

Care and Maintenance

Care and maintenance of your new Luxury Vinyl floor is essential for long term performance and appearance. Because this is a low maintenance floor, it will not require waxing or polishing. Please read the following to ensure that your floor will give you many years of service and maintain its original appearance for as long as possible.

- Use doormats outside the entry doors to your home to prevent grit, sand, and dirt and other substances such as oil, asphalt, and other contaminants from being tracked indoors and possibly stain or damage the flooring.
- Do not use rubber-backed, latex-backed, coco fiber mats, or area rugs on your flooring, as some types of backings can stain or scratch the floor.
- Use floor protectors (felt pads recommended) under heavy furniture to spread the weight and help to prevent scratches and dents. Chairs and other moveable furniture with castors should have at least 2 inches (5.01 cm) flat rolling surface, rubber casters should be used to prevent continuous rolling damage to flooring. When furniture or chairs have metal caps, be sure to remove and use felt floor protectors.
- Never push or drag heavy furniture or appliances across the floor; always use strips of wood or Masonite (hardboard) to serve as a runway underneath the rollers or wheels (including dolly's) to avoid damage to the floor.
- Avoid prolonged exposure to direct sunlight as it can cause any surface to fade or discolor over time. During peak exposure times to direct sunlight, we strongly recommend the use of drapes or blinds on windows and sliding glass doors.

Maintenance

- Sweep, dust mop, or vacuum regularly; please be aware that vacuum beater bars can sometimes cause damage to the floor.
- When necessary, damp mop the floor with a standard no-wax vinyl floor cleaner; do not use waxes or polishes as they will increase the gloss level, turn yellow, decrease slip resistance, or build up over time. This will turn your low-maintenance floor into a high maintenance floor.
- Wellmade does not recommend the use of steam cleaners on our vinyl flooring.
- This flooring has excellent resistance to common household stains, and will not be affected by most household spills. Help prevent stains by wiping up spills with a clean damp cloth immediately; the longer the stain sits, the more likely it will create a permanent stain.
- Difficult spills can be soaked for 5 – 15 minutes in a heavy duty vinyl cleaner or mineral spirits; carefully scrape up excess with a dull knife, remove the rest of the residue with soft nylon pad or soft bristle brush, then rinse and wipe with a clean white cloth.

Repairs

Scratches can easily be repaired by using scratch repair kits designed for vinyl flooring, or by using a colored marker that will blend the scratch into the rest of the plank. In the unlikely event that a plank is damaged for whatever reason, the simplest method is to disconnect the planks carefully (protecting the tongue and groove edges) until the damaged plank can be removed. Then replace the damaged plank with a new one and re-assemble the disconnected planks. This typically works for planks that are close to the two long perimeters of a room. For damaged planks that are **not** close to the perimeter, you may have to remove the damaged planks and insert new planks without removing entire rows, this is easily achievable.

1. Using a utility saw or equivalent, cut out the center of the damaged plank and leave approximately a 1 - 2 inch strip attached to the inner portion of the adjacent planks.
2. Carefully cut back from the four corners of the plank to the inside edges, this is the space left by the cut out plank.
3. Remove the plank edges carefully from the adjacent planks making sure the tongues and grooves of the adjacent planks are not damaged.
4. Using a sharp utility knife, remove the tongue strip on both the long and short ends of the replacement plank. In addition, remove the groove strip of the short end of the replacement plank.

5. Position the replacement plank by engaging the groove of the long side into the tongue of the adjoining plank and pushing down on the other three sides. Use “superglue” or equivalent to hold the replacement plank in place with its adjacent planks.

Warranty

Manufacturing Defects. We warrant that this product is free from manufacturing defects, and will replace or repair any defective planks beyond standard 5% waste factor at no cost to you, subject to the provisions in this document.

Any obvious defects installed, are the responsibility of the person installing the floor, and would not be covered by warranty.

35 year Residential Warranty:

5- Year Light Commercial Warranty:

Definition of Warranty:

Within One Year: Full credit for defective material/100 percent of reasonable labor costs.

Within Three Years: Full credit for defective material/50 percent of reasonable labor costs.

After Three Years: Full credit for defective material/No labor reimbursement.

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, Wellmade® reserves the right to inspect the flooring and to remove a sample for analysis, if necessary.

Wellmade limited warranties are valid provided EVP flooring is installed and maintained in accordance with Wellmade EVP installation and maintenance guidelines available on-line at www.goldenarowanaflooring.com. Wellmade reserves the right to deny applicable replacement labor charges if original flooring was not installed by a professional flooring installer.

Residential No Wear-Through Warranty. We warrant the finish will not wear through for the specified years after date of purchase. We will replace or repair worn planks beyond standard 5% waste factor at no cost to you when installed as an interior residential floor, subject to the provisions in this document.

Light Commercial No Wear-Through Warranty: Wellmade warrants that in the event the flooring supplied to the original purchaser wears-out from normal foot traffic in an approved commercial setting within 5 years of the date of purchase, the defective **material** will be replaced free of charge subject to warranty terms (“Wear-out” means the pattern and color of the floor is removed, caused by the removal of the protective wear layer, removed by normal foot traffic.)

To receive replacement planks, defective material must be confirmed and reported in writing to the retailer from which flooring was purchased within the applicable warranty period.

Scope of labor liability: Under the following guidelines, we will reimburse reasonable labor charges to replace defective planks; if the original floors were installed by a professional flooring contractor (receipt/payment of installation is required). **Within One Year:** 100 percent of reasonable labor. **Within Three Years:** 50 percent of reasonable labor. **After Three Years:** No labor reimbursement

Provisions

This Warranty is non-transferable, and applies to the original purchaser when purchased from an authorized dealer. Proof of purchase required. In all cases, we reserve the right to inspect the flooring and to remove a sample for analysis if necessary. We also reserve the right to accept or deny any labor charges if flooring is not installed by a professional flooring installer.

THIS WARRANTY DOES NOT COVER DAMAGE OR DEFECTS, RESULTING FROM, OR IN ANY WAY ATTRIBUTABLE TO:

1. The installation or suitability for installation. All warranties regarding installation or suitability for installation are the responsibility of the installer and/or your dealer.
2. Minor shading variances, color or texture differences not represented in dealer showroom samples.
3. Obvious defects or shading issues after installation. It is the responsibility of the installer to inspect the flooring prior to installation.
4. Improper storage, handling, or acclimation of the flooring.
5. Scratching, denting, fading, or loss of gloss over time. All flooring will scratch, dent, or lose gloss over time.
6. Mold or moisture problems underfloor caused from: sub-floor moisture, plumbing leaks, liquid spills, flooding, and etc.
7. Damage from fire, burns, or intentional abuse.
8. Settlement or movement of the structure (sub-floor or floor joists) to which the flooring is attached.
9. Differences in the product due to multiple run numbers/production dates installed, it is the responsibility of the installer to inspect the boxes prior to installation.
10. Variations in color, grain, and markings that exist in the flooring when new, or that develop over time due to sunlight or other UV exposure or aging.
11. Staining from non-consumable food and drink items.
12. Damage caused by vacuum cleaner beater bar.
13. Damage caused by the use of steam cleaners.
14. Indentations or damage caused by improper rolling loads, castor wheels, chairs or other furniture without proper floor protectors.

NOTES: Like all flooring, this flooring can be scratched, lose gloss over time, or fade due to exposure to direct sunlight. Please keep in mind that pets, grit, and some children's toys can scratch your floor. Use furniture pads under heavy furniture to spread the load over a larger area; use felt or other soft protectors under chair legs; small area rugs are helpful for removing grit from shoes (both inside and outside the home), and protecting areas in front of sinks, stoves, and other areas that are subject to higher traffic or pivotal loads. Never push or pull heavy furniture or appliances across the floor.

This writing is the complete and exclusive statement of the Warranty, and is in lieu of all other expressed, implied, and/or statutory warranties. We assume no liability for incidental or consequential damages. The sole remedy provided herein at our discretion, is the repair, or replacement for defective products. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply.

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