



## MASTER FLOORS FLOOR WARRANTY GUIDE

**We recommend that all floor coverings are professionally installed for a valid warranty.**

**Master Floors warrants all products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to MASTER FLOORS Installation & Maintenance Manual.**

Warranty Coverage	12mm waterproof Laminate	
	AC 4	
	Residential	Commercial
Manufacturing Defect	25 Years	15 Years
Wear, Fade or Stain	25 Years	15 Years

**\*DEFINITIONS / To Be Covered:**

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" must be from normal household cleaning agents, chemicals, or routine care & maintenance.

### **Warranty Owner**

This warranty extends only to the original end-user. Master Floors warranties are non-transferable. No installer, retailer, distributor or agent, or employee of Master Floors may alter the obligations or limitations of any Master Floors warranty.



## **Master Floors Warranty Limitations**

Please take notice that none of the following kinds of problems are problems arising from defects in material or workmanship, and are therefore not covered by this Product Warranty:

- a) Defects arising from poor installation (this includes - damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions; visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bit mastic tiles, floor-boards, cushioned SPC, or by failure in the underlayment; seams 'peaking' or opening due to use of incorrect adhesive or seaming method; edge-to-edge shade variation; discoloration arising from installation next to a source of excessive heat); and visible trowel marks.
- b) Dissatisfaction due to improper maintenance.
- c) Problems arising from excessive moisture, alkali, or hydrostatic pressure in substrate.
- d) Problems arising from cuts, tears, gouges, burns or other damage caused by stiletto or sharp high heels (these will damage even concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets etc.
- e) Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse, or any harsh scouring pads while buffing.
- f) Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased.
- g) Construction or installation-related damage.
- h) Surface scratches, changes in shading, texture and/or gloss during use.
- i) Damage caused by inappropriate end-user activities.



- j) Installation of products with adhesives other than those recommended by Master Floors (Master Floors recommend high quality adhesives in heavy traffic area)
- k) Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed.
- l) Damage resulting from moisture problems. Moisture emissions from concrete can result in high PH and alkaline conditions that can distort the product. Our laminate flooring is “top down” waterproof and reliably secures the flooring panels on all four sides. However, moisture in the subfloor could cause mold, mildew, and other moisture related issues such as moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. It is up to the flooring contractor to determine if a subfloor is not cured. Should the subfloor not be cured, a moisture barrier / mitigator like 6mil poly sheeting plastic should be used for a successful installation and to prevent the material from being damaged by the moisture from the subfloor.
- m) Damage caused by exposure to extreme heat and or sunlight.
- n) Damage caused by fire, flood, storm, smoke, intentional abuse, etc.

The preceding list is not exhaustive, but is merely illustrative, of many kinds of problems that are not due to defects in material or workmanship in the products, and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Master Floors requires the receipt to verify date of purchase to help resolve any problems.

*The End*