

# GREEN FLOORMAX WOODEN LAMINATE FLOORING

## WARRANTY AND DISCLAIMER DOCUMENT Maintenance, and Care Instructions

1. **Greenply Green Floormax** (the 'Product') is a high quality product manufactured by Greenply Industries Limited (hereinafter called as 'GIL'). Our quality standards are backed by an extensive warranty coverage. Greenply Green Floormax is designed to provide many years of resistance to foot traffic friction without showing signs of significant wear and tear. This is under the conditions provided that no abrasive substances (salt, sand and glass) have been present on the surface and the floor has been regularly maintained according to the manufacturer's instructions. See Maintenance and preservation guidelines.

### The following terms are used in warranty of the product:

- 1.1 Greenply Industries Limited: Manufacturer of Green Floormax Wooden Laminate Flooring
- 1.2 Customer : Who is the purchaser and end user of the product
- 1.3 Warranty period : 10 years from the date of registration for Wooden Laminate Flooring(AC3 Grade) & 15 years for Wooden Laminate Flooring(AC4 Grade)
- 1.4 Warranty coverage: Domestic and International Customers
- 1.5 Invoice : Who is the ultimate purchaser and the name is appearing in the invoice copy
- 1.6 Warranty covers : GIL gives warranty covers only on installed Green Floormax Wooden Laminate Flooring only to its customers
- 1.7 Transportation: Transportation cost to be borne by Customers from GIL sales outlet to its door steps for transporting the wooden planks or other materials
- 1.8 Installation labour cost : To be borne by Customer
- 1.9 Warranty registration: Customer has to register on the Green Floormax website ([www.greenfloormax.com](http://www.greenfloormax.com)) by filling the details within 30 days from the date of invoice. Warranty cover starts after proper registration by customer
- 1.10 Product used for Residential use or light commercial use only

Greenply Industries Limited offers a 10 year warranty on its Wooden Laminate Flooring(AC3 Grade) and a 15 year warranty on its Wooden Laminate Flooring (AC4 Grade) to its customers after the fulfilment of terms & conditions stated above.

## 2. WARRANTY COVERS THE FOLLOWING

### Stain Resistance

Green Floormax Flooring is resistant to normal household stains on the decorative surface. The floor will not stain due to spills from beverages, when removed and cleaned promptly and properly.

### Fade Resistance

Green Floormax Flooring is resistant to fading from exposure to indirect sunlight or normal artificial light with the exception of natural ageing.

### Wear Resistance

With respect to claims on surface wear-through, an area on the floor panel is considered worn out only if the surface wear is readily visible (ie. approximately 9.7 sq cm) and the decorative layer has been exhausted until the core material is visible. Claims for surface wear-through are unacceptable if the surface wear-through occurs at the edges/joints of the panel. Gloss reduction is not considered to be surface worn-through.

## 3. Obligations by Greenply Industries Limited

Under the terms of this warranty, the responsibility of the manufacturer, GIL is limited to supply the material necessary to the defective boards at its sole discretion and without any other form of compensation to customers.

## 4. Warranty clause does not apply if :

- 4.1 Surface damage caused due accidents, abuse or misuse of the floor by dropping/dragging sharp/heavy objects. Scratches made from pets like dogs and cats, chairs or furniture with wheels are not covered in the warranty. This is not covered in the warranty or
- 4.2 Exposure to extreme temperatures, example electrical underfloor heating. . This is not covered in the warranty or
- 4.3 Installation of flooring that has any visible manufacturing defect. This is not covered in the warranty or
- 4.4 The floor was not installed in accordance with Green Floormax's installation instructions. The installation instruction is enclosed in the packaging box. This is not covered in the warranty or
- 4.5 The floor has not been maintained at a relative humidity of 40% to 55% and a temperature of about 20°C (68°F) at all times The GIL underlay and/or vapor barriers have not been used as required for the subfloor in question. This is not covered in the warranty or
- 4.6 The floor was not maintained or used properly according to the recommended usage or maintenance procedures. The floor should not be cleaned with excessive water, industrial solvents or detergents. . This is not covered in the warranty or
- 4.7 Flooding caused by plumbing failures or natural causes. This is not covered in the warranty or
- 4.8 Fading caused by direct ultra violet radiation from direct sunlight exposure. This is not covered in the warranty or
- 4.9 Warranty does not apply to Water damage caused by flooding, standing water, leaking pipe, water dripping from defective air-conditioner, household mechanical failures or damage caused by water underneath the flooring. Floor installed in areas prone to excessive water exposure ie. saunas or bathrooms. This is not covered in the warranty or
- 4.10 Office chairs must be fitted with soft wheels / castors. If nylon castors are being used, use protective mats/rubber pads underneath the chair. This is not covered in the warranty or
- 4.11 Surface defects that can only be seen from an angle source of light. This is not covered in the warranty or
- 4.12 Flooring panels damaged during renovations work by others. This is not covered in the warranty or
- 4.13 The warranty does not apply to accessories such as skirting

and profiles. This is not covered in the warranty or

- 4.14 Flooring panels used in places where the traffic exceeds the utility class that is recommended.

Gaps after installation – Since wood is a living material (inherent hygroscopic properties), gaps can appear on the joints due to seasonal variation, air conditioning underfloor heating (electrical system not recommended) or exposure to excessive water.

Any claim under the Warranty should be made by contacting our authorized dealer within 14 days of the discovery of the defect. After the stipulated time period, no further complaints will be accepted. A duly dated and stamped invoice & a copy of warranty card must be submitted at the time. Our authorized personnel must be given every opportunity to inspect the claimed product in site. In the case where a claim is accepted, it should be at the discretion of the supplier to either repair the claimed material or offer replacement material of the same quality and design/color as far as possible. The product warranty does not cover any labor cost or accessories associated with replacement of damaged material covered by the warranty. Consequential losses and any other costs whatever are not covered by the warranty.

#### 5. Subfloor and installation guide

Green Floormax is laid floating. This means the boards are laid loose on the subfloor and locked together by PermaClick® joint. Allow for wastage of approx. 2% when installed lengthways with the room, and approx. 8–10% when installed diagonally. Bear in mind the following:

- 5.1 Floors with a maximum length of 10 m and a maximum width of 10 m can be installed without a transition joint. Floor installations which are wider or longer should have a transition joint which should be installed under the entrance door of each room.
- 5.2 Keep distance of 15 mm from the floor to walls or other fixed objects in the room.
- 5.3 An underlay that level the subfloor and reduces impact sound must be laid under the boards. Use for example a well-known 2 or mm underlay or felt paper as an intermediate layer.
- 5.4 In case of installation on-top of a concrete or similar sub-floor that might increase the humidity to more than 40%, install a PE plastic protection between the subfloor and Green Floormax wood floor

#### 6. Underfloor heating

Green Floormax Flooring is ideal for installation over underfloor heating. Maximum thermal conductivity of approx.: 0.22 W/(m\*K). Felt paper is recommended as an intermediate layer for use with underfloor heating.

#### 7. Maintenance & preservation guidelines:

- 7.1. Liquid/water spilled accidentally on the floor should be removed as soon as possible.

- 7.2 Use a dust mop or vacuum cleaner to remove dust and dirt. For a slightly dirty floor, use a moist cloth or a well-wrung mop.
- 7.3 Never use wax, polishes, household detergents or oil based soap on the floor.

- 7.4 If hot water underfloor heating system is used, please consult your distributor on specification and procedures. It is not advisable to use electrical underfloor heating system for Green Floormax Floors.
- 7.5 Maintain relative humidity between 40% to 55% and a temperature of approximately 20° Celsius (68°F) in the room where the flooring is installed. This will preserve the internal humidity of the wood and thus its dimensional stability.
- 7.6 Frequently accessed areas/entrances should be protected with a doormat to collect dirt, grit and absorb excess moisture
- 7.7 Furniture legs should be covered by felt pads or plastic caps. When moving heavy furniture, lift it and do not drag it across the floor.
- 7.8 The floor should always be installed in an area that corresponds to its intended utility class.
- 7.9 Put UV filter/sheer/curtain/blinds on windows in areas where there is direct exposure of sunlight subject to clause, the parties irrevocably submit to the exclusive jurisdiction of the Courts of Kolkata, India.

#### 8. Dispute resolution

- 8.1 Domestic Customers: If any dispute or difference arises out of or relates to this warranty clause and such dispute or difference can be solved through negotiations and if they fail then Parties (GIL and Customer) shall proceed to resolve such matter by arbitration.
- The arbitration shall be conducted in accordance with the Arbitration and Conciliation Act, 1996 of India and the rules hereunder and any statutory modification thereof by three (3) arbitrators appointed in accordance with said Act. GIL shall appoint one-arbitrator and Customer shall appoint one arbitrator. The two arbitrators so appointed shall appoint third arbitrator who shall act as presiding arbitrator. The arbitration proceedings shall be held in New Delhi, India. The arbitration proceedings shall be conducted in the English language. The decision of the arbitrator(s) shall be final and binding.
- Any dispute with respect to this warranty clause shall be governed by Indian law and subject to clause, the parties irrevocably submit to the exclusive jurisdiction of the Courts of Kolkata, India.
- 8.2 International Customers: Any dispute with respect to this warranty clause shall be governed by Indian law and subject to clause, the parties irrevocably submit to the exclusive jurisdiction of the Courts of Kolkata, India.

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