HYDROGEN PRO LOOSE LAY

WARRANTY INFORMATION

WARRANTY
FOR COMMERCIAL AND RESIDENTIAL

The manufacturer focus effort to stringently control quality production of all our luxury vinyl floors. All of our luxury vinyl floors are Floor Score Certified. The manufacturer extends a 30-Year Residential and 10-Year Commercial Limited Warranty, from the date of purchase to the original purchaser of who resides in the area where the manufacturer floor was originally installed. Light commercial limited warranty is only applicable to the manufacturer floors that are installed directly over sub-floors that are in pristine conditions. This warranty is NOT transferable. Proof of purchase and a copy of the original invoices are required to claim the warranty. Any material purchase through unauthorized dealer/sources will be excluded all warranty. The manufacturer warranties are for replacement or refund of the material only, and do not cover moulding, accessories, and the labor cost such as but not limited to installation, removal of the defect materials, and moving of the furniture or other fixtures.

Precautions Before Installation
The floor must be installed following the recommended installation instructions and be properly maintained. Installation related issues are the responsibility for the flooring installer and are not covered by this warranty. Material should be inspected closely prior to installing. Flooring with visible defects should not be installed. Material with a visible defect must be returned within 30 days from the purchase date.

The manufacturer require that the relative humidity level where floor is installed be consistently kept between 30% and 55%, and room temperature at 65-85°F (18-29 °C). These environmental conditions are specified as prepare installation requirements and must be maintained for the life of the floor there after.

Warranty Inclusions
- The floor will be free of manufacturing defects for the warranty period.
- The floor will not wear through (the pattern is not visible in a significant area) under normal household use when properly installed and maintained.
- The floor will not rip or tear from normal household.
- We recommend the use of floor protectors to protect the floor. Heavy rolling objects may damage the floor. Damage caused by heavy rolling objects in not covered by warranty.
- Direct sunlight through patio doors or windows can cause the floor material to heat excessively and cause the floor to life, curl, bubble or discolour. Window coverings should be used during high sunlight / heat periods of the day. It is not a defect in the floor.
- If a legitimate warranty claim is discovered within the warranty period, the manufacturer will supply replacement material of a similar colour, pattern and quality for repair of the defective area of the replacement of the floor, at its option. If the floor was professionally installed, the manufacturer will pay reasonable labour costs for direct repairs or replacement, excluding the cost of sub-floor preparations, replacing moldings, moving of furniture, painting, etc. or incidental damages.

Warranty Exclusions
It is the responsibility of the home owner and installer to review product purchased with a sample board prior to installation. Dissatisfaction with colour, shade, or texture variations from samples or printed colour illustrations.

Surface scratching / damage caused by dirt, grit, damage cause by furniture, appliances, pets, cutting from sharp objects or improper maintenance of the floor.

Minor color and texture differences between samples / photographs and the floor purchased. Tears, burns, scratches, stains or reduction of gloss, or discoloration from improper cleaning chemicals. Construction damage. Installation defects or sub-floor imperfections.

Damage caused by water or moisture trapped beneath the floor.

Indentations from: spiked shoes, high heels, rolling loads, furniture / appliances without suitable floor protectors, failure of the sub-floor. Not for exterior use. All incidental, consequential, and special damages are not covered by the warranty. This expressly means the warranty does not cover any loose, expense or damage to anything other than the flooring. It does not cover the cost of removing or replacing; moldings, trims, fixtures, cabinets, islands, moving furniture / appliances, repairs to the sub-floor and painting that may be associated with the defect of the flooring.

The warranty constitutes the only express warranties for the product purchased. Installation not covered.

The extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including warranties of merchant ability or fitness for a particular purpose are disclaimed. If an implied warranty arises under provincial or state law, all implied warranties are limited to the duration of this written warranty, to the extent allowed by law.

Some jurisdictions do not allow exclusions of limitations of incidental or consequential damages or limitations on the length so the above limitations or exclusions may not apply to you. You may have other rights which vary by jurisdiction that you should be aware of.

The manufacturer will NOT accept any claim due to non-compliance with us written policies and installation instruction, shipping damages, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation, improper maintenance and care, neglect, misuse or abuse, and/or the lack of proper humidity/temperate control.

Maintaining Your Floor
Appropriate maintenance procedures will help to preserve the appearance and will extend the life of a Loose Lay floor. The frequency of maintenance will depend on the amount and type of traffic, degree of soiling, the floor colour and type. Below we will give a short summary of the few points to effective maintenance.

Preventative Measures
- Keeping dirt off the floor is easier and less expensive than removing it.
- Proper entrance walk-off material can remove large amounts of dry soil as well as absorb water or oil-based moisture.
- Prevention also means making the right choice of floor-covering and design/colour for the right area, avoid too dark or too light colors for high traffic areas near the entrance of a commercial building.
- Protect against scratching from furniture feet by using wide, free-moving, castors, glides, rollers, or pads, NOTE: felt protection pads can pick up dirt and grit and subsequently cause scratching or further damage to the floor-covering.
- Use furniture caps or other protection under heavy items or appliances to prevent indentation.
- Avoid rubber or latex backed mats, furniture feet and the like as the rubber or latex may leave permanent stains.
- Almost all flooring will vary in colour over time when exposed to UV light. Avoid this by using curtains or sunscreens when the sun is very bright.
- Mechanical damage of the floor-covering, caused by heavy overloading or sliding of furniture/items and permanent stains caused by rubber/latex are not covered by the product warranty.

Vacuuming
Regular vacuuming is the most important part of a successful maintenance program to remove all grit, debris and other solid particles. Vacuuming is far more effective for this type of soiling than wet mopping, which normally moves soiling from one place to another, rather than removing it.

Spill and Spot Cleaning
Spills and spots are inevitable, but they don't have to be permanent. Remove a spill quickly and there is less chance of permanent staining. First try to blot the spill with a dry cloth/ kitchen towel, then use water. Only use detergents/cleaning products when the above is not sufficient to remove the spill/ stain. Use neutral pH detergents.

Periodic Cleaning
- Inspect and asses the appearance of the floor. Seasonality may also alter the maintenance requirements.
- Vacuum to remove all grit, debris and other solid particles.
- For light cleaning, a damp mop may be sufficient. Do not use cleaning products when not required.
- For heavier cleaning, to remove oil/grease/surface dirt in kitchen area/entrance ways, wet mopping with detergent may be required. In this instance always use the so called "two bucket" method, which is one bucket with water and detergent and one bucket with clean water for rinsing.
- A common error is to use excess detergent, which then leaves a film on the surface. In this instance, clean the floor a few times without any detergent to remove the excess soap/detergent, this would bring you back to a standard condition.
- For larger (commercial) areas, a professional cleaning machine with rotating brushes and vacuum extraction can be used.

Deep Cleaning

- Periodic cleaning is far more beneficial to the floor-covering than infrequent heavy or deep cleaning However, seasonality can influence the amount of cleaning required.
- Remove surface dust and grit by vacuuming. Once dust and debris free, with a spray, apply a solution of neutral pH cleaner to the section to be cleaned (or dependent upon the level of soiling, a light alkaline cleaner), carefully diluted to the manufacturer's instructions. Leave for enough time to react with and lift the soiling. Some agitation with a soft brush may be required. Pick up the solution with a clean "microfiber" mop, using a continuous and steady side-to-side motion. When the mop head becomes loaded, it will leave residues and start to streak the floor. At this point the dirty mop head should be removed, wrung out, placed into a suitable bag and a clean mop head fitted. The cycle should then be repeated until the whole floor is completed, is clean and streak-free. Do not move dirty water from one place to another, extraction cleaning may be required.
- The dirty mop heads should then be machine washed and dried ready for reuse.
- Heavy soiling and soiling in the grain, may require a "scrubber dryer" with immediate wet vacuum extraction prior to mopping.

Important Part From The Warranty:

- Almost all flooring will vary in colour over time when exposed to UV light. Avoid this by using curtains or blinds when the sun is very bright. PVC also has a tendency to yellow in the dark. The combined effect can cause covered areas (under furniture, under permanently closed doors, etc.) to differ in colour compared to non-covered areas. This is a characteristic of all PVC floor-coverings and is excluded in our warranty conditions.
- Avoid rubber or latex backed mats as they may leave stains. Rubber and latex castors or protection caps under furniture must not be used.
- In case of loose lay installation, damage of the vinyl flooring caused by heavy overload, rolling loads or sliding activities is excluded in our warranty conditions.
- Do not allow cigarettes, matches and other very hot items to contact the floor as this causes permanent damage.
- Important: Cleaning or maintenance may only take place if the IVC LVT floor is correctly installed and there are no visible imperfections.

Disclaimer

The manufacturer excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair or replacement of flooring material is the sole remedy. The manufacturer offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This Warranty shall not be deemed to have failed its essential purpose while the manufacturer is willing to repair or replace defective goods.

Disclaimer of non-responsibility

Disclaimer of non-responsibility (voids any/all applicable warranties offered) pertaining to labor/ material costs and or damages caused to any/all cabinets, furniture, counter tops, built-in ranges/stoves, moldings/ trims, fixed furniture/wall units, wall paper, painting, specialized plaster coatings, etc., as a result of removal of the flooring due to cupping, buckling, twisting, bowing, shrinking, lifting, moving etc. Store reserves the right to void any/all warranties if, and when guidelines above are not followed. The general/flooring contractor/designer/ homeowner/etc., assumes ALL responsibility for any/all damages/costs incurred if flooring is installed without complying to the installation guidelines.

All claims are only processed via the retailer where product was purchased. If you wish to file a claim, reach out to your retailer.