



Warranty and Maintenance Instructions for your new beauflor

Warranty – Limited Residential

Beauflor sirocco and Oceana are warranted for the lifetime of the original purchase. If Beauflor Sirocco or Oceana has a manufacturing defect Beaulieu International Group will arrange for the floors' replacement only. If the flooring, Sirocco or Oceana wear through the Engineered Composite during the original purchase's lifetime, Beaulieu International Group will provide material of equal value at that time. Removal and installation is not included.

About Your Beauflor Flooring Warranty:

Proof of Purchase date (consumer receipt) is necessary to verify all warranty claims.

The Warranty coverage applies only to the original purchaser and is not transferable.

Installation of residential products for commercial use is not covered.

Correct installation practices are critical to the appearance and performance. Your floor must be installed following all standard installation practices. Installation problems (i.e. improper subfloor, poor subfloor preparation use of adhesives and seam sealers other than those specifically recommended for Beauflor are the responsibility of the flooring retailer/installer and are not covered by this warranty. This warranty does not cover labor cost on non-professionally installed floors or on floors installed with obvious visible defects. Be sure to discuss installation matters with your installer.

Construction-related damage is not covered by this warranty.

Following correct care and maintenance procedures for your floor is critical.

The following conditions are not included in the warranty coverage:

- Loss of gloss or build-up dulling film due to improper or lack of maintenance
- Damage resulting from failure to follow care instructions (i.e. scuffs, scratches, cuts)
- Staining (i.e. rubber-backed floor mats, tracked-in dyes from carpet, fertilizers)
- Severe accidents (i.e. burns, flooding, fires)
- Abuse (i.e. dragging heavy objects across the floor without proper protection)
- Fading or discoloration from heat or sunlight
- Damage cause by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.

Wearing through is defined as complete loss of the wearlayer so that the pattern or design is altered. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of Beauflor. Floors

discolored by underlayment panels will be replaced only one time. – Material Only – If the replacement floor fails in the same manner, the discoloration is not covered by this warranty. Color shade, or texture variations between samples or printed color photography and the actual materials is not covered.

Maintenance

Beauflor products, like any floor covering material, need to be properly maintained to stay beautiful. The following are a few guidelines to follow:

Routine Maintenance (recommended weekly minimum)

1. Regularly sweep your floor with a soft bristle broom to remove dirt and grit to prevent scratches.
2. “Mop” the floor with a ‘Swifter®’, using a mild neutral detergent (or clear, non-sudsy ammonia and warm water) to remove dirt and grime.
3. Rinse with clean water.
4. Wipe up spills with a clean white cloth dampened with warm water.
5. Never use abrasive or acid based cleaners, sops, paste waxes, solvents or “mop and shine” products, as they can leave a film that will discolor the floor or make it appear dull.
6. When vacuuming do not use a vacuum with a rotary beater bar as it may damage the surface of the material.
7. Do not use wax or polish. Do not buff.
8. Beauflor, like other type of smooth floors, can become slippery when wet. Allow time for the floor to dry after washing, wipe up any wet areas from spills of foreign substances and wet feet.

What should you do if you have a problem?

Our floors are designed to give you complete satisfaction and peace of mind. If you should be dissatisfied with your purchase please call the retailer from where you purchased the floor. They will do all that they can to answer your problems and remedy your complaint. If you still need further reassurance then please mail our Customer Service Center Virginie.Versavel@bintg.com between 8am and 5pm Mon-Fri (except for legal holidays). Please ensure that you have your original purchase details and the original purchase receipt. Without these details it is not possible for Beauflor to verify the date and proof of purchase and resolve your problems.