

Luxury Vinyl – Maintenance & Warranty

Collections: SmartDrop – Elite 7, 9, Tile, Elite+ 7, 9 & Elite Pro

MAINTENANCE:

Proper maintenance and care for your floor is critically important to keep your floor looking beautiful for many years to come. Failure to follow proper maintenance and care instructions will not only lessen the look and performance of your floor but can also void the warranty.

1. Clean and vacuum, (no beater bar), your floor regularly to remove any dust or grit that can accumulate on the surface or in the bevels of your floor. Unattended, dirt and grit can act like sandpaper when walked on and can damage your floor. Dirt and grit can also become imbedded in the bevels and appear as dark lines on lighter coloured floors. Vacuuming removes these particles from your floor and avoids these potential issues.
2. Use FuzClean vinyl cleaner or equivalent to remove any stubborn dirt or scuff marks. Follow the instructions to clean your Fuzion Vinyl floor.
3. For commercial applications it is possible to use a floor polisher. Use a white pad and set the polisher to 175 RPM. Always use clean pads on your mop and/or floor polisher. These can be washed in your washing machine and dryer. Do not use fabric softener as this will leave a residue on your pads which will interfere with the cleaning of your floors.
4. On a daily basis, be sure to wipe up spills as they occur.

Note: DO NOT USE

- Any solution containing vinegar, ammonia or other corrosive agents as they will damage, discolour, or weaken the factory finish.
 - Steam cleaners.
 - Products like furniture polish or oil soaps that leave a residue, and will build up on the floor, giving the finish a cloudy appearance.
5. Protect your floors by using felt pads on the bottom of chair legs and furniture. Be careful not to drag any items across your floor to avoid scratches. Also use non staining scatter/walk off mats at entrances.
 6. Maintain a proper living environment for your floor with relative humidity kept constant at a range between 35%-65% RH. Will perform in extreme temperature conditions: -15°C – 80°C (5°F – 176°F).

WARRANTIES:

RESIDENTIAL WARRANTY

Limited 25-Year Residential Warranty is defined as the period the floor is in use.

Limited 25-Year Residential Wear Warranty: The surface finish will not wear through to the bare core. The worn area must be at least 2cm x 2cm and worn through to the bare core. Diminished gloss is not considered wear through of finish.

Limited Lifetime Structural Warranty: The multi layered structure will not delaminate or fail structurally.

Limited 25-Year Water Warranty: These products are 100% waterproof and the structural integrity will not be significantly diminished by exposure to regular household spills.

Limited 25-Year Stain Warranty: The floor will not stain from coming into contact with regular household products like food, beverages, and recommended cleaning products.

COMMERCIAL WARRANTY

15-Year Heavy Commercial Wear: From the date of purchase and under normal use the surface finish will not wear through to the bare core. The worn area must be at least 5% of the entire floor area and worn through to the bare core. Diminished gloss is not considered wear through of finish.

15-Year Heavy Commercial Stain: From the date of purchase and under normal use, will not stain from coming into contact with regular household products like food, beverages, and recommended cleaning products.

15-Year Heavy Commercial Structure: From the date of purchase and under normal use the multi-layered structure will not delaminate or fail structurally.

This means for each use and warranty period, the floors:

- Will not wear through.
- Will not stain from common household stains.
- Will not contain manufacturing defects.
- Will not rip or tear from normal residential and commercial use when properly installed.
- Will not permanently indent from normal household and commercial use when proper precautions are followed.
- Will not bottom-up discolour from use of proper underlayment panels (including Luan) and the use of proper adhesives.
- Will perform in Extreme temperature conditions: -15°C – 80°C (5°F – 176°F).
- The edges will not curl when properly installed and subfloor is properly prepared according to installation instructions.

Exclusions:

Defects of damage caused by:

- Improper installation.
- Improper job site environment.
- Improper care and maintenance.
- Unapproved product alterations, modification, repair, accidents, misuse, or abuse.
- Excess heat, humidity, or aridity. Ideal settings Room Temp = 18 - 25°C and RH = 35%-55%.
- Abusive conditions and accidents such as severe impact, scratching, cutting, roller/inline skates, stiletto heels, golf shoes, and pets.
- Damage from high traffic that is not representative of a residential or commercial application.
- Stains from hair and other permanent dyes.
- Installation of obvious defects. Boards installed with obvious defects are not covered by warranty.
- Gouges, scuffs, punctures, tears, burns, improper storage, abuse, fire, floods, plumbing leaks.
- Moisture, mildew, corrosive substances, and hydrostatic pressure.

Conditions and Disclaimers

This warranty applies to first quality products only and does not cover loss of time, inconvenience, expenses, costs or any other consequential costs. Repair or replacement of the floor is the sole remedy and at the discretion of Fuzion Flooring.