



GARRISON

INSTALLATION INSTRUCTIONS



SPC NATURESTEP

Installation Instructions: SPC NatureStep

All Jobsite Conditions are the Builder/Owner/Installer's responsibility. Builder/Owner/Installer must meet the below Conditions and Information for a successful and proper Installation.

PREPARATION:

Material Handling and Site Conditions:

1. Store cartons of plank and/or tile with cartons stacked no more than 5: Inspect your cartons at the time of pick up or delivery, do not deliver with metal bands strapped too tight or improper methods damaging the boxes during the delivery process, includes overstocking and/or placing cartons vertically or on the sides, and/or over stacking more than 5 high this may allow cartons to bend improperly during storage or transportation.

2. Materials must be acclimated in climate-controlled locations with constant Ambient Temperatures 65°F (approx. 18°C) for 48 hours before, during, and after the start of the installation. Store cartons lying flat at all times and protect from direct sunlight during acclimation and installation. Open up both ends of the boxes to properly acclimatize. Cross Stacking is recommended and mixing from 3 boxes for a uniform installation. For extreme heat, use temporary protection prior to full or partial occupancy of the building. Ram Board is recommended for floor protection with all above and construction-related work, paint, drywall plumbing, etc to be completed prior to Installation.

3.A. Materials must be installed in climate-controlled locations with ambient temperature range 65°F - 85°F (20°- 29°C) for the life of the installation. Jobsite mimicked conditions such as torpedo heaters, fans, etc. do not meet proper requirements. Climate-controlled conditioned space is equivalent to working/living conditions during occupancy. Conditioned space is required; the definition is an enclosed space within a building where there is intentional control of the space has defined limits using natural, electrical, or mechanical means. Conditioned space is an area or room within the building that is intentionally heated or cooled, and humidified or dehumidified, to be maintained at the same expected conditions as the living/working interior space either for the comfort of occupants or for preserving temperature and humidity sensitive goods.

3.B Unconditioned space refers to exterior space, or a space within the shell of a building, that is uncontrolled, and is neither directly nor indirectly heated, cooled, humidified, nor dehumidified Consistently, the warranty will not cover and not include unconditioned spaces.

4. Improper acclimation of floating Garrison plank/tile flooring may result in gapping or buckling, or joints that are difficult to engage properly. Do not use improper installation techniques at the time of the Installation. Improper locking of the locking mechanism may cause one or more of the following conditions in your flooring: end joints may become distressed resulting in a peaked appearance, cracks, delamination due to ledging, separation of end joints from normal

environmental temperature changes, cupping, and/or curling and side joint failures.

5. Three seasons' rooms, basements, bonus rooms, she sheds, man caves, and below-grade installations are required to meet the all above conditions.

GARRISON PRE-INSPECTIONS REQUIREMENTS FOR OWNER/INSTALLER:

1. Should not rely solely on samples as the final color/shade as installed. Inspections and final approval of color, shade, blemishes, and or any visible possible defects in the planks will be required at the pre-installation stage and must document and state the claim with the run number, box number lot, etc. If partial damage to a plank/tile during any portion of the installation is found, it should be cut off and not installed. Contact GARRISON COLLECTION IN WRITING WITHIN 48 HOURS OR AT THE TIME OF THE COMPLAINT IS NOTICED. (SEE WARRANTY FOR DETAILS). IF YOU EXCEED 5% INSTALLED OR 100 SQ FEET OF THE INSTALLED MATERIALS WITH ANY OF THE ABOVE-RELATED ISSUES, THERE WILL BE AN ACCEPTANCE OF THE INSTALLED MATERIALS, AND THE MANUFACTURER ASSUMES NO RESPONSIBILITY REGARDLESS OF THE CLAIM FILED.
2. Proper pre-measuring is required for a proper and successful installation of square footage measurements, waste factors, and includes end joint stagger. This will assist with the proper amount at the time the order is placed. Garrison cannot guarantee nor take any responsibility for the improper ordering, changes, and/or adding to the existing order in the event the same run number or lot number is no longer available to fulfill an order.
3. Improper acclimation of floating Garrison plank/tile flooring may result in gapping, buckling, or joints that are difficult to

engage properly. Improper locking of the mechanism may cause one or more of the

4. Following conditions in your flooring: end joints may become distressed resulting in a 'peaked' appearance; delamination due to ledging; separation of joints from normal environmental temperature changes; cupping or side joint failures.
5. IF THE FLOORING AS SUPPLIED WILL NOT SATISFY THE CUSTOMER IN FULL, DO NOT PROCEED TO INSTALL; INSTALLATION IS ACCEPTANCE. The decision not to proceed must be made within the first 5% or 100 square feet of flooring boxes opened, whichever is less. Opened boxes exceeding this amount will not be eligible for return and will be subject to the evaluation and warranty guidelines and the claims process.

SUBSTRATES CONDITIONS:

- Substrates must be flat $\frac{3}{16}$ " in 10' or $\frac{1}{8}$ " in 6' radius. Any or all (High Spots) should be mechanically ground down to those requirements. Undulations (Low Spots) should be filled with patching, and/or leveling compounds that contain Portland or high alumina cement. The patching compound MUST meet or exceed a compressive strength minimum of 3,000 psi are acceptable with cementitious patching and leveling compounds with an overall rating of a minimum 3,500 psi are recommended. Improper subfloor preparation may cause telegraphing through the planks due to raking light sources and may cause additional visual appearances or possible failure and is not covered in any

claim filed.

- Uneven areas should be mechanically ground to smooth. Cracks, depressions, or other similar irregularities should be leveled using a suitable Portland cement-based patching compound as required per ICRI.
- Expansion joints, isolation joints, control joints, that include vertical or lateral moving joints in the concrete slab with proper ventilating space are allowed around the perimeter of the room for moisture and vapors to escape the substrate. "Joints" shall be primed and filled with a proper and approved method such as a pure flexible silicone or two-part sealant up to level, to ensure flat and level conditions. All control joints should be completed by a licensed and registered professional in their respective field and in full compliance with manufacturer's Installation Guidelines.
- Moisture Mitigation systems and adhesives are not a 100% cure-all for MVER, Groundwater, Hydrostatic Pressure, Porosity, Osmotic, and Capillary action may occur.
- Proper testing per the concurrent versions of ASTM F-710, ASTM F-2170, ASTM F-3191 and ACI 302.2R-06 are required.
- Testing ASTM F-1869 Groundwater, Hydrostatic Pressure, Capillary action may occur.
- Dusty, Soft, and Overly porous concrete surfaces are not suitable for resilient floor coverings.

- In Slab Reminders: Make a special effort to have your slab marked for the following items that may be within your slab post-tension cables, heated water pipes. Any electrical or low voltage areas must be marked prior to any/all drilling.

NON-APPROVED SUBSTRATES:

- Asphalt Tiles, black cut back adhesive
- Any floating flooring
- Rubber, Cork (for sound reduction products, call your Garrison representative for more details)
- Resilient flooring with cushion backing.
- Directly on the concrete substrate (slab) without a vapor barrier.
- Pine, softwoods, and moisture woods (Luan, particle board)
- Sleeper floor systems
- Masonite, similar hardboard underlayments
- Pressure Treated Lumber (CDX)
- Hardwood flooring, including Bamboo
- Paint, wax, oil, grease, residual adhesive, mold, mildew, and other foreign material that might prevent floating planks and tiles.
- Red sweeping compounds (only use green)
- Uneven, undulated, or unstable substrates with moisture within the plywood

WOOD SUBFLOOR REQUIREMENTS:

Must be structurally sound, flat, and level and must be installed following their manufacturer's recommendations, with compliance with any/all local building Codes and IBC Guidelines:

- 3/4" (minimum 23/32" thickness) APA Plywood's smooth and sanded joints are good with no hollow core or defects.
- 3/4" (minimum 23/32" thickness) Oriented Strand Board (OSB) properly spaced, with no moisture swell in the panel and sanding all high spots with 1/8" expansion allowed in the field.
- Acceptable subfloors also include Advantech Plywood and MultiPLY plywood.
- All panels should be stored in a clean, flat area of the ground. If the materials are stored on-site, they must be protected and covered during the construction or remodeling phases, any swell or damage from other trades must be corrected and repaired or replaced prior to installation.
- Core gaps, delamination, gap split, low core density, improper fastener issues and under-treatment of adhesives resin must be corrected prior to installation, spongy subfloor may impact the joints of flooring by adding improper stress and improper loads.
- All substrates must be structurally sound and free from movement and deflection.
- Inadequate space between the panels distorted, warping, cupping, and or Improper nail/staple with proper glue

methods not limited to thickness variations will not be acceptable conditions.

- Screws, nails must be recessed below the top of the subfloor.
- Excess adhesive must be scraped and or sanded flat to the subfloor. Non acceptable wood subfloors include particleboard, Luan, or any unstable subfloor with moderate deflection
- Before exposing the finished floor, you should always carefully broom away any/all construction-related debris, the grit that could cause scratches, then use a dry pad similar to Swiffer, then use a pH7 neutral cleaner and a damp pad.
- Protect all installed flooring prior to placing into service with Ram Board (see warranty for full details)
- Advantech plywood may have a resin that repels water during the construction process, however if water is of concern please inquire with Garrison and/or Hubert to determine if a vapor barrier is recommended or required to not void either warranty. In any water-prone areas, kitchens, bathrooms, laundry rooms, or similar wet areas. Flexible silicone is required around all perimeter areas and frequent water-prone areas.

Grade Description: Above-grade is defined as any portion of the subfloor where Garrison flooring is to be installed, that is above the plane of the surrounding ground.

On-grade is defined as any portion of the subfloor where wood flooring is to be installed, that is at, or above, the same plane

as the surrounding ground.

Below-grade is defined as any portion of the subfloor where wood flooring is to be installed, that is 4" or more below ground level. Garrison approves all three grades as adequate and proper installation areas.

Grade of Exterior: To be sloped at a rate of 6" in 10' or a 2% swell away from house/building, with proper interior drainage systems working completed.

Landscape: Landscape is recommended to be completed with proper drainage such as gutters, with proper downspouts, and a solid 4" pvc tube attached to the bottom of the downspouts and installed away from the structure at a distance of 10', away from the structure. Irrigation systems must be maintained and checked for leaks around the structure. Gutters are always recommended.

Crawl Spaces: Must meet the concurrent building codes and the IBC guidelines:

- Minimum Crawl space to be 18" (457mm) from ground to underside of the joist and requires a minimum of a 6 mil black vapor barrier overlapping and taped on the stem walls with no exposure to the grade.
- 1.5 square feet per 500 square feet of crawlspace with proper side ventilation is required.
- Sump pits must be maintained and covered within the crawl space.
- Exposed soil and rocks only may increase the humidity levels and affect the subfloor.

CONCRETE SUBFLOOR REQUIREMENTS:

- Concrete must be fully cured for at least 60-90 days prior to Garrison Flooring installation.
- Concrete slab construction shall be in accordance with industry standards for specification related to concrete mix design per ICRI, and IBC, with local Building Codes and compliance taking precedence.
- On-grade, suspended (pan) and below-grade slabs should be installed with a suitable vapor retarder directly underneath the concrete slab, with proper ventilation activity in place.
- Testing shall be conducted according to the concurrent ASTM documentation and instructions of the manufacturer of the testing equipment.
- Required Testing Per ASTM F-710, ASTM F-2170, and optional ASTM F-1869
- Testing for relative humidity, moisture, and PH. Relative Humidity Tests should not exceed 85% (RH); Calcium Chloride Test if performed for the moisture should be no more than 8lbs per one-thousand square feet in 24 hours MVER (Moisture Vapor Emission Rating) and pH tests for alkalinity levels should register between 7 and 9 for optimal results. In the event, a pH exceeds this rating corrective action must be completed prior to installation. All testing must commence after 60-90 days of any poured concrete.
- Ignoring the above test for existing similar sound flooring does not allow the above requirements to meet the same criteria.

- Use Garrison Moisture Barrier (or equivalent product), 6 mil is required, but 10 mil is recommended.
- Unconditioned space refers to exterior space, or a space within the shell of a building, that is uncontrolled and is neither directly nor indirectly heated, cooled, humidified, nor dehumidified will not be acceptable to any Garrison flooring.
- New concrete shall be properly cured and dried prior to the installation of floor covering. Curing agents, surface hardeners, and other membranes or compounds shall be mechanically removed immediately after the cure to allow the slab to properly dry before installation. Approximately 30 days per 1" of slab thickness, with proper ventilation, construction sequencing, weather, and site conditions.
- Substrates must be flat 3/16" in 10' or 1/8" in 6' radius. Any or all (High Spots) should be mechanically ground down to those requirements. Undulations (Low Spots) should be filled with patching, and/or leveling compounds that contain Portland or high alumina cement the patching MUST meet or exceed a compressive strength Minimum of 3,000 psi is acceptable with cementitious patching and leveling compounds with an overall rating of a Minimum of 3,500 psi are recommended. Improper subfloor preparation may cause telegraphing through the planks and cause additional visual appearances or possible failure and is not covered in any warranty claim filed.
- Uneven areas should be mechanically ground to smoothness. Cracks, depressions, or other similar irregularities should be leveled using a suitable Portland cement-based patching compound.
- Expansion joints, isolation joints, control joints, or other moving joints in the concrete slab shall not be filled with patching compound or covered with the use of vapor barriers as long as proper ventilating space is allowed around the perimeter of the room for moisture and vapors to escape the substrate. "Joints" shall be primed and filled with a proper and approved method such as a pure flexible silicone or sealant up to level, to ensure flat and level conditions. All control joints should be completed by a licensed and registered professional in their field.
- Moisture Mitigation systems are not a 100% cure-all for MVER always conduct Testing Per concurrent versions of ASTM F-710, ASTM F-2170, and with optional testing of ASTM F-1869. Groundwater, hydrostatic pressure, capillary action may occur.
- Dusty, soft, and overly porous concrete surfaces are not suitable for resilient floor coverings and corrective action will be required prior to installation.
- Make a special effort to have your slab marked for the following items that may be within your slab, post tension cables, heated water pipes and any electrical, low voltage, etc. must be marked prior to any drilling.

WARNINGS SUBSTRATES PREPARATIONS:

DO NOT SAND, DRY SWEEP, BEAD BLAST, SHOT-BLAST OR USE ANY OTHER MECHANICAL MEANS TO PULVERIZE EXISTING TILE FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" OR ANY OTHER ADHESIVES. THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND/OR CRYSTALLINE SILICA. FRIABLE INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY HAZARD. PROPER TESTING OF THE VCT FLOORING AND CUTBACK/ADHESIVE IS REQUIRED THAT MAY CONTAINING ASBESTOS MATERIAL.

CERAMIC APPROVED SUBSTRATES:

- Must meet all the above requirements regardless of substrate.
- Grout joints must be prepped and filled with appropriate Cementitious patching and leveling compounds with an overall rating of a Minimum 3,500 psi UP TO THE LEVEL/FLATNESS OF THE TILE.

WPC/SPC/W-SPC/VINYL/LAMINATE FLOORING INSTALLATION CHECKLIST GUIDELINES:

This information provides the guidelines for Garrison Floating Installation flooring. All instructions and recommendations should be followed for a successful installation.

1. Inspect each plank prior to installation.
2. Mix from a minimum of 5 boxes to minimize shade variation.
3. Do not use any additional underlayments without written and approved methods in writing from the manufacturer.

4. Do not glue down any floating installed flooring.
5. Structurally sound, dry, smooth, clean, and free of debris, including but not limited to, staples, nails, screws, wax, grease, paint, sealers, curing compounds, and old adhesives. (Black cut back glues may contain Asbestos/Silica dust see details under floor preparation and limitations).

INSTALLATION:

- Must use Garrison Moisture Barrier (or equivalent product), 6 mil is required, but 10 mil is recommended over all substrates that are prone to moisture related issues and/or seasonal changes.
- Length of room size up to 30' linear feet requires 5/16" expansion spacing around the perimeter. (Exceeds 30' linear feet increase to 3/8" expansion space, and add a transition)
- The width of the room up to 26' linear feet requires 3/8" expansion spacing around the perimeter. (Exceed 26' linear feet increase to 5/16" expansion spacing, and add a transition)
- Pipes may be cut large enough to accept the angle of the planks in order to achieve proper expansion and also to be covered with no spaces 5/16" diameter may be required than the pipe in order to achieve proper installation.
- Water prone areas should be treated with a PE foam backer rod and a combination of flexible waterproof silicone caulk (not a hard acrylic caulk)

- Transitions should be treated with the same PE foam backer rod and flexible waterproof flexible caulk (not a hard acrylic caulk) with the transition having free and unencumbered movement. Locations recommended include all wet-prone areas.
 - Transitions are also required; area should not be more than 900 square feet (83.5 square meters) or run longer than 33 feet in length without the use of suitable expansion moldings, transitions.
 - Door casing, cased openings, door jams, base, shoe molding, quarter round, etc:
 - Garrison Floors should always be installed under the above areas with free and proper expansion.
1. Wall base, quarter round, shoe molding or any custom base, you must allow 2/64" vertical clearance (0.03125mm) for proper expansion and contractions.
 2. Always install base, shoe molding nailed/glue to the wall at a proper angle and not into or on top of the flooring or through the flooring.
 3. Wall irregularities should be scribed to accept the proper expansion space.
 4. Installation of all cabinets shall be installed prior to installation of Garrison flooring.
 5. Installation/servicing/repairs on appliances must be moved with extreme caution using proper multiple layers of Ram Board, then a minimum of ½" plywood, using complete due diligence on scrap pieces to make sure no

indentations, roller marks or damage may occur and transfer through. Do not move/install appliances with any food in the refrigerator or freezer.

6. This includes any third-party servicing, delivery, and installation company responsibility. The recommendation for moving appliances would be Crain Air Lifter system speeds up appliance removal and installation, saving time and reducing the risks of damaging your floors.

RADIANT HEATING: Radiant heated subfloors may include concrete, wood, or both.

- The Radiant Heat System must be fully operational 4 weeks prior to installation.
- Upon delivery for acclimation, you must turn down the heating system a minimum of 4 days prior to a consistent temperature of 65 Degrees (18 C).
- The heating system must be placed in the 7/16" (11.3mm) below the concrete.
- After 100% completion of the installation, the temperatures may increase at a rate of 5 degrees per 2 hours and not exceed a temperature of 80 degrees (26.6 °C)
- In-floor sensors are required with a proper thermostat.
- System Supplier's installation and care installation guidelines will prevail. Do not exceed 85 degrees (29.44 °C) at anytime.

TOOLS & SUPPLIES:

- Garrison Moisture Barrier (or equivalent

product); 6 mil required; 10 mil recommended.

- Utility knife, pull bar, spacers, pencil, tape measure, ruler, large combination square, white rubber mallet, goggles, hand saw fine tooth
- Advanced tools are optional but recommended: combination saw, table saw, Roto Zip with carbide tip flat blade, jigsaw, HEPA vacuum, circular saw, undercut saw, D-Cut LP-330 LVT/VCT/WPC Flooring Cutter

IMPROPER TOOLS:

- Do not use a metal framing hammer on the planks.
- Do not use similar tapping blocks used for laminate and hardwood installations for WPC, SPC or W-SPC flooring. This will damage the locking mechanism.
- Do not use hand-rolling rubber, metal seam rollers similar to carpet glue down Applications or resilient installation methods.

PROPER TAPPING BLOCK & METHODS:

- Use a scrap piece of the Garrison flooring that has the proper locking mechanism, the cut off end will be your contact (tapping) with a hammer at the end and place firm, even pressure on the installed plank, gently tap the scrap piece (cut off the end) to lock the floor in. (Required to do this method prior to the actual installation to get the proper technique and angles on 2 scrap pieces to engage the floor properly)

- After locking in the next plank use slight pressure to engage the locking mechanism, do not hit directly on the top of the locking mechanism. This improper installation technique will damage your plank and produce a damaged plank that will require replacement.
- Do not use the rubber mallet, dead blow hammer directly on the top of the locking mechanism, a hair drier may assist if required. Tapping gently will engage your floor properly. If the locking mechanism is not engaging properly, stop installation immediately and contact the manufacturer.
- Be aware to always clean out each piece of flooring and keep dust, debris out of both locking mechanisms by use of a HEPA vacuum with a soft brush for each row installed, clean your floor with a fine broom for each row and keep all construction-related work away from the installation.
- Keeping your job site clean and in an organized manner will assist in the installation. Please also keep other trades off the floor until proper protection has been in place to then accept normal traffic.
- You must inspect each plank prior to installation, cover with Ram Board once installation is complete, and tape Ram Board only onto the wall.
- Never use any tapes, or adhesive similar to Scotch tape, duct tape, painter tape, as it is not recommended. DO NOT USE Shield which is a clear, self-adhering protective film used for moving,

renovation and is mainly used for carpet protection.

INSTALLATION STEPS:

1. Start in a corner by placing the first plank with the tongue side facing the wall. Use spacers along each wall to maintain an expansion of space of 5/16" to 3/8" in between the wall and the flooring.
2. To attach the second plank, insert the end tongue into the end groove of the very first plank. When lowered, the plank will click into place. Line up the edges carefully. The planks should be flat to the floor. Then, using a rubber mallet, hammer the plank into place with enough force for the plank to flatten out and lock into place.
3. Continue connecting the first row until you reach the last full plank. Fit the last plank by rotating the plank 180° with the pattern side upwards, placed beside the row. Measure and mark, then using a ruler and utility knife, score the plank and snap off. Attach as described above.
4. Begin the next row with the off-cut piece from the previous row to stagger the pattern. Pieces should be a minimum of 8 inches long and joint offset should be at least 16 inches. Note: it is faster to assemble planks into a new row at the ends and then attach the entire row to the previous row on the long sides.
5. To start your second row, lay your first plank on the sub-floor. Take your second plank, insert the end tongue into the end groove of the first plank. When lowered, the plank will click into place by applying force using a rubber mallet. The plank should be flat to the floor. Make sure gaps are as small as possible. Continue assembling the planks this way until you have your second row complete. To attach the second row to the first row, tilt and push the side tongue into the side groove of the first panel. Lower and click into place lining the edge up carefully. Continue laying the remaining planks in this manner.
6. To fit the last row, lay a plank on top of the previous row. With the tongue to the wall, lay another plank upside down on the one to be measured and use it as a ruler. Don't forget to allow room for spacers. Cut the plank and attach it to the position.
7. Door frames and heating vents also require expansion room. First cut the plank to the correct length. Then place the cut plank next to its actual position and use a ruler to measure the areas to be cut out and mark them. Cut out the marked points allowing the necessary expansion distance on each side.
8. For a wall Base, quarter round, shoe molding, or any custom base, you must allow 2/64" vertical clearance (0.03125) for proper expansion and contractions.
9. End joints stagger is required to be a minimum of 10". H patterns, stair steps are not recommended and will cause poor visual effects and other installation-related issues. Always complete a dry layout in order to not have small pieces. Always start on the square/straight outside end room of the wall and work left to right, away from your floor.

GARRISON RESILIENT PRODUCT WARRANTY

30 YEAR LIMITED RESIDENTIAL WARRANTY 10 YEAR LIMITED COMMERCIAL WARRANTY

1. Limited Product Warranty. THE PRODUCT WARRANTY SET FORTH HEREIN IS EXCLUSIVE AND IN LIEU OF ALL WARRANTIES EXPRESSED OR IMPLIED, INCLUDING WARRANTIES ARISING FROM THE COURSE OF DEALING OR USAGE, OR TRADE. GARRISON FLOORING MAKES NO WARRANTY, EXPRESS OR IMPLIED, OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

2. Notice and Procedure/Claim. Written notice of any claimed defect must be reported by buyer within thirty (30) days of its discovery. Notice must be made to the dealer from whom the flooring was purchased and it must be received within the product warranty period. In the event that products have visible defects at the time of installation, Garrison must receive written notice within fifteen (15) days of installation, from the dealer who purchased the Garrison flooring. The notice must be accompanied by a copy of the original invoice, and photo evidence. Upon receipt of the notice, Garrison may send a third-party certified inspector to verify and determine the extent of any defect. Garrison reserves the right to have material analyzed and reviewed by receiving 3-4 uninstalled planks.

3. Limited Remedy. Buyer's sole remedy under the product Warranty shall be limited to the supply of replacement products for the defective material without charge or,

Garrison option, a refund of the product's purchase price. Replacement products shall be issued from Garrison regular product lines and Garrison makes no guarantee that the same flooring product will be available at anytime for replacement purposes. Garrison Flooring will supply as a replacement product new goods of the same or similar color, design, and grade as the defective product. Correction of any defect by replacement or by refund shall be issued within a reasonable commercial time. Any services provided as part of this product Warranty shall not extend or restart the product Warranty period. THE PRODUCT WARRANTY SHALL NOT APPLY TO CONSEQUENTIAL OR INCIDENTAL EXPENSES RELATED TO ANY DEFECTIVE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY EXPENSES INCURRED IN THE DISCOVERY, REMOVAL, OR REINSTALLATION OF THE AFFECTED MATERIAL, SUCH AS LABOR COSTS, LOSS OF TIME, INCONVENIENCE, OR PROPERTY DAMAGE.

4. Limitation of Liability. Garrison shall not be liable in contract, in tort (including negligence), or otherwise for damage, loss of property, loss of use of property, loss of profits, loss of revenue, claims by customers or agents of buyer, or for any other special, indirect, incidental or consequential damages whatsoever. Under no circumstances shall Garrison's liability exceed the purchase price of the goods in respect of which damages are claimed.

5. Non-Transferable. The product Warranty applies only to the buyer and the original installation site and may not be transferred.

6. Product Suitability. Garrison is not responsible for determining or guaranteeing

the suitability of the goods for the uses and applications contemplated by the buyer other than as stated in the Garrison Maintenance Program (the "Maintenance Program") in the form attached hereto. Such determination shall be the sole responsibility of the buyer.

7. Exclusions. The product Warranty does not apply to products with slight color or texture variation from factory samples or to products with visible defects at the time of installation absent proper notification under Paragraph 2 above. The product Warranty does not apply to any scratches, discoloration, or other damage caused by any of the following:

- (1) Water or moisture, including but not limited to water or moisture trapped beneath the floor, whether due to improper sub-flooring, hydrostatic pressure, the presence of alkalis or other conditions, and to water or moisture left on the floor, whether due to leaks, humidity, or other conditions.
- (2) Sunlight, excessive heat, fire, smoke, or any other contact by a lit or heated object.
- (3) Subsidence, earthquake, or any other change in the building's foundation or level.
- (4) Improper cleaning, including machine scrubbers, floor buffers, steel pads, vacuum cleaner beater bars, or any techniques other than those recommended by Garrison under its Maintenance Program.
- (5) Improper use, including furniture and castor wheels moved or protected in a manner other than that recommended by Garrison under its Maintenance Program.
- (6) Chemical substances other than those recommended by Garrison under its Maintenance Program, whether intentionally or negligently applied.
- (7) Abnormal use, including intentional abuse or alteration by any actor, whether or

not an agent of buyer.

- 8) Cuts, tears, or punctures caused by sharp object, including indentations caused by heavy point-loading, such as by high heels.
- (9) Improper installation including the use of any adhesive.

GARRISON RESILIENT MAINTENANCE PROGRAM

Garrison normally requires only a minimum of routine maintenance to retain its original "like new" appearance and high-performance characteristics for many years.

GENERAL CARE & PREVENTATIVE MAINTENANCE:

- Dry cleaning similar to a dry sweeping pad or microfiber is required to get loose debris and dusting off the floor, once the pad is full, replace the pads until the floor is clean.
- Damp cleaning with any combination of a Swiffer wet jet system or Bona moistened cleaner pad (not spray on the floor) must be pH 7 neutral. The moisten pad will clean the surface of the flooring properly. Only use pH 7 neutral cleaners. * DO NOT USE the Swiffer pre-treated moisten pads, this is not pH Neutral and will void your warranty or with any other combination of cleaners. For reference on what not to use:
 1. pH level of Dawn dish soap is between 8.7 and 9.3
 2. pH level of Swiffer wet pads is 10
 3. pH Milk/ Magnesium 10.3 / Borax 9.3 / Baking Soda 8.4 / Bleach 12.6 / Ammonia 11.4

- Do not allow any excess cleaners to sit on the floor for an extended period of time. This includes any pre-moistened pads or mopping devices.
- Any/all cleaners that have drip or left any residue after the cleaning and maintenance schedule should be removed immediately.
- Improper Floor Protection: Nylon/hard plastic glides or casters are improper and inadequate floor protection and increases the risk of damage occurring around tables, chairs, home office areas with improper rolling loads.
- Proper Floor Protection: All movable furniture legs and chair legs or corners must have proper permanent soft felt, clean floor glide protectors installed on all contact points to reduce indentation, wear, scratching, and other flooring or finish damage.
- Nylon/Hard plastic, a combination of metal/soft felt glides are not recommended due to the angle of the chair legs.
- Office Chairs Residential/Commercial: Rolling seating chairs in desk areas must have a resilient flooring chair and requires a desk chair mat with a smooth backing installed over the finished floor to protect the floor covering in the proper size and thickness.
- Improper Floor protection includes plastic/metal rolling and swivel-type casters with no protection with rolling loads that will damage your surface of the flooring.
- Avoid direct sunlight for an extended period of time on direct sun exposure that may result in fading, curling, discoloration, or thermal expansion of the flooring, window treatments, and blinds with high U-factor windows are effective ways to reduce the above concerns.
- Hot surfaces such as stoves, heaters, and fire/flame may impact the flooring finish, permanent or discoloration may occur.
- Asphalt tracking may occur, please use walk-off mats in any residential or commercial installation with light to moderate or heavy traffic counts.
- Extreme Point Loads and Rolling/Dynamic Loads: Include improper furniture moving, heavy wheelchairs pivoting, rolling lifts, equipment placement, ladders, high heels or any concentrated load that may leave indentations that exceed normal use.

Trades:

All above work is to be substantially completed at the time of the installation.

FLOOR PROTECTION:

“Improper Floor Protection “Consider, nylon/hard plastic glides or casters are improper and inadequate floor protection and increases the risk of damage occurring around tables and chairs, along with improper rolling loads.

“Proper Floor Protection “Consider, all movable furniture legs or corners must have proper permanent floor protectors installed on all contact points to reduce indentation, wear, scratching, and other flooring or finish damage.

“Office Chairs “Consider, Rolling seating in desk areas must have a resilient flooring chair pad with a smooth bottom installed over the finished floor to protect the floor covering in the proper size and thickness.

INITIAL CLEANING OF NEWLY INSTALLED

FLOORS: Before exposing the flooring to traffic, broom sweep the installation to remove debris and grit that could be ground into the surface and cause scratches and damage.

- Dry cleaning similar to a dry sweeping pad or microfiber is required to get loose debris and dusting off the floor, once the pad is full, replace the pads until the floor is clean.
- Damp cleaning with any combination of a Swiffer wet jet system or Bona moistened cleaner pad (not spray on the floor) must be pH 7 neutral. The moisten pad will clean the surface of the flooring properly. Only use pH 7 neutral cleaners. * DO NOT USE the Swiffer pre-treated moisten pads, this is not pH Neutral and will void your warranty or with any other combination of cleaners. For reference on what not to use:
 1. pH level of Dawn dish soap is between 8.7 and 9.3
 2. pH level of Swiffer wet pads is 10
 3. pH Milk/ Magnesium 10.3 / Borax 9.3 / Baking Soda 8.4 / Bleach 12.6 / Ammonia 11.4
- Do not allow any excess cleaners to sit on the floor for an extended period of time. This includes any pre-moistened pads or mopping devices.
- Any/all cleaners that have drip or left any

residue after the cleaning and maintenance schedule should be removed immediately.

Cleaning Resilient flooring with any other non-neutral cleaners will damage the finish and will void the manufacturer’s warranties.

WARNING:

1. Do not use a vacuum cleaner with a beaterbar, machine scrubber, or floor buffer.
2. Do not use steel pads, scotchbrite pads, sos pads, or similar abrasive pads.
3. Never drag heavy items (furniture, sofas, etc.) across the finished floor without proper protection.

Qualified Installer Requirements

Recommended to hire a professional that is certified/licensed in his/her respected installation trades/schools for Resilient Installations per State regulations.

Recommendations to DIY, handyman services, and or other licensed or certified installation, or trade-related installers are required to abide by all the GARRISON INSTALLATION INSTRUCTIONS, WARRANTIES, AND CARE & MAINTENANCE GUIDE TO RETAIN A WARRANTY.