



Chesapeake Collection

Limited Residential/Light Commercial Warranty

Palmetto Road/Struxtur 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 Palmetto Road Chesapeake Collection 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.

Warranty Exclusions

This warranty does not cover damage caused by:

- Improper care or maintenance
- Accidents, abuse or misuse
- Abnormal wear and tear such as damage caused by spike heel shoes, insufficient protection from furniture, pebbles, sand and other abrasives
- Improper workmanship or installation not in accordance with Palmetto Road/Struxtur 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/Struxtur 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/Struxtur additionally warrants this laminate product

will not warp, cup, buckle or delaminate when properly installed and maintained according to Palmetto Road/Struxtur 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 Struxtur Customer Service Line 866-599-7999 if you have any questions about the length of your warranty.

What should you 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

- Use a damp cloth to blot up/wipe up spills as soon as they happen. Never allow liquids to stand on your floor.
- For tough spots such as oil, paint, markers, lipstick, ink or tar, use acetone/nail polish remover on a clean white cloth, then wipe up the area with a damp cloth to remove any remaining residue.
- 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.
- Periodically clean the floor with cleaning products made specifically for laminate floor care.
- 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.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine.
- 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.
- A more frequent dust-mopping or vacuuming schedule may be required in very sandy areas such as beach home.

Environmental Protection

- 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.
- To prevent slippage of area rugs, use rug underlayment.
- 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.
- Maintain a normal indoor relative humidity level between 45 and 65 throughout the year to minimize the natural expansion and contraction of the wood.
 - 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
 - Non-Heating Season (wet): An air conditioner, dehumidifier or periodically turning on your heating will help to maintain humidity levels during summer months.
- Avoid excessive exposure to water during periods of inclement weather.
- Keep your pet's nails trimmed to prevent them from scratching your floor.
- Never try to slide heavy objects across the floor.
- 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

- Chesapeake glueless laminate may be assembled and disassembled several times. Care must be taken not to break assembly.
- Carefully disassembled glueless joints will retain their original locking integrity during reassembly. 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.
- 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.
- Be sure to stack the individual planks in the proper order for reinstallation. This usually eliminates the need to cut planks for start or end of the row lengths.
- Insert the properly acclimated new plank(s) along the outer edge of the original flooring installation during reassembly. This minimizes the chance that a newer plank might stand out from the wear condition of the original installation.
- Reinstall the baseboard, wall base or quarter round and the replacement-repair is completed.