Windlass Residential Maintenance & Warranty Guide

Virgin Rigid Plank

WINDLASS
COLLECTION

Residential Maintenance Guide:

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

Post Construction Maintenance:

New construction and remodel dust and joint compound can be deposited on the flooring during construction. Please take precautions so this does not occur or is minimized. If it is not completely removed, it can create a haze on the flooring.

To Remove Construction Dust:

Sweep, dust mop, or vacuum the floor with a vacuum cleaner that has a soft brush attachment. Do not use a vacuum with the beater bar engaged. Do not use treated dust mops. After sweeping, dust mopping, or vacuuming, spray a Luxury Vinyl Plank Cleaner, such as Bona LVP Cleaner, or similar PH neutral LVP cleaner onto the floor one section at a time. Be mindful that the spray will dry quickly. Use a microfiber pad to mop the floor with the cleaner. If pad becomes dirty, change it out with a clean pad. Continue this process until dust is gone. If you do not use cleaner and use water only, the floor will have a hazy appearance.

Preventative Maintenance:

Always protect floors when moving heavy objects; such as furniture and appliances, to prevent scratches and possible tears to the flooring. The use of plywood and appliance lift can be useful in such situations.

Use appropriate floor protectors under all pieces of furniture, including tables, chairs, desks, desk chairs, etc…. Non-staining felt pads and non-pigmented floor protectors are recommended. Do not use mats backed with latex or rubber as discoloration may result. Rug pads are also recommended under all area rugs. Felt rug pads are recommended. Do not use latex or rubber rug pads.

Close blinds and/or curtains to avoid direct sunlight and high temperature exposure. The surface of the floor should not be exposed to extreme sunlight. A combination of sunlight and high heat can cause discoloration, expansion, contraction, and buckling.

Climate and humidity control is most important to the overall performance of the flooring. Windlass flooring performs best at a temperature of 60-75 degrees Fahrenheit and relative humidity between 30-50%.

Routine Maintenance:

Daily removal of dirt and dust is important to prevent particles from abrading the floor's surface. Vacuuming with a soft brush attachment or dust mopping is recommended. Be sure not to use a vacuum with the beater bar engaged.

Periodic wet cleaning is recommended. Wet cleaning does not refer to soaking the floor with water. Wet cleaning refers to the use of a Luxury Vinyl Plank Cleaner, such as, Bona LVP Floor Cleaner, or similar PH neutral floor cleaner. Be sure to vacuum or dust mop the floor before using any floor cleaner.

DO NOT USE oil soaps, pastes, waxes, polishes, or cleaners containing lemon oils, tung oils, ammonia, or silicones. Use of these types of cleaners will invalidate the warranty.
The surface is dense and nonporous which prevents cleaners from penetrating, and use of these prohibited types of cleaners can cause a build-up in residue on the surface of the floor which will collect dirt.

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.

Clean up spills immediately Wipe up spills using a soft cloth and then use a Luxury Vinyl Floor Cleaner, such as, Bona LVP Cleaner, or similar PH neutral cleaner to remove any remaining residue.

DO NOT USE String mops, sponge mops, or steam cleaners to clean the Windlass flooring.

DO NOT USE treated commercial dust mops as they contain petroleum-based solvents that can leave a chemical residue.

Scuffs and light scratches can be improved by using Dr. Schultz Scratch Fix Kit which is available at www.1877floorguy.com.

General Warranty Information:

Windlass flooring products are carefully inspected before leaving the factory. **It is the homeowner'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 the flooring does constitute acceptance of product.** Rigid 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.

Windlass flooring warrants that during the warranty period, the floor will remain free of structural defects from manufacturing and will not wear through under normal use. The warranty is valid for the original purchaser only and is not transferable.

Residential Warranties:

Sirius Series: Lifetime structural and lifetime wear warranty.

Antares Series: Lifetime structural and lifetime wear warranty.

Pollux Series: Lifetime structural and lifetime wear warranty.

All warranties are subject to the following conditions:

1. The flooring must be installed specifically per the Windlass flooring specific installation instructions.
2. The flooring must be installed in a dry indoor environment that is climate controlled. Structure must have been climate controlled at least 48 hours prior to installation.
3. Acclimation of product must have occurred as specified in the installation instructions.
4. A moisture test must be done prior to installation to determine if excessive moisture exists in the subfloor or underneath the structure. Windlass flooring does not warrant against damage caused by water or moisture in the subfloor or underneath the flooring.
5. The flooring must be maintained per the Windlass flooring maintenance guidelines.

Warranties Do Not Cover:

1. Color, shade, sheen, or texture variations between samples and the actual flooring material.
2. Damage caused by flooding, fire, or intentional misuse.
3. Damage caused by moisture to the surrounding structure including, subfloor, walls, furniture, underlayment, trims, etc.…
4. Damage from exposure to moisture, mold, and/or mildew.
5. Expansion and contraction of planks caused by improper humidity and climate levels. To ensure proper performance of the flooring, normal climate living conditions must be maintained. Normal is a humidity level of 30-50% RH and a temperature between 60-75 degrees Fahrenheit.
6. Damage from scratches, indentations, cracking, and tears from high heels, spiked shoes, pets, unprotected furniture legs, sharp objects, wheelchairs, any rolling load, the moving of furniture and appliances, and use of appliance dollies.
7. Damage from ultraviolet/sunlight exposure. Close blinds and/or curtains where extreme sunlight hits the floor. A combination of sunlight and heat can cause discoloration, expansion, contraction, and buckling.
8. Damage from improper cleaning and maintenance, such as, wet mopping, use of steam cleaners, use of vacuum cleaner beater bars. Use of improper cleaning products that contain waxes, petroleum, oils, oil soaps, polishes, or ammonia. Staining from floor mats and rug pad. Furniture felt pads or rug pads that stick to the floor and cause damage.
9. Damage caused by radiant heat systems using the electric mat system. Hydronic radiant heat systems must be used.
10. Damage caused by gas or electric heating stoves.

How to Make a Claim:

For warranty claims, please contact dealer from where flooring was purchased.