

### **COMPREHENSIVE WARRANTY PROGRAM**

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This document details coverage and limitations for the following warranty for laminate flooring:  
**15 Year Limited Residential Warranty**

### **15 YEAR LIMITED RESIDENTIAL WARRANTY**

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Eastern Flooring Products® warrants to the original end consumer that, from the date of purchase through the end of applicable limited warranty, your Seneca Plus collection planks, will be free from manufacturing defects\* and, in their original manufactured condition, and under normal household conditions\*\*, will (1) not fade due to sun or electrical light, (2) not have their laminated surface wear through\*\*\*, (3) not stain, (4) resist damage from moisture due to wet mopping and every day household spills\*\*\*\*, and (5) have their joints remain secure. This residential limited warranty is subject to the terms and conditions set forth below and, for the avoidance of doubt, does not apply if used in a commercial setting.

\* Manufacturing defects means verified problems or defects existing prior to the first shipment of the planks resulting from the manufacture, materials or workmanship of the planks that render the planks unable to function in a manner consistent with and according to the specifications provided by and/or defined by the manufacturer that are applicable to the planks.

\*\* Normal household conditions means those daily activities commonly associated with residential use.

\*\*\* 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 water resistant. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This 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.

### **TERMS AND CONDITIONS**

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This limited warranty for the flooring planks is made with respect to the following terms and conditions:

### 1. **Acceptable Installation Method**

It is required that all Seneca Plus flooring planks be installed correctly and in accordance with Eastern Flooring Products® Installation Instructions and Sub-Floor Preparation Guidelines. The Installation Instructions are provided in the insert sheet of each box of material.

#### **In accordance with industry standards:**

A moisture test should be performed prior to installation. A moisture test is required not only in new buildings but also in renovated installation areas.

If you are installing Vista laminate floors over a wood subfloor, a vapor barrier is not required. However, wood subfloors must have a moisture reading  $\leq 12\%$  across the complete installation. Any dampness from construction materials, such as moisture in the concrete slab or another sub-floor must be completely dry prior to installation.

If the desired installation room is an area that is susceptible to spills or liquid getting behind skirting (molding) boards, the perimeter of the room must be completely sealed using a 100% silicone sealant. An acrylic sealant should not be used. A small silicone bead should be applied where the molding meets the floor, creating a perimeter barrier to prevent any spills or liquids from getting underneath or behind the molding. Any fixed objects, door frames, etc. should be sealed in the same way using a silicone sealant.

It is important that the installer completely engages the locking system on all 4 sides of each plank when installing, to avoid any gaps that could potentially void the warranty.

### 2. **Proper Care & Maintenance**

The Seneca Plus planks must be maintained in accordance with the Seneca Plus care and maintenance instructions. A copy of the Care and Maintenance Instructions should be provided to you at the time of purchase or should be obtained through a Seneca Plus reseller, or by visiting [www.EasternFlooringProducts.com](http://www.EasternFlooringProducts.com). The Care and Maintenance Instructions include, but are not limited to, the following:

- a. The planks must be used only indoors in a dry, climate-controlled area.
- b. Floor protectors (ex: felt pads) that do not stain should be used to protect the planks.
- c. The primary cleaning method that should be used is dust mopping. Mop using only a well wrung out mop and warm water only. Use only non-abrasive soap-free cleaners made specifically for laminate floor care to clean the planks. (NEVER USE: Detergent, soaps, “mop-and

shine” products, waxes, polishes, abrasive pads or cleaners, including nylon scouring pads, steel wool, Comet™, Soft Scrub™, etc. that may damage the finish.)

- d. Do not use a wet mop that will puddle or leave moisture standing on the planks. Any approved cleaning solution used should not be poured directly onto the planks, but instead should be applied to the mop or cloth used for cleaning.
- e. For the best cleaning results, use 1 cup of white vinegar per gallon of warm water.
- f. Any spills should be wiped up immediately. In any event, liquid should not be left on the planks longer than reasonable.
- g. If your home is susceptible to ongoing or frequent intrusion of dirt or sand, it is recommended that you mop, dust mop or vacuum, more frequently.
- h. Scratches typically occur when large heavy object are moved across the floor. Exercise caution when moving large objects or appliances like stoves, refrigerators, furniture or other heavy objects. It is recommended that you use devices or material suitable for sliding heavy objects, never slide heavy objects across the floor without protection for the floor.
- i. The use of protective non-staining walk-off mats in entryways and in heavier traffic areas are required.
- j. If left unkept, your pets nails could cause harm to your floor. It is recommended that you maintain your pet’s nails by regularly trimming in order to prevent them from scratching the planks.
- k. When cleaning or vacuuming, use only vacuums and tools designed for hard surfaces. 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 homogeneous 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, Liquid buildup on the floor should be avoided. It is prohibited to use any type of polishing or buffing machine to clean the floor. It is important to keep your floors clean, we recommend frequent dusting, vacuuming or sweeping to avoid the accumulation of any particles that could dull or scratch the surface finish. It is prohibited to use devices such as floor scrubbers, floor buffers, or any other similar device or product that could damage the surface of the planks, the joints, or the locking system.

- I. Protective chair mats are required under desk chairs.

## WARRANTY EXCLUSIONS

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### **This limited warranty does not cover:**

- a. Conditions or defects caused by installing the floor not in accordance with the Instruction Guide or the installation instructions set forth in this limited warranty, or improper use, care of maintenance.
- b. Damage resulting from excessively wet maintenance or from using detergents abrasive cleaners, soaps, waxes or polishes.
- c. Accidents, misuse, or abuse (pet damage is abuse).
- d. Any planks that are installed which contain a visible manufacturing defect.
- e. Abnormal wear such as damage from spiked heel shoes, lack of protection from furniture or hard casters, or surface dulling from sand, gravel, abrasive cleaners, or adhesive residue.
- f. Any damage caused by moisture that occur from events outside of everyday household spills. This includes but is not limited to standing water or urine, flooding due to mechanical failure or appliance leaking, broken pipes.
- g. Any gaps in the joints that are due to improper installation, improper use, inadequate care or maintenance.
- h. Any damage caused due to the planks being exposed to excessive or extreme temperatures.
- i. Any damage caused by moisture in the subfloor or coming from underneath the floor. This includes, but is not limited to, damage from hydrostatic pressure underneath the floor or any other condition that results in any kind of moisture coming from underneath the floor.
- j. Any accidents, improper maintenance or damage caused by scratching, heavy impact or the cutting of the planks. Any damage resulting from the use of floor scrubbers, steam, vacuums with beater bars, or any similar device is not covered under this warranty.
- k. The skirting or moldings.
- l. Any damage that is due to the shipment, transportation or moving of the product.

- m. Any modifications or the altering of the planks from their original manufactured condition.
- n. Any change in the gloss level or sheen variations from later product additions or repairs.
- o. Damage from rolling loads, including wheelchairs/electric motorized chairs.

### HOW TO MAKE A CLAIM

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Other than a claim for a manufacturing defect, any claim under this limited warranty must be made by delivering a notice of claim within 30 days of the appearance of the defect to the original reseller (with a copy to Eastern Flooring Products®) where the flooring was purchased. The claim should list the detailed reason for the claim, product specifications, style and must be delivered to the original reseller along with the original purchase and installation documentation. All claims under this warranty must be made prior to the expiration of the warranty period.

Eastern Flooring Products® expressly reserves the right to inspect any alleged defect or have it inspected by its authorized agents, and the right to request photographs, planks for testing, and/or an independent inspection by a certified licensed independent flooring inspector prior to approving any claim.

### EASTERN FLOORING PRODUCTS® RESPONSIBILITY UNDER THIS WARRANTY:

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If a claim under this warranty is determined justified, Eastern Flooring Products® will repair or replace, at its sole discretion, only the affected flooring planks. Any replacement planks will be provided by the reseller where the original defective planks were purchased.

If a claim is made and the exact product is no longer available, Eastern Flooring Products® may replace, at its sole discretion the affected planks with another Eastern Flooring Products® design of equal value.

Eastern Flooring Products® is not responsible for any labor, materials or other cost associated with the replacement of the affected planks or the installation of repaired or replaced planks; with the exception of the optional refund (if any) provided that, if the affected planks were professionally installed, Eastern Flooring Products®, at its sole discretion, will cover reasonable replacement labor costs for the replacement of Eastern Flooring Products® manufactured planks.



# Seneca Plus

## WARRANTIES

Once a claim is approved, Eastern Flooring Products® will instruct the manner in which to proceed in order to have the affected planks repaired or replaced, the instructions must be completed within ninety (90) days after the claim is approved or all rights are waived under this limited warranty.

### DISCLAIMERS

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The limited warranty is not transferable and applies only to the original end consumer for so long as he or she owns the planks and the original installation site. This limited warranty applies only where the affected area is readily visible and covers an area greater than one square inch.

Information concerning the planks contained in Eastern Flooring Products® catalogs, samples, descriptions, advertisements, or other marketing or promotional material or statements made by sales representatives, or retailers are for general informational purposes only and are not binding and you should not rely on any such information concerning the planks. Sales representatives, or retailers have no authority whatsoever to modify this limited warranty.

Any incidental or consequential damages are hereby disclaimed by Eastern Flooring Products®. This limited warranty gives you specific legal rights, you may have other rights that vary from state to state.

If any part of this warranty is determined to be invalid or unenforceable, it will not affect the validity or enforceability of any other provision. This limited warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless it is in written form and signed by an authorized representative of Eastern Flooring Products®.