

# LIMITED WARRANTY



## HRQ HYBRID RESILIENT QUARTZ

Contract180 HRQ Hybrid Resilient Quartz (3mm 20 mil + Stone Shield) is covered by 20-year commercial warranty outlined below from the date of purchase by the Installer or End User against manufacturing defects that are a result of manufacturer workmanship, and that the product meets all published product specifications when installation, maintenance and use fall within recommended guidelines.

### PRE-INSTALLATION

Contract180 warrants that its flooring is free of visual defects. End User or Installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Contract180 will not be responsible for any claim for products installed with visual defects. Contract180 warrants that its flooring is free of visual defects. End User or Installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Contract180 will not be responsible for any claim for products installed with visual defects.

### INSTALLATION

This Limited Warranty covers material costs provided that such flooring is installed complying with Contract180 Installation & Maintenance guidelines.

### TERMS OF WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period, Contract180 will supply new flooring material of similar color, pattern and quality to replace the defective area. Material cost to be reimbursed shall not exceed the purchasing price of the goods. Claim of defect must be presented in writing and the piece of defective item (at least 6"x6") shall be presented to Contract180 for investigation.

### WARRANTY EXCLUSIONS

- Dissatisfaction or damage due to improper installation or maintenance.
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, aster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Surface scratches or scuffing.
- Shades from exposure to sunlight or due to use of rubber-backed mats.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- If, prior to installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or re-installation of the affected material, and any other incidental or consequential damages.

### WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site.

## PROPER MAINTENANCE

### IMMEDIATE CARE AFTER INSTALLATION

- Keep traffic to a minimum during the first 24 hours, then open to light foot traffic for the next 24 hours.
- Normal traffic can be allowed after 48 hours.
- Furniture should not be placed on the floor for 24 hours or per adhesive manufacturer recommendation.
- Always move heavy furniture and appliances with care to avoid gouging or tearing the floor.
- Do not wet-wash, scrub or strip the floor for a minimum of 7 days following installation.
- Allow time for the floor to dry after washing.
- Keep the room temperature between 65° ~ 85°F for at least 48 hours after installation.

### REGULAR CARE

- Maintain the room temperature between 55° ~ 85°F.
- Always protect floors when moving heavy objects to prevent permanent scratches and tears.
- Use appropriate wide floor protectors under tables, chairs, and any heavy furnishing to avoid permanent damage.
- Place walk-off mats at all entryways to help protect the floor from water, grease, sand and dust floor cleaner.
- Avoid one-step “mop and polish” products, dish-washing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor’s finish. Avoid cleaners that contain abrasives or solvents which may permanently damage the floor. A pH neutral floor cleaner is recommended.
- Remove excess water after washing the floor.
- Use of blinds or curtains is recommended during peak sunlight hours. Direct sunlight can result in discoloration and volatile temperature variations causing damage to the floor.
- Do not allow solvent to the seams, this may cause it damaged or become moldy.
- Use a dry cloth or vacuum cleaner for cleaning. When water or any cleaning liquid is used, please squeeze out all water for cleaning.
- All stain-forming and aggressive substances must be immediately removed from the surface.