



**TORLYS**  
smart floors

RESIDENTIAL MAINTENANCE



# TORLYS Floors Stand the Test of Time

TORLYS Smart Floors are a beautiful addition to your home and have been created to ensure that looking after them is easy. All TORLYS Smart Floors are made with the Uniclic® joint technology to keep dirt on the surface, and are easy to care for. The following steps will ensure that your floor looks beautiful for years.

## Easy-Care Maintenance Tips

- **Clean Regularly** Use a clean, untreated dust mop or vacuum with a hard surface floor brush regularly. Wipe up spills quickly with a cloth or sponge, and clean as required with TORLYS EcoCare Cleaning Kit.
  - Wet mopping is only approved for Quick-Step Plus laminates and Smart Vinyls.
  - Quick-Step Plus and floating vinyl products may be maintained with a residential steam mop on the lowest temperature setting.
  - Metal / silver embedded mop heads are NOT approved for use.
  - Never wax or use oil-based products on your TORLYS floor.
- **Only Use TORLYS Cleaning (PH Neutral) Products** Never use highly acidic or alkaline cleaners, non-recommended commercial cleaners, polishes or waxes or a treated mop that has been used to clean other floors or furniture.
- **Protect Your Floors** In entryways and areas of heavy wear, use non-skid, non-stain mats. Clean mats regularly to avoid build-up. Use protective pads on furniture feet to prevent damage.
  - Furniture pads should have no wrinkles and be made of soft, non-staining material (e.g. felt pads); the felt pads should be of adequate size to support the weight of the furniture and a minimum of 1" (2.5cm) in diameter. The floor protectors should sit flat on the floor and be inspected often for cleanliness and wear. For heavy furniture (e.g. couches) coaster-cups are recommended.
  - Caster chairs require the use of a protective chair mat or soft caster wheels designed for hard surface floors.
  - **Do not drag furniture** or other heavy objects on your floor.
  - **Do not** use vacuums equipped with a beater bar
- **Avoid** Rubber, latex or fiber-backed mats because they may stain the finish.
- **Maintain Humidity** We recommend monitoring the relative humidity levels (RH) and temperature in your home to minimize expansion and contraction on your flooring. Use a humidifier or dehumidifier to achieve the ideal RH levels. See specific product warranty documents for required RH range.
- **Use Caution** When wearing high heels as they can dent TORLYS flooring.
- **Check on Your Pets** Keep your pet's nails and claws trimmed.

## Did you know? Your TORLYS floor can be re-used up to 2 times under warranty.

Your TORLYS Floor will last for years with proper care. But if you decide to redecorate or move, simply unclick your floor, lift it, and reinstall it in another space. Your floor can be moved up to two times depending on your warranty. When you no longer have a use for your TORLYS floor, you may donate it to Habitat for Humanity Restores.

See product warranty for specific details.

Note: Shade variation should be expected with most TORLYS floorings.

A combination of heat and sunlight can cause most furnishings and flooring to fade or change colour.

# TORLYS EcoCare Cleaning Kit

Our complete all-in-one cleaning kit for TORLYS flooring. TORLYS EcoCare is biodegradable and phosphate-free. If you notice any build-up on your floors, simply clean them as required with this easy-to-use cleaning kit. Kit includes:

- 3-piece handle and swivel-head mop
- One mop cover for damp cleaning; 100% microfiber, electrostatic, machine washable.
- One 700mL Ready-To-Use EcoCare Cleaner– a specially formulated floor cleaner solution for all TORLYS floors

NOTE: Use only TORLYS Floor Cleaner on TORLYS Floors. Specially formulated neutral cleaner for ALL TORLYS and Quick Step floors; will not harm floors. Use of non-recommended cleaners with high or low pH content may damage floors and may void warranty. Properly follow all directions for use of TORLYS Floor Cleaning Kit when cleaning your TORLYS floor. For directions, please refer to the product packaging or visit [torlys.com](https://torlys.com).

Products can be ordered online directly through <https://residential.torlys.com>.



## Warranty

To keep your warranty valid, use TORLYS recommended maintenance products and follow Easy-Care Maintenance Tips. If you have cared for your TORLYS floor according to these instructions and it does not live up to maintenance-related standards covered in the warranty, TORLYS offers full replacement cost, including professional installation, providing the original floor was installed by an authorized TORLYS retailer.

Register your TORLYS Floor Warranty online through <https://residential.torlys.com/resources/warranty/registration/>



## TORLYS BullDog™ Tool - Your Floor's Best Friend.

**Reusable. Repairable.  
Renewable.**



Our BullDog™ Easy Plank Replacer is a unique innovation that is exclusive to TORLYS. If your floor does get damaged, the BullDog allows you to replace a single damaged Smart Floor plank easily and quickly.

- Replace a damaged plank, not your entire floor without the use of glue or nails.
- Renew your floor without sanding or refinishing.

**Note:** not usable with glued, nailed down, or in any Twist Herringbone repairs.





## **TORLYS Smart Floors Laminate – Lexington W**

### **Lifetime Limited Transferable Non-Pro Rata Residential Warranty Wear, Re-Use, Stain, Fade, No Gapping, Structural Integrity**

As of September 1, 2021

**These warranties are valid only if proper installation (including the use of TORLYS recommended underlayment products, if / when required), and maintenance procedures, are followed. Check with TORLYS Inc. (1-800-461-2573 or [www.torlys.com](http://www.torlys.com)) for detailed information, including Re-Use installation Instructions.**

#### **1. Wear-Through Warranty**

This is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 1.4 square centimeters (0.5 square inches) of the installed floor. Gloss reduction is not considered wear.

#### **2. Second Life Warranty**

TORLYS Smart Floor Laminate are built for a second use when installed in a floating application. The second use is fully covered under this warranty. Please refer to TORLYS Re-Use Guidelines.

#### **3. Stain Warranty**

Regular household products (such as food, beverages, and daily-use cleaning products) will not stain your TORLYS Smart Floors Laminate.

#### **4. Fade Warranty**

TORLYS Smart Floors Laminate will not noticeably fade from exposure to sunlight or artificial light.

#### **5. No Gapping Warranty**

TORLYS Smart Floor Laminate floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

**Note:** the most frequent causes of excessive gapping are:

- Not meeting the required use of expansion joints (see installation instructions)
- Floor being pinned down by mouldings incorrectly installed, i.e., floor being pinned down by nails or glue
- Joints not properly clicked together, or debris caught in the joints
- Extreme dryness conditions (below 30 R.H.)
- **Important:** gaps/open joints on TORLYS Smart Floors Laminate can be closed with the use of the TORLYS Bulldog® Tool.

#### **6. Structural Integrity Warranty**

TORLYS guarantees that Smart Floors Laminate floors are free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination for a lifetime of use.

## **Exclusions**

The following are expressly excluded from the present Warranty:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com)). Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inadequate product choice for the flooring use conditions. I.e. Heavy commercial use, outdoors, etc.
3. Damage due to improper maintenance. Refer to the TORLYS Maintenance Instructions or contact TORLYS Inc. (1-800-461-2573) for recommended products.
4. Unapproved modification or repair, accidents, or misuse.
5. Damage due to exposure to excessive heat, wetness, or dryness. It is recommended that relative humidity in a home remain in the healthy range of 30-60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate conditions.
6. This Warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as inline skates, roller skates, stiletto heels, golf shoes or pets
7. Replacement of materials, which have been installed, and that contain obvious visual defects.
8. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations.
9. Damage caused by gouges, scuffs, punctures, tears, burns, lack of proper furniture rests; improper storage, abuse, or incident such as fire, floods, also plumbing leaks such as overflowing of sinks or similar water damage that can go underneath the floor.  
  
Note: Sliding heavy furniture or appliances may permanently damage your TORLYS Smart Floors Laminate.
10. Damage caused by water or moisture trapped beneath the floor.
11. Problems caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
12. This warranty only applies to TORLYS Smart Floors Laminate first quality products.
13. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor.

## **TORLYS Claim Process**

Register your TORLYS Smart Floors Laminate Floor at [www.torlys.com](http://www.torlys.com) within 90 days of purchase in order to have your floor protected for a lifetime of enjoyment, including the non-pro rata and transferable features of the warranty.

In the case of a claim, notify the dealer who sold you the material promptly. If not registered, you must supply proof of purchase.

Once the dealer verifies the claim, a TORLYS representative will be notified and, if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact TORLYS at 1 800 461-2573 – ext. 2371.



If a product defect is verified, TORLYS will arrange with the respective dealer for the repair or replacement of the defective portion of the floor. If the floor needs to be replaced partially or in whole, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other TORLYS flooring product of similar type and of equal or higher value will be supplied. TORLYS will repair or replace a floor one time during the life of its Warranty.

#### **Disclaimer**

TORLYS Inc. excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair or replacement of flooring material is the sole remedy. This Warranty includes the cost of labour only if the flooring is installed by a flooring installation professional or the replacement of defective floorboards only, when the homeowner to whom this Warranty applies did the installation.

TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.

**TORLYS Inc.**

**Head Office:** 1900 Derry Road E., Mississauga, ON L5S 1Y6

[www.torlys.com](http://www.torlys.com)



## **Quick•Step® Laminate and TORLYS Smart Floors Laminate** (excluding Lexington W & Grand collections)

### **Lifetime Limited Transferable Non-Prorata Residential Warranty** **Wear, Surface Waterproof, Re-Use, Stain, Fade, No Gapping, Structural Integrity** As of September 1, 2021

These warranties are valid only if proper installation (including the use of TORLYS recommended underlayment products, if / when required), and maintenance procedures, are followed. Check with TORLYS Inc. (1-800-461-2573 or [www.torlys.com](http://www.torlys.com)) for detailed information, including Re-Use installation Instructions.

#### **1. Wear-Through Warranty**

This is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 1.4 square centimeters (0.5 square inches) of the installed floor. Gloss reduction is not considered wear.

#### **2. Surface Waterproof Warranty**

Quick•Step® Laminate and TORLYS Smart Floors Laminate will resist damage from moisture under normal use and may be maintained with a residential steam mop, using the lowest temperature setting. No time limit for standing water on the surface of the flooring including kitchen and bathroom applications. Specific Installation Instructions apply - see [www.torlys.com](http://www.torlys.com) for details.

**Note:** This warranty does not apply to damage from moisture saturation and/or "Abnormal use or conditions" which include, but are not limited to, moisture damage from plumbing, storm, or flood.

#### **3. Second Life Warranty**

Quick•Step® Laminate and TORLYS Smart Floors Laminate are built for a second use when installed in a floating application. The second use is fully covered under this warranty. Please refer to TORLYS Re-Use Guidelines.

#### **4. Stain Warranty**

Regular household products (such as food, beverages, and daily-use cleaning products) will not stain your Quick•Step® Laminate and TORLYS Smart Floors Laminate.

#### **5. Fade Warranty**

Quick•Step® Laminate and TORLYS Smart Floors Laminate will not noticeably fade from exposure to sunlight or artificial light

#### **6. No Gapping Warranty**

Quick•Step® Laminate and TORLYS Smart Floors Laminate are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

**Note:** the most frequent causes of excessive gapping are:

- Not meeting the required use of expansion joints (see installation instructions)
- Floor being pinned down by mouldings incorrectly installed, i.e., floor being pinned down by nails or glue
- Joints not properly clicked together, or debris caught in the joints
- Extreme dryness conditions (below 30 R.H.)

- **Important:** gaps/open joints on Quick•Step® Laminate and TORLYS Smart Floors Laminate can be closed with the use of the TORLYS Bulldog® Tool.

## 7. Structural Integrity Warranty

TORLYS guarantees that Quick•Step® Laminate/TORLYS Smart Floors Laminate are free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination for a lifetime of use.

### Exclusions

The following are expressly excluded from the present Warranty:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com)). Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inadequate product choice for the flooring use conditions. I.e. Heavy commercial use, outdoors, etc.
3. Damage due to improper maintenance. Refer to the TORLYS Maintenance Instructions or contact TORLYS Inc. (1-800-461-2573) for recommended products.
4. Unapproved modification or repair, accidents, or misuse.
5. Damage due to exposure to excessive heat, wetness, or dryness. It is recommended that relative humidity in a home remain in the healthy range of 30-60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate conditions.
6. This Warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as inline skates, roller skates, stiletto heels, golf shoes or pets
7. Replacement of materials, which have been installed, and that contain obvious visual defects.
8. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations.
9. Damage caused by gouges, scuffs, punctures, tears, burns, lack of proper furniture rests; improper storage, abuse, or incident such as fire, floods, also plumbing leaks such as overflowing of sinks or similar water damage that can go underneath the floor.  
  
Note: Sliding heavy furniture or appliances may permanently damage your Quick•Step® Laminate /TORLYS Smart Floors Laminate.
10. Damage caused by water or moisture trapped beneath the floor.
11. Problems caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
12. This warranty only applies to Quick•Step® Laminate /TORLYS Smart Floors Laminate first quality products.
13. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor.

### TORLYS Claim Process

Register your Quick•Step® Laminate and TORLYS Smart Floors Laminate at [www.torlys.com](http://www.torlys.com) within 90 days of purchase in order to have your floor protected for a lifetime of enjoyment, including the non-prorata and transferable features of the warranty.





In the case of a claim, notify the dealer who sold you the material promptly. If not registered, you must supply proof of purchase.

Once the dealer verifies the claim, a TORLYS representative will be notified and, if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact TORLYS at 1 800 461-2573 – ext. 2371.

If a product defect is verified, TORLYS will arrange with the respective dealer for the repair or replacement of the defective portion of the floor. If the floor needs to be replaced partially or in whole, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other TORLYS flooring product of similar type and of equal or higher value will be supplied. TORLYS will repair or replace a floor one time during the life of its Warranty.

### **Disclaimer**

TORLYS Inc. excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this Warranty. Repair or replacement of flooring material is the sole remedy. This Warranty includes the cost of labour only if the flooring is installed by a flooring installation professional or the replacement of defective floorboards only, when the homeowner to whom this Warranty applies did the installation.

TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This Warranty shall not be deemed to have failed its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.

**TORLYS Inc.**

**Head Office:** 1900 Derry Road E., Mississauga, ON L5S 1Y6

[www.torlys.com](http://www.torlys.com)



## **TORLYS Smart Floors Laminate – Grand**

**Lifetime Limited Transferable Non-Pro Rata Residential Warranty**  
**Wear, Water resistance, Re-Use, Stain, Fade, No Gapping, Structural Integrity**  
As of September 1, 2021

**These warranties are valid only if proper installation (including the use of TORLYS recommended underlayment products, if / when required), and maintenance procedures, are followed. Check with TORLYS Inc. (1-800-461-2573 or [www.torlys.com](http://www.torlys.com)) for detailed information, including Re-Use installation Instructions.**

### **1. Wear-Through Warranty**

This is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 1.4 square centimeters (0.5 square inches) of the installed floor. Gloss reduction is not considered wear.

### **2. Water Resistance Warranty**

TORLYS Smart Floors Laminate will resist damage from moisture under normal use and maybe maintained with a residential damp mop. 48 hours limit for standing water on the surface of the flooring including kitchen and bathroom applications. Specific Installation Instructions apply - see [www.torlys.com](http://www.torlys.com) for details.

**Note:** This warranty does not apply to damage from moisture saturation and/or "Abnormal use or conditions" which include, but are not limited to, moisture damage from plumbing, storm, or flood.

### **3. Second Life Warranty**

TORLYS Smart Floors Laminate are built for a second use when installed in a floating application. The second use is fully covered under this warranty. Please refer to TORLYS Re-Use Guidelines.

### **4. Stain Warranty**

Regular household products (such as food, beverages and daily-use cleaning products) will not stain your TORLYS Smart Floors Laminate.

### **5. Fade Warranty**

TORLYS Smart Floors Laminate will not noticeably fade from exposure to sunlight or artificial light.

### **6. No Gapping Warranty**

TORLYS Smart Floors Laminate floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

**Note:** the most frequent causes of excessive gapping are:

- Not meeting the required use of expansion joints (see installation instructions)
- Floor being pinned down by mouldings incorrectly installed, i.e., floor being pinned down by nails or glue
- Joints not properly clicked together, or debris caught in the joints
- Extreme dryness conditions (below 30 R.H.)
- **Important:** gaps/open joints on TORLYS Smart Floors Laminate can be closed with the use of the TORLYS Bulldog® Tool.

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### 7. Structural Integrity Warranty

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### Exclusions

The following are expressly excluded from the present Warranty:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com)). Any failure as a result of improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Inadequate product choice for the flooring use conditions. Ie. Heavy commercial use, outdoors, etc.
3. Damage due to improper maintenance. Refer to the TORLYS Maintenance Instructions or contact TORLYS Inc. (1-800-461-2573) for recommended products.
4. Unapproved modification or repair, accidents, or misuse.
5. Damage due to exposure to excessive heat, wetness, or dryness. It is recommended that relative humidity in a home remain in the healthy range of 30-60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate conditions.
6. This Warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as inline skates, roller skates, stiletto heels, golf shoes or pets.
7. Replacement of materials, which have been installed, and that contain obvious visual defects.
8. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations.
9. Damage caused by gouges, scuffs, punctures, tears, burns, lack of proper furniture rests; improper storage, abuse, or incident such as fire, floods, also plumbing leaks such as overflowing of sinks or similar water damage that can go underneath the floor.

Note: Sliding heavy furniture or appliances may permanently damage your TORLYS Smart Floors Laminate.

10. Damage caused by water or moisture trapped beneath the floor.
11. Problems caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
12. This warranty only applies to TORLYS Smart Floors Laminate first quality products.
13. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor.
14. Installation in non 3 seasons homes for Vinyl Flooring (below -4°F & above 122°F/ below - 20°C & Above 50°C). Thermal shock, very rapid and extreme changes in temperatures may cause damage to the floor. The use of continuous vapour barrier and proper insulation is mandatory in crawl spaces.

### TORLYS Claim Process



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