

## Woodlane Lifetime Residential Wear Warranty

Applies to all Woodlane (301 xxx)

Next Floor™ warrants that this product:

- Will not wear through, where “wear through” means the complete loss of decorative layer so that the printed pattern changes over a minimum of 3% of the total installation.
- Will be free from manufacturing defects.
- This warranty applies to owner occupied residential units / properties only. Residential rental units / properties are covered by the Commercial Wear Warranty below.
- This warranty is subject to the remedies, conditions and limitations listed below.

## Woodlane Lifetime Residential Water Resistance Warranty

Applies to all Woodlane (301 xxx)

Next Floor™ warrants that this product:

- Will not be damaged by normal residential household spills (1 litre or less of liquid) on the surface of the floor. (Applies only to complete planks in their original manufactured state, cut edges will no longer be sealed against moisture penetration. Cut edges are generally located close to walls and away from areas that spills usually occur, however sealing all cut edges with a silicone sealant is strongly recommended.)
- Spills should be wiped up as soon as possible or at least within 72 hours. Excessive spills (more than 1 litre of liquid) or spills left for longer periods will void warranty.
- This product is not suitable for damp rooms such as saunas, rooms with damp concrete or rooms with floor drains.
- This warranty does not cover leaking pipes, household mechanical failures, appliance leaks, pet urine or any form of flooding.
- This warranty applies only to Woodlane product; no representation is made about the effect of excessive or prolonged moisture on subfloors.
- This warranty is subject to the remedies and further conditions and limitations listed below.

## Woodlane Lifetime Residential Stain & Fade Resistance Warranty

Applies to all Woodlane (301 xxx)

Next Floor™ warrants that this product:

- Will resist permanent stains from normal household food and drink items, provided that the floor is properly installed and maintained in accordance with Next Floor™ recommendations (visit [www.nextfloor.net](http://www.nextfloor.net) for complete Installation Instructions and Care and Maintenance Recommendations). A stain is defined as an irreversible localized color change rated less than 3.0 on the AATCC Grey Scale of Evaluating Staining (1.0 = more change: 5.0 = less change).
- Will not fade as a result of direct sunlight or household lighting. Fading is defined as an irreversible localized color change rated less than 3.0 on the AATCC Grey Scale of Evaluating Shade Change (1.0 = more change: 5.0 = less change).
- This warranty excludes willful damage including burns, as well as any damage or discoloration caused by harsh substances (i.e drain cleaner, bleach, battery acid etc.) that may degrade or destroy the flooring.

- This warranty is not a cleaning contract. The consumer must perform proper cleaning and maintenance regularly and as needed. In order to make a claim under this warranty, the owner must have attempted to remove the stain within three (3) working days after occurrence of the spill.
- this warranty is subject to the remedies and further conditions and limitations listed below.

## Woodlane 15 Year Moderate Commercial Warranty

Applies to all Woodlane (301 xxx)

Next Floor™ warrants that this product:

- will not wear through, where “wear through” means the complete loss of decorative layer so that the printed pattern changes over a minimum of 3% of the total installation.
- will be free from manufacturing defects.
- This warranty is subject to the remedies, conditions and limitations listed below.

**Note:** Moderate commercial is defined as moderate traffic commercial areas such as business offices, boutique shops, home offices, residential rental units and properties, etc. Heavy traffic areas, entry foyers, corridors, food preparation and service areas, or any areas where there are heavy rolling loads are not covered by this warranty.

The following remedies are available to you if the floor fails to perform according to these warranties:

- During the first two years following installation, Next Floor™ will at its option (i) repair the floor to conform to the warranty or (ii) replace the affected area with another floor of equal value and quality at the pro-rated percentage cost of the material based on the following schedule
  - During the first year: 100% credit
  - During the second year: 90% creditIf the floor was professionally installed by a certified laminate installer, Next Floor™ will also pay reasonable replacement labor costs during the first two years after installation.
- After the second year, Next Floor™ will at its option (i) repair the floor to conform to the warranty or (ii) provide a credit note for material only (no labor) at the pro-rated percentage cost based on the following schedule:
  - During the third year: 80% credit
  - During the fourth year: 70% credit
  - During the fifth year: 60% credit
  - During the sixth year: 50% credit
  - During the seventh year: 40% credit
  - During the eighth year: 30% credit
  - During the ninth year: 20% credit
  - After the ninth year: 10% credit

### Conditions and Limitations

- The product must be properly installed according to Next Floor™ installation instructions. Defective installation is not covered by the warranty. Proper installation includes but is not limited to inadequate expansion space, inadequate subfloor, and improper subfloor preparation. Subfloor must be clean, smooth, flat, solid (no movement), and dry, and all sources of subfloor moisture must be remedied prior to installation. Visit [www.nextfloor.net](http://www.nextfloor.net) to view full installation instructions for these products.
- Water damage due to installation on unlevel or uneven floors where liquid will pool or run is not covered by these warranties.

- Woodlane is not to be installed in areas that are not temperature and humidity controlled.
- Excessive subfloor cracking and movement can cause the floor to crack. Next Floor™ cannot be responsible for damage from an unstable or deteriorating subfloor.
- Applies only to material sold as first quality.
- Scratches, chips and gouges are not covered by these warranties.
- Damage from inappropriate maintenance is not covered by the warranty. This includes but is not limited to over wetting (wet mopping is not a recommended cleaning method for Woodlane products) and damage from vacuum cleaners.
- Damage and/or joint failure from abuse such as furniture moving, the use of caster chairs without proper floor mats/protectors, or repeated rolling loads are not covered by these warranties.
- Discoloration from heat, mold or alkali are not covered by these warranties.
- Problems resulting from excessive moisture in the subfloor are not covered by these warranties.
- Next Floor™ will not pay labor to replace material installed with visible defects that could be seen prior to installation.
- These warranties do not cover the cost of moving furniture, appliances or computers, or other site preparation required for the replacement.
- These warranties do not cover mouldings and trims.
- A difference in color of the floor compared to the sample or photograph are not covered by these warranties. Subtle differences in texture compared to the sample are not covered by these warranties. Production lots will vary, and these differences are not considered manufacturing defects.
- Squeaking sounds and/or “noise” are not covered by this warranty. These issues when they occur are a result of one or more of the following issues: subfloor issues, improper installation, an obstruction somewhere in the installation that is preventing the floor from floating as intended.
- Damage from inappropriate footwear such as golf spikes, ice skates and other athletic footwear is not covered by these warranties.
- These warranties apply only to the initial owner and are non-transferable and provide a maximum of one replacement floor.
- The residential warranties cover only normal household conditions commonly associated with daily household use.

#### How to File a Claim

If you think that there is a defect in your Woodlane flooring that is covered by these warranties, you must notify the retailer (or distributor) who sold you the flooring. Your retailer (or distributor) will be able to file a claim on your behalf. Proof of purchase, including the Next Floor™ invoice number for the material involved, the date of purchase and the date of installation must be presented to file a claim.