

MAINTENANCE AND WARRANTY

CONGRATULATIONS!

You have chosen and installed an Elements of Nature® luxury vinyl tile/plank floor. Your new floor was produced under the highest quality control standards and will provide you with many years of enjoyment. Although Elements of Nature® Tile is one of the easiest floors to maintain, please follow the recommendations in this Maintenance Guide to retain the fresh look and to protect the factory finish.

PREVENTATIVE MAINTENANCE:

Use protective mats in front of any doors leading to the outside. This helps to prevent sand and grit from getting on to your vinyl floors. Gritty sand is any floor coverings worst enemy. Also, if you installed the tile in your kitchen, you should place a throw rug in front of the sink area to catch spills and splashes. Install proper floor protectors on furniture legs used on vinyl flooring. Protectors will allow chairs to move easily over the floor without scuffing or scratching. Clean the protectors on a regular basis to remove any grit that may have become embedded. Do not wax the bottom of furniture legs. To keep your floor looking it's best, dust mop or vacuum your floor at least twice per week. Do it more often on floors with heavy traffic. Do not use a household dust treatment chemical of any kind as this may cause the floor to become slick or dull the finish. Simply sweep the floor as needed. Do not pour pails of water on your floor to clean. Excessive water can cause damage to your sub-floor and your floor will only be as good as the sub-floor. If excessive water gets into a wood sub-floor, then buckling, heaving, or warping could result. Elements of Nature® Tile itself is highly water resistant. Do not allow pets with unclipped nails to walk on the vinyl floor. It could cause severe scratching to the surface. The grout lines in your Elements of Nature® floor are part of what gives the floor its remarkably realistic appearance. Just like grout in a ceramic tile floor, our grout lines are partially porous, and therefore may stain, or darken naturally over time. When cleaning your floor please refer to our recommended care and maintenance.

REGULAR CARE AND MAINTENANCE:

Food spills should be cleaned up as rapidly as possible with an all-purpose type liquid cleaner that is not abrasive. We do not recommend powdered cleaners, oil soaps, dishwashing detergents, or other dusting products. Shoe marks and scuffs can be removed by using a spot application of multi purpose cleaner and a non-abrasive scrubbing pad. Regular household dirt can be cleaned with warm soapy water, or a multi purpose cleaner. Some hand wiping may be required to remove tough spots and spills. Always sweep or vacuum your vinyl floor before cleaning in order to remove loose dirt or particles. **DO NOT WAX YOUR ELEMENTS OF NATURE® FLOOR.** The surface of your vinyl floor, which is very dense and non-porous, prevents wax from penetrating and thus will build up and create a bed for yellowing and dirt collection. If your floor has been exposed to excessive water, for example by accident or flooding, remove the water as soon as possible by mopping and ventilate the room. A dehumidifier should be promptly turned on in the room to reduce the moisture level to normal. Do not dry the room below the normal moisture level that existed previously. If accidental deep scratches appear on the floor then it might be necessary to replace such tiles, please see tile replacement guide.

FIRST AID FOR YOUR VINYL FLOOR

You may remove adhesive, chewing gum, crayon, candle wax, and similar type substances by applying ice until it becomes brittle enough to scrub off. The residue may be removed with a citrus cleaner. Extra deep heel marks, caster marks, etc, rub with #000 extra fine steel wool dampened with cleaner. If very deep then the affected tiles should be replaced.

LIMITED WARRANTY

Elements of Nature® will furnish replacement flooring free of charge if there is a loss of original pattern and color under normal residential use for 5 years as indicated on package, provided the flooring covered by this warranty is installed and maintained according to the instructions included. This warranty does not include labor or the cost of labor for installation of the replacement flooring, nor does it include damage due to improper installation or maintenance, excessive moisture or alkalis in the sub-floor, or conditions arising from hydrostatic pressure, burns, tears, indentations, stains or reduction in gloss due to normal use or exterior applications. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may have other rights, which vary from state to state. This warranty is in lieu of any other warranties expressed or implied. This warranty service is available only by notice to Elements of Nature®, or from the company where the purchase was made. All claims must reported to Elements of Nature® within 90 days of the occurrence of the problem. Elements of Nature® will take no responsibility for any repairs if the problem was not verified and inspected within 90 days of the original problem. Any repairs made without the written consent of Elements of Nature® will not be paid.