



TRIFOREST INC.
Quality Flooring Distribution

WARRANTY

WARRANTY REQUIREMENTS

This Limited Warranty is limited to Triforest Inc. (©TOUCAN). Triforest SPC flooring is warranted against wear through or lack of finish adhesion for a period of 30 years from the original date of purchase when used under normal conditions in a dry, indoor, residential setting. In light commercial settings the products will be covered for 15 years from the original date of purchase.

Triforest flooring (©TOUCAN) SPC flooring must be installed according to the installation guide and with proper accessories provided by the manufacturer. All SPC planks must be inspected for possible, recognizable defects before and during the installation as any right to claim under warranty becomes invalid after planks with visible defects have been installed.

30-YEAR RESIDENTIAL WARRANTY

For 30 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used.
- Will not permanently stain from common household products.
- Will not permanently stain from traffic stains including asphalt driveway sealer.
- Will not permanently stain from rubber-backed mats.
- Will not permanently scuff from shoe soles.
- Will not discolor from moisture or underlayment panels.

15-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

What is covered and for how long?

The TOUCAN 15 year limited light commercial warranty means that for 15 years from the date of purchase, the floor listed above:

- Will not permanently stain from common household products.
- Will not permanently stain from traffic stains including asphalt driveway sealer.
- Will not permanently scuff from shoe soles.
- Will not fade or discolor from heat or sunlight.
- Will not discolor from moisture or underlayment panels.

How to submit a claim

In case of a manufacturer defect, please contact your retail dealer immediately. Original sales receipt must be available at time of claim.

What is NOT covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shoes, and cutting from sharp objects.
- Loss of gloss/scratching.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Construction or installation related damage.
- Installation defects.



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What is NOT covered by this warranty? (cont'd)

- Dissatisfaction due to improper maintenance.
- Damage caused by improper furniture rests and floor protectors and 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.
- Discoloration or damage caused by adhesives or floor care products not recommended by Triforest.
- Floors that are installed in other than owner occupied, or tenant occupied residences.

Terms

Within Three Years: If a defect covered by this warranty is reported to Triforest Inc. in writing within five years of purchase, Triforest Inc. will supply new material of the same or similar grade sufficient to repair or replace the defective material.

Within Ten Years: If a defect covered by this warranty is reported to Triforest in writing after three years but within ten years of purchase, Triforest will supply new material of the same or similar grade sufficient to repair or replace the defective material. Triforest will not cover labor costs.

If a defect covered by this warranty is reported to Triforest(in writing, Triforest will provide a one-time only replacement of the floor per unit, and not for multiple complaints of the same nature, for the lifetime of the floor.

WARRANTY OWNER

This warranty extends only to the original end-user.

CARE AND MAINTENANCE

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

CAUTION: Most damage to new floors is done when moving kitchen appliances. Caution should be observed so any heavy objects, particularly kitchen appliances, do not gouge and tear material. When you are moving heavy objects into place, always use hardboard or underlayment panels to protect floor. Use strips of hardboard under feet of appliances as they are moved into final position. Tilt appliance slightly to remove strips. To further protect against heavy, sharp-edged furniture and appliance legs, the use of floor protectors is recommended. Your Triforest retailer can help select the right protectors.

Caring for Your Floor

- Sweep regularly to remove surface grit and dust. Use a damp cloth or mop to clean up any dirt and footprints but avoid using excessive moisture. All spills should be cleaned up immediately. CAUTION: Planks are slippery when wet.
- Do not use a wet spray microfiber mop. Never use wax, polish, abrasive cleaners or scouring agents as they may dull or distort the finish.
- High heels can damage floors.
- Use protective pads under furniture. Use doormats at entrance ways to protect floor from discoloring.
- Do not allow pets with unclipped nails to scratch or damage the floor.
- Avoid exposure to direct sunlight for prolonged periods of time. Use drapes or blinds to minimize direct sunlight during peak sunlight hours.



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CARE AND MAINTENANCE

Caring for Your Floor (cont'd)

- It is a good idea to save a few planks in case of accidental damage.

Planks can be replaced or repaired by a flooring professional.

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. Never slide furniture or appliances directly over your floor.

Do not use rolling casters. They can damage the floor. Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings can cause permanent discoloration.