

# FLOORS @ WORK

## NAF LOOSELAY / AQUA-COMMERCIAL WARRANTY

**Looselay / Aqua-Commercial:** Return within 30 days from receipt of goods. A 25% restocking fee is applied to all approved returns.

**Proof of Purchase:** A signed original copy of the invoice from Floors@Work by an Authorized Officer of the Company is required.

**Method of Refund:** We do not keep any cash on the premises and as such all refunds will be mailed out/or picked up by the customer or its representative within 7 days of the date of return. The refund cheque will be made payable to the name on the invoice.

NAF warrants AQUA Looselay / Aqua-Commercial for defects in material and/or workmanship which relate to joint integrity, manufacturing defects, staining, all pet stains, waterproofing, and wear in accordance with the terms of this warranty and during the stated period of the warranty. The “period of the warranty” shall mean the following:

### NAF AQUA Looselay / Aqua-Commercial Flooring Limited Warranty Periods

Thickness	Attached Pad	Residential Warranty	Light Commercial Warranty
3.0 mm	No	15-Years	5-Years
5.0 mm	No	15-Years	5-Years
5.0 mm (Looselay)	No	15-Years	5-Years

### OBLIGATIONS OF OWNER

Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

AQUA Looselay / Aqua-Commercial is warranted as indicated above in continuous climate controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact your retailer or NAF sales representative.

1. These warranties apply to AQUA Looselay / Aqua-Commercial when installed and maintained in accordance with our most recent installation and maintenance procedures. A copy of these procedures is included in each carton of material. For the most up-to-date procedures, please visit [www.floorsatwork.com](http://www.floorsatwork.com). The original purchaser agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.

2. These warranties apply only to the original purchaser and the first installation of the product and are non-transferable. The “original purchaser” is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality AQUA Looselay / Aqua-Commercial purchases.

## **15 YEAR LIMITED RESIDENTIAL WARRANTY**

1. NAF will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the AQUA Looselay / Aqua-Commercial. Material installed with visible defects is considered accepted.

2. These warranties do not apply to AQUA Looselay / Aqua-Commercial that has been subject to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes, but is not limited to, damage from plumbing/appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of AQUA Looselay / Aqua-Commercial in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and have an adequate protective mat or protective castor cups.

3. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayment, radiant heating elements or anything not related to the AQUA Looselay / Aqua-Commercial. Also, any damage resulting from mold and mildew growth is not covered under these warranties.

4. For the All-Pet Warranty to remain in effect, clean any affected area immediately. Any staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.

5. Walk off mats must be placed at all exterior entrances to protect AQUA Looselay / Aqua-Commercial from soil, grit, de-icers, asphalt sealers, and other contaminants capable of damaging AQUA Looselay / Aqua-Commercial. Suitable walk off mats should contain both soft

and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk off mats should be available for each entrance so walk off mats can be replaced and cleaned weekly during routine maintenance or more often depending upon site and weather conditions. This will prevent walk off mats from becoming the source of tracked-on contaminants. Walk off mats should be large enough to allow adequate soil removal.

6. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.

7. These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

8. Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and non warranty related repairs are excluded from coverage.

9. Additional Underpad is not Required.

10. ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED.

By implied warranties NAF means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.

## **5 YEARS LIGHT COMMERCIAL WARRANTY**

Our 5-year limited commercial warranty for this quality AQUA Looselay / Aqua-Commercial means that for 5 years, from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied with each carton in a commercial environment. Improper installation or workmanship should be directed to the contractor / retailer who installed the floor.

## WARRANTY EXCLUSIONS

- Colour fading resulting from overexposure to sunlight's UV rays.
- Planks installed with visible defects.
- Consequential or incidental damages, such as any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring.
- Poor/improper installation including, but not limited to, installation by non-licensed individual(s).
- Improper maintenance or inadequate care, including, but not limited to, mold or mildew growth as a result of excessive moisture accumulation, burns, tears, indentations, stains or reduction in gloss level due to normal use and/or exterior applications.
- Damage caused by excessive sunlight.
- Gapping, shrinkage, squeaks, fading or structural subfloor related issues. NOTE: Temperature variations such as excessive heat (29°C/85°F) or below freezing (-4°C/25°F and below) may cause temporary expansion or contraction of the product.
- Damages caused by urine or other bodily fluids.
- Damages caused by furniture without felt pads or protective covers.
- Damages caused by sharp objects making contact with the floor – including high-heels.
- Other finishes – This warranty covers AQUA Looselay / Aqua-Commercial factory applied finish only. The application of any other finishes will void warranty against finish wear.
- Non-Traditional Installations such as installation on walls or ceilings, and usages for purposes other than flooring.
- Claims related to incorrect floor type, model, collection, or color once the floor was installed.
- Installing over non-level surfaces (industry standards - no more than 3/16" in 10')

### **Radiant-Heated Floors – Important Notice for Aqua-Commercial Products:**

Aqua-Commercial **can be installed over embedded hydronic (water-based) radiant heating systems**, but **it is not recommended**. These systems must maintain **strict and consistent temperature control** and must **never exceed a surface temperature of 85°F (29.4°C)**.

Due to the sensitivity of vinyl flooring to heat fluctuations, **any installation over a radiant-heated floor system is done entirely at the customer's own risk.**

**⚠ Important:** Installing Aqua-Commercial over any radiant heat system — including hydronic, electric mesh, or wire-based systems — **will void all product warranties.**

### **Preventive protection of your floor: -**

- To move a heavy appliance/heavy piece of furniture, walk the item on the floor, which will be helpful against scrapes and potential damage.
- To avoid dents & Scratches, always use floor protectors on furniture.
- Be careful of spinning wheels. It may damage your floor. Review the installation and maintenance information to clarify what is acceptable and what is not.
- Do not walk on the floor wearing shoes with heels or pointed heels as they may damage the floor.
- Always use walk-on mats at exterior entrances to reduce the number of debris entering your home. We do not recommend using rubber, latex, or coconut mats as they can leave permanent stains on your floors. We recommend using a clean black vinyl mat or a woven rug that is fade resistant and labeled as such by the manufacturer.

### **DISCLAIMER**

This limited warranty does not create for or impose upon the manufacturer any obligations or liabilities arising from any other warranties, express or implied, including merchantability or fitness for a particular purpose. Under no circumstances can FLOORS AT WORK. be held responsible or liable to the customer or any other person for any loss of time, inconvenience, expenses, costs, or other incidental, special, or consequential damage and disclaims liability for breach of any other express implied warranties with respect to this product. FLOORS AT WORK is under no obligation to reinstall or replace warranted planks or cover reinstallation costs. No obligation to replace or repair shall be extended to any subfloor materials, adhesives, supplies, or other materials used during removal, installation, or refinishing. The repair of defective product material or the supply of replacement product, are the sole remedies. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the foregoing exclusion or limitation of incidental or consequential damages may not apply. This limited warranty gives the customer specific legal rights. Such rights may vary from one jurisdiction to another. This warranty shall not be deemed to have failed its essential purpose while FLOORS AT WORK is willing to repair or replace defective goods. Any replacement of good is for ONE TIME ONLY and all expressed warranties are Non-transferable.

For more information, please contact the retailer you purchased from.