



## Warranty Guide

### WATER PROOF VINYL

#### MAINTENANCE

**NOTE:** 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 will also void the warranty.

**STEP 1:** Clean and vacuum your floor regular to remove any dust or grit that can accumulate on the surface or in the grooves 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 grooves causing black lines to form. Vacuuming removes these particles from your floor and avoids these potential issues.

**STEP 2:** Use a liquid cleaner to remove any stubborn dirt or scuff marks. There are many vinyl floor cleaners available and on the market. Be sure to choose a cleaner that is specifically recommended to clean vinyl floors and follow the included instructions to clean your floor.

**STEP 3:** On a daily basis be sure to wipe of spills when they occur. Although there is a 72hr warranty on water proof products, it is always better to wipe up spill earlier than later.

#### WARRANTY

**WATER PROOF** During the warranty period, the structural integrity of this product will not be adversely affected by standing water on the surface for up to 72hrs.

**WEAR RESISTANCE** During the warranty period, the decorative wear layer will not wear through on the surface of the boards. The decorative layer must be worn through and this must be visible from a standing position and cover a minimum of 2 square centimetres. Gloss reduction is not considered wear.

**FADE RESISTANCE** During the warranty period, the floor will not noticeably fade due to exposure to sunlight or an artificial light source.

**STAIN RESISTANCE** During the warranty period, the floor will not stain due to exposure to household products such as food, beverages, and appropriate cleaning products.

**JOINT INTEGRITY** Triforest joint locking systems are engineered to minimize and reduce gapping. During the warranty period, the flooring will not gap by more than 0.2mm as reflected in seasonal fluctuations of natural products.

**MANUFACTURING DEFECTS** Lifetime warranty that this product will be free of manufacturing defects.

#### CANADIAN LOCATIONS:

Langley, BC  
Richmond, BC  
Calgary, AB  
Winnipeg, MB

Markham, ON.  
Mississauga, ON.  
Ajax, ON.  
Montreal, QC

#### USA LOCATIONS:

Los Angeles, CA.

#### BRANCH CONTACT INFORMATION:

[toucanflooring.com/contact-us](http://toucanflooring.com/contact-us)



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#### EXCLUSIONS AND CONDITIONS

- ◇ The warranty requires that the proper installation and maintenance requirements be followed and respected.
- ◇ The warranty is non transferable and extends to the original purchaser.
- ◇ Take care to inspect boards prior to installation as the installation of noticeable defects are not covered under this.
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- ◇ Damage or discolouration from exposure to strong detergents, chemicals, paints, dyes, latex or rubber mats, Fertilizers, etc...
- ◇ Discolouration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, etc...
- ◇ Damage caused by dragging heavy objects like furniture across the floor with floor protections.
- ◇ Damage resulting from accidents.
- ◇ Damage from pet claws, teeth, and urine.
- ◇ Damage from abuse or improper use such as casters on furniture, rotating beeter bars on vacuum cleaners, burns, cuts, impacts from heavy and/ or sharp objects, narrow or stiletto heels, cleats and unprotected furniture legs.
- ◇ Damage caused by appliance or plumbing leaks.
- ◇ Construction damage due to other trades.
- ◇ Damage from hydro-static pressure and moisture from beneath the floor.

#### DISCLAIMERS

- ◇ Failure to follow installation and maintenance procedures may result in voiding some or all of the warranty.
- ◇ If the product fails to perform as stated in the warranty, the manufacturer reserves the right to have the product inspected.
- ◇ If the product is deemed defective, the manufacturer reserves the right to either repair or replace the defective area with the same colour, design and grade of product if available. If the product is no longer available, the manufacturer will present a selection of equivalent material from which to select.
- ◇ If repair or replacement of an area is deemed as warranted, the rooms or areas to be replaced must be cleared of furniture , appliances and/ or any objects on the floor.
- ◇ Reasonable labour costs will be considered if the floor was professionally installed.
- ◇ Any additional claims for loss of profit, moving or storage of furniture, appliances and valuables, hotel accomodations or meals are not covered by this warranty.

**NOTE:** Allowed warranty exclusions and limitations vary from jurisdiction to jurisdiction. Therefore the application of this warranty may vary from province to province and state to state.

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