



Cascade H₂O Care and Cleaning

Care Instructions for Laminate Flooring Installations

Routine cleaning

- Sweep or vacuum using the wand attachment, then follow with laminate floor care products only. In very sandy areas sweep or vacuum more frequently.
- For spills or wet areas, immediately wipe with a cloth or sponge and clean with a laminate floor cleaner.
- Laminate flooring, like other types of smooth floors, can become slippery when wet. Allow time to dry after cleaning.
- Do not use soap based detergents or “mop and shine” products, as these may leave a dull film on your floor.
- Do not wax or polish your floor.
- Do not use abrasive cleaners, steel wool or scouring powder that can all scratch your floor.

Tough spots

- Remove tough spots like shoe polish, tar and asphalt driveway sealer with nail polish remover containing acetone. Then wipe with a damp cloth.

Protect your new Cascade Laminate floor

- Place a natural or colorfast mat at outside entrances to collect tracked-in dirt and absorb excess moisture.
- For added indentation resistance, use floor protectors on chairs and other furniture. The heavier the item, the wider the floor protector should be.

High Moisture areas

- For all installation systems use 100% silicone caulk in areas of rooms where excessive moisture may be present such as at sinks, dishwashers, icemakers and around pipes.



Cascade H₂O Warranty

Cascade H₂O Limited Lifetime Residential Warranty.

Cascade H₂O presents the following limited lifetime residential warranty to the original purchaser for the entirety of its original ownership:

- (1) the laminate flooring will not wear through; (2) the floor will not fade due to sunlight light or artificial light; (3) the floor will not stain; (4) the laminate flooring will resist moisture damage due to light wet mopping and **everyday household spills for a period lasting up to 96 hours**; and (5) the joint will remain securely locked under standard use conditions. This limited warranty is subject to the conditions described in the "Conditions" section below and does not include any commercial setting.

Cascade H₂O Limited 6-Month Manufacturing Warranty

Cascade H₂O provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring.

The Cascade H₂O Limited 6-Month Manufacturing Warranty is made subject to the following conditions:

This limited warranty does not cover any damage that may occur during shipment or installation.

Cascade H₂O Limited 20-year Light Commercial Warranty

Cascade H₂O provides the following limited light commercial warranty to the original purchaser for 20 years from the date of purchase that: 1) the laminate surface will not wear through; 2) the floor will not fade due to sun or artificial light; and 3) the floor will not stain. This limited warranty is subject to the conditions described in the "Conditions" section below and is only applicable if used in one of the following commercial areas:

Retail: Entryways*, Showroom, Breakrooms, Dressing Rooms, Offices, Storage Rooms.

Restaurants: Entryways*, Lobbies, Hallways, Offices

Doctor's Offices: Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Breakrooms, Storage Rooms.

Hotels: Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

Business Offices: Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms.

Multi-family Housing: Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

Educational: Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

*Entry mats are required at all entryways.

Cascade H₂O is not responsible for usage that is not in compliance with any regulation or code. All areas must be examined prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed. Cascade H₂O provides no additional warranties besides the specific warranty identified above and does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Proper assessment of location and usage must be applied. Contact your local sales representative for questions on performance in specific locations.

The Cascade H₂O Limited Lifetime Residential Warranty and Limited 20-Year Light Commercial Warranty are made subject to the following conditions:

- A moisture test is required to determine if excessive moisture exists in the subfloor.

- A polyethylene film moisture barrier is not required over wood subfloors. Moisture readings of wood subfloors must be ≤12% throughout the entire installation.
- The entire perimeter of the installation must be sealed with 100% silicone caulking. All expansion spaces must be filled with 3/8" compressible PE foam backer rod and covered with 100% silicone caulking. Apply 100% silicone caulking to all moldings at the point of contact with the flooring surface. Apply silicone caulking at all connections to doorframes or any other fixed objects.
- Foam underlayment is already attached to this product. Additional underlayment is not required for proper performance. Use of an additional underlayment will void the warranty.
- Cascade H₂O laminate flooring may have an area of up to **4000 feet without an expansion joint**. Any area over 4000 feet must be separated using an expansion joint of a minimum 1/4" with an appropriate transition molding.
- Failure to fully engage the locking system around all sides of each plank during installation could result in gaps that will void this limited warranty.
 - 1) The flooring must be used only indoors in a dry, climate-controlled area.
 - 2) The flooring must be maintained according to maintenance instructions. Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, soaps, waxes or polishes is not covered by this limited warranty.
 - 3) Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products is not covered by this limited warranty.
 - 4) Surface wear must be readily visible (i.e. approximately 1 square inch). Any variations from later product additions or non-warranty repairs are not covered by these limited warranties.
 - 5) These limited warranties do not apply to moisture damage caused by events beyond everyday household spills, including but not limited to, flooding, standing water, leaking pipes, mechanical failures or appliance leaks.
 - 6) These limited warranties do not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.
 - 7) For limited warranties to apply when flooring is installed on a concrete subfloor, 6-mil polyethylene film moisture barrier must be installed underneath the flooring.
 - 8) Moldings and transitions are not covered under these limited warranties.
 - 9) Installation of flooring that contains any manufacturing defect is not covered by these limited warranties.

How to Make Claims:

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

Cascade H₂O's Responsibility:

If Cascade H₂O accepts a claim under any of the limited warranties above, Cascade H₂O will repair or replace, at its option, the affected material only. If Cascade H₂O solely determines that such repair or replacement is not reasonably achievable, Cascade H₂O may choose to refund the purchase price of the affected Cascade H₂O flooring material. If the design for which a claim is



Cascade H₂O Warranty

made is no longer available, Cascade H₂O will replace the affected floor materials with another Cascade H₂O design of equal or greater value at Cascade H₂O's discretion. If the product was professionally installed, Cascade H₂O will cover labor costs within reason. Cascade H₂O can never be held liable and is not responsible for any secondary damage. Upon approval of the warranty claim, Cascade H₂O will provide you with instructions on the way to proceed in order to have your flooring repaired or replaced, and you must comply with such instructions within ninety (90) days after the claim is approved or your rights under this limited warranty will be deemed waived. The above remedies are the sole and exclusive remedies for claims on this product. These limited warranties give you specific legal rights, and you may also have other rights which vary from State to State.

DISCLAIMERS:

Cascade H₂O DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THIS PRODUCT.

Cascade H₂O disclaims liability for incidental and consequential damages. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

These limited warranties are not transferable. They extend only to the original end-consumer.

Samples, descriptions, and other information concerning the product contained in Cascade H₂O catalogs, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon Cascade H₂O. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify Cascade H₂O warranties.

The provisions of these limited warranties are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision. These limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Cascade H₂O.

Care and Cleaning

Place felt floor protectors under the legs of moveable furniture. Chair casters should be rubber – not plastic or metal. Place walk-off mats at entrances. **Dust mop** as primary cleaning method. Occasionally wet mop with water only, using a well wrung out mop; **DO NOT** pour liquid directly on floor or use an excessively wet mop that will puddle or leave moisture standing on the floor. If needed, use a solution of 1 cup of vinegar per gallon of water OR 1/3 cup non-sudsing ammonia per gallon of water. **DO NOT** use detergents, abrasive cleaners, soaps, waxes or polishes. Use correct hard surface vacuum tools. **DO NOT** use rotating beater bars, floor scrubbers, steamers, jet mops, buffers or similar products. Wipe up spills immediately. **DO NOT allow topical moisture to remain on the floor longer than necessary.**