

## **NEXT GEN – ORGANIX COLLECTION**

### **LIFETIME LIMITED RESIDENTIAL / 5 YEAR LIMITED COMMERCIAL WARRANTY & CARE INSTRUCTIONS**

#### **Care Instructions**

- Sweep or vacuum using the wand attachment, then clean with a laminate floor care product. (such as Armstrong® Hardwood & Laminate Floor Cleaner). In very sandy areas sweep or vacuum more frequently.
- For spills or wet areas, immediately wipe with a cloth or sponge and clean with a laminate floor cleaner.
- Allow time to dry after cleaning.
- Do not use soap based detergents or “mop and shine” products, as these may leave a dull film on your floor.
- Do not wax or polish your floor.
- Do not use abrasive cleaners, steel wool or scouring pads that can all scratch your floor.

#### **Tough spots**

- Remove tough spots like shoe polish, tar, and asphalt driveway sealer with nail polish remover containing acetone. Then wipe with a damp cloth.

#### **Protect your new Cascade Next Gen floor**

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.

### **LIFETIME YEAR LIMITED RESIDENTIAL / 5 YEAR LIMITED COMMERCIAL WARRANTY**

#### **What is covered and for how long?**

Cascade guarantees to the original purchaser that for the warranty period your Cascade Next Gen flooring. Warranties are nontransferable:

- Will not stain from normal household consumable items such as food or drink
- Will not wear through the decorative décor 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 from manufacturing defects

#### **Moisture Warranty**

The moisture warranty is only applicable in residential installations. Improper installation will void the moisture warranty and all subsequent warranties. When properly installed, the floor will not be damaged by topical spills that are the result of normal household use (ie wet footwear, liquid spills) Moisture that occurs below the flooring is not covered under warranty. Flooding of the floor is also not covered under the moisture warranty.

#### **Radiant Heat (underfloor) Installation**

We warrant to you (the original purchaser) that Cascade Next Gen may be installed over hydronic radiant heated subfloors provided the surface temperature of the system does not exceed 79 degrees Fahrenheit (26 degrees Celsius), and the relative humidity levels are maintained between 25% and 70%.

It is mandatory that the radiant heat be applied in a gradual manner after installing the flooring.

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

The original residential purchaser should notify their authorized Cascade Next Gen 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 Cascade Next Gen 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.

**Visible Defects**

Planks with visible defects must not be installed. Visible defects are those defects that are apparent on the face of the flooring. No labor will be paid for planks installed with visible defects. Only uninstalled planks with visible defects are eligible for material credit when returned to the wholesaler.

**What Will Cascade Next Gen do if Any of the Things Listed Above Happen?**

If you make a claim and follow our installation and maintenance procedures within the first year after date of purchase: Cascade Next Gen will provide materials either to repair or replace the defective area of the floor at our option. If the floor was professionally installed, Cascade Next Gen will pay reasonable labor costs to repair or replace the defective area of your floor. If you make a claim after the first year from the date of purchase and before the end of your limited warranty period: Cascade Next Gen will provide or pay a percentage of the reasonable material and labor costs (if the floor was professionally installed), for repair or replacement, at our option, of the warranted product. This percentage will be based on the number of years from the date of purchase and the remaining warranty period of the product, up to 30 years after date of purchase. For example, for a professionally installed product, which is covered by a 30 year warranty, Cascade will pay 24/30th (or 80%) of the reasonable material and labor costs on an approved claim submitted 6 years after the date of purchase. A lifetime limited warranty is considered to be 50 years. NOTE: Any repair or replacement is limited to colors and styles of products available at the time of repair or replacement. If the original design is no longer available, Cascade Next Gen has the right to substitute with another Next Gen product of similar value. The product must be of a similar structure and the customer may choose the design.

**What Is Not Covered by This Warranty?**

This warranty does not cover damage caused by:

- Improper care and maintenance (see our Care Instructions).
- Gapping between planks caused by environmental conditions
- Accidents, abuse, or misuse.
- All molding profiles, including Stair Noses, are covered under our warranty to be free of manufacturing defects only. Moldings are not eligible for labor reimbursement payments if they are damaged or require repairs after they have been installed.
- Abnormal wear and tear such as damage caused from spike heel shoes, scratches, and insufficient protection from furniture, pebbles, sand and other abrasives.
- Improper workmanship, or installation not in accordance with Cascade Next Gen installation instructions.
- Damage or visual imperfections caused by subfloor deflection
- Any noise and/or sound issues related to the floor (e.g. squeaking, hollow sound, etc.).
- Damage caused by flooding

- Water trapped beneath the floor due to improper subflooring or underlayment.
- Exposure to extremes of temperature or relative humidity.
- Damage due to excessive moisture in a concrete slab. Hydrostatic pressure or flooding caused by malfunctions from appliances such as dishwashers, icemakers, refrigerators, sinks, pipes or from natural disasters.
- Damage caused by vacuum cleaner beater bars and hard or metal caster wheels.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- If rolling casters are used, we recommend only soft wheels that are wide enough to support the load.
- Damage caused by pet urine that has not been promptly wiped up and removed.
- 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".

**Warranty Exclusions:**

All incidental, consequential and special damages are not covered by the warranty. This expressly means the warranty does not cover any loss, expense or damage to anything other than the flooring. It does not cover the cost of removing or replacing; moldings, trims, fixtures, cabinets, islands, moving furniture/appliances, repairs to the subfloor, and painting that may be associated with the defect of the flooring. The warranty constitutes the only express warranties for the product purchased.

To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including and warranty of merchantability or fitness for a particular purpose are disclaimed. If an implied warranty arises under provincial or state law, all implied warranties are limited in duration to the duration of this written warranty, to the extent allowed by law.

Some jurisdictions do not allow exclusions of limitations of incidental or consequential damages or limitations on as the length so the above limitations or exclusions may not apply to you. You may have other rights that vary by jurisdiction that you should be aware of.

Installation requirements are supplied in the carton and online at [www.cascadeflooringproducts.com](http://www.cascadeflooringproducts.com). Please refer to them prior to installation.