

## CARE, MAINTENANCE & INSTALLATION REQUIREMENTS

Proper care, maintenance and installation play a key role in the performance of ADO Floor products. Installation and maintenance guidelines can be found on [Chosenfloors.com.au](http://Chosenfloors.com.au) or by calling + 61 (03) 8538 1797

To keep the fresh feel of your investment for as long as possible, we recommend that you:

### Do

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.

### Don't

- Use detergents, abrasive cleaners or "mop and shine" products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

### Proactive protection for your floor

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast.

### Immediately after installation

Please kindly check ADOFLOOR installation and maintenance manuals.

Link: [www.chosenfloors.com.au](http://www.chosenfloors.com.au)

## WHAT IS COVERED? RESIDENTIAL

Please find the usage area explanations and terms table below. (residential, commercial etc.)

For residential installations, ADO Floor warrants its standard first quality floor products to be free from manufacturing defects for (see applicable products and years below) from the date of purchase from factory; if installed according to FORTIKA, GRIT, LAAG and other ADO Floor Brands installation instructions and the ADO Floor installation guide the products:

## COMMERCIAL

For commercial installations, ADO Floor warrants its regular (first quality) floor

products are warranted to be free from manufacturing defects and will not wear through the printed image for the term length of the warranty coverage as set forth below in the Limited Warranty Term Length for Applicable Products and Years section, starting from the date of purchase, installed according to the FORTIKA, GRIT, LAAG and other ADO Floor Brand products installation instructions and the ADO Floor installation guide available at [Chosenfloors.com.au](http://Chosenfloors.com.au)

- Will not wear through\*
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from common household use\*\*
- Will not permanently correct household use
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold or mildew growth
- The edges of the flooring will not curl

## INDUSTRIAL

Please contact with the factory for this.

## WHAT DOES 100% WATERPROOF MEAN?

When exposed to water FORTIKA, GRIT, LAAG and other ADO Floor Brands are waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, FORTIKA, GRIT, LAAG and other ADO Floor Brands flooring installation systems ADOFLOOR'S CLICK SYSTEM® will continue to create a secure bond. In the case of standing water or flooding, FORTIKA, GRIT, LAAG and other ADO Floor Brands flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

## WHAT IS THE ADO FLOOR PET-FRIENDLY WARRANTY?

When exposed to soiling from pets (domestic dogs and cats), ADO Floor products will resist stains during the specific warranty timeframe. However, accidents should be cleaned up immediately. It must be cleaned within 15 minutes. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

## WHAT WILL ADO FLOOR DO IF ANY OF THE ABOVE HAPPENS?

### RESIDENTIAL

If there is a defect covered by this limited warranty period for each flooring product, ADO Floor product will furnish comparable ADO Floor product of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our discretion.

ADO Floor will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl tile or plank.

We reserve the right to verify any claims or defect by inspections, including having samples removed for technical analysis.

## COMMERCIAL

**What commercial applications are recommended for ADO Floor residential products?**

Durability, ease of installation and care make many of our residential products great options for light commercial and small commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your ADO Floor representative prior to purchase.

## WORKMANSHIP

ADO Floor does not warrant the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your ADO Floor should be professionally installed by licensed contractors who have demonstrated expertise in installing commercial floors.

## WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

- Damage caused by fire, flooding, exposure to standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Flooding that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects.
- When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are graded "irregular" or sold "as is" without warranty and second quality.

\* Wear-through is defined as loss of the floor design due to common household use.

\*\*Common household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be. FORTIKA, GRIT, LAAG and other ADO Floor Brands can be installed in large commercial and institutional applications as listed in the ADO Floor Commercial Product Guide, and if installed in accordance with the installation instructions.

- Floors that are installed in structures other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial or limited commercial.)
- Discoloration from moisture or underlayment panels after having been repaired or replaced by ADO Floor one time.
- Construction or installation-related damage - including installation defects due to installations not using the recommended ADO Floor products.
- Failure of the floor to adhere to the subfloor due to, for example, moisture, alkaline or hydrostatic pressure from the subfloor.
- Inappropriate end-user activities.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Also note: This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

#### Non-intended Applications:

- Anywhere commercial cleaning machines will be used on products
- For FORTIKA, GRIT, LAAG and other ADO Floor Brands go to [Chosenfloors.com.au](http://Chosenfloors.com.au) to review Recommended Applications for commercial use.
- Large commercial applications (education / institutional, hospital/health care, large retail, office, hospitality) For large commercial and institutional applications, please refer to the Recommended Applications at [ADOFloor.com](http://ADOFloor.com).

#### WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

**NONE OF OUR INSTALLERS, RETAILERS, DISTRIBUTORS OR EMPLOYEES HAS AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMERS OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES.**

**THERE ARE NO WARRANTIES BEYOND THIS EXPRESSED LIMITED WARRANTY. ALL OTHER WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. ADO FLOOR EXCLUDES ANY LIABILITY FOR LOST PROFITS AND WILL NOT PAY ANY OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER THIS WARRANTY. BY THIS WE MEAN ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. THE REMEDIES CONTAINED HEREIN ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.**

#### WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your ADO Floor products. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at +61 (03) 8538 1797. PLEASE KEEP YOUR RECEIPT. ADO Floor needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

#### WARRANTY OWNER

This limited warranty extends only to the original end-user, is non-transferrable and applies to floors manufactured after Jan 1 2021.

#### Limited Warranty Term Length for Applicable Products and Years

\*It includes the classification system, based on EN 10582 (LVT) and EN 16511 (SPC), the codes may change according to EN standard updates.

Building Type	Residential Buildings			Commercial Buildings				Industrial Buildings		
	Moderate Loads and Traffics	Normal Loads and Traffic	Heavy Loads and Traffic	Moderate Loads and Traffics	Normal Loads and Traffic	Heavy Loads and Traffic	Very Heavy Intensive Loads and Traffic	Moderate Loads and Traffics	Normal Loads and Traffic	Heavy Loads and Traffic
Usage Area	eg. bedrooms, guest rooms etc.	eg. living rooms, dining rooms etc.	eg. kitchens, corridors, home offices, etc.	eg. hotel rooms, small offices, meeting rooms etc.	eg. offices, waiting rooms, boutiques etc.	eg. large offices, shops, public buildings etc.	eg. supermarkets, airport terminals and public-facing government buildings etc.	eg. workshops etc.	eg. general assembly flooring etc.	eg. bus floors etc.
Class - DIN EN 685	21	22	23	31	32	33	34	41	42	43
LVT Total Thickness (min, mm)	1	1,5	1,5	2	2	2	2	2	2	2
LVT Thickness of Wear Layer (min, mm)	0,15	0,20	0,30	0,30	0,40	0,50/0,55	0,70	0,40	0,50/0,55	0,70
Warranty Years for LVT	7 Years	10 Years	15 Years	5 Years	6 Years	7 Years	15 Years	None	None	None
SPC Total Thickness (min, mm)	1	1,5	1,5	2	2	2	2	2	2	2
SPC Thickness of Wear Layer (min, mm)	0,15	0,20	0,30	0,30	0,40	0,50/0,55	0,70	0,40	0,50/0,55	0,70
Warranty Years for SPC	7 Years	10 Years	15 Years	5 Years	6 Years	7 Years	15 Years	None	None	None
Additional Notes			*For 0,55 mm wear layered products has 30 YEARS and 0,70 mm wear layered products has LIFETIME WARRANTY for Residential Area.					According to standard, product cannot have click system		
ADO Products Classification: *According to independent lab tests	LVT: 2 mm Self Adhesive - 0,15 mm WL SPC: 4 mm Click - 0,15 WL		LVT: 2,5 mm Dryback - 0,30 mm WL LVT: 2,5 mm Dryback / Loose Lay - 0,50/0,55 mm WL SPC: 4 mm Click - 0,30/0,55 mm WL	LVT: 2,5 mm Dryback - 0,30 mm WL LVT: 5 mm Loose Lay - 0,30 mm WL		LVT: 2,5 mm Dryback - 0,55 mm WL LVT: 5 mm Looselay - 0,30 mm WL LVT: 5 mm Loose Lay - 0,50/0,55 mm WL	SPC: 4 mm Click - 0,30/0,55 mm WL		LVT: 2,5 mm Dryback - 0,50/0,55 mm WL LVT: 5 mm Loose Lay - 0,50/0,55 mm WL	

\*Go to [Chosenfloors.com.au](http://Chosenfloors.com.au) for additional commercial warranty coverage for light commercial applications.

\*Go to [Chosenfloors.com.au](http://Chosenfloors.com.au) to review Recommended Applications for commercial use of all products listed under Commercial.

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