

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. Only premium setting materials are used in your installation and are additionally covered under their proprietary setting material warranty.

All terms and conditions of our sales invoice and contracts become part of this warranty. This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, scratching or sub-floor movement. We cannot guarantee that the original material will be available for repairs or replacement. If the original product has been discontinued then a product of equal value will be ordered.

Exclusive Floors cannot be responsible for matching specific dye lots, shades or colors. We recommend that you keep any excess material. Removal of all fixtures and/or appliances will be the responsibility of the owner.

PREVENTATIVE MAINTENANCE

Most ceramic products are very easy to care for and maintain. However, some products require more maintenance than others. It is very important to make sure you fully understand what maintenance is required to keep your floor looking beautiful for years to come. All stone is a product of nature and is subject to variations in color, markings and texture. No two pieces are exactly the same.

All natural stone must be inspected and approved before installation begins, as the installation signifies acceptance. Exclusive Floors recommends Aquamix cleaning and maintenance products for both routine cleaning and heavy duty cleaning. It is strongly recommended that you discuss all the different characteristics and maintenance needs of the product you are purchasing with your salesperson or estimator before it is installed.

MANUFACTURER'S WARRANTY

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.

POST INSTALLATION

Please be aware of the following conditions that may exist after installation:

Dust - We will do everything possible to eliminate dust, however it is not possible to prevent it.

Grout Haze - After your ceramic or glazed porcelain tile is installed you may find there is still a haze from the grout. After the grout has cured for at least 24 hours you may use a dampened sponge to buff out any remaining haze. The TEC "Banish," a concentrated grout haze remover may also be used on ceramic tiles.

Sealers/Enhancers - All natural stone products should be sealed. However always test in an inconspicuous area first to make sure you are happy with the results. Ask your salesperson to explain what maintenance products you will need to keep your floor looking beautiful.

Exceptions - Movement in the house which causes cracks in tile or stone. Water damage caused by others including leaks and weather-related destruction. Damage caused by other trades. Use of improper cleaning agents. This warranty is limited

WARRANTY EXCLUSIONS

Shading - In the case of natural products such as marble, stone and slate, all variations in colour and shade are natural characteristics of the product and are not considered defects. Sometimes shading is intentionally designed into ceramic tile and cannot be considered a defect. Every time a tile is fired, its shading will vary depending on the color, style, body and texture. Natural products such as marble, granite and stone can vary greatly; there is no way to guarantee colour or shading, as it is a natural product.

Scratching - Some tile and marble will show scratches. The higher the shine, the more likely you will see scratches. This will generally occur over many years. Polished marble and stone will need to be maintained to keep scratches to a minimum. Matte tiles will show very little, if any, scratches.

Trim/Decos/Listellos/Hand Painted Tiles - These products are designed to coordinate, not match, your tile. they are generally made at different times, which means they may be a different shade. Hand painted tiles will always vary from the sample. They are made specially for you by hand so the colour and shading will differ.



Exclusive Floors limits our warranty to our actual replacement and does not include any additional trades that might be needed.

MAINTENANCE PRODUCTS

Aqua Mix products are the most trusted source worldwide for all tile and stone maintenance needs. Offering sealers, cleaners, grout colorants, problem solving and stone restoration products, Aqua Mix products provide professional performance and unsurpassed innovation and customer support.

Aqua Mix products are the winner of NTCA / Clear Seas Research award for Most Preferred Brand of Sealers and Cleaners.

Aqua Mix Sealers - Sealers protect by putting a barrier between contaminants and the surface. They provide on-going stain resistance and prolong the life of the surface. Natural Stones, Some Porcelain's, and grout all perform better when sealed on a regular basis.

Aqua Mix Problem Solvers - Occasionally stone, tile or grout areas need special attention to remove deep-set stains or efflorescence, stripping old finishes, or cleaning grout haze.

Aqua Mix Stone Restoration - Bring back the life and beauty to dull, scratched, or etched and neglected calcium-based natural stone with Aqua Mix stone restoration products.



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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