



*CORETEC  
WARRANTY & CARE  
BOOKLET*

**COREtec®**

*the Original*

COREtec is distributed in New Zealand by Carpet Court.

This booklet provides you with Carpet Court's general care guide information and a summary of the manufacturer's warranties.

For complete details of the manufacturer's warranties please go to [www.coretec.co.nz](http://www.coretec.co.nz)

## **CORETEC CARE GUIDE:**

Proper care will help protect and maintain the appearance and performance of your COREtec floor.

Key areas of proper care:

- Post-Construction Maintenance
- Preventative Maintenance
- Routine Maintenance
- Spot & Spill Removal

### **POST CONSTRUCTION MAINTENANCE:**

For New Construction or Renovation: Construction dust and joint compound can be deposited on the flooring. If it is not completely removed and then wet mopped, it will create a haze on the surface of the flooring.

In the event where plaster board dust/construction dust is mopped with water only, a residue film will appear on the floor after drying. Use the process below to remove the film from the floor.

#### **Process to remove construction residue or cloudy film from resilient flooring:**

- Dry mop floor to remove any construction dust or exterior soil tracked onto the flooring. Use microfibre dry mop pad. If microfibre dry mop pad gets dirty, replace pad with a clean pad.
- Spray neutral pH cleaner, such as Encore, COREtec Floor Cleaner or equivalent neutral pH floor cleaner onto the floor in manageable areas (spray mist will dry quickly). Clean floor in sections. For smooth surface flooring products, use a low rpm (175 rpm) buffer with a 3M red pad on flooring with neutral pH cleaner applied to the floor to remove the residue film. Never Dry Buff the floor. For embossed or textured flooring, use a cylindrical brush scrubber, such as the Clarke MA10 12E Scrubber and a neutral pH floor cleaner applied to the floor to remove the residue film.
- Using a wet microfibre mop pad, rinse with water only to remove any remaining residue from the flooring. When wet mop pad becomes dirty, be sure to replace the pad with a new microfibre wet mop pad.
- Repeat steps #2 and #3, if necessary.

#### **IMPORTANT NOTICE – CONSUMER GUARANTEES ACT 1993 ("CGA")**

The manufacturer's residential warranties referred to in this booklet do not limit or affect your rights and remedies under the CGA. The manufacturer's residential warranties are in addition to your rights and remedies under the CGA.

For further information on your rights and remedies under the CGA please go to [consumerprotection.govt.nz](http://consumerprotection.govt.nz)







## PREVENTATIVE MAINTENANCE:

Always protect floors when moving heavy objects to prevent permanent scratches and tears. Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage. Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of the resilient floors, use mats without latex or rubber backings to avoid possible discoloration. Use appropriate window coverings to avoid direct sunlight as this can fade or change the colour of the flooring. Furniture with castor wheels should be easy swivelling, large surface, non-staining and suitable for resilient floors. Do not use ball-type castors as these can damage the floor. Protective mats are required under office chairs.

## ROUTINE MAINTENANCE:

Daily removal of dirt and dust is important to prevent particles from abrading the surface of resilient floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars.

Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH floor cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow the cleaning manufacturer's instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans. Encore, COREtec neutral pH floor cleaner or equivalent floor cleaner are recommended for general spotting and cleaning. NEVER USE floor polish or floor cleaning wax, oil soaps, etc. These products can damage and/or leave a film on the flooring. Do not buff, wax or use cleaning products that contain surfactants. Never steam clean or use a steam mop on the floor.

## SPOT & SPILL REMOVAL:

Our flooring products are engineered to resist and minimize common staining. Absorb wet spills as quickly as possible by blotting with paper or cloth towels. Rinse with water if necessary and blot dry. Dried spots should be removed by gentle agitation and rinsed with water. Blot dry. Use Encore, COREtec cleaning products or products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue. Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove. Please note that some stain conditions may become permanent. Safety Caution: The surfaces of resilient floors change during wet cleaning and finish applications. Please use appropriate safety measures.

## RESILIENT FLOORING CHARACTERISTICS:

Despite detailed manufacturing standards, flooring displays certain characteristics that are an inherent feature and are not manufacturing defects. You may notice slight deviations in the colour and character from plank to plank. Any changes to colour and manufacturing tolerances up to a 5% variance from the specifications are not considered manufacturing defects under these warranties. Flooring products can change with temperature. Warranty does not cover expansion of the floor caused by sunlight and/or excessive temperatures. COREtec flooring is a waterproof product but not a water proof solution for your floor. The warranties do not cover flooring installed in areas regularly exposed to high volumes of water (such as walk-in showers) or any external applications (such as decking). The warranties do not cover colour changes due to natural changes in colour from exposure to light or to areas which have not changed in colour due to less exposure to light than surrounding areas. While moisture will not affect the floors integrity, it is probable that, when excessive moisture accumulates in buildings or on the flooring, mould (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). These warranties do not cover damage due to mould and/or mildew problems. The warranties do not cover gapping, noises of all types (creaks, squeaks etc) emanating from the floor and/or sub-floor or any structural and/or sub-floor related issues. The warranties do not cover, and specifically exclude, damage to your flooring resulting from accidents or abuse, such as: indentations from excessive force, scratches, pet damage, stains, sheen loss and changes to gloss levels, pebbles, stones, sand, all other abrasives, chemicals, fire, natural disasters, excessive heat, heating and air-conditioning systems, improper installation or handling or negligence.



## MANUFACTURER'S WARRANTIES SUMMARY:

### RESIDENTIAL WARRANTY:

A summary of the manufacturer's **residential warranty** is briefly explained below. Note that this warranty is subject to further, exclusions, conditions and limitations. Full details, limitations, exclusions, conditions and pro-rating apply as set out in the manufacturer's warranties available at [www.coretec.co.nz](http://www.coretec.co.nz)

- Lifetime limited residential wear warranty
- Lifetime limited structure warranty
- Lifetime limited waterproof warranty
- Lifetime limited petproof warranty

These limited warranties are provided by Shaw Industries, Inc. (Shaw) and begins when the flooring is purchased. These warranties are non-transferable and applies only to the original purchaser. COREtec is a selling brand of Shaw Industries, Inc. Any liability under these warranties extends only to the direct costs incurred in repairing or replacing affected flooring. No liability is accepted for any incidental or consequential costs or expenses arising as a result of the repair or replacement of the affected flooring, such as re-painting, plumbing or electrical works, removal of fixtures or furniture or accommodation costs.

### LIFETIME LIMITED RESIDENTIAL WEAR WARRANTY:

The vinyl layer of the floor plank is warranted by Shaw not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear.

### LIFETIME LIMITED STRUCTURE WARRANTY:

The floor plank is warranted to be free from manufacturing or material defects for the life of the product.

### LIFETIME LIMITED WATERPROOF WARRANTY:

Shaw warrants that for the stated warranty period from the date of original purchase, your COREtec product will not swell, cup, or crack due to:

- Normal cleaning practices.
- Moisture due to everyday household spills.
- Moisture from sub-floor when exposed to such conditions.

### LIFETIME LIMITED PETPROOF WARRANTY:

Shaw warrants that your luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, faeces, and vomit.

Stain resistance means the ability of your floor to resist (i.e., minimise or withstand) permanent stains.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

### THESE LIMITED WARRANTIES ARE SUBJECT TO THE FOLLOWING CONDITIONS:

- The floor must be installed properly and according to manufacturer instructions and AS/NZS 1884-2013 by a professional installer.
- The flooring must be used only indoors in a climate controlled area.
- The flooring must be properly maintained and cared for in accordance with this booklet.
- This limited warranty does not apply to moldings and trims.

None of the exclusions or limitations in this booklet apply and all of the conditions in this booklet are met.







### COMMERCIAL WARRANTY:

A summary of the manufacturer's **10 Year Medium Commercial Limited Warranty** is briefly explained below. Note that this warranty is subject to further exclusions, conditions and limitations. Full details, limitations, exclusions, conditions and pro-rating apply as set out in the manufacturer's warranties available at [www.coretec.co.nz](http://www.coretec.co.nz). Shaw warrants its resilient WPC products under this Commercial Limited Warranty when used in the proper fit for use indoor light commercial applications with light to moderate foot traffic. Examples are small offices or motel rooms.

- Lifetime limited residential wear warranty
- Lifetime limited structure warranty
- Lifetime limited waterproof warranty
- Lifetime limited petproof warranty

These warranties are provided by Shaw and begins when the flooring is purchased. These warranties are non-transferable and applies only to the original purchaser. COREtec is a selling brand of Shaw Industries, Inc. Any liability under these warranties extends only to the direct costs incurred in repairing or replacing affected flooring. No liability is accepted for any incidental or consequential costs or expenses arising as a result of the repair or replacement of the affected flooring, such as re-painting, plumbing or electrical works, removal of fixtures or furniture or accommodation costs.

### MANUFACTURING DEFECTS WARRANTY:

Shaw warrants that the floor plank or tile will be free from manufacturing defects during the period of this warranty. Manufacturing defects include delamination, core voids, thickness variation, and dimensional stability defects. Dimensional stability related defects are defined as dimensional changes in the width and/or length of the product greater than the tolerances as defined in ASTM F2199. Thickness variation is defined as thickness exceeding the thickness tolerance as defined in ASTM F386.

### WEAR WARRANTY:

The vinyl layer of the floor plank is warranted not to wear through under light commercial use during the period of this warranty. Gloss reduction, scratches and dents in the finish are not considered surface wear and are not covered under the warranty. Wear through is defined as wear due to light to moderate foot traffic will not wear through to the pattern layer of the product.

### LIMITED WATERPROOF WARRANTY:

This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.). Shaw warrants that for the lifetime of stated warranty period from the date of original purchase, your Shaw product will not swell, cup or crack due to:

- Normal cleaning practices see pages 1-3.
- Moisture due to everyday household spills see pages 1-3.
- Normal moisture levels from subfloor when exposed to such conditions (see installation instructions document at [www.coretec.co.nz](http://www.coretec.co.nz) for additional information).
- While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mould (and/or) mildew growth can occur - particularly if the moisture problem remains undiscovered or unaddressed. In addition, such excessive moisture levels can cause the ends and/or sides of the product to lift/flare due to the vapor pressure from underneath. Such damage from excessive moisture levels (as outlined in the installation instructions document at [www.coretec.co.nz](http://www.coretec.co.nz)) are not covered by this warranty. All sources of subfloor moisture should be remedied prior to installation.

### ACCLIMATISING FOR COMMERCIAL PURPOSES:

Recommended best practice is to acclimatise product for 24 hours prior to installation. Note - Floor NZ page 43 residential best practice advises following manufacturer guidelines for acclimation.

### **CORETEC GLUE DOWN INSTALLATION WARNING:**

COREtec floors are designed to be installed as floating floors. It is still possible to perform a glue down installation but there are some important rules that need to be respected. Shaw cannot be held responsible if there is any issue with a glue down installation that have not respected below points. First and foremost, it is necessary to use a compatible glue. Please contact Carpet Court to receive a list of glue references approved by glue suppliers who performed testing with COREtec. Then, it is the installer responsibility to check which of these glues is the most suitable given the installation site characteristics. If in doubt, contact the glue supplier for advice.

It is also necessary to follow precisely the instructions provided by the glue supplier and to respect the procedure for subfloor preparation, the use of a primer, the quantity to spread, etc. Finally, a glue down installation does not prevent from having an expansion gap of 6 mm around the perimeter and to follow the installation guidelines. The expansion gap is necessary as the product will still expand and contract to an extent that depends on the elasticity of the glue used.

### **WHAT TO DO SHOULD A PROBLEM ARISE:**

In the first instance, please contact the retailer from which you purchased the flooring. You will need your proof of purchase from the retailer to assist you with your warranty claim or claim under the CGA. Your claim will be assessed in a timely manner by your local Carpet Court representative. Some claims may require a Carpet Court representative to visit and view the flooring in person. For more information, visit [www.coretec.co.nz](http://www.coretec.co.nz)

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