

Windlass Laminate Maintenance & Warranty Guide



Residential and Commercial Maintenance Guide:

Note: Regular and appropriate maintenance will help ensure proper performance of your floor.

Preventative Maintenance:

- Always protect floors when moving heavy objects; such as furniture and appliances.
- In entryways and heavy traffic areas, use non-skid mats that are labeled "non-staining."
- Clean mats regularly to avoid build-up. Avoid rubber, latex, or fiber-backed mats, as they may stain the floor.
- Use protective felt pads on furniture feet to prevent damage. Felt pads should be of adequate size to support furniture, and a minimum of 1-inch in diameter. For heavy furniture, coaster cups are recommended. Caster chairs require the use of a protective chair mat.
- Close blinds and/or curtains where continuous or extreme sunlight shines on the floor. UV protection in windows will help the performance of your floors. A combination of heat and sunlight can cause most flooring to fade or change color.
- Climate and humidity control is very important to the overall performance of the flooring. Windlass laminate flooring performs best at a temperature of 60 -70 degrees Fahrenheit and relative humidity between 40 - 60%.

Routine Maintenance:

- Use a clean, untreated dust mop, or use a vacuum with a hard surface tool (not a beater bar or rotary brush as they can damage the finish). Steam cleaners cannot be used.
- Clean flooring with a no-rinse, PH neutral laminate floor cleaner. Never use highly acidic or alkaline cleaners, wax or oil polishes, oil-based products, waxes, or treated mops. Use of these types of cleaners will invalidate the warranty.
- Wipe up spills quickly with a soft cloth, then clean with a no -rinse, PH neutral laminate floor cleaner.
- Periodically inspect felt pads used on furniture and rug pads used on area rugs.
- Keep nails of pets well-trimmed and their paws free of dirt, gravel, grease, and other abrasive and/or staining material.
- Pet urine, feces, and vomit should be cleaned up immediately.

Warranty Information:

Windlass Laminate flooring products carry a lifetime limited residential warranty and a 15- year light commercial warranty. Windlass Laminate flooring products are carefully inspected before leaving the factory. It is the homeowner's, installers, and end user's responsibility to inspect all material prior to installation to determine whether the color and look of the material are what they expect. **INSTALLATION OF FLOORING CONSTITUTES ACCEPTANCE OF PRODUCT.** Laminate planks have inherent character that cannot always be fully viewed in a display sample or hand board. Samples exposed to ultraviolet light over time can experience subtle changes in color and look. **Warranties are only valid if flooring is installed per installation instructions and maintenance guidelines are followed.**

RESIDENTIAL WARRANTY (lifetime)

Wear-through Warranty:

This is restricted to wear on the surface of the boards. The wear must be readily visible from a standing position and cover a minimum of 1.4 square centimeters (.05 square inches) of installed floor. Gloss reduction is not considered wear.

Structural Integrity Warranty:

Windlass Flooring warrants that the floor will remain free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination. The warranty is valid for the original purchaser only and is not transferable.

Stain Warranty:

Regular household products; such as food, beverages, and daily-use cleaning products, will not stain your Windlass Laminate flooring.

Fade Warranty:

Windlass Laminate floors will not noticeably fade from exposure to normal sunlight or artificial light.

No Gap Warranty:

Windlass Laminate floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2 mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect. Gaps can be closed with the use of the "Bulldog" tool.

Note: The most frequent causes of excessive gapping are:

- Not meeting the required expansion joints/space.
- Floor being pinned down by moldings incorrectly installed, such as, floor being pinned down by nails or glue.
- Extreme dry conditions.
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LIGHT COMMERCIAL WARRANTY (15-year)

Light Commercial Use is defined as:

Retail: Small Shops and Small Boutiques

Offices : Conference/Meeting Rooms, Training Rooms, Offices, Small Showrooms

Institutional: Small Classrooms, Meeting Rooms

Medical: Waiting Rooms, Examination Rooms, Storage Rooms, Patient Rooms

Hotels: Guest Rooms, Conference Rooms, Offices, Meeting Rooms

Wear-through Warranty:

This is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 5% of the installed floor. Gloss reduction is not considered wear.

Structural Integrity Warranty:

Windlass Flooring warrants that the floor will remain free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination. The warranty is valid for the original purchaser only and is not transferable.

Stain Warranty:

Regular household products; such as food, beverages, and daily-use cleaning products, will not stain your Windlass Laminate flooring.

Fade Warranty:

Windlass Laminate floors will not noticeably fade from exposure to normal sunlight or artificial light.

No Gap Warranty:

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Warranties Do Not Cover:

1. Dissatisfaction with color, shade, sheen, or texture variations between samples, on-line pictures of sample floors, pictures in catalogs, or brochures, and the actual flooring material.
2. Defects or damage caused by not adhering to the installation procedures. Any failure as a result of installation is the sole responsibility of the homeowner and installer.
3. Damage caused by flooding, fire, or intentional misuse.
4. Damage as a result of improper maintenance.
5. Unapproved modification or repair, accidents, or misuse.
6. Improper product choice for the flooring use conditions.
7. Damage due to exposure to excessive heat, wetness, or dryness. It is highly recommended that relative humidity in home be maintained in the range of 40-60% throughout the year. Keeping the relative humidity in this range may require the use of a dehumidifier or a humidifier depending upon the climate conditions.
8. Replacement of materials that have been installed with obvious visual defects.
9. Warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as in-line skates, roller skates, high heels, golf shoes, or pets.
10. Damage caused by gouges, scuffs, punctures, tears, burns, lack of proper furniture pads or casters, improper storage, abuse, or incidents such as fires, floods, and plumbing leaks such as overflowing sinks or similar water damage where water has gone underneath the floor.
11. Damage caused by water or moisture trapped beneath the floor.
12. Issues caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
13. Responsibility under this warranty only applies to hidden defects. Defects that were not visible prior to or during installation.
14. Windlass Laminate flooring purchased on-line is not covered by this warranty. All Windlass Laminate flooring products must be purchased from a displaying dealer to be covered under this warranty.
15. Radiant heat installations in a commercial setting.
16. Damage caused by heavy rolling loads; i.e. wheelchairs with total weight over 450 pounds.

How to Make a Claim:

For warranty claims, please contact the dealer from whom you purchased the flooring.