



## Cambridge Collection Warranty, Care & Maintenance

### LIMITED RESIDENTIAL/COMMERCIAL WARRANTY

What this Residential and Light Commercial Limited Warranty covers:

Palmetto Road warrants that from the date of the original purchase throughout the length of the warranty (25 years residential, 5 years light commercial) of the product you purchase your Cambridge laminate floor:

- Will not stain
- Will not wear through
- Will not fade as a result of direct sunlight or artificial light
- Will resist water damage under normal use conditions
- Light Commercial is defined as small offices, etc. or other areas with light traffic such as hotel rooms

### Radiant Heat

Cambridge laminate flooring products are approved and warranted over radiant heated subfloors provided that the floors are installed in strict accordance with the installation guidelines pertaining to radiant heated subfloors:

The following guidelines must be applied throughout the life of the floor in order to reduce the effects of radiant heat on engineered laminate floors. Even when these guidelines are followed it is still possible that your flooring may experience some cracks on the surface, gapping between boards, or delamination of boards. These symptoms are NOT covered by this warranty.

The temperature and humidity levels described below must be maintained otherwise any warranty, express or implied, will be voided.

- To minimize the effect that rapid changes in temperature will have on the moisture content of the laminate floor an outside thermostat should be installed. If one is not present, suggest to your customer that this should be considered. Unlike conventional heating systems, which switch on as needed, radiant systems work most effectively and with less trauma to the laminate floor if the heating process is gradual, based on small incremental increases in relation to the outside temperature.

- Prior to installation proper moisture testing must be performed. Moisture content between substrate and laminate flooring should not exceed 4% for engineered laminate products
- Flooring should be acclimated to lived in conditions of the unit.
- Radiant heating system must be in operation and running continuously at least 6 days prior to installation.
- The radiant heat system must be controlled and the surface temperature of the flooring must never be allowed to exceed 82°F. The proper humidity level must be maintained within your home at all times during the year. Use of a humidification system may be required to maintain proper humidity levels to avoid excessive drying of the wood flooring
- Seasonal gapping should be expected
- Surface chipping can be expected if the proper humidity level is not properly maintained within 10 percentage points of the recommended relative humidity levels (30% -50% RH) or if the floor's surface temperature exceeds 82°.

#### **Warranty Exclusions**

This warranty does not cover damage caused by:

- Improper care or maintenance
- Accidents, abuse, or misuse
- Abnormal wear and tear such as damaged caused by spike heel shoes, insufficient protection from furniture, pebbles, sand and other abrasives
- Improper workmanship or installation not in accordance with Palmetto Road installation instructions
- Any noise and/or sound issues related to the floor (e.g. squeaking, hollow sound, etc.)
- Water/Moisture trapped beneath the floor due to improper subflooring or underlayment or from any other source
- Damage to flooring due to extreme temperature or relative humidity in excess of recommended environmental conditions
- Any damage caused by excessive moisture or vapor emission, topical spills left on the surface for extended periods, such as water or pet urine
- Damage caused by vacuum cleaner beater bars and hard casters or metal wheels

#### **Lifetime Structural Integrity Warranty:**

Palmetto Road warrants to the original purchaser that this laminate product, in its manufactured condition, will be free from defects in material or workmanship including milling, assembly, and dimension. Palmetto Road additionally warrants that this laminate product will not warp, cup, buckle, or delaminate when properly installed and maintained according to Palmetto Road installation instruction procedures and care guide. This

warranty includes installation over a radiant-heated concrete subfloor for approved floating installation methods.

Consult your retail salesperson or the Palmetto Road Customer Service Line 866-599-7999 if you have questions about the length of your warranty.

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

You (the original purchaser) should notify the authorized flooring dealer from which the original purchase was made of any defect no later than 30 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.

## **Routine Maintenance**

1. Use a damp cloth to blot up/wipe up spills as soon as they happen. Never allow liquids to stand on your floor.
2. For tough spots such as oil, paint, markers, lipstick, ink or tar, use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue.
3. Sweep, dust, or vacuum the floor regularly with the hard floor attachment (not the beater bar) to prevent accumulation of dirt and grit that can scratch or dull the floor finish.
4. Periodically clean the floor with cleaning products made specifically for laminate floor care.
5. Do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delamination, joint- line separation, or other damage that may not be covered by your warranty.
6. Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
7. Do not use any type of buffing or polishing machine.
8. For spots such as candy wax or chewing gum, apply isopropyl alcohol and let dwell for a few minutes. Gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Always clean with neutral cleaner or rinse with water to remove residue.
9. A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as a beach home.

## **Environmental Protection**

1. Entry mats will help collect the dirt, sand, grit, and other substances such as oil, asphalt, or driveway sealer that might otherwise be tracked onto your floor.

2. To prevent slippage of area rugs, use rug underlayment.
3. Use floor protectors and wide-load bearing leg bases or rollers to minimize the chance of indentations and scratches from heavy objects. As a rule the heavier the object the wider the floor protector.
4. Maintain a normal indoor relative humidity level between 30% and 50% throughout the year to minimize the natural expansion and contraction of the wood.
  - a. Heating season (Dry): A humidifier is recommended to prevent excess shrinkage due to low humidity levels. Wood stove and electric heat tend to create very dry conditions.
  - b. Non-Heating Season (Wet): An air conditioner, dehumidifier, or periodically turning on your heating will help to maintain humidity levels during summer months.
  - c. Avoid excessive exposure to water during periods of inclement weather.
5. Keep your pet's nails trimmed to prevent them from scratching your floor.
6. Never try to slide heavy objects across the floor.
7. A protective mat should be used for furniture or chairs with castors.

### **Minor Repair Instructions:**

In the event that accidental damage occurs to one of the planks, minor scratches or dents can be repaired using a Flooring Touchup Kit available from your retailer or local box store.

### **Glueless Laminate Board Replacement Repairs**

1. Cambridge glueless laminate may be assembled and disassembled several times. Care must be taken not to break assembly
2. Carefully disassembled glueless joints will retain their original locking integrity during re-assembly. New replacement plank(s) should be acclimated in the replacement area for at least 72 hours, to allow them to equalize to the conditions of the flooring in the room where the replacement(s) will take place.
3. Remove baseboard, wall base, or quarter-round as needed to replace the damaged board(s). Take the flooring apart, one row at a time, by lifting the rows to detach them, then separating the individual boards.
4. Be sure to stack the individual planks in the proper order for re-installation. This usually eliminates the need to cut planks for start or end of the row lengths.
5. Replace the damaged board with a piece from the edge of the original installation.
6. Insert the properly acclimated new plank(s) along the outer edge of the original flooring installation during re-assembly. This minimizes the chance that a newer plank might stand out from the wear condition of the original installation.
7. Re-install the baseboard, wall base, or quarter round, and the replacement/repair is complete.