



Water Resistant Laminate Flooring

Limited 50-Year Residential Warranty

Tecsun provides the following 50-year residential warranty to the original purchaser for as long as he or she owns the flooring: (1) the laminate surface will not wear through; (2) the floor will not stain; (3) the floor will not be damaged due to wet mopping or everyday household spills provided such topical moisture is promptly removed; (4) the joint will remain secure under normal use conditions; and (5) the laminate floor will not be damaged due to damp mopping or everyday household spills penetrating properly installed joints. Subfloor damage originating from moisture underneath the installed floor, or penetrating around the perimeter of the installation, is excluded.

This 50 year warranty is subject to the conditions described in the “Conditions” section below and does not apply if used in any commercial setting.

Limited 10-Year Light Commercial Warranty:

Tecsun provides the following 10-year light commercial warranty to the original purchaser for 10 years from the date of purchase that: 1) the laminate surface will not wear through; 2) the floor will not stain. This 10 year warranty is subject to the conditions described in the “Conditions” section below and only applies if used in one of the following light commercial areas:

Retail: Entryways, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms

Doctor’s Offices: Entryways, Lobbies, Waiting Rooms, Hallways, Nurses’ Stations, Offices, Breakrooms.

Hotels: Entryways, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

Offices: Entryways, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms.

Restaurants: Entryways, Lobbies, Hallways, Offices.

Educational: Entryways, Lobbies, Hallways, Offices, Classrooms, Residence Halls, Common Areas.

Multi-family Housing: Entryways, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

Walk-off mats are required at all entryways.

The 50- year Residential Warranty and 10-Year Light Commercial Warranty are made subject to the following conditions:

1. The floor must be installed properly in accordance with Tecsun installation instructions. The instructions should be obtained through a retailer or at 877-8-Tecsun for proper installation includes, but is not limited to, the following:
 - A moisture test is required to determine if excessive moisture exists in the subfloor. Failure to demonstrate an acceptable moisture test was completed prior to installation may result in future warranty claim denial.
 - When using a calcium chloride moisture test for concrete subfloors (ASTM F1869), values must be ≤ 5 lbs/1000ft²/24hr or $<80\%$ RH with an in situ probe (ASTM F2170).
 - A 6-mil polyethylene film vapor barrier must be used over concrete subfloors.
 - A 6-mil polyethylene film vapor barrier is required over wood subfloors.
 - Install a single layer of underlayment of Tecsun green foam for laminate floors.
 - Seal the perimeter with 100% silicone sealant. All expansion spaces must be filled with 3/8" compressible PE foam backer rod and covered with 100% silicone sealant. Apply 100% silicone sealant to all moldings at the point of contact with the flooring surface. Apply silicone sealant at all connections to door frames or any other fixed objects.
 - Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void this limited warranty.
2. The flooring must be used only indoors in a dry, climate-controlled area.
3. The flooring must be maintained in accordance with Tecsun care and maintenance instructions. Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered by this warranty.
4. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, jet mops, steamers, buffers or similar products is not covered by this limited warranty.
5. Surface wear must be readily visible (i.e. approximately 1 square inch). Gloss or sheen changes and variations from later product additions or non-warranty repairs are not covered by this warranty.
6. These warranties do NOT apply to moisture damage caused by events beyond everyday household spills, including but not limited to flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
7. These warranties do NOT apply to damage caused by water or moisture originating from within the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
8. These warranties do NOT apply to flooring installed on a concrete subfloor unless a nonrecycled (100% virgin resin) 6-mil polyethylene film vapor barrier with a density of 0.92 lbs/cubic foot and a thickness tolerance of $\pm 10\%$ is installed over the concrete subfloor that emits a water vapor no greater than 5 lbs/1000ft²/24-hr. When installed in accordance with the provided instructions.
9. These warranties do NOT apply to moldings.
10. Installation of flooring that contains any manufacturing defect is NOT covered by these warranties.

11. These warranties do NOT apply to any damage that occurs during shipment or installation.
12. These warranties do NOT apply to product that has been put to abnormal use or conditions or abused in any way, which includes but is not limited to moisture damage from plumbing, storms, or flooding; damage from smoke, fire or other casualty events; damage caused by negligence; improper alterations of the original manufactured product; damage from use of the flooring that is unreasonable considering the normal and expected uses of a laminate wood floor in a residential environment; or damage of mechanical nature.
13. These warranties do NOT apply to damage from extreme heat, dryness, moisture of any kind. Maintain a normal indoor relative humidity level between 35%-55% throughout the year to minimize the natural expansion/contraction of planks.
14. These warranties do NOT apply to Failure to support furniture with non-staining floor protectors. Protectors must be the same diameter of the object and rest flat on the floor.
15. These warranties do NOT apply to Conditions caused by Installations not in accordance with the Tecsun Installation guide, improper installation including installation by non-licensed individual, inadequate subflooring, including but not limited to building settling or uneven subfloor, or improper subfloor preparation.
16. These warranties do NOT apply to any noise or sound issues related to the floor (ex: squeaking, hollow sound, etc.)
17. These warranties do NOT cover our products to be installed in wet areas such as bathrooms or saunas
18. The Limited Warranties do NOT cover damage from any liquid other than water including human or pet urine. Urine is not PH neutral and will cause damage to any laminate floor.
19. The Limited Warranties do NOT cover use of two different locking systems. Locking systems change from time to time and it is the purchaser's responsibility to notify us of a continuous job that requires a certain lot number.
20. These warranties do NOT apply to any loss of time, inconvenience expenses, costs or consequential damages caused by or resulting directly or indirectly from a problem about which the claim was made.
21. These warranties do not apply to damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.

How to Make Claims:

Any claim under any of these warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

Tecsun's Responsibility:

If Tecsun accepts a claim under any of the warranties above, Tecsun will repair or replace, at its option, the affected Tecsun flooring material only. If Tecsun, in its sole discretion, determines that such repair or replacement is not

reasonably achievable, Tecsun may choose to refund the purchase price of the affected flooring material at a pro-rated percentage based on the number of years from the date of purchase and remaining warranty period of the product. If the design for which a claim is made is no longer available, Tecsun will replace the affected floor materials with another Tecsun design of equal or greater value at Tecsun’s discretion. If the product was professionally installed, Tecsun will cover reasonable labor costs. For residential warranty claims involving subfloor damage, Tecsun will not cover any damage to the subfloor, insulation, floor joists or other structural, mechanical or electrical components is excluded. Consequential damages, including any medical issues related to mold or mildew growth, are also excluded. On the manner in which to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved, or your rights under the limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

DISCLAIMERS:

Tecsun DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT. Tecsun disclaims liability for incidental and consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. These warranties are not transferable. They extend only to the original end consumer. Samples, descriptions, and other information concerning the product contained in Tecsun catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Tecsun. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Tecsun’s warranties. The provisions of these limited warranties are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. These limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Tecsun.

Care and Cleaning

Place felt floor protectors under the legs of moveable furniture. Chair casters should be rubber not plastic or metal. Place walk-off mats at entrances. Dust mop as primary cleaning method. Occasionally wet mop with water only, using a well wrung out mop; DO NOT pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. DO NOT use detergents, abrasive cleaners, soaps, waxes or polishes. Use correct hard surface vacuum tools. DO NOT use rotating beater bars, floor scrubbers, jet mops, steamers, buffers or similar products. Wipe up spills immediately. DO NOT allow topical moisture to remain on the floor longer than necessary..

