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TORLYS, MARQUEE, and QUICK•STEP® Flooring Warranty and Instructions for installation over radiant-heated subfloors*

*Note: Does not apply to TORLYS SuperSolid; see www.torlys.com for details.

TORLYS, MARQUEE and QUICK•STEP® floors are covered by a warranty for use over radiant-heated subfloors.

This warranty is extended to the original purchaser and in residential use only.

This warranty states that the product will not fail as a result of radiant-heat applications where:

- TORLYS Smart Glue or TORLYS Pressure Sensitive Adhesive has been used (in glue-down or double glue-down installations).
- The floor heating system is acclimatized adequately. New floor heating systems which are embedded in light weight concrete or gypsum underlayment should be turned on to 80% or 2/3 of maximum output (depending on system) for 2 weeks before the floor covering installation. This allows the subfloor to release excess moisture prior to being covered by the flooring. Four days before flooring installation, the floor heating system must be reduced to a suitable temperature of 64°F (18°C).
- TORLYS, MARQUEE or QUICK•STEP® flooring must be on site in the room to be installed, in its original packaging, for a minimum of 2 days, before installation.
- All subfloors must be clean, firm, and flat (within 3/16" – 4.8mm in 10 feet – 3m), smooth and dry. The moisture on concrete slabs must be less than or equal to 80% relative humidity (RH) with in-situ probes as per ASTM F2170, and less than or equal to 12% on plywood.
- Relative humidity range at the job site should be 30-60%, and installation should be done at normal room temperature (64°F - 70°F or 18°C – 21°C).
- The first time you use your floor heating system, gradually (a maximum of 5°F / 3°C per 24 hours) raise the temperature to your desired operating level. This gradual warming will prevent the floor covering from being shocked by sudden heating. This warranty excludes damage caused by excessive heat.
- The surface temperature of the subfloor should never exceed 80°F (27°C).
- TORLYS, MARQUEE and QUICK•STEP® flooring is used in conjunction with the appropriate TORLYS underlay and / or 6mil (0.15mm) poly on over-concrete installations*.
*Flooring with an incorporated underlayment does not require any additional underlayment, only the use of 6mil (0.15mm) poly in over-concrete installations, as a moisture barrier.
- Radiant heat systems presented in the shape of thin mats or rolls and that are installed over the floating floor underlayment cannot have bulky connectors that may cause bumps on the subfloor or interfere in any other way with the performance of the TORLYS, MARQUEE or QUICK•STEP® flooring.
- The floor heating system must be balanced by adequate room humidity throughout the year, specifically a range of 30 to 60%. This warranty excludes damage caused by excessive dryness or humidity. The use of a humidifier or dehumidifier may be required to accomplish this.
- Follow all instructions from the manufacturer of the floor heating system. Ensure that the floor heating system's requirements do not conflict, collide and/or interfere with TORLYS' own requirements as described above and in the corresponding installation instructions.