooring System warranties do not apply to damage caused by events beyond everyday household spills, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks. The damage to the product must be evident, measuring per product unit (plank, accessory, etc.) at least 1.40 square centimeters or 0.5 inch.
3. A suitable mat or sufficiently large transition area at the entrance door(s) must be used to prevent sand/or dust from damaging the flooring. Scratching during and after installation is not covered. Gloss reduction is not surface wear. 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, or an adequate protective mat or protective castor cups must be put under the furniture.
4. Key's Laminate may not be installed in areas of extremely high temperatures or humidity such as saunas, swimming pool areas and bathrooms with showers. When installing in wet areas such as a laundry room, and/or around sinks and appliances such as dishwashers and refrigerators, any planks that are cut on the ends or sides must have a high-quality silicone edge sealant applied, to validate the integrity of the Limited waterproof warranty.
5. This warranty applies only to defects inherent to the material supplies. It includes the delamination of the wear layer, but does not include wear along the edges of the planks less than 3/16" from the edge. Floor Source will repair or replace the product, at its option. When replacement of the flooring is made, only new flooring from the current product range at the time the complaint is upheld will be supplied by the retailer or contractor. Responsibility under this warranty only applies to hidden defects that were not visible before or during the time of installation of the product. Flooring planks installed with obvious visual defects are not covered under this warranty. If the product was originally installed by and only by a professional installer, Will then Floor Source cover reasonable labor costs for any defective product.

6. This warranty does not cover damage to the product caused by installation errors. Flooring planks or accessories must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The distributor or retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further complaints will be accepted. Color and gloss differences resulting from material added to an existing installation at a later date and from non-warranty are excluded from coverage in this Limited warranty

## **KEY'S LAMINATE LIMITED RESIDENTIAL WARRANTY**

### **What this Residential Limited Warranty covers:**

Floor Source warrants that from the date of the original purchase throughout the length of the warranty of Key's Laminate:

- Will not stain
- Will not wear-through
- Will not fade as a result of direct sunlight or artificial light
- Will resist water damage under normal use conditions

### **Limited Structural Integrity Warranty:**

Floor Source warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Floor Source additionally warrants that this laminate product will not warp, cup, buckle, or delaminate when and only when properly installed and maintained according to Floor Source's installation instruction procedures and care guide.

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

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:

- A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

**IF YOU HAVE A WARRANTY CLAIM:**

To qualify for any repair or replacement, the original buyer will need to provide the original dated sales receipt or other documentation to demonstrate proof of purchase.

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

**For your reference, fill in the information and keep this sheet handy:**

SKU number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Retailer where you purchased your Keys Laminate Floor:

\_\_\_\_\_

Store phone number: \_\_\_\_\_

**What Floor Source will do should you need service:**

If Floor Source honors a claim under the limited warranty, it will repair or replace, at its option, the cost of the affected flooring material. If and only when it is professionally installed, Floor Source will pay the reasonable labor cost to perform the replacement or repair during the first years from the date of the original purchase. In the event that the color installed is no longer available, Floor Source will and only authorize your distributor and or dealer to replace it with another Floor Source product of equal value. The above-described remedy is the purchaser's sole and exclusive remedy for claims under the limited warranty.

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

This Limited warranty is valid only in North America. The warranty is not transferable and only extends to the original purchaser. This limited warranty applies only where the affected area is visible and covers an area greater than one square inch. The flooring must be installed in accordance with Floor Source's recommended installation instructions. **Refer to website: [thekeyslaminate.com](http://thekeyslaminate.com).**

This warranty does not apply to laminate flooring that has been put to abnormal use or abused in any way. These conditions may include, but are not limited to:

- Damage caused by negligence
- Damage caused by improper alterations of the product
- Damage caused by water or moisture trapped beneath the floor including, but not limited to hydrostatic pressure or other conditions that result in water or moisture originating below the floor.
- Water damage resulting from improper installation area or flooding caused by natural disasters, plumbing failures, etc.
- Accidents, abuse or misuse

- Exposure to extreme heat
- Scratch, impact, or cutting
- Improper Installation
- Improper care and maintenance
- Freight
- Modifications, alterations, repair, or service by a non-authorized floor covering dealer
- Damage due to a failure to use appropriate chair pads under caster desk chairs
- Damage resulting from or in connection with improper subfloor conditions

This warranty covers only the flooring panels and professional replacement. Floor Source will not be responsible for any loss of time, inconvenience, expenses, or other damage caused by or resulting from a problem about which a claim is made.

## **LIMITED WARRANTY EXCLUSIONS AND CONDITIONS**

- The Limited Warranties set forth herein apply only to flooring purchased after April 1<sup>st</sup>. We do reserve the right to request a hard copy of the proof of purchase.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation.
- The Limited Warranties apply only to products installed indoors.
- The Limited Warranty that Keys Laminate Flooring will resist topical moisture damage is subject to the following:
  - The Limited Warranty covers only topical moisture resulting from normal household use, such as wet shoes, liquid spills provided such topical moisture is promptly removed.
  - The Limited Warranty excludes damage caused by flooding or continuous running water or other liquids.
  - The Limited Warranty does not apply to laminate installed in wet areas
  - The Limited Warranties do not cover construction-related damage.
- The Limited Warranty does not cover damage due to fluids of any source or type that are not removed within a reasonable period of time.
- The Limited Warranties do not cover planks that have been installed with obvious visual defects.
- The Limited Warranty does not cover conditions caused by improper use or maintenance, such as:
  - loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance
  - damage resulting from failure to follow floor-care instructions
  - scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, or other objects
  - damage caused by chemicals, burns, fires and other accidents

- damage caused by abuse (dragging heavy or sharp objects across the floor without proper protection)
- failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be at least one inch in diameter and rest flat on the floor.
- The Limited Warranties do not cover variations of color, shade or texture of the planks you purchase from those shown in samples or photographs.
- The Limited Warranties for light commercial use do not cover planks that have been stored or installed in areas that are persistently wet (saunas or pool areas and bathrooms).
- Laminate flooring is intended to be free-floated, and therefore should not be bound at any time.

## **FLOOR CARE AND MAINTENANCE INSTRUCTIONS**

**IMPORTANT** – The laminate surface may have residual wax from the manufacturing process or from the packaging. The first and only cleaning should be done with a cloth or mop (micro-fiber or terry cloth hooded) slightly dampened with original Windex® (blue), rubbing alcohol, or Simple Green®. This will remove the wax. Once the wax is removed, the recommended maintenance should be ordinary vacuuming or sweeping.

### **IMPORTANT TIPS:**

- Never flood the floor with water.
- Do not use soap-based detergents, as these may leave a dull finish on your floor.
- Do not use abrasive cleaners, steel wool or scouring powder, as these may scratch your floor.
- Never wax, polish, sand or lacquer a Keys Laminate Floor.
- Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
- For furnishings, use wide-bearing, non-staining floor protectors, such as clear, hard plastic or non-staining felt protectors for heavy furnishings.
- Promptly remove all liquid spills.

## **Routine Maintenance**

- Use damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor.
- For tough spots, such as oil, paint, markers, lipstick, ink, or tar, use acetone/nail polish remover on clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
- 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 floors finish.
- Periodically clean the floor with cleaning products made specifically for laminate floor care.

- 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 limited warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.
- 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.
- A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.