

Fuzion Waterproof Laminate – Neptune and Odyssey

Warranty & Care Instructions

Limited Lifetime Residential and 10 Year Light commercial Warranty

What this Residential Limited Warranty Covers:

Lifetime Structural Warranty

Fuzion warrants to the original purchaser that this Laminate product, in its manufactured condition, will be free from defects in material workmanship including milling, assembly, and dimension. Fuzion Additionally warrants that this product will:

Not Warp, cup, buckle or delaminate when properly installed and maintained according to Fuzion’s installation instruction procedures and care guide. This warranty includes installation over a radiant heated concrete subfloor approved for floating floor installation methods.

Wear & Stain Warranty

Fuzion warrants that for 25 years from the date of original purchase, your floor

- Will not stain
- Will not wear through
- Will not fade as a result of sunlight or artificial light
- Will resist damage under normal conditions (see Care & Maintenance)
- Gloss reduction does not constitute “wear”

Water Warranty

Floor will resist damage from moisture due to wet mopping and everyday household spills. This product is waterproof. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur. The moisture warranty excludes damage resulting from mold and /or mildew growth due to prolonged exposure to moisture. The warranty does not cover flooding. The test method for water resistance application is the actual version of the NALFA Laminate Surface Swell Test – Assembled Joint testing procedure.

10 Year Light Commercial Warranty

Light commercial use means use in environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. Light commercial use only includes use in the following commercial areas:

Apartments, Retail Store Fronts, Medical Offices, Hotels/Motels, Educational/School Facilities, Business Offices, Restaurants, Multi-Family housing, Condominiums:

In each of the aforementioned environments, the following uses are permitted: Entryways (walk off mats are required), Sales Floor/Showroom, Breakrooms, Office environments, Storage and dressing Rooms, Lobbies, waiting room areas, Hallways, Nurses Stations, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices, Individual Housing Units, Classrooms, Common Areas, any area not considered as high traffic/heavy commercial.

What Fuzion will do should you need warranty service:

If Fuzion honors a claim under this limited warranty, it will repair or replace at its sole option, the cost of the affected flooring material only. In the event that the colour installed is no longer available, Fuzion will authorize your dealer to replace the affected floors with another Fuzion product of equal or lesser value. Fuzion is not responsible for any other costs arising from the removal or installation of the product. The above-described remedy is the purchaser's sole and exclusive remedy for claims under this limited warranty.

Exclusions:

- The warranty is no transferable. It extends only to the original purchaser.
- The warranty applies only where the affected areas is visible and covers an area greater than 1 square inch.
- Noises and squeaks do not constitute wear or swelling. It is an indicator of pinch points, or movement in the subfloor and is not warranted

Damage arising from :

- Accidents, abuse, or misuse
- Exposure to extreme heat
- Scratching, Impact, cutting, or flooding due to plumbing failure of natural disasters.
- Damage from chairs or furniture with hard plastic or metal castors
- Improper installation
- Improper care & maintenance
- Freight
- Any moisture coming from the subfloor (i.e., hydro static pressure)
- Modifications, alterations, repair, or service by a non-authorized floor covering dealer.

Floor Care & Maintenance

Note: All wood-based products, are hygroscopic (they will react to moisture) and as a result will expand and contract accordingly. All sources of subfloor moisture must be remedied prior to installation.

1. Use a dry or dry/damp cloth to blot up spills as soon as they happen. Do not allow liquids to stand on your floor.
2. Do not pour liquid or liquid cleaners directly onto the floor or use an excessively wet mop that will puddle or allow water to continue standing on the floor.
3. The use of a steam cleaner is allowed if steam is not being applied directly to the laminate floor. Use the steam cleaner with a clean, soft cloth or rag between the steam opening and the flooring, this will also guarantee a homogenous heat and steam distribution. It is also important that you not hold the steam apparatus on the same spot for any length of time and clean the floor in the lengthwise direction of the design. The use of a Wet jet mop is allowed provided it sprays a small amount of water in front of the cloth to clean the floor.
4. 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.
5. Avoid abrasive pads, or cleaners like Comet, Soft Scrub etc. It may damage the finish.
6. Sweep, dust, or vacuum the floor regularly with the brush attachment to prevent accumulation of dirt and grit that can scratch and dull the finish.
7. Do not use Buffing or polishing machines.
8. Ude walk off mats at exterior entry ways.
9. Use felt floor protectors under chairs and furniture.
10. Keep pet nails trimmed to help prevent them from scratching your floor.
11. Never try to slide or roll heavy objects across the floor.
12. Chair castors should only be the soft non-Scratching type.