



## Mount Shasta Collection

### 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 35 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.

## 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.

