



# Laminate Warranty, Care, and Maintenance

## 30 Year Residential Limited Finish Warranty

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Knoa's Flooring offers a (30) thirty year limited residential warranty on the finishing of our Albion Collection, Royal Collection, Platinum Collection, Prestige Collection, European Plus, Western Traditions Collection, In2 The Woods, and the 19th Century Collection items, Twin City, Heights, Hudson, and Whitman; these flooring products from the date of purchase, when use under normal residential traffic conditions. This program is limited to residential applications only, and does not apply or extend to either commercial or industrial use.

You can purchase Knoa's Flooring products exclusively through your local Knoa's Flooring Certified Retailer, and not anywhere online. For products purchased online from non-authorized websites and sellers, we are unable to honor any warranty claims, returns or exchanges.

### **What this 30 Year Limited Residential Warranty covers:**

Knoa's Flooring Limited Finish Warranty warrants to the original purchaser that for (30) thirty years from the date of purchase of any of our Albion Collection, Royal Collection, Platinum Collection, Prestige Collection, European Plus, Western Traditions Collection, and the 19th Century Collection items, Twin City, Heights, Hudson, and Whitman flooring products, the design and durability of the finishing is backed with a (30) thirty year limited finish warranty. This thirty year warranty covers defects in material and/or workmanship which relate to the finish for staining, fading, wear and moisture resistance during normal residential use and is non-transferable.

Knoa's Flooring also warrants that this laminate product will not warp, cup, buckle, or delaminate when properly installed and maintained according to Knoa's Flooring installation instruction procedures and care guide. This warranty includes installation over a radiant-heated concrete subfloor for approved floating installation methods.

### **What you should do if any of the above listed problems occur and you need warranty service:**

We want you to be happy with your Knoa's Flooring product. If you're not:

- You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 7 days after discovering the defect but within the time period of this limited warranty. You (the original purchaser) must present to that authorized flooring dealer the following items for a warranty claim to be considered:
  - A valid proof of purchase in the form of a sales receipt or other documents which establish proof of purchase.
  - A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

Once these forms are obtained by Knoa's Flooring along with the Claim Form Request given to the authorized flooring dealer is completed and either emailed or faxed to our Customer Care Center, the claim process of your floor purchase will be promptly addressed and inspected for its defects.

### **What Knoa's Flooring will do should you need warranty service:**

If Knoa's Flooring honors a claim under this limited warranty, it will repair or replace, at its option, the cost of the affected flooring material. If professionally installed, Knoa's Flooring will pay the reasonable labor costs to perform the replacement or repair during the first two (2) years from the date of the original purchase. In the event that the color installed is no longer available, Knoa's Flooring will authorize your dealer to replace the affected floor with another Knoa's Flooring product of equal value. The above described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty.

If Knoa's Flooring honors a claim under this limited warranty after the first two (2) years from date of purchase, it will repair or replace, at its option, the cost of the affected flooring material only, furthermore all labor installation costs cannot and will not be covered.

### **What Is Not Covered By These Warranties?**

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded "regular".

### **(Continued) What Is Not Covered By These Warranties?**

- Floors that are installed in other than owner-occupied or tenant-occupied residences.
- Installation-related errors or damage including improper conditioning of jobsite and flooring materials.
- Construction damage after installation.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Installation defects and installations not using the recommended Knoa's Flooring Installation Instructions.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and gouges.

### **General Terms and Conditions**

In addition to the requirements specified for each of those particular warranties, the following general terms and conditions also apply:

- Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to "seconds" or "mill trial" grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives, inadequate sub-flooring or improper sub-floor preparation.
- The Limited Warranties apply only to products installed indoors.
- The Limited Warranty that Knoa's Laminate Flooring panels will resist water damage is subject to the following:
  - The Limited Warranty covers only topical moisture resulting from normal household use, such as wet shoes, liquid spills, or dripping while exiting the bath tub or shower, provided such topical moisture is promptly removed.
  - The Limited Warranty excludes damage caused by flooding, running water, or standing liquids of any type.
  - The Limited Warranty does not apply to panels installed in wet areas.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranty does not cover damage due to fluids of any source or type.
- The Limited Warranties do not cover panels that have been installed with obvious visual defects.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - Damage resulting from failure to follow floor care instructions.
  - Scuffs, scratches, cuts, chipping, indenting or similar damage caused by gliders, castor wheels, vacuum cleaner beater bars, toys, or other objects.
  - Damage caused by chemicals, burns, fires and other accidents.
  - Damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
  - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be at least one inch in diameter and rest flat on the floor.
- The Limited Warranties do not cover variations of color, shade or texture of the panels you purchase from those shown on samples or photographs.
- The Limited Warranties for light commercial use do not cover panels that have been stored or installed in areas that are persistently wet (e.g. saunas or bathrooms with showers or tubs).
- Laminate flooring is intended to be free floated, and therefore should not be bound at anytime. If a heavy object is placed on the flooring, and a buckle area is formed, then Knoa's Flooring recommends the object is moved to a different location.
- The Limited Warranty does not apply to damage from extreme heat, dryness, moisture of any kind other than regular cleaning as has been explained in this warranty. You must maintain the temperature 65F to 85F and humidity 35% to 55% in your home. Fluctuations in temperature or humidity can damage your floor.



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### Knoa's Flooring Care and Maintenance Tips

A Knoa's Laminate Floor is the closest thing there is to a "maintenance free" floor. The melamine-impregnated surface with aluminum-oxide makes it resistant to dirt and dust. Ordinarily vacuuming or sweeping is usually sufficient to keep the floor clean. If needed, occasionally clean with a cloth or mop (micro-fiber or terry cloth hooded) slightly dampened with a Bona Laminate Floor Cleaner.

#### IMPORTANT TIPS:

- Never flood the floor with water.
- Do not use soap-based detergents, as these may leave a dull finish on your floor.
- Do not use abrasive cleaners, steel wool or scouring powder, as these may scratch your floor.
- Never wax, polish, sand or lacquer a Knoa's Laminate Floor.
- Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
- For furnishings, use wide-bearing, non-staining floor protectors, such as clear, hard plastic or non-staining felt protectors, for heavy furnishings.
- Promptly remove all liquid spills. The overall stain resistance of our Knoa's Laminate Floors is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

Stain Problem	Procedure
Juice, Wine, Grease, Chocolate	Dampen a rag with Bona Laminate Floor Cleaner and spot clean with white cloth
Crayon, Cigarette Burns, Asphalt, Shoe Polish, Paint, Ink, Dried Foods, Nail Polish	Dampen rag with alcohol or nail polish and spot clean
Candle Wax, Chewing Gum	Allow to harden and gently scrape with plastic scraper

For items not covered by the chart, call Knoa's Flooring Customer Care at (888) 456-8118. Important – The laminate surface may have residual wax from the manufacturing process or from the package. The first and only cleaning should be done with a cloth or mop (micro-fiber or terry cloth hooded) slightly dampened with original Windex (blue), rubbing alcohol, or Simple Green. This will remove the wax. Once the wax is removed, the recommended maintenance should be ordinary vacuuming or sweeping, and cleaning with Bona Laminate Floor Cleaner.

### Exclusions

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, KNOA'S FLOORING WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties. Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY KNOA'S FLOORING COVERING THIS PRODUCT. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S.

### **PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER.**

Knoa's Flooring needs the flooring receipt in order to verify date and proof of purchase to resolve any problems that may occur. For professionally installed floors, the original receipt for installation labor may also be required.

If you have questions regarding the warranty information, please contact our Customer Care Center (888) 456-8118, your flooring retailer, or our website [www.knoasflooring.com](http://www.knoasflooring.com). This warranty applies to floors purchased after January 1, 2015.