



AquaShield Laminate
Warranty and Installation Instructions
Lifetime Residential Water-Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 25 years after the date of purchase of the product when used under normal residential traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. If the product wears through, stains or fades, we will at its option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

10 Year Light Commercial Water-Resistant Laminate Warranty

The manufacture warrants to the original purchaser that the flooring will be free of manufacturing defects, such as the surface will not wear through*, stain or fade from artificial light for 10 years after the date of purchase of the product when used under normal commercial traffic conditions. *Wear-through is defined as total loss of pattern in a minimum of 2 square inch area. Scratches and loss of gloss are not considered as wear-through. Heavier traffic areas such as entry foyers, food preparation areas such as commercial kitchens, and any areas with heavy rolling loads are not recommended and not under this warranty. If the product wears through, stains or fades, we will at our option replace or refund the portion of the floor in question as covered under this warranty. This warranty does not cover labor, nor any other incidental expenses incurred as a result of covered defect. Should the original floor be discontinued, we will replace the defective material with a floor of equal value. This warranty is exclusive to the original purchaser and in lieu of all other warranties, expressed or implied, and all other remedies, guarantee or liabilities arising by law or otherwise. To claim this warranty, the original purchaser must present the original purchase receipt with this warranty card.

AquaShield HPL & Embers 100 Hours Standing Water Resistant Laminate

This product will resist damage from moisture due to everyday household spills removed within 100 hours. However, when excessive moisture accumulates in buildings or on building or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty also does not cover flooding.

AquaShield Estate 500 Hours Standing Water Resistant Laminate

This product will resist damage from moisture due to everyday household spills removed within 500 hours. However, when excessive moisture accumulates in buildings or on building or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty also does not cover flooding.



Terms and Conditions for Water Resistant Laminate Warranty

- The laminate flooring panels must be properly installed in accordance with laminate flooring installation instructions and must be used for indoor use only.
- This warranty does not cover negligence, improper installation/maintenance, insufficient protection, improper alterations to the original materials, insects, severe accidents, exposure to extreme heat, burns, fire and natural disasters.
- The floor must be properly maintained to consider a claim. Improper maintenance can damage your floor. Sweep the floor on a regular basis, at least once per week. If you use a vacuum cleaner, the beater bar must be turned off. The beater bar will damage your floor. No wet mopping. We recommend using laminate floor cleaner (Ex: Bona) by spraying it on the mop head not directly on the floor. Never use a wax-based product on your floor.
- Floors installed in saunas are not covered under warranty.
- This warranty does not cover transition accessories or moldings.
- This warranty only applies to 1st quality product purchases made after the edition date of these warranty conditions for the designated time period when the product is installed in a private residence.
- Laminate flooring panels must be inspected prior to installation under sufficient lighting.
- Products with visible defects must never be installed under any circumstances. Laminate flooring panels installed with any manufacturing defect are not covered by this warranty. Any defect must be reported prior to installation and within 30 days of purchase in order to be covered. Color or gloss issues as a result of adding material at a later date from non-warranty repairs are excluded from coverage.
- This warranty is non-transferable and only applies to the original end consumer.
- This product warranty only applies inherent to the material supplied. This means any material or production defects acknowledged by the manufacturer. It includes the delaminating or reduced resistance of the wear layer. The manufacturer will repair or replace the product, at its option. When replacement of the flooring is made, only new panels from the current product range at the time the complaint is upheld will be supplied by the distributor or retailer. There will be no other compensation.
- This warranty does not apply to laminate flooring that has been put to abnormal use of conditions or abused in any way. Abnormal use of conditions include, but are not limited to, water damage from plumbing, storm or flood, damage from smoke, fire or other casualty events; damage caused by negligence, improper alterations of the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residential environment. The damage to the product must be evident, measuring the size of a dime and must not be the result of abusive, abnormal conditions or accidents, such as but not limited to; damage of mechanical nature, severe impact, or scratches (Ex: Dragging objects or furniture) or cutting. The feet of furniture must always be covered with appropriate protective material. Chairs, Sofas, or furniture with castors must be fixed with soft rubber wheels, an adequate protective mat or protective castor cups must be put under the furniture.

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This warranty does not apply to damage from extreme heat, dryness, moisture of any kind other than regular cleaning as has been explained in this warranty. You must maintain the temperature between 65°F to 85°F and keep humidity between 35% - 55% in your home. Fluctuation in temperature or humidity can damage your floor, which is not covered under this warranty.

- **This warranty excludes damages caused by water, including but not limited to appliance and plumbing failures, natural disasters such as floods, urine, or any standing water.**
- **This warranty excludes damage caused by water or moisture trapped beneath the floor.**
- We will not be responsible for any loss of time, inconvenience expenses, costs or consequential damage caused by or resulting directly or indirectly from a problem about which the claim was made.

Installation Instructions

General

Method A: Angle -In installation method

Position the plank to be installed at an angle of 20° to 30° to the plank already installed.

Move the plank gently up and down and at the same time exert forward pressure.

The planks will automatically click into place. The tongue in groove method is the most common and the easiest installation method.

Method B: Flat installation method

(Flat installation method): You can also tap the planks into each other without lifting.

For this method you will need a tapping block. The planks should not be joined with a single tap and the tapping block should be sitting flat on the floor. To avoid damaging the planks you must tap them together gradually. Use this method only in cases where you are unable to use the Angle-In method. The rest of your floor should be installed using the angle-in method.

Tools For Installing the Floor

For the best results, it is essential that you follow the installation instructions exactly. Besides the regular tools for installing laminate floors (i.e. hammer, saw, pencil, measure) you will also need the follow accessories:

- Tapping Block
- Maintenance Products
- Underlayment System – See specific requirements.

You may also need a saw to cut the planks. To obtain a clean cut, the pattern side should face down when you use a jigsaw, sabre saw or circular handsaw and up when you use a handsaw, table saw or a crosscut saw.

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Focus Points and Preparations

1. Make sure the planks are mixed sufficiently when you install them, so that you do not end up with too many identical, light, or dark planks next to each other.
2. Check all planks in daylight before and during installation. Defective planks must never be used.
3. The floor should preferably be installed parallel to how the light enters the room. The ideal conditions are 65°F to 85°F at a relative humidity of 35% - 55%.
4. Let the planks acclimate for 48 hours in the unopened packaging at the normal room temperature in the middle of the room where the floor is to be installed. *Normal conditions mean a difference of no more than 25°F and 20% relative humidity between stocking /transportation environment of the flooring and the final installation environment of the flooring.
5. Room humidity can vary according to the season, so it is vital that the floor is able to expand and contract. For this reason, make sure you leave an expansion joint of minimum 10 to 12mm (3/8" to 1/2") on all sides of the floor, around pipes, thresholds, under doors and around any fixed/stationary objects (floor vents, kitchen islands, etc..).
6. Large rooms must have expansion joints every 13m (40 feet) widthwise to the planks and every 13m (40 feet) lengthwise. It is recommended to provide an expansion joint between different rooms (e.g. under the door). Expansion joints can be finished by means of a molding that is attached to the subfloor.
7. Ensure that the end joints of the planks in two successive rows are never in line. Always ensure that the joints are staggered by at least 6-8 inches.
8. A 3-in-1 underlayment system **MUST** be used with any laminate to address sound abatement and moisture barrier. AquaShield recommends a 3mm EVA pad with an attached 4mil Poly film, such as Diamond Supreme Silver pad.
9. We recommend you purchase a few extra cartons of flooring. This will be useful to you if you have some damaged pieces, miscalculate the size of the room, or miss cut some pieces. Further, this will also help you if your floor needs repair, but your product is no longer manufactured.

In any environment, leave a concealed 3/8" minimum expansion space on all sides of the floor, including pipes, thresholds, doorways, and any fixed stationary objects (door vents, kitchen island, etc.)

PRECAUTIONS

- Protect furniture and chair legs with proper felt or rubber caps.
- Avoid bringing dirt, water, and sand indoors by providing a suitable solid backed floor mat at the door.
- Furniture on casters/wheels must use soft, rubber wheels that are suitable for a laminate floor and/or use a suitable protective mat.

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MAINTENANCE

- Never use wax, polish, oils, soaps, detergents, shine enhancers, or varnish on the floor.
- For dry maintenance, we recommend a dust mop or vacuum cleaner with the beater bar raised/turned off.
- For slightly damp maintenance, we recommend a laminate cleaner which you spray directly and lightly on a duster. Always wipe dry immediately until no more moisture is visible on the floor. The use of other cleaning products might damage your floor. For bevel edge products, we strongly recommend dry cleaning only.
- Do not use any type of cleaning machine such as spray mops, steam cleaners/ mops or power cleaners.
- Wet maintenance is absolutely forbidden. Remove any water immediately. Our laminates are not suitable for use in damp spaces like saunas.
- Remove stubborn stains carefully with acetone-based fingernail polish remover. Never use scouring products!
- In case your floor needs repair, the planks can easily be removed in minutes without replacing the entire floor. The required expansion gap must be in place around the room's perimeter and extra flooring should be available for use in the repair. Enjoy your floor.



Diamond Surfaces Laminate Warranty Guide

AquaShield Laminate Warranty

- Lifetime Limited Residential Wear Warranty
- 10-Year Limited Light Commercial Warranty

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