

Next Generation

Warranties and Floor Care

IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours
 - Avoid scrubbing or washing the floor for 48 hours after installation.
- CAUTION – When using mineral spirits follow precaution on container. Flammable liquid use with care.

LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

Floor Source warrants that you Next Generation flooring will be free from manufacturing defects and for a period of 6 years following the date of purchase, under light commercial use, will not discolor from mold, mildew, or alkali.

Correctly constructed wood under floors are not subject to moisture transmission. The light commercial warranty applies only to floors installed directly on concrete subfloors. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, water leakage through sliding glass door is not covered under warranty.

-Light commercial is defined as 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. If there is any question as to whether the site is determined to be light commercial contact your local Floor Source Distributor.

Residential	Light Commercial	Commercial
Kitchen	Small Restaurant	Large Restaurant
Bedroom	Waiting Room	Large Retail
Dining Room	Trade Booth	Hair Salon – working area
Rec. Room	Small Retail Shop	Assisted Living
Bathroom		Nurses Station
Foyer		School Classrooms
		Large Offices

LIMITED WARRANTY FOR RESIDENTIAL USE

Floor Source warrants that you Next Generation flooring will be free from manufacturing defects, and the number of years specified below following the date of purchase, under normal household conditions, will not: Wear out – Fade – Stain – Delaminate – Gap.

Next Generation - Stargaze	Lifetime
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-Normal Household conditions means the daily activities commonly associated with residential use and includes that the floor will no stain from human or animal urine, vomit or feces.

--A gap is defined as: A gap bigger than the thickness of a business card (10mils) and longer than the short side of a business card (2”),

- The temperature of the room must be maintained between 65 degrees and 85 degrees at all times.

If your Next Generation fails to perform as stated in the applicable Limited Warranty, Flor Source will, at its option repair without charge the affected area to conform to the warranty.

If not repairable inspection will be first made by distributor representative. If no remedy is made and independent inspection may be deemed necessary.

Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

IF YOU HAVE A WARRANTY CLAIM

Contact the store where you purchased the floor and describe the problem. In many cases, the retailer can provide you with a solution to correct the situation. If a solution isn't available an independent inspection may be required. The Flooring Distributor should contact Floor Source Claims Department. Floor Source will set up independent inspections. If the inspection report determines a defect Floor Source will cover the cost of inspection. If no defect is determined the inspection cost shall be the responsibility of the distributor. Invoice information is required as well as a claim form submitted to Floor Source.

NEXT GENERATION LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- Floor Source limited warranty protection applies to floors purchased on or after June 1, 2017. Proof of purchase is necessary to verify all warranty claims
- The Warranties do not apply to seconds or off-goods grade products.
- The Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation.
- The warranties do not cover construction related damage.
- The Warranties so not cover conditions caused by improper use or maintenance, such as:
 - Loss of gloss or build-up of film due to lack of maintenance or improper maintenance
 - Damage resulting from failure to follow floor care instructions outlined.
 - Scuffs, scratches or cuts.
 - Damage or discoloration from carpet dyes, fertilizers, or other chemicals.
 - Staining from use of mats not labeled non-staining.
 - Damage caused by burns, flooding, fires, and other accidents.
 - Damage caused by abuse (dragging heave or sharp objects across floor without proper protection).
 - Damage caused by caster wheels or vacuum cleaner beater bars.
 - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest flat on the floor.
- The Warranties do not cover discoloration or expansion from heat or sunlight. A combination of heat and sunlight can cause most home furnishings fading, discoloration, or thermal expansion. Prolonged direct sunlight can result in discoloration and excessive temperatures may cause floor to expand (which may cause bucking) or delamination.

-For purposes of the Warranty for Residential use, “wear out” means complete loss of the Floor Source wear layer so that the printed pattern or design of the floor is altered.

-The Warranties do not cover variations of color, shade, or texture of the floor purchased from those shown on samples, photographs, or literature.

-Although Next Generation is not susceptible to damage from moisture, excessive subfloor damage is an ideal breeding ground for mold, mildew and fungus. The Warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.

UNDER THE TERMS OF THESE LIMITED WARRANTIES FLOOR SOURCE WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE

Note: Some states and provinces do not allow the exclusion or limitations or exclusions may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some states and provinces do not allow limitation on how long an implied warranty last, so the above limitation may not apply to you.

EXPECT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY FLOOR SOURCE COVERING THIS PRODUCT.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state in the U.S. or province to province in Canada.