

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 vinyl flooring.

Manufacturer 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 products specific warranty details. We make no claims or guarantees over and above those listed by the manufacturer.

LUXURY VINYL WARRANTY EXCLUSIONS

Improper floor care and/or improper maintenance. Change of gloss level, dulling, scratching, cutting, chipping, breakage or grout staining. Problems due to accidents, abuse, or improper usage. Some examples are: damage from moving appliances, such as rips, tears, gouges or indentations *unless covered by a gouge warranty) or sliding of furniture without adequate protection, rolling casters on furniture, appliance and plumbing leaks, rotating beater bars on vacuum cleaners and dropping of heavy or sharp objects. Problems due to excessive temperature or sunlight. Colour or design variations from sample and literature. Problems due to excessive moisture or water leaks and floods. Pet damage. Rental properties.

PREVENTATIVE MAINTENANCE

Immediately following installation (for the first 24 hours after installation):

- Keep foot traffic to a minimum (recommended).
- Sweep the floor to remove loose dirt.
- Do not use a vacuum with a rotating beater bar.
- Wait 24 hours before putting furniture on the floor (for glue down products).

Use protective mats

A good quality entry mat will trap dirt, sand and other substances such as oil that would otherwise be tracked onto your floor. These mats will also help protect your flooring from premature wear. Mats are also suggested at heavy pivot locations, such as in front of your kitchen sink or stove. If mats are placed directly on top of the resilient floors, use mats without latex or rubber backings to avoid possible discoloration.

Use chair and appliance pads to protect your vinyl floor

Make sure furniture legs have large surface, non-staining floor protectors. Heavy furniture or appliances that are not moved often should be equipped with flat, non-staining composition furniture casters or cups of appropriate size.

CARING FOR YOUR LUXURY VINYL FLOORS

- Ensure you have the necessary cleaning supplies (a broom or vacuum cleaner, a mop, a bucket, a gentle cleaning solution, and a soft cloth or mop head).
- Sweep or vacuum with a soft brush attachment to prevent scratching the vinyl.
- When selecting a cleaning solution, opt for one that is suitable for vinyl flooring, we recommend Bona Cleaning System. A mixture of warm water and a few drops of mild dish soap also works well. Always avoid harsh chemicals or abrasive cleaners that can damage the vinyl's surface.
- Make sure your mop is damp but not soaking wet. It's always good to avoid excess water on your floors, even the water resistant or waterproof type.
- For stubborn stains, apply a bit of the cleaning solution directly to the stain and let it sit for a few minutes. Then, gently scrub with a soft cloth or sponge. Avoid using abrasive scrubbers that could scratch the vinyl.
- After cleaning, rinse the floor with clean water to remove any soap residue.
- Use a clean, dry cloth or mop head to wipe down the floor and remove any remaining moisture. This step is crucial as standing water can cause damage over time.



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

5550 Panorama Drive, Surrey BC V3S 1B7

Phone: 604-575-9550

Email: infosurrey@exclusivefloors.com

Exclusive Floors Coquitlam

1100 Lansdowne Drive, Coquitlam BC V3B 5E2

Phone: 604-942-4109

Email: infocoquitlam@exclusivefloors.com

Exclusive Floors Abbotsford

31667 South Fraser Way, Abbotsford V2T 1T8

Phone: 604-854-1633

Email: infoabbotsford@exclusivefloors.com

