

Under the Inhaus Laminate Flooring Residential Warranty, Inhaus laminate floors are warranted to the original purchaser, from date of purchase, when installed in accordance with the Inhaus Laminate Flooring Installation Guide and maintained in accordance with the Inhaus Laminate Flooring Cleaning and Care Guide. All documents referenced in this document can be obtained by contacting Inhaus at 888.255.3412, [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or online at [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

**Inhaus warrants that:**

- The floor will be free from manufacturer defects.
- The decorative surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.
- The floor will resist damage from water and pet accidents as outlined in the Inhaus Water and Inhaus Pet Accident Warranty sections of this document.

**INHAUS RESIDENTIAL WARRANTY**

**The Inhaus Laminate Flooring Residential Warranty is a limited residential use warranty and is subject to the following conditions:**

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Comprehensive installation and cleaning and care instructions can also be obtained through an authorized Inhaus retailer, by contacting Inhaus directly at 888.255.3412 or [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or online at [www.inhaussurfaces.com](http://www.inhaussurfaces.com).
- This warranty does not cover damage or defects caused by improper sub-floor preparation, improper installation (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the subfloor), improper application, cleaning, care or maintenance in a manner contrary to the Inhaus Cleaning and Care Guide, physical abuse to or misuse of the product, scratches, marring, impact dents, freight and handling damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- A suitable underlayment must be used for all flooring installations warranted by Inhaus. For installations on concrete sub-floors, below grade level or in moisture-prone areas, a suitable underlayment with moisture barrier must be used to validate the warranty.
- Surface wear must be visible from a standing position and cover an area greater than 1/2 square inch. Gloss or sheen reduction due to use is not surface wear and is not covered by this limited warranty.
- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor 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.
- Planks must be checked carefully for material damage and visible defects before and during installation and under sufficient lighting. Products installed with visible defects are not covered under this warranty. If you spot what you believe to be a manufacturing or visual defect on a particular plank, DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.

# INHAUS LAMINATE FLOORING RESIDENTIAL WARRANTY INFORMATION

## INHAUS WATER WARRANTY

### **Products Equipped with Inhaus HausProtect and Haus24**

Inhaus warrants that products equipped with the HausProtect and Haus24 water resistance systems will resist damage from:

- Everyday household spills when removed promptly
- Wet mopping, steam cleaning and other standard household cleaning methods as described in the Inhaus Cleaning and Care Guide

### **Products Equipped with Inhaus HausProtect Pro Plus**

Inhaus warrants that products equipped with the HausProtect Pro Plus water resistance system will resist damage from:

- Everyday household spills\*
- Wet mopping, steam cleaning and other standard cleaning methods as described in the Inhaus Cleaning and Care Guide
- Water penetrating your subfloor when flooring is installed as per Inhaus Wet Area Installation Guide

*\* HausProtect Pro Plus increases your floor's resistance to damage from water, but it does not make it water-proof. There is no defined period of time in which spills should be removed, but, as a best practice, all spills should be removed as soon as they are noticed.*

The Inhaus Water Warranty applies to residential use only.

Under the Inhaus Water Warranty, spills are defined as localized topical spills resulting from normal household use.

The Inhaus Water Warranty does not cover damage due to negligence or events such as floods, plumbing and/or appliance leaks, standing water, storms, moisture in concrete subfloors, moisture from hydrostatic pressure or water underneath the flooring or continuous long-term exposure to water.

Inhaus water resistant laminate floors do not create a water barrier. Water may still penetrate your subfloor and other building materials and lead to mold and/or mildew growth. This warranty does not cover damage resulting from mold and/or mildew growth due to prolonged exposure to moisture.

When installing Inhaus laminate floors in moisture prone areas, the Inhaus Wet Area Installation Guidelines must be followed. The Wet Area Installation Guidelines are found at the end of this document or can be obtained by contacting Inhaus directly at 888.255.3412 or [info@inhaussurfaces.com](mailto:info@inhaussurfaces.com) or online at [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## INHAUS PET ACCIDENT WARRANTY

Inhaus warrants that the surface of the floor will not become permanently stained due to pet accidents such as, but not limited to pet urine, vomit or feces, provided the accident is removed within 24 hours. Any damage to the subfloor and/or surrounding structure caused by pet accidents is not covered by this warranty.

# INHAUS LAMINATE FLOORING RESIDENTIAL WARRANTY INFORMATION

## WARRANTY TERMS

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required.

If a claim under the Inhaus Warranty is approved, Inhaus will repair or replace at its option, the affected flooring material. This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime warranty). Labor costs related to installation of product containing obvious visual defects are not covered under this warranty. Labor costs for repair and/or replacement of defective material (with respect to latent defects) are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty.

Inhaus does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-consumer.

Inhaus shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Inhaus.

If you are installing an Inhaus floor in a commercial setting you can obtain a copy of the Inhaus Laminate Flooring Commercial Warranty by calling 888.255.3412 or download it from [www.inhaussurfaces.com](http://www.inhaussurfaces.com).

## INHAUS CLEANING AND CARE GUIDE

Inhaus laminate floors are among the highest performing floors available. For optimal long lasting performance and to ensure your floors will look as good as the day they were installed, follow the simple instructions outlined below so you can enjoy them for years to come.

### Care and Maintenance Best Practices:

- After installation, the rooms should be kept at 30-60% Relative Humidity and between 15°-27° C (59° - 80° F).
- If used with underfloor heating the maximum temperature of the heating system should be 27° C (80° F).
- Place walk-off mats or area rugs at main entrances and to minimize abrasive debris that may be introduced to the floor.
- Place felt protective pads under furniture legs and other movable furniture.
- Use protective mats under wheeled office-type chairs.
- In cases of wheel chair use take care to remove embedded debris from tires when entering the home and use protective mats under high use areas.
- Avoid using lacquers, polishes, waxes or detergent-based cleaners as they will leave a film/residue on the surface of your floors and may cause damage beyond repair. The surface of laminate flooring is not designed for refinishing and will maintain its original appearance.
- Never use abrasive cleaners on your laminate floors as they can scratch and mar the surface of your floor.

# INHAUS LAMINATE FLOORING RESIDENTIAL WARRANTY INFORMATION

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- Caution should be taken whenever potential moisture exposure is present.
  - Wipe up all spills and pet accidents promptly.
  - Do not flood the floor with water.
  - Steam-cleaners should be set to their lowest settings and continuously moved while in use. Do not leave steam cleaners in the on position in one place for prolonged periods.

## **Daily Cleaning Best Practices:**

- For daily cleaning, use a dust mop or vacuum with hard surface attachment to remove dust, loose dirt or debris.
- For more thorough cleaning, where a cleaning solution may be required, use a water-based laminate floor cleaner. Alternatively, you can make your own cleaner by combining 1 cup of vinegar to 1 gallon of warm water, or 1/3 cup of ammonia to 1 gallon of warm water.
- To apply cleaner to the floor we recommend using a misting bottle, applying the cleaner to a small area and then wiping with a cloth or mop before moving to the next area.

## **WET AREA INSTALLATION GUIDELINES**

When installing Inhaus Laminate floors in wet areas (eg: kitchens, bathrooms, entry-ways), seal all expansion spaces with 3/8" compressible PE foam backer rod and cover with 100% silicone caulking. Fill expansion spaces between flooring and moldings, door frames and other fixed objects (eg. plumbing) with 100% silicone caulking.

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