



**30 Year RESIDENTIAL LIMITED WEAR WARRANTY &  
5 Year Light Commercial Warranty  
FOR CHARACTER, HARBOURFRONT, TRUE BLISS, TRIBECA, IMPRESSIONS, DESSAU, STIRLING,  
IMPRESSIONS PLUS LAMINATE FLOORING**

**What the RICHMOND LAMINATE 30 Year Residential Limited Flooring Warranty Covers:**

RICHMOND Laminé warrants that this laminate floor:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative surface (scratches or reduction in gloss level is not considered wear)
- Will not fade as a result of direct sunlight or household lighting
- Will be free of manufacturing defects

**What the RICHMOND LAMINATE Light Commercial Laminate Flooring Limited Warranty Covers:**

RICHMOND Laminé warrants that for 5 years of **light-commercial\*** use from the date of original purchase this laminate floor:

- Will not wear through the decorative surface;
- Will not fade as a result of direct sunlight or office lighting;
- Will be free of manufacturing defects.

*\*Light commercial is defined as light traffic commercial areas such as business offices and boutique shops. Heavier traffic areas, entry foyers, or any area where food is prepared are not recommended.*

**Moisture Warranty**

RICHMOND Laminé warrants the laminate flooring in its original manufactured state to the original purchaser from the date of purchase, under normal residential use, that the surface, when properly installed, shall be resistant to damage from normal household spills resulting in discoloration or structural decomposition. The Moisture Warranty does not cover flooding, standing water, leaking pipes, household mechanical failures, appliance leaks or pet urine.

**Radiant Heat (Underfloor) Installation**

We warrant to you (the original purchaser) that RICHMOND Laminé may be installed over water-based radiant-heated subfloors, provided the surface temperature of the system does not exceed 81 degrees Fahrenheit (27 degrees Celsius), and the relative humidity levels are maintained between 35% and 55%.

**IMPORTANT:** Due to the speed of sudden temperature changes, which has potential to negatively affect laminate flooring construction, it is not recommended to install RICHMOND Laminé with electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Radiant heating system using water are acceptable.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation.

It is recommended that the radiant heat be applied in a gradual manner after installing the laminate flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

**What you should do if any of the above listed problems occur:**

The original residential purchaser should notify their authorized RICHMOND Laminé dealer from which the original purchase was made of any defect no later than 30 days after discovering the defect but within the same time period of this limited warranty.

The original residential purchaser must present to that Authorized RICHMOND Laminate dealer the following items for a limited warranty claim to be considered:

- A valid proof of purchase in the form of sales receipt which establishes proof of purchase;
- A detailed description of the problem and/or a photograph/sample that clearly shows the warranty problem.

## **What RICHMOND Laminate will do:**

If RICHMOND Laminate honors a claim under this limited warranty, it will authorize repair or replacement at the pro-rated percentage cost of the material. For the Lifetime warranty, this percentage is determined by the number of years from the date of purchase and the remaining period up to 30 years. For example, if the claim is made 12 years after the original purchase, then RICHMOND Laminate will pay 40% (12/30<sup>th</sup>) of the material. If the claim is made 30 years or more after the purchase, RICHMOND Laminate will provide you, the original purchaser, with a 5% discount on material only on your next purchase of a RICHMOND Laminate product.

If professionally installed by a certified laminate installer, RICHMOND Laminate will pay the reasonable labor costs to perform the replacement or repair during the first 3 years from the date of the original purchase. No labor is included for claims later than 36 months after original purchase.

## **LIMITATIONS AND EXCLUSIONS:**

If the original design/color/style is no longer available, RICHMOND Laminate reserves the right to substitute another RICHMOND Laminate design of similar structure and value from which the consumer may select.

This warranty does not apply to any product or products designated or sold as "B" grade, cabin grades, seconds, closeout or non-standard items. This warranty does not apply to any product or products designated or sold "As Is".

This limited warranty is valid only in North America, is not transferable and extends only to the original purchaser of flooring installed in the house for which was originally installed. The affected area must be visible and cover an area greater than one square inch. The flooring must be installed in accordance with RICHMOND Laminate recommended installation instructions. This limited warranty will not apply to damage arising from any of the following:

- Accidents, abuse or misuse;
- Extreme heat or cold;
- Scratching, impact or cutting;
- Improper workmanship or installation not in accordance with RICHMOND Laminate installation instructions;
- Improper maintenance;
- Improper fabrication;
- Freight damage;
- Damages by acts of God;
- Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disasters;
- Planks coming apart at the seams because they have been engaged/disengaged more than three times;
- Installation cost of flooring that contains any manufacturing defect is not covered by this warranty.

As well, no claims relating to visual defects on a plank or planks will be accepted after installation.

RICHMOND Laminate excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damages other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the term of this written warranty.

RICHMOND Laminate assumes no liability for incidental or consequential damages. Some states do not allow the exclusion of limitation for incidental or consequential damages. In that case, these exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. RICHMOND Laminate reserves the right to have a representative inspect the floor and remove samples for additional evaluation if needed. RICHMOND Laminate may repair, refinish or replace any defective product at its sole discretion. As the sole remedy provided by this warranty, any attempt to repair, replace, or refinish prior to RICHMOND Laminate's optional inspection will void this warranty. No installer, retailer, agent or employee of RICHMOND Laminate has the authority to increase or alter the obligations or limitations of this warranty.



## Noises and Squeaks in Floating Installations Not a Manufacturing Defect

Occasionally we receive complaints from consumers/dealers regarding squeaking and noise in laminate and hardwood locking floor products once installed.

The industry has conducted extensive research to understand what is causing squeaking sounds from a floating floor. This research included tests to evaluate factors such as pinch points, temperature, relative humidity and different types of underlayment.

The conclusion from the test data indicates that the noise issues are a direct result of any combination of three possible causes.

1. Subfloor issues
2. Improper installation
3. An obstruction somewhere in the floor, not allowing the total floor to actually float

In accordance with our test results and warranty obligations, please note that RICHMOND will not cover any claim associated with noise on any of our floating floors.

Please find attached some suggestions for a successful floating floor installation. These instructions are preventative measures that will reduce the chances of your floating floor squeaking.

## SUCCESSFUL FLOATING FLOOR INSTALLATION

- ✓ An expansion zone must be maintained at all vertical obstructions including walls, pipes, stairways, trims, mouldings, etc. – recommended min 3/8" at the wall to a maximum of 3/4" around pipes.
- ✓ If the room is larger than 40' but less than 80' in plank length or wider than 26" but less than 52' a 1/2" expansion zone is required
- ✓ Do not attach the flooring to the subfloor at any point in the installation
- ✓ Do not attach trims or mouldings to the Laminate flooring
- ✓ Maintain 1/4" expansion space at each transition strip
- ✓ When attaching Transition strips to the subfloor with adhesive make sure the adhesive does not ooze out on the flooring
- ✓ Door casings must have a 1/16" clearance to accommodate the flooring and underlayment
- ✓ When under cutting door casings, the installer must maintain adequate expansion space
- ✓ Subfloor level/flatness should not exceed 3/16" within 10'
- ✓ Install only at room temperature above 60° F (16° C) and 45-65% humidity conditions
- ✓ Check and document moisture readings when installing over concrete or wood subfloor systems (i.e., Calcium Chloride test maximum of 5.0 lbs/1,000 sq. ft./24 hours)
- ✓ The building must be enclosed with all outside doors and windows in place