

LAMINATE & VINYL

WARRANTY & MAINTENANCE GUIDE

RESIDENTIAL INSTALLATION WARRANTY

Avalon Flooring warrants all residential labor for a period of three (3) years from the date of installation.

- 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 offered for the area affected.
- Avalon Flooring 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.
- The customer is responsible for disconnecting and reconnecting all gas and water appliances. If the appliance is larger than standard size, customer will be responsible to remove and replace.



MANUFACTURER'S WARRANTIES

Avalon Flooring conveys all product-specific manufacturer warranties to the consumer. Please refer to the literature provided by the manufacturer for each product's specific warranties. We make no claims or guarantees over and above those listed by the manufacturer.

WARRANTY EXCLUSIONS

No warranty covers scratches or damage 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.

Warranties apply only to Laminate & Vinyl for owner occupied, single family, indoor residential installations and do not cover hardwood installed in any commercial or business places, daycare facilities, and/or rental properties.

Laminate and Vinyl products are in most cases made to look like natural hardwood and the visuals therefore will show knot marks, mineral streaks and/or variation in color based on the botanical species.

Hardwood products WILL VARY from store samples or samples that you have seen in our locations. Laminate and Vinyl products are produced with digital imagery and not all visuals included can be fully shown on displays. It is a requirement that material be approved by the homeowner before installation. No claims for visual concerns will be accepted after installation.

PREVENTATIVE MAINTENANCE IMMEDIATELY AFTER INSTALLATION

- Protect and do not disturb the sealed seams on sheet flooring for at least 16 hours after seam sealer application to ensure a proper seam bond.
- Keep traffic to a minimum during the first 48 hours to allow the adhesive to harden.
- Furniture should not be placed on the floor until the adhesive and grout, if applicable, has had adequate time to dry (48 hours for grouted and at least 24 hours for all other products).
- Always move heavy furniture and appliances with care to avoid gouging or tearing the floor. First, lay sheets of plywood or hardboard panels on the floor. Then roll, "walk" or slide these items on the sheets.
- Do not push or pull appliances and heavy furniture without taking these precautions.
- Wash your floor using a suitable resilient floor cleaner 48 hours after installation. (Refer to the warranty brochure for recommended cleaners)
- Caution: Resilient flooring, like other types of smooth floors, can become slippery when wet.
- Allow time for the floor to dry after washing. Immediately wipe up wet areas from spills or wet feet. Place mats at outside entrances to prevent water, snow or ice from being tracked onto your floor. Improper polishes or finishes can also cause slipperiness.

PREVENTATIVE MAINTENANCE

- Vacuum or sweep regularly, using the brush attachment only, not the beater bar. The beater bar is located on the under side of most upright vacuums and can cause damage to your new hardwood floor.
- Remove spills promptly using a clean, dry Microfiber cloth and clean residue with a Professional Hard Surface Cleaner and a clean white Microfiber cloth. We recommend Bona® Swedish Formula® Hardwood Floor Cleaner, available at an Avalon Flooring store near you.
- Use felt protectors under heavy pieces of furniture and chairs.
- Use protective mats at all exterior entrances to reduce debris that can be tracked in from outside. Do not use rubber or foam backed mats, as they may discolor the finish.
- Never wet or damp mop your wood floors. Water can cause damage to wood flooring.
- Never use oil soaps, wax, or other household products to clean your floor.
- Marks and stubborn stains can easily be removed with mild solvents containing alcohol. (ex. Goof Off)
- The sun's UV rays can change the color of your floor. Window coverings are suggested.
- Keep animal nails trimmed.
- Protect your floor when using a dolly for moving furniture or appliances. NEVER slide or roll heavy furniture or appliances across the floor.
- Spike or high heeled shoes can severely damage your floors.

REGULAR CARE

- 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, because it may damage the floor's surface.
- Wipe up spills promptly with damp cloth or mop.
- Wash your floor with a suitable resilient floor cleaner.
- Caution: Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish.
- Avoid cleaners that contain abrasives or solvents which may permanently damage your floor.
- The gloss level may change over time depending on the amount of traffic, care and maintenance the floor receives. Refer to manufacturer warranty brochure for approved polishing methods.

