

## Laminate – Maintenance & Warranty

**Collections:** Atlantis, Oceana, FuzGuard & Nautiq Pro

### MAINTENANCE:

Proper maintenance and care for your floor is critically important to keep your floor looking beautiful for many years to come. Failure to follow proper maintenance and care instructions will not only lessen the look and performance of your floor but can also void the warranty.

1. Clean and vacuum, (no beater bar), your floor regularly to remove any dust or grit that can accumulate on the surface or in the bevels of your floor. Unattended, dirt and grit can act like sandpaper when walked on and can damage your floor. Dirt and grit can also become imbedded in the bevels and appear as dark lines on lighter coloured floors. Vacuuming removes these particles from your floor and avoids these potential issues.
2. Use Fuzion Laminate Floor cleaner (or equivalent) to remove any stubborn dirt or scuff marks. Follow the instructions to clean your Fuzion Laminate floor.
3. For commercial applications it is possible to use a floor polisher. Use a white pad and set the polisher to 175 RPM. Always use clean pads on your mop and/or floor polisher. These can be washed in your washing machine and dryer. Do not use fabric softener as this will leave a residue on your pads which will interfere with the cleaning of your floors.
4. On a daily basis, be sure to wipe up spills as they occur.

#### **Note: DO NOT USE**

- Any solution containing vinegar, ammonia or other corrosive agents as they will damage, discolour, or weaken the factory finish.
  - Excessive water, as wood-based products and water do not mix and again will lead to damage not covered under warranty.
  - Steam cleaners.
  - Products like furniture polish or oil soaps that leave a residue, and will build up on the floor, giving the finish a cloudy appearance.
5. Protect your floors by using felt pads on the bottom of chair legs and furniture. Be careful not to drag any items across your floor to avoid scratches. Also use non staining scatter/walk off mats at entrances.
  6. Maintain a proper living environment for your floor with relative humidity kept constant at a range between 35%-65% RH.



## WARRANTIES:

### RESIDENTIAL WARRANTY

Fuzion Flooring warrants to the original buyer that your floor will be free of manufacturing defects when your floor is used under normal residential conditions.

**Lifetime Structure:** Limited lifetime warranty. Lifetime is defined as long as the floor is in use.

**Lifetime Fade:** The colour will not noticeably fade from exposure to sunlight or UV light. Minor fading is acceptable.

**Lifetime Stain:** The floor will not stain from coming into contact with regular household products like food, beverages, and recommended cleaning products.

**Lifetime Wear:** The finish will not wear through to the bare core. The worn area must be at least 2cm x 2cm and worn through to the bare core. Diminished gloss is not considered wear through.

**Lifetime Water for Fuzion products with Water Resistant or Waterproof cores:** Will resist damage from standing water and household spills on surface of floor up to the following hours depending on the core of the product: StormCore - up to 72 hours, TidalCore - up to 120 hours, TidalCore+ - 200 hours. \* *Traditional core products are excluded from this water warranty.*

### COMMERCIAL WARRANTY

**10-Year Structure:** From the date of purchase and under normal use and following proper maintenance, the multilayered structure will not delaminate or fail structurally.

**10-Year Fade:** From the date of purchase and under normal use will not noticeably fade from exposure to sunlight or UV light.

**10-Year Stain:** From the date of purchase and under normal use will not stain from coming into contact with regular household products like food, beverages, and recommended cleaning products.

**10 Year Wear:** From the date of purchase and under normal use and following proper maintenance, the finish will not wear through to the bare core. The worn area must be at least 5% of the total flooring area and worn through to the bare core. Diminished gloss is not considered wear through.

**Exclusions:**

Defects of damage caused by:

- Improper installation.
- Improper job site environment.
- Improper maintenance.
- Unapproved product alterations, modification, repair, accidents, misuse, or abuse.
- Excess heat, humidity, or aridity. Ideal settings Room Temp = 18 - 25°C and RH = 35%-65%.
- Abusive conditions and accidents such as severe impact, scratching, cutting, roller/inline skates, stiletto heels, golf shoes, and pets.
- Installation of obvious defects. Boards installed with obvious defects are not covered by warranty.
- Gouges, scuffs, punctures, tears, burns, improper storage, abuse, fire, floods, plumbing leaks.
- Moisture, mildew, corrosive substances, and hydrostatic pressure.
- Seasonal gapping.

**Conditions and Disclaimers**

This warranty applies to first quality products only and does not cover loss of time, inconvenience, expenses, costs or any other consequential costs. Repair or replacement of the floor is the sole remedy and at the discretion of Fuzion Flooring.