

# Natural Beauty Series Lux & Max

100% WATERPROOF WPC

## LIFETIME LIMITED RESIDENTIAL WARRANTY 10-YEAR LIMITED MEDIUM COMMERCIAL WARRANTY

### INSTALLATION REQUIREMENTS

Proper installation plays a key role in the performance of vinyl floors. For installation of vinyl plank, these basic guidelines should be followed:

- Product Acclimation & Room Conditioning chart guidelines in this warranty.
- If room is heated by radiant coils in the subfloor, the TEMPERATURE OF THE FLOOR should not exceed 85°F.
- The subfloor must be level, clean, and free of wax, grease, oil or dust.
- If necessary, patch or fill any cracks in the subfloor.
- Use Embossing Leveler to smooth any texture or embossing on the old floor.
- Install over smooth, well-bonded resilient floors or over dry concrete and wood floors with a plywood overlay.
- This limited product warranty does not cover the installation of the product, even though we will pay reasonable labor

PRODUCT ACCLIMATION & ROOM CONDITIONING	
	All other products in this warranty
Product Acclimation 48-hours before installation	48-hours at 65°F (18°C) - 100°F (38°C)
During installation and 48-hours after installation	65° F (18°C) - 100°F (38°C)
Thereafter – Normal use	55°F (13°C) - 100°F (38°C); Completed installations may occasionally be heated up to 140°F (60°C) for a maximum of 24-hours***

costs for covered repair or replacement if your floor was professionally installed and the floor product fails for reasons other than installation error. Installation errors are the responsibility of the installer. While installations not performed according to our requirements do not void the product warranty, damage or problems with the flooring related to improper installation are not covered.

### WHAT IS COVERED AND FOR HOW LONG?

The lifetime limited residential warranty or 10-year limited commercial warranty for vinyl tile or plank means that for lifetime or 10 years from the date of purchase, the floor above:

- Will not rip or tear from residential or normal commercial use.
- Will not permanently indent from residential or normal commercial use.\*\*\*
- Will not bottom-up discolor from underlay panels as well as alkali, mold, or mildew growth.
- The edges of the tile or plank will not curl.
- In addition, for the lifetime of the floor:
  - Will not wear through.\*\*
  - Will not contain manufacturing defects.

### MOISTURE WARRANTY

We warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase, under normal and reasonable use, and the surface, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle or lose integrity. The moisture warranty does not cover flooding,

leaking pipes, household mechanical failures, appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

### PET WARRANTY

We warrant that the floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this warranty.

### WHAT IS NOT COVERED BY THIS WARRANTY?

- Damage caused by fire, flooding, or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
- When vacuuming, we recommend using the wand attachment on your vacuum.

continued ►

# Natural Beauty Series Lux & Max

## LIFETIME LIMITED RESIDENTIAL WARRANTY

## 10-YEAR LIMITED MEDIUM COMMERCIAL WARRANTY

- Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
- If some dulling occurs over time, depending on the amount of traffic, care, and maintenance the floor receives, restore to your high gloss or low gloss floor.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded “regular”.
- Floors that are installed in other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted for light commercial applications outlined here within)
- Installation-related errors or damage including improper conditioning of job site and flooring materials.
- Construction damage after installation.
- Floors discolored from moisture or underlay panels after having been repaired or replaced one time.
- Floors damaged by excessive moisture from sources such as flooding and water leakage.
- Installation defects and installations not using the recommended adhesives.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.
- Temperatures above 100°F may accelerate indent – indentations at higher temperatures are not covered by warranty.

\*See additional commercial warranty coverage for light commercial applications.

\*\*Wear through is defined as loss of the floor design due to normal household use.

\*\*\*We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

## WHAT WILL WE DO IF ANY OF THE ABOVE HAPPENS?

(For ALL commercial vinyl tile or plank limited product warranties)

If any of the above should occur within the warranty periods specified above for each flooring product, we will furnish comparable flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor,

at our option. And, if your floor was professionally installed, we will also pay reasonable labor costs for the direct repairs or replacement. We will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, the flooring conditions may not be acceptable for the installation of vinyl tile or plank.

## WHAT IS EXCLUDED FROM THESE WARRANTIES?

- None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties.
- WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES UNDER OUR WARRANTIES. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Our limited warranties constitute the only express warranties for the product purchased.
- To the extent permitted by law and for all non-consumer product, all warranties other than our limited warranties, express or implied, including any warranty of merchantability or fitness for a particular purpose, are disclaimed. If any implied warranty arises under state law, any and all implied warranties (including any warranty of merchantability and fitness for a particular purpose) are limited in duration to the duration of this written warranty, to the extent allowed by law.
- Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.
- These warranties give you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

## WARRANTY OWNER

This warranty applies only to Professionally Installed. This warranty extends only to the original end user and is not transferable.

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