



Premium Laminate Flooring

Limited Residential Warranty

Tecsun warrants that for the applicable warranty period*, your Tecsun Laminate Floor will be free from manufacturing defects, will not show wear** through the image layer under normal household conditions***, when maintained in accordance with our laminate maintenance guide.

* *The applicable warranty period is 25 years from the date of original purchase.*

** *Gloss reduction does not constitute "wear".*

*** *Normal household conditions means those daily activities commonly associated with residential use.*

What Tecsun will do should you need warranty service

If you make a claim and follow our service procedures within the first year after the date of purchase:

Tecsun will provide materials to either repair or replace the defective area of the floor at our option. If the floor was professionally installed, Tecsun will cover reasonable labor costs to replace or repair the defective area of your floor at Tecsun's option.

If you make a claim after the first year after date of purchase and before the end of the limited warranty period:

Tecsun will provide or pay a percentage of the reasonable material costs if the floor was professionally installed for repair or replacement at our option of the warranted product. This percentage is pro-rated and will be based on the number of years from the date of purchase and the remaining warranty period of the product.

Note: Any repair or replacement is limited to colors and styles available at the time of repair or replacement. If the original item is no longer available, we reserve the right to substitute another SKU of similar value and structure.

Limited Warranty Conditions

- Proof of purchase is necessary to verify all warranty claims.
- The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents.
- This warranty applies to only the original purchaser and the original installation site and is not transferrable. This warranty only applies to Tecsun laminate flooring product when the product is installed in a private residence.
- This warranty applies only to products installed indoors only.
- Responsibility under this warranty only applies to visible defects under sufficient lighting. These are defects that were not visible before or during the installation of the laminate floor.
- This warranty applies only to Tecsun laminate flooring installed according to the manufacturer's recommended installation instructions. Proof of compliance with the installation and maintenance instructions recommended by the manufacturer must be provided if a claim is filed.
- Tecsun Flooring or the retailer must be informed of the defect in writing within 7 days. Complaints after 7 days will not be accepted. Color and gloss issues resulting from adding material at a later date from non-warranty repairs are excluded from coverage.
- Tecsun Flooring will not be responsible for 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.

Limited Warranty Exclusions

This warranty does not cover the following:

- Misuse, accidents, or abuse (ex: dragging or rolling heavy objects across the floor without proper protection) .
- Conditions caused by improper care and or maintenance (see our laminate maintenance guide for details). Some examples of conditions not covered are:
 - *Loss of gloss or buildup of dulling film due to lack of maintenance or improper maintenance.*
 - *Scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, pets, spiked heels, or other objects.*
 - *Damage caused by chemicals, burns, fires and other accidents.*
 - *Damage or defects including but not limited to color change caused by excessive sunlight or intense lighting. Excessive sunlight or intense lighting can cause color changes in the finished product. Window treatments will usually provide adequate protection against excessive sunlight or intense lighting.*
- Failure to support furniture with non-marking floor protectors. Protectors must be the same diameter of the object and rest flat on the floor.
- Insufficient protection from pebbles, sand, and other abrasives.
- Conditions caused by Installations not in accordance with the Tecsun Installation guide, inadequate subflooring, or improper subfloor preparation.
- Construction related damage.
- Damage due to fluids of any source or type including but not limited to pets, appliance malfunctions, or natural disasters. This also excludes damages caused by water or moisture trapped beneath the floor due to an improper sub floor or underlayment without a moisture barrier.
- Panels installed with visual defects. Flooring must be checked under sufficient lighting for defects before installation. Products with visible defects must not be installed under any circumstances.
- Any noise or sound issues related to the floor (ex: squeaking, hollow sound, etc.).
- Variations of color, shade, or texture of the panels you purchase from those shown on samples or photographs.
- 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.
- Tecsun Flooring does NOT warrant our product to be installed in bathrooms or saunas.
- The Limited Warranty does not cover use of two different locking systems. Locking systems change from time to time and it is the purchaser's responsibility to notify Tecsun of a continuous job that requires a certain lot number.
- 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.
- This limited warranty does not apply to Tecsun moldings and trims.

Laminate Flooring Maintenance Guide

- Use a damp cloth to blot up spills as soon as they happen. Pay special attention to areas such as the kitchen and dining area as they are more prone to harmful spills.
- Sweep, dust, or vacuum with the hard surface attachment regularly to prevent dirt and debris from accumulating- to avoid scratching or dulling your floor's finish.
- Every so often, clean the floor with products specifically made for laminate floors by lightly spraying the product on to a terry cloth or microfiber mop.
- For tough spots like oil, paint, markers, lipstick, or ink-use acetone based nail polish remover on a clean white cloth then wipe the area with a damp cloth to remove remaining residue. Should there be a haze, buff it with a dry terrycloth.
- Allow tough substances like wax or chewing gum to harden, and then gently scrape with a plastic scraper or a credit card. Be careful not to scratch the surface and wipe the area clean with a soft, slightly damp cloth.

Things to Avoid

- Do not use wet mopping the floor as it may cause swelling, warping, delamination, joint separation or other damage that is not covered by our warranty.
- Do not vacuum with a beater bar or hard plastic tools as it may scratch or dent your floor.
- Never use wax or oil based detergents or products-they may dull the finish or leave a greasy film making the floors slippery and harder to clean.
- Never allow liquid to stand on your floor.
- Do not use abrasive cleaners, steel wool, or strong ammoniated or chlorinated cleaners.
- Do not use steam cleaners or buffing/polishing machines.

Recommendations

- Invest in quality floor mats to help trap grit and absorb moisture at entry points. Mats should also be placed in high traffic areas as way to reduce wear. Protective mats must be used for furniture or chairs with castors.
- Add non-staining protective pads to all furniture and chair legs for an extra layer of defense against indentations and scratches, replace them once they are worn or dirty. Generally, the heavier the object, the wider the floor protector. Never slide furniture across the floor.
- Keep your pet's nails trimmed to prevent them from scratching the floor.
- Maintain a normal indoor relative humidity level between 35%-55% throughout the year to minimize the natural expansion/contraction of planks.

How to Make a Claim

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties 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.





Premium Laminate Flooring

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE YOU BEGIN INSTALLATION. IMPROPER INSTALLATION WILL VOID WARRANTY

- Always check panels for defects such as chips and color or sheen differences under good light conditions. Also check that the channel is clean and free of debris.
- Your laminate flooring must be allowed to acclimate to the environment of the installation area. Leave the closed packages in a horizontal position in the room for 72 hours prior to installation. Preferable temperature should be approximately 17°-23°C (62°-73°F) with a relative humidity of 35-55%. Humidity should never be allowed to drop below 30% as this may cause gapping.
- If existing baseboard moldings are difficult to remove, they may be left in place. Quarter round molding can be used to cover the expansion space between flooring and baseboard.

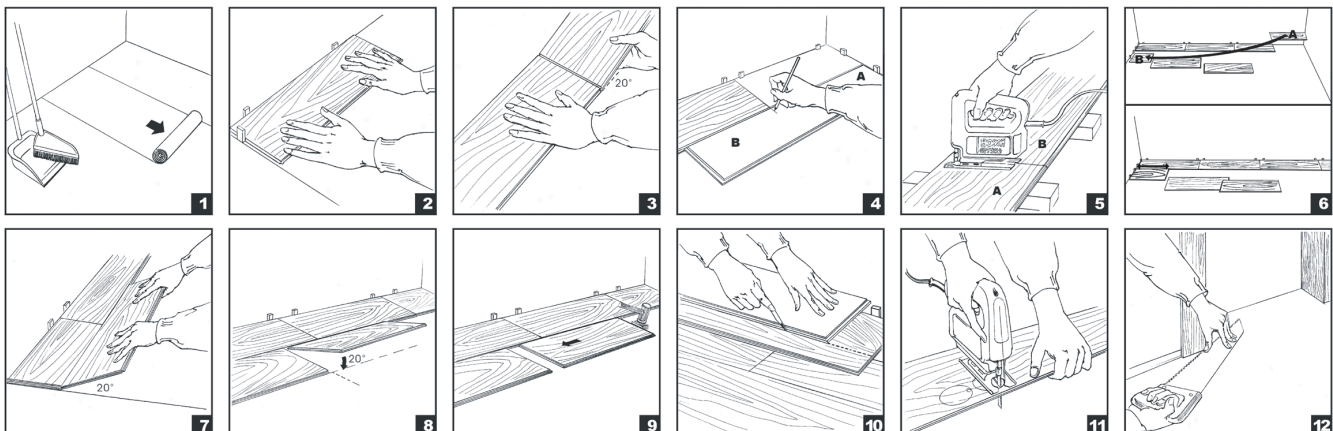
TOOLS AND SUPPLIES REQUIRED ARE:

- Foam underlay, pressure sensitive polypropylene adhesive tape such as Duck Tape or equivalent, spacers, tapping block, pull bar, saw, hammer, utility knife, pencil, tape measure, ruler, construction adhesive.
- If installing over a crawlspace or on a concrete floor, you must also install a 4 mil (or thicker) polyethylene vapor barrier under your foam underlay or use a convenient 2 in 1 foam underlay that has a vapor barrier built-in. When installing 2 in 1 foam underlay, align the seams and then completely seal seams using Duck Tape.

SUITABLE TYPES OF SUBFLOORS AND FLOOR PREPARATION

Attention! Without a documented measurement of residual moisture content, a claim against the manufacture for moisture related damages will not be accepted. Concrete subfloors must always be covered with a 6 mil vapor barrier even if PCV ,linoleum or resilient vinyl flooring is firmly attached to the concrete.

- The subfloor must be thoroughly level, dry, clean and solid. Carpet staples or glue residue must be removed and the subfloor must be clean to ensure proper installation.
- Hammer a nail into the center of the floor. Tie a string to the nail, Pull the string tight to the farthest corner of the room and examine the floor at eye level for any gaps between the string and floor. Move the string around the perimeter of the room noting any gaps larger than 1/8"(3mm). If the floor is unlevel by more than 1/8"(3mm) per 3'2" (1m), it must be sanded down or filled in with an appropriate filler.
- Subfloors must be carefully checked for moisture problems. Any moisture problems need to be resolved before the installation. The maximum residual moisture allowed for a cement subfloors on all grades/elevations is 2.0 CM%). With a calcium chloride test, the maximum allowed reading is 3.0 lbs/24 hours/1000 sq. ft.
- This product is not suitable for damp rooms such as bathrooms, saunas, rooms with damp concrete, rooms with floor drains or rooms that could potentially flood.
- For installation on concrete floors or any floors over a crawl space a vapor barrier must be laid down first. Use 4 mil poly. Run the poly 2"(5cm) up walls and overlap seams 18"(45cm). Tape seams.



BASIC INSTALLATION

- All laminate flooring installations require a Underlayment. Run the underlayment in the same direction as the laminate panels. The underlayment should but-up side by side with out overlapping. Then Tape the seams together. Diagram 1.
- You will need to remove the tongue on the side of the panels that face the wall. This is to ensure that the decorative surface of the laminate floor is well under the finished trim when installed. Use a utility knife to score through the tongue several times until it easily snaps off.
- Start in a corner by placing the first panel with its trimmed side facing the wall. Use spacers along each wall to maintain an expansion space of 1/2" (12.7mm) between the wall and the flooring. Diagram 2.

Remember that this product is primarily wood and needs room to expand and contract. At no point should you attach the floor to any surface.

- To attach your second panel, insert the end tongue of the panel into the end groove of the first panel at a 45 angel. Lower the panel flat to the floor. Line up edges carefully. Diagram 3.
- Continue connecting the first row until you reach the last full panel. Fit the last panel by rotating the panel 180 with the pattern side upward, place beside row, mark and saw off excess. Attach as described above. Diagram 4.
- When using a handsaw cut on the decorative surface. If you use a jig or circular saw cut with the decorative side down to avoid chipping. Diagram 5.
- Begin the next row with the off cut piece from the previous row to stagger the pattern. Pieces should be a minimum of 8"(20cm) long and joint offset should be at least 16"(40cm). Diagram 6.
- To start your second row, Push the side tongue of the panel into the side groove of the very first panel at about 45°. When lowered, the plank will click into place. Diagram 7.
- Attach the second panel of the new row on the long side as described above. Push this panel as close as possible to the previous row. To attach this second panel to the previous panel, tap the end using a tapping block and rubber mallet. Continue along in the same fashion. Diagram 8/9.
- To fit the last row, lay a panel on top of the previous row. With the tongue to the wall, lay another panel upside down on the one to be measured and use it as a ruler. Don't forget to allow room for spacers. Cut the panel and attach into position. Diagram 10.
- Door frames and heating vents also require expansion room. First cut the panel to the correct length. Then place the cut panel next to its actual position and use a ruler to measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side. Diagram 11.
- You can trim door frames by turning a panel upside down and using a handsaw to cut away the necessary height so that panels slide easily under the frames. Diagram 12.
- Remove spacers and you are ready to install finishing molding.

FINISHING MOLDING

- U-Track is an installation method to use with certain moldings. Screw or nail the U-Track to the subfloor then snap in molding. Diagram 13.
- Reducer molding is used to finish flooring when the adjoining surface is lower than the laminate flooring or when flooring meets carpet. Position the U track 1/4" (6.35mm) between each edge of the flooring. Screw, nail or glue down the track directly to the subfloor and then insert the reducing strip into the track. Diagram 14.
- T-molding is used to finish flooring when two level surfaces meet in doorways or for expansion joints. Install same as above. If your room is more than 23'(7m) wide you will need to allow for an expansion joint. Expansion joints use T-molding and can be positioned in any inconspicuous place. Diagram 15.
- Quarter Round is used to finish the perimeter of the room. Quarter round molding is nailed directly into the baseboard using finishing nails. Diagram 16.
- End-Molding is used when laminate flooring ends against a vertical surface and where quarter round or wall base cannot be used. Install U-Track so that the outside edge of the track is 3/16"(4.76mm) away from vertical surface or adjacent flooring. Install the laminate floor up to the track using spacer to obtain 1/4"(6.35mm) expansion zone, then Snap End-Molding into the track. Diagram 17.
- Stair nose is used where laminate flooring meets a step down or landing. Install the track .Measure and cut stair nose to length, adhere the stair nose to the subfloor using a high quality adhesive, apply a 3/16"(4.76mm) bead of adhesive in serpentine pattern to the back of the stair nose, snap the stair nose into the track and anchor the stair nose with finish nails. Do not use the stair nose on individual stair treads. Diagram 18.

MAINTENANCE AND CLEANING

- Preferable temperature should be approximately 17°-23°C (62°-73°F) with a relative humidity of 35-55%. Humidity should never be allowed to drop below 30% as this may cause gapping.
- Use a well rung out damp cloth to clean up any dirt and footprints but avoid using excessive moisture. All spills should be cleaned up immediately. Never use wax, polish or any non-approved cleaning agents as they may dull or distort the finish.
- To avoid scratches apply felt pads to your furniture legs and use only soft rubber casters. Protect high traffic areas with runners and area rugs.
- It's a good idea to save a few boards in case of accidental damage. Boards can be replaced or repaired by a flooring professional.

