

## LAMINATE MAINTENANCE & WARRANTY

### WARRANTY

**Pre-installation warranty:** Before leaving the factory, each floorboard is carefully inspected and shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor is what they expected. Any boards that are defective should be set aside, and they may be replaced free of charge. Laminate floors have characteristics that cannot always be fully viewed in a display sample or handset. Samples exposed to ultra-violet light can also experience subtle changes.

**Lifetime Structural Warranty | 10 Years Light Commercial Structural:** Monogram Floors warrant that the floorboards will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank fails, Monogram Floors will repair, replace, or refund the original purchase price of the floor (our option). The factory warranty applies only to the original owner and is non-transferable.

**Finish Warranties:** Our aluminum-oxide, polyurethane finishes are guaranteed to not wear through for 20 years in residential / 5 years in light commercial. Laminate will not be damaged by localized, topical moisture spills provided they are properly addressed within 72 hrs. of occurrence. Watershed Laminates may be installed in laundry rooms, kitchen and bath areas so long as all cut ends and sides are sealed with a silicone sealant, especially at all walls, appliances, tubs, showers, toilets and exterior doors.

**Radiant Heat Warranty:** It is critical and required under the terms of this warranty that the floor be installed to specification. The surface temperature of the floor should not exceed 80°F 27°C. Relative humidity should be maintained between 30 to 55%. Hydronic and Fiber Thermic Electric Mat systems are approved when installed according to the manufacturer's guidelines. (see installation instructions and radiant heat guide for greater detail).

### Exclusions to Warranties

- 1. Color Variation:** Laminates floors can vary in color and appearance from board to board. This is considered a natural, production aspect of the product.
- 2. Ultraviolet Light/Sunlight Exposure:** Subtle changes will occur when the flooring is exposed to UV rays from sunlight, florescent and/or incandescent bulbs. Window coverings, UV-resistant tint, and solar screens can minimize but not eliminate, this natural occurrence.
- 3. Pre-Installation Inspection of Boards:** Boards exhibiting manufacturing defects are eligible for replacement. Return unused boards for free replacement material. However, material that is subjectively viewed as defective but meets Monogram Floors and industry standards for grade will not be replaced. Boards that are installed when visibly defective will not be eligible for replacement.
- 4. Reaction to Environmental Conditions:** Laminate is wood-based product and as such can expand and contract as it gains and loses moisture. Some gaps between the boards during low-humidity

seasons are normal and not considered a defect. Maintaining optimum humidity levels will minimize these occurrences.

**5. Adverse Environment:** Damage created by moisture, sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, improper moving of furniture or appliances and pet claw damage is excluded from this warranty.

**6. Maintenance:** Full compliance with maintenance instructions is required. Bona Hard Surface Floor Cleaner is recommended. Spills must be wiped up immediately to prevent damage to the boards.

## Maintenance & Warranty Guide

### Maintenance Guide

**1. Regular Maintenance Dust Removal:** Since laminate flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish.

Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. NOTE: Do not use treated commercial dust-mop or Swiffer™-type products because they can contain petroleum-based solvents that can leave a chemical residue.

**2. Clean Up All Spills:** All spills must be cleaned up immediately to prevent damage to the floor. Spills can be cleaned up with a moistened, well-wrung-out soft cloth or sponge. Once the spill is removed, spray Bona Hard Surface Floor Cleaner on a clean, moist, towel to remove all remaining residue.

**3. Regular Cleaning:** Follow the instructions on the bottle of Bona Cleaner. The cleaner can be sprayed on the head of the Bona Mop System or directly to the floor in a fine mist. This mop system consists of a terry cloth boot that covers an applicator head. The terry boot must be moistened with water and well wrung out before applying the cleaner.

**4. No Wet Mopping/Steam Cleaners:** Do not use string mops, sponge mops, or steam cleaners to clean a Monogram Laminate Floor.

**5. Dent Prevention:** Cloth glides must be applied to chairs and furniture legs. Double-barrel coaster wheels should replace hard rubber or metal wheels. Kitchen appliances should be carefully moved on air sleds, well-padded dolly or glides designed to protect the flooring from damage. Indentations are not covered by the warranty.

**6. High-Traffic Areas:** To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Place mats at the kitchen sink and, if you prefer, in front of the stove as well. Only use Natural Rubber or Felt backed rugs/pads. Do not lay jute-back or sisal-type rugs on the floor without a protective backer on the rugs to prevent damage to the finish.

### Characteristics of your Monogram Laminate Flooring

**Expansion and Contraction:** Although laminate floors are very stable, there are a few things to remember: As a wood-based product it reacts to changes in temperature and humidity. Small gaps between planks are a normal occurrence with changes in relative humidity. These gaps are seasonal and show up primarily in the winter when cold temperatures lower the relative humidity in the air.

Laminate flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50° and 80°F.

NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor. Replacement of and/or resetting of cabinets and furniture are not covered by the warranty.

**Ultraviolet Light & Color Changes in Floor:** Laminate floors can react photo chemically to UV rays from the sun and indoor lighting sources. Where heavy sunlight is experienced, solar UV films and/or screens can minimize the speed and degree of change but cannot stop it entirely.

This warranty applies to all flooring purchased after December 1, 2023. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Monogram Floors. is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original retailer to arrange an evaluation of the floor