



## UGen Floors™ LAMINATE WARRANTY

### Limited 25 Year Residential / 5 Year Commercial Warranty

**UGen Floors™** warrants to the original purchaser that, under normal residential conditions, the wear layer or overlay of the Laminate Fall Down Series product in the original manufactured/purchased condition will not wear through, crack, flake or peel or delaminate from the structure for a period of 25 years for residential applications and for a period of 5 years for light commercial applications such as retail stores and offices from the date of purchase by the original purchaser. Warranty applies only to the original purchaser on products installed and used in accordance with the installation instructions. Installer or purchaser must inspect each board for any manufacturing defects; any board or piece installed in the flooring shall be considered as accepted. Regular maintenance as specified below must be followed in order to validate this warranty. This warranty does not cover labor costs or any other incidental expenses incurred as a result of a covered portion of the floor in question as covered under the warranty. Any attempt to repair, refinish or replace the defective product prior to inspection or by written authorization from **UGen Floors™** will invalidate the warranty. This warranty is not transferable. When making a claim, original proof of purchase or a receipt is required. **UGen Floors™** reserves the right to substitute an alternative product of equal value in case the flooring type is no longer available.

### Warranty Exclusion:

- **UGen Floors™** warranty does not extend or cover scratches, dents or any noticeable markings or damage caused by improper handling, installation, water damage, flooding, fire, natural disaster, furniture, shoes of all types, pets, and insects, et cetera. **UGen Floors™** will not warrant any product that is faulty from incorrect installation, neglect, environmental extremes, or improper storage and handling of the product. The sub-floor is the responsibility of the installer/owner.
- Failure of a pre-finished flooring product relating to the sub-floor, in any manner, is not the responsibility of "The Manufacturer" and is not covered under this warranty. The use of tape on the surface of any product will void this warranty. A defect in the finish wear surface must be easily noticeable and cover an area of 2" square where there is wear through as seen from a standing position. Any variation or reduction in gloss level will not be considered under this warranty.
- Flooring is made from natural raw materials and as such has cells running parallel with the grain; therefore, all laminate floors will expand and contract with the change of the seasons.

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The expanding and contracting is not covered under this warranty. It is recommended that the customer maintain a relative humidity level of 40-60% in the home by using a humidifier and/or a dehumidifier to minimize movement of the floor.

- Failure due to structural changes in the subfloor, settling of the building or an uneven subfloor that has not been adequately leveled.
- Failure to follow manufacturers' written installation instructions, including protecting the floor from the subfloor moisture is not covered.

### **Warranty Inclusions:**

- Warranty shall include and be limited to, only defects arising from the defective manufacturing, premature surface wear or defects in the wood fiber. Should a valid claim arise; all reimbursements, repairs, replacement or compensation is at the sole discretion of **UGen Floors™**. Claims will only be administered if the above criteria have been met. Authorization of a claim without **UGen Floors™** approval is at the sole discretion of the author. **UGen Floors™** will not compensate the author without prior written approval.

### **UGen Floors™ Care & Maintenance**

Please follow the recommendations in this guide to retain the fresh look and protect the finish. After installing the floor, we recommend a first cleaning to remove all loose dirt or debris that may have been introduced during the installation process. Also, in order to protect the flooring surface from abrasive dirt and debris we recommend installing an effective barrier system to limit the amount of moisture, dirt and grit that may enter the flooring area.

#### **Cleaning your Laminate Floor:**

Regularly dust mop or vacuum your laminate flooring with a soft brush or dry cloth. You may also use a slightly damp mop for spot cleaning but immediately use a clean, dry cloth to soak up any excess moisture after damp mopping.

#### **Caring For Your Laminate Floors:**

1. Place a natural-material mat or a mat that won't fade or bleed color at outside entrances to collect tracked-in dirt and absorb excess moisture.
2. Do not allow pets with unclipped nails to damage your laminate flooring. It may result in severe scratching to the surface. Keep your pets' nails trimmed. The same is true for any high – heeled shoes that do not have proper tips on the heels.

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3. Clean up spills as soon as they occur with a dry cloth or sponge. Don't allow spills – including from your pet's water bowl – to pool on the floor.
4. Don't use soap-based detergents or "mop and shine" products as they can leave a dull film on the surface of your laminate floor.
5. Use protective felt pads under furniture legs and appliances. When moving furniture, don't slide pieces across the floor – lift them to reposition them. Or lay large, heavy cardboard over your laminate floor to protect it before moving your furniture.
6. Make minor nicks or scratches disappear with a color-matched correction kit. Look for it at your local flooring retailer.
7. Never flood your laminate floor with water or cleaners.
8. Never attempt to sand or refinish your laminate floor.