

WARRANTY GUIDE



Waterproof Wood Core Flooring

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1. WARRANTY COVERAGE OVERVIEW

1.1 Limited Lifetime Residential Warranty

USMills warrants to the original owner (non-transferrable) from the date of original purchase that your LifeProtect flooring will:

- Be free of manufacturing defects
- Not fade under artificial light or sunlight
- Not stain or show wear through the wear layer under normal household conditions
- Resist water damage from wet and steam mopping, everyday household spills, and normal cleaning practices (see floor care and maintenance guide)
- Maintain secure click locking system under normal use conditions
- Support installation over radiant heated concrete subfloors for approved floating installation methods

1.2 Structural Integrity Warranty

USMills warrants to the original purchaser that this flooring will:

- Be free of manufacturing defects
- Not warp, cup, buckle, or delaminate when properly installed and maintained according to our installation and maintenance instructions below

1.3 Waterproof Warranty

The floor is warranted to resist damage from surface moisture exposure - including wet and steam mopping, everyday spills, and tracked-in water - for the life of the floor under residential use.

Protection Specifications:

- Requires flooring installation according to installation guidelines
- Spills, cleaning water, must be cleaned within 72 hours to maintain warranty coverage (Pet accidents – Immediately)
- Proper perimeter sealing required around bathtubs, toilets, appliances, and exterior doors

Coverage Scope:

- Applies only to surface moisture and water exposure
- Does not cover damage to subfloor, residence, or surrounding property
- Covers the flooring product itself, excluding structural elements beneath or around it
- Product's structural integrity will not be significantly compromised by surface moisture and water exposure during the warranty period under normal household use

Waterproof Exclusions:

- Flooding or standing water left beyond 72 hours
- Water or moisture originating from beneath the floor (e.g., vapor emissions, hydrostatic pressure)
- Plumbing leaks, natural disasters, or appliance failures
- Any form of continuous or long-term water exposure

1.4 Pet Protection Warranty

Pet Stain Resistance

This flooring is warranted to resist permanent staining from pet accidents - including urine, feces, and vomit from domestic cats or dogs - for the life of the product under normal residential use.

Coverage Details:

- Applies to surface staining only
- Excludes odor, mold growth, or structural damage
- Does not extend to subfloor materials or damage caused by repeated or unattended incidents
- Pet accidents must be cleaned immediately and not be allowed to dry to maintain warranty coverage

Pet Scratch Resistance

This flooring is protected against excessive surface wear or visible scratches from domestic pet claws under normal use.

Coverage Exclusions:

- Deep gouges or crate damage
- Damage from other pet-related objects being dragged or dropped

1.5 Limited 15 Year Light Commercial Warranty

USMills warrants that your flooring will be free of manufacturing defects and for 15 years following original purchase will not:

- Stain under normal use
- Show wear through the image layer
- Fade under artificial light or sunlight

This warranty applies to commercial projects and installations post September 30, 2025.

Light Commercial Use Definition

Light commercial use” refers to environments where flooring is subject to minimal to moderate foot traffic, excluding heavy or continuous commercial wear, and where temperature and

humidity are consistently maintained within recommended ranges.

This category typically includes privately operated businesses such as medical offices, daycare centers, salons, and similar establishments where traffic levels and maintenance schedules are lighter than those found in large commercial or industrial settings.

Please note that the warranty does not cover damage caused by caster wheels or other rolling loads that exert unusual pressure or stress on the flooring surface.

This flooring is approved for manual wheelchairs and mobility aids weighing up to 250 lbs. Powered wheelchairs, heavy rolling loads, or other rolling devices exerting excessive pressure or stress on the flooring surface are excluded from warranty coverage.

For questions as to the type of use that is considered “light commercial,” please contact Technical Services prior to purchase and installation.

The manufacturer disclaims responsibility for any use that is not in compliance with any regulation or code.

Light Commercial Applications

Retail Spaces: Includes sales areas, display showrooms, checkout zones, employee breakrooms, fitting rooms, administrative offices, storage areas, and entryways fitted with protective mats.

Office Settings: Covers entrance areas with mats, reception lobbies, corridors, private and shared offices, conference rooms, meeting spaces, and staff lounges.

Healthcare Environments: Suitable for entryways with mats, waiting areas, nursing stations, medical offices, staff breakrooms, storage rooms, dining spaces, activity rooms, memory care units, and entrance foyers.

Educational Facilities: Encompasses entryways with mats, reception areas, corridors, faculty offices, classrooms, storage rooms, dormitories, and shared common spaces.

Hospitality Venues: Includes entryways with mats, lobbies, hallways, guest rooms, conference and meeting rooms, kitchenettes, lounges, administrative offices, and dining establishments.

Restaurants: Covers entrance areas with mats, reception zones, corridors, and office spaces.

Nursing and Assisted Living Homes: Applies to main gathering rooms, dining halls, corridors, private living quarters, recreational areas, activity rooms, specialized memory care sections, and entrance foyers.

1.6 Limited 10 Year Multi-Family Warranty

The warranty for multi-family residences is valid for 10 years following original purchase

Warranty coverage applies to entryways with mats, communal lobbies, shared hallways, management offices, storage facilities, and individual living units.

This warranty applies to multi-family projects and installations post September 30, 2025.

2. WARRANTY & COVERAGE TERMS

2.1 Warranty Disclaimer & Limitations

UNDER THE TERMS OF THESE LIMITED WARRANTIES, your supplier WILL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. This warranty is valid only in North America and is non-transferable (applies to the original purchaser and installation site only).

The Limited Lifetime residential and 15-year light commercial warranty is subject to all terms herein.

2.2 Installation Requirements

- The installer is responsible to document measurements and conditions of the space including subfloor moisture content, floor levelness, installation date, etc.
- Flooring must be installed strictly according to USMills installation instructions.
- Installation must be free-floating (not glued down or bound).
- A polyethylene vapor barrier (minimum 6 mil thickness, 0.90 lbs/ft³ density) is required when installing directly over concrete subfloors; not required over wood subfloors.
- Moisture readings of wood subfloors must be $\leq 12\%$ over the full surface before installation; any dampness must be remediated.

- Wet areas: A silicone edge sealant must be applied along all vertical walls and around tubs, toilets, showers, and other wet areas, especially in full bathrooms, to ensure proper moisture protection.
- Installation of planks with visible defects (gloss/shade differences, damaged edges, broken locking systems, scratches, or marks) is not covered; inspect flooring thoroughly before installation.
- Non-supplied moldings are not covered under this warranty.
- Flooring is intended for indoor, dry, climate-controlled environments only.
- Acclimate product in the installation room for 48 hours at 60–80°F and 35–65% relative humidity.
- **Underlayment:** Use of CorkBase cork underlayment with LifeProtect flooring will not void the warranty when installed according to the manufacturer's installation guidelines.

2.3 Coverage Scope

- This warranty covers only the flooring product itself and applies to visible affected areas only.
- Coverage applies strictly to surface moisture exposure under normal household use during the warranty period.
- Product's structural integrity will not be significantly compromised by surface moisture during normal use under warranty conditions.
- This warranty does not cover damage to subflooring, residence structure, or surrounding property.

2.4 Care & Maintenance Obligations

- Spills, cleaning water, must be cleaned within 72 hours to maintain warranty coverage. (Pet accidents – immediately).
- Proper care must be taken to avoid damage caused by missing chair pads under caster chairs or missing felt protection under furniture legs.
- Use only manufacturer-approved cleaning products; damage from improper cleaning agents is excluded.
- Please refer to care and maintenance guide.

2.5 Exclusions & Warranty Voids

Installation & Use-Related Exclusions:

- Damage caused by accidents, abuse, misuse (e.g., dragging heavy/sharp objects without protection), transportation, or freight damage.
- Improper care, maintenance, or flooring alterations (including sanding or applying non-factory finishes).
- Installation of visibly defective planks.
- Heavy objects causing buckling (objects must be moved to resolve issues).

Environmental Exclusions:

- Flooding, continuous running water, plumbing leaks, or water trapped beneath the floor (including vapor emissions or hydrostatic pressure).
- Subfloor moisture beyond topical surface moisture (only surface moisture covered).
- Natural disasters, appliance failures, chemical damage, burns, or fires.
- Exposure to extreme heat, humidity, or environments such as saunas, steam rooms or pool areas.
- Scratches, impacts, and cutting damage.

Installation Restrictions:

- Flooring must be free-floating; glued or bound installations void the warranty.
- Non-supplied moldings are excluded.
- Failure to follow installation or maintenance instructions voids the warranty.

2.6 Warranty Remedies

For claims accepted under this warranty:

Your supplier will repair or replace (at its own discretion) or cover the cost of the affected flooring.

For a period starting from the original date of purchase we will, during a 30-month period, pay the reasonable labor cost to replace or repair the flooring if:

- The original flooring was installed by professional labor, and the flooring has a manufacturing defect.

Beyond 30 months from the date of purchase, labor costs will not be covered.

- If the product or color of the original purchase is no longer available, we will offer another product from our assortment of equal value.

The warranty:

- Covers only the flooring planks and professional replacement.
- Does not cover expenses, inconvenience, loss of time, or other damages resulting from the flooring issue.

To repair or replace flooring plank(s):

- You will need to remove or clear out, at your own expense, any items covering the affected area.
- Replacement flooring or accessories like moldings and stair noses may vary in color, shade and gloss from the installed flooring. Make sure to inspect and compare before installation. This warranty will NOT cover replacement planks and/or accessories after they have been installed

The above-described remedy is the sole, exclusive, and maximum remedy available covered by this limited warranty. No sales representative, dealer, or distributor has any authority to establish, expand, or modify these limited warranties.

2.7 Lifetime Residential Proration Clause

Limited Lifetime Residential Warranty coverage is prorated as follows based on the number of years from the original date of purchase:

1-5 Years	100%
6-10 Years	90%
11-12 Years	80%
13-15 Years	70%
16-17 Years	60%
18-19 Years	50%
20-21 Years	35%
22-23 Years	20%
24-25 Years	10%
26-50 Years	5%

After the end of the 50th year, no warranty coverage applies.

The prorated coverage applies to replacement product value only and excludes labor and other costs unless specified.

2.8 Light Commercial Proration Clause

15-Year Light Commercial Warranty coverage is prorated as follows based on the number of years from the original date of purchase:

1st Year	100%
2nd Year	100%
3rd Year	100%
4th Year	92%
5th Year	83%
6th Year	75%
7th Year	67%
8th Year	58%
9th Year	50%
10th Year	42%
11th Year	33%
12th Year	25%
13th Year	17%
14th Year	8%
15th Year	0%

The light commercial proration clause is not applicable to multi-family properties.

The prorated coverage applies to replacement product value only and excludes labor and other costs unless specified.

2.8.1 Multi-Family Proration Clause

Multi-Family Warranty coverage is prorated as follows based on the number of years from the original date of purchase:

1st Year	100%
2nd Year	100%
3rd Year	100%
4th Year	86%
5th Year	71%
6th Year	57%
7th Year	43%
8th Year	29%
9th Year	14%
10th Year	0%

The prorated coverage applies to replacement product value only and excludes labor and other costs unless specified.

3. WARRANTY CLAIM PROCESS

3.1 Initial Contact

Contact your authorized flooring dealer within 30 days of discovering the defect.

You may also contact us through email at info@usmills.com

3.2 Documentation Requirements

- Valid proof of purchase (sales receipt or invoice)
- Detailed problem description with photographs
- Purchase date and product name/SKU number

3.3 Important Notes

- Retain original receipt and extra flooring planks for warranty purposes
- Affected area must be clearly visible (approximately one square inch minimum)

4. CARE & MAINTENANCE

Please refer to the official LifeProtect Care and Maintenance Guide.