

MAINTENANCE AND WARRANTY GUIDE



RESIDENTIAL INSTALLATION WARRANTY

Exclusive Floors warrants all residential labour for a period of one (1) year from the date of installation for laminate flooring.

Manufacturer's Warranties: Most product specific warranties are available on the manufacturer website but in the event of any product warranty issues, Exclusive Floors will assist and convey this information to the customer. Please refer to this literature for each product's specific warranty details. We make no claims or guarantees over and above those listed by the manufacturer.

LAMINATE WARRANTY EXCLUSIONS

No warranty covers scratches or damages caused by negligence, accidents, abuse, misuse, exposure to extreme heat, water damage, insects, improper maintenance, improper alterations or modifications to the original manufactured floor, rental properties, inadequate protection from rolling furniture, topical spills or moisture that causes separation or bubbling of planks, or damage caused by pets.

PREVENTATIVE MAINTENANCE

- Routine cleaning requires just vacuuming, dusting with a clean Microfiber "Dry" Mop Cloth or Microfiber "Damp" Mop Cloth to prevent loose dirt or grit from scratching your floor's finish.
- Use non-staining walk-off mats by the entrance of all outside doorways to prevent dirt, grit and soil from being tracked onto your floor.
 - Use 100% latex backed mats as some rubber or carpet backed mats will stain your floor.
- Felt pads should be affixed to the base of all furniture legs and drip trays should be placed underneath any planted pots. Movable furniture should be fitted with wide, rubber rollers.
- Use caution when moving large appliances such as refrigerators, ranges etc. (lift instead of drag).
- Heavy appliances or furniture that are not moved often should be equipped with flat, non-staining composition furniture casters or cups of appropriate size - available square form 1" to 2 5/8" and round from 1 3/8" to 1 5/8".
- Never use scouring substances, abrasive cleaners, paste waxes or any floor polish.
- Draw drapes and blinds during peak periods of strong sunlight. Even resilient floors and home furnishing products may discolour or fade when overexposed to the sun.

CARING FOR YOUR LAMINATE FLOORS

- Sweep or vacuum regularly to remove dirt and grit that can abrade, dull or scratch your new floor.
- Do not use a vacuum with a beater brush as it may damage the floor's surface.
- Exclusive Floors recommends Bona Tile & Laminate Cleaner and a Microfiber mop cloth to remove footmarks and most stubborn dirt.
- Never use excessive amounts of water on your laminate floor and promptly clean up liquid/spills.
- Marks and stubborn stains can easily be removed with Acetone nail polish remover or other mild solvents containing alcohol. Test in an inconspicuous area first.
- Hardened glue left over after your floor is installed can be removed with Acetone nail polish remover or special glue solvents. Test in an inconspicuous area first.
- Don't use "mop-and-shine" products, dish detergent or oil-based cleaners. These will leave a dull film that can attract dirt. Never wax or polish your laminate floor.
- The gloss level may change over time depending on the amount of traffic, care and maintenance the floor receives. Refer to the manufacturer warranty brochure for approved polishing methods.



SERVICE COMMITMENT

Accessible - Our service department is easy to reach and easy to communicate with. We will respond to your requests promptly.

Reliable - We are over 40 years in the market with one of the best brands in the industry. We can be relied on to do what's right and warrant our work.

Inclusive - We are committed to keeping clients informed of what's happening at all times and involve them in the warranty process from the beginning.



LOCATIONS

Exclusive Floors Surrey

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