



ScubaSeal® Tile Warranty 07/12/2019

LIFETIME LIMITED RESIDENTIAL WARRANTY

What is covered and for how long? The Casabella® Floors lifetime limited warranty for ScubaSeal® Tile flooring means that for the life of the floor to the original purchaser only, that ScubaSeal® Tile:

- Will not wear through printed image
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- The edges of the flooring will not curl

15-YEAR LIMITED COMMERCIAL WARRANTY

What is covered and for how long?

For commercial installations as listed below the product is warranted to be free from manufacturing defects and will not wear through the printed image for 15 years from the date of purchase, if installed according to the installation instructions (found on our website) and the approved application has been completed and emailed to Casabella® Floors at customer@dlfloors.com. Both documents are available on the Casabella® Floors website, www.dlfloors.com. If a defect covered by this warranty is reported to Casabella® Floors in writing within 15 years of purchase, Casabella® Floors will supply new material of the same or similar grade sufficient to repair or replace the defective material. For commercial applications, this product is intended to be installed in: Privately owned businesses, multifamily units, common areas of activity centers, day cares, doctor/dentist offices, salons, retail shops, restaurants as sales floors, dining areas, common areas, activity areas, corridors, and residences. Caution: Any facility that uses commercial cleaning equipment is not covered by this warranty. If you have any questions, we are always available to assist you with installation/application questions.

What will Casabella® Floors do if any of the above happens?

If any of the above should occur within the warranty periods specified above, Casabella® Floors will, at our option, furnish comparable Casabella® Floors flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor. And, if your floor was professionally installed, for any defect reported:

in the first year Casabella® Floors will also pay reasonable labor costs for the direct repairs or replacement of the flooring only.

in the second year Casabella® Floors will also pay 50% of reasonable labor costs for the direct repairs or replacement of the flooring only.

in the third year Casabella® Floors will also pay 25% of reasonable labor costs for the direct repairs or replacement of the flooring only.

After the third year Casabella® Floors will not pay any labor cost.

Casabella® Floors will not pay for the following cost including but not limited to removal or tear out of old or damaged product, any cost associated with moving of cabinets, furniture, walls, doors, paint, rugs, etc.

Casabella® Floors will not replace or repair a floor discolored by mold, mildew, or alkali. Moisture will not affect the structure of the plank, but may discolor the product which is not covered by this warranty.



Casabella® Vinyl

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 or objects not properly protected to include high heels, spiked heels, and rolling loads.
 - When vacuuming, we recommend using the wand attachment on your vacuum.
 - 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 the floor's shine, use an approved Low Gloss Floor Finish.
- 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 light commercial.)
- Construction or installation-related damage to include failure due to subfloor, hydrostatic pressure, moisture, or alkalines.
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by Casabella® Floors one time. (repair or replacement (in square footage or value) of 50% of the purchased material terminates this warranty and relieves Casabella® Floors of any future liability of any and all types relating to this purchase).
- Floors damaged by excessive moisture from sources such as flooding.
- Installation defects and installations caused by not using the recommended Casabella® Floors products. Both parties agree that any finding of this cause of damage by an independent certified inspector terminates warranty.
- 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.

What is excluded from this warranty?

Casabella® Floors excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty.

Please note: 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.

Also note: This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

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

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

What should you do if you have a problem?

We want you to be happy with your Casabella® Floors floor. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 281-766-1600.

PLEASE KEEP YOUR RECEIPT. Casabella® Floors needs the receipt in order to verify date, proof of purchase, and original purchaser to resolve any problems that may occur.

This warranty applies to floors purchased after November 1, 2017.



COREtec Pro Plus® Comprehensive Warranty Program

This document details of coverage and limitations for the following warranties for COREtec Pro Plus® flooring planks and tiles:

- Lifetime Limited Residential Wear Warranty
- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- Lifetime Limited Petproof Warranty
- 15 Year Limited Heavy Commercial Wear Warranty

Lifetime Limited Residential Wear Warranty

The vinyl layer of the floor plank is warranted by COREtec® not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, COREtec will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to COREtec's installation instructions. Proper installation includes, but is not limited to the following:
 - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
2. The flooring must be used only indoors in a climate controlled area.
3. The flooring must be maintained in accordance with COREtec maintenance instructions.
4. This limited warranty does not apply to COREtec moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

Lifetime Limited Structure Warranty

The floor plank and/or tile is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, COREtec will arrange a credit based on the original purchase of the product. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty. This warranty is not transferable by the purchaser of the floor.

Lifetime Limited Structure Warranty Coverage: Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

The Limited Lifetime Residential Wear and Lifetime Limited Structure Warranty do not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.

3. Manufacturer makes no guarantee that COREtec products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by COREtec. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

Lifetime Limited Waterproof Warranty

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). COREtec moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the floor plank or tile is structurally impugned, resulting from exposure to water, COREtec will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms Of Lifetime Limited Warranties". This warranty is not transferable by the purchaser of the floor.

This Lifetime Limited Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

The Limited Waterproof Warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.

Lifetime Limited Petproof Warranty

COREtec warrants that your COREtec Pro Plus® luxury vinyl 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 as long as you own your floor.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Petproof Warranty does not cover:

- Any urine, feces, or vomit stains other than pet.

Terms of Lifetime Limited Warranties:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. COREtec will pay 50% of reasonable labor costs.

- **Between Year Five - Ten:** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- **After Ten years:** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, COREtec will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

15 Year Commercial Limited Wear Warranty

The vinyl layer of the floor plank is warranted by COREtec, Inc. not to wear through under normal commercial use for a period of fifteen (15) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, COREtec will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of 15 Year Commercial Warranty". This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walkoff mats required)
- **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
- **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby
- **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

This 15 year limited commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to COREtec's installation instructions. Proper installation includes, but is not limited to the following:
 - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room. The glue down method must be used if the flooring will be exposed to temperatures above 140° F (60° C) or below 32° F (0° C).
2. The flooring must be used only indoors in a climate controlled area.
3. The flooring must be maintained in accordance with COREtec maintenance instructions.
4. This limited warranty does not apply to COREtec moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 15 Year Commercial Limited Wear Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that COREtec products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by COREtec. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.

7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

Terms of 15 Year Commercial Warranty:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. COREtec will pay 50% of reasonable labor costs.
- ***Between Year Five - Fifteen:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, COREtec will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.

How to Make a Claim

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.

Title: Warranty LVT
Document ID: 153

Luxury Vinyl Tile
Limited Residential and Commercial Warranty

Effective Date: 1-9-2020

This FloorSource, LLC flooring comes with Limited Residential, Light Commercial or Commercial Wear Warranty and Lifetime Structural Integrity Warranty. The limited warranties apply to original purchaser of the flooring and are not transferrable.

FloorSource, LLC warrants the flooring in their original manufactured condition to be free from defects in material and workmanship. When installed, cared, maintained and placed in service conditions according to manufacturer's installation instructions, it will not wear through the finish layer or lose its structural integrity.

Limited Lifetime Residential Wear Warranty

FloorSource warrants that for the duration of the service life of the flooring and under normal residential conditions and uses, the wear layer will not wear-through to the point of exposing the substrate layer of the flooring.

Limited Lifetime Residential Waterproof Warranty

FloorSource warrants that for as long as the flooring is in service, water exposure from normal residential activities and uses, will not damage the structural integrity of the flooring.

Limited Lifetime Residential Structural Integrity Warranty

FloorSource warrants that for as long as the flooring is in service, under normal residential conditions and uses, the cohesion between the layers of the product will remain intact and the flooring will remain stable.

Limited Light Commercial Wear Warranty

FloorSource warrants that the flooring when installed in a specified commercial setting, for the warranty duration as stated in the marketing and sales documentation, will not wear-through the wear layer to the point of exposing the substrate layer of the flooring.

Definitions:

1. "Residential use" means that the original purchaser owns and resides in the home where the product was installed.
2. "Light Commercial use" means conditions and foot traffic which moderately impact the flooring. Examples: Dining places(excluding wet area), doctor/dental offices, nursing home common areas, lounge (excluding service area), interior entryways, elevators, office conference rooms, hospitality rooms, vending areas, art galleries, banks, bookstores, boutiques, office waiting area, gift shops, hotel rooms, jewelry stores, professional offices, photography studios, styling salons.
3. "Full Commercial use" means conditions and foot traffic which severely impact the flooring. Examples: Airport terminals, bars, department store aisles, supermarket aisles.
4. "Finish wear through" is defined as "complete finish removal affecting at least 10% of a total floor installation project" due to normal foot traffic.
5. "Structural Integrity" is defined as "the cohesion between the composites or layers of the product" which will remain intact when installed, cared, maintained and placed in service conditions according to manufacturer's instructions during service life of the product.

The decorative layer of vinyl floor is resistant to color changes from light exposure. But it is not absolutely light color fast. Exposure to light will affect the appearance of the floor. The level of change is dependent on the intensity of the light and length of exposure. FloorSource, LLC does not warrant against appearance changes in the planks. Any sample, photos or models is for demonstrative purposes only and they do not create a warranty of any kind that the goods you purchased shall conform thereto. FloorSource, LLC does not warrant against variations between samples, photos or models and the installed flooring.

Terms of Limited Lifetime Residential Warranties:

- Within One Year – Claims submitted for confirmed manufacturing defect within one year of purchase. FloorSource will arrange a credit based on the applicable purchase price and reasonable labor if professionally installed.
- Year One and Year Five – Claims submitted for confirmed manufacturing defect submitted after year one and before year five. FloorSource will arrange a credit based on the applicable purchase price and 50% of labor if professionally installed.
- Year Five and Year Ten – Claims submitted for confirmed manufacturing defect submitted after year five and before year ten. FloorSource will arrange a credit based on the applicable purchase price but no labor cost.
- After Ten Years - Claims submitted for confirmed manufacturing defect submitted after year ten. FloorSource will provide products to repair the defective areas of the floor but no labor cost. If flooring model is no longer available, other reasonable arrangement will be substituted.

Terms of Limited Light Commercial Warranties:

- Within One Year – Claims submitted for confirmed manufacturing defect within one year of purchase. FloorSource will arrange a credit based on the applicable purchase price and reasonable labor if professionally installed.
- Year One and Year Two – Claims submitted for confirmed manufacturing defect submitted after year one and before year two. FloorSource will arrange a credit based on the applicable purchase price and 50% of labor if professionally installed.
- Year Two and End of Term – Claims submitted for confirmed manufacturing defect submitted after year two and before the end of the term. FloorSource will arrange a credit based on the applicable purchase price but no labor cost.

This warranty is subject to the following conditions:

- The flooring must be installed properly in accordance with the manufacturer's installation instructions and for its intended purpose as flooring.
- Uses other than its intended purpose is not covered by the warranty. Such uses include, but not limited to, installation on the ceilings, walls, boats, airplane, motor vehicles, recreational vehicles.
- Installation requirements include, but not limited to, subfloor moisture content limits, flatness, soundness and stability, product acclimation.
- The flooring must be used indoors in dry, climate-controlled areas. This limited warranty does not apply if it is used outdoors or otherwise exposed to uncontrolled climate conditions.
- The flooring must be maintained in accordance with the included care and maintenance instructions.
- This limited warranty applies only to defects which were not visible before or during installation of the flooring. If there is a visible defect in the flooring material, the flooring material should not be installed, and should instead be returned as defective material.
- Manufacturing defects must be in excess of industry waste factor which is 5% of total area of installation or project. It is more for diagonal installation or certain room layout.

Exclusions from warranty coverage:

- Sunlight and heat damages. A combination of heat and sunlight can cause most fading, discoloration or thermal expansion/contraction. Prolonged exposure to direct sunlight can result in discoloration and excessive temperatures resulting in buckling or delamination.
- Mold and mildew. The flooring itself is waterproof but it is not a moisture barrier. It is not intended prevent moisture accumulation which promotes the growth of mold or mildew

- Damages resulting from improper or inadequate maintenance or accidents, such as damage caused by scratching, scuffing, impact or cutting.
- Damages resulting from the use of a steam cleaner or a heavy weight commercial cleaning machine.
- Damages from disasters, either natural or man-caused or other casualty damages which are usually covered under homeowner insurance.
- Gloss or sheen reduction or discoloration resulting from heat, sunlight or artificial light.
- Damages resulting from improper installation or construction.
- Damages resulting from abuses such as, moving appliances across the floor without adequate floor protection.
- Damages from rolling loads such as hospital bed, chair casters, carts, etc.
- Damage caused by water or excessive moisture on the floor, in the subfloor or underneath the floor.
- Water damage caused by flooding, prolonged stay of standing water, subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure), leaking pipes, household mechanical failures, appliance leaks, or conditions that result in moisture being below the floor are not covered.
- Water damages to the surrounding areas attached to the flooring. The flooring itself is waterproof, but it is not a waterproofing agent for other objects.
- Gapping that are less than 10 mils wide and less than 2 inches long.
- Separation between layers caused by exposure to excessive humidity or temperature and environmental changes that occurs during or after the flooring has been installed.
- Noises including, but not limited to, squeaks, popping, etc.
- Product deformity that is not measurable or that is only visible under certain light or from a certain angle is not considered a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Recoating and finish alterations (finishes applied by the owner or installer) including, but not limited to, refinishing or recoating.
- Floors that are installed in non-owner-occupied residences (except products that are noted warranted commercial).
- Floors that have been replaced by a previous claim.
- Floor which has been installed, then removed to make corrections due to installation errors, and reinstalled.
- Incidental and consequential damages. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. Such damages shall include, but not limited to, the followings: any costs associated with the removal, refinishing or replacement of any flooring products or with the removal or replacement of cabinets, appliances or any other fixtures or items that may need to be removed and replaced as a result of replacing any flooring products, inconveniences or hotel accommodations.
- Products sold "AS IS" or products described as "thrift," "antique," "tavern," "bargain," "cabin grade," "seconds," "economy grade," "rustic," "close-out," "off-goods" or "non-standard."

Disclaimers:

FLOORSOURCE, LLC., DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE FLOORING PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FloorSource, LLC's warranties cannot be altered by sales representatives or distributors. Sales representatives and distributors have no authority whatsoever to establish, expand, or otherwise modify said warranties.

FloorSource, LLC's limited warranty provisions are deemed to be severable and the invalidity or unenforceability of one provision shall not affect the validity or enforceability of any other provision.

FloorSource, LLC's limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid.

Claims:

Any claim which is covered under the FloorSource, LLC Limited Warranty must be submitted to us through your retailer who will file a claim on your behalf. You will be required to provide the following information: your name, address, contact information, purchase order information, and receipt showing proof of the FloorSource, LLC flooring purchased.

FloorSource, LLC's Responsibility:

If FloorSource, LLC, accepts a claim under this limited warranty, FloorSource, LLC, will repair or replace, at its option, the FloorSource, LLC flooring material only. If your floor was professionally installed, FloorSource will also pay reasonable labor costs for the repairs or replacement as stated in warranty terms. If we repair or replace a plank or more as a result of a warranty claim, you will be required to clear, at your expense, any items placed over the affected area subsequent to the original installation.

FloorSource, LLC reserves the right to verify any claims or defect by inspection and have samples removed for technical analysis. We must be given a reasonable opportunity to inspect the floor prior to the determination of any coverage or remedy issue, which should be no less than thirty (30) days after the problem is reported.

If FloorSource, LLC in its sole discretion, determines that such repair or replacement is not reasonably achievable, FloorSource, LLC will refund the dealer's purchase price of the affected flooring material.

We will replace or repair a floor one time. If the replacement or repair fails in the same manner a second time, we conclude the site conditions may not be acceptable for the installation of the flooring.

Upon approval of a warranty claim, FloorSource, LLC will provide instructions on the manner in which to proceed in order to have your flooring repaired or replaced. Comply with such instructions within ninety (90) days after the claim is approved or your rights under the limited warranty will be deemed waived.

The above remedies are the sole and exclusive remedies for claims on this FloorSource, LLC product. These limited warranties give you specific legal rights, and you may also have other rights which vary from State to State.

ANY ACTION BROUGHT SEEKING THE RESOLUTION OF ANY CONTROVERSY ARISING OUT OF OR RELATING TO ANY WARRANTIES REFERENCED HEREIN SHALL BE BROUGHT IN THE COURTS OF THE STATE OF GEORGIA OR IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NORTHERN GEORGIA.

If you have questions regarding this warranty, please call 800-562-4628 or visit our website at
www.myfloorsource.com

FLOOR SOURCE

WHOLESALE & SUPPLY

VINYL FLOOR RESIDENTIAL WARRANTY

General Guidelines

FloorSource recommends that all flooring is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service, for a specified length of time from the date of purchase as set forth below. This limited warranty only applies provided the flooring covered by this warranty is installed and maintained according to the FloorSource Installation Instructions and the FloorSource Care & Maintenance Instructions.

The manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.

- Flooring should be one of the last items installed in any new construction or remodel project.
- Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there any doubts to the quality, dimensions or appearance of the vinyl flooring DO NOT INSTALL. Please contact FloorSource as INSTALLATION IS ACCEPTANCE.
- While vinyl flooring is water resistant (or waterproof in some cases), it is not a moisture barrier. It is good practice to test the installation surface for moisture and action accordingly. A moisture barrier is always recommended.
- Store flooring boxes flat and fully supported during shipping and storage.
- Condition the vinyl flooring by storing the vinyl flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on vinyl flooring.
- Installations in facilities where walkers and wheelchairs are used (residential and/or extended care) or in facilities with movement of heavy displays, racks, dentist chairs, etc. may exert extreme stress and compromise the surface and locking system resulting in gapping, product separation, bowing, heaving, and expansion in one direction.
- It is the responsibility of the installer/owner to determine if the jobsite subfloor and jobsite conditions are environmentally and structurally acceptable for vinyl floor installation. The manufacturer declines any responsibility for vinyl flooring failure resulting from or related to subfloor, subsurface, jobsite damage or deficiencies after vinyl flooring has been installed.
- Crawl spaces must be a minimum of 18" (46cm) from the ground to the underside of floor joists. A ground cover of minimum 6 mil black polyethylene film is essential as a vapor barrier with joints lapped 6" (15 cm) and sealed with moisture resistant tape. The crawl space should have a perimeter venting equal to a minimum of 1.5% of the crawl space square footage. These vents should be properly located to foster cross ventilation. Where necessary, local regulations prevail.
- All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include normal living temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Do not use underlay products unless recommended by the product manufacturer. Please contact FloorSource for questions about underlay and vinyl flooring installation.

Warranties are non-transferable and apply to customers who originally purchased and installed the vinyl flooring. The original, paid-in-full invoice is required. Claims must be filed by the original purchaser. No installer, retailer, distributor or agent, or employee of FloorSource may alter the obligations or limitations of any warranty.

**For more information on this product or
to order samples call 1-562-4628 or
visit our website at MyFloorSource.com**

VINYL FLOOR RESIDENTIAL WARRANTY

Warranty Limitations

PLEASE NOTE THE FOLLOWING ARE NOT PROBLEMS ARISING FROM DEFECTS IN MATERIAL OR WORKMANSHIP AND ARE THEREFORE NOT COVERED BY THIS PRODUCT WARRANTY.

1. Defects arising from poor installation. This includes:
 - a. Damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions.
 - b. Visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floorboards, cushioned vinyl, or by failure in the underlayment.
 - c. Seams 'peaking' or opening due to use of incorrect adhesive or seaming method.
 - d. Edge-to-edge shade variation.
 - e. Discoloration arising from installation next to a source of excessive heat or visible trowel marks.
2. Construction or installation-related damage.
3. Installation in inappropriate locations is excluded from this warranty.
4. Dissatisfaction due to improper maintenance.
5. Problems arising from excessive moisture, alkali or hydrostatic pressure in substrate.
6. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
7. Problems arising from scratches, scuffs, punctures, cuts, tears, gouges, indentations, burns, damage caused by stiletto or sharp high heels (these can damage concrete!), sharp or hot objects dropped on the floor, dragged appliances, unprotected furniture feet, damage from pets, discolorations due to adhesives or tape, rolling and/or non-foot traffic, or any intentional misuse of the product.
8. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, pets, etc.
9. Damage caused by chemically reactive material, carpet crocking, dye, mold, stains, spillage, burns, gouges, scratches, indentations, floods, accidents, abuse or any harsh scouring pads while buffing.
10. Damage caused by inappropriate end-user activities.
11. Staining caused by urine, feces or vomit.
12. Small differences in color and or texture between the actual material or photographic images of the material and the actual flooring purchased. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
13. Products may have slight color variations not detected at the factory. All products must be dry laid and examined under standard lighting conditions for color acceptance before being installed. **INSTALLATION IS ACCEPTANCE.**
14. Gloss reduction or surface scratches are not considered surface wear. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
15. Installation of products with adhesives other than those recommended by FloorSource.
16. The manufacturer makes no guarantee that vinyl flooring products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

The preceding list is not exhaustive, but is merely illustrative, of the many kinds of problems that are not due to defects in material or workmanship in the products and are not within the coverage of this warranty. Other such problems not described on the list above are also outside the scope of this warranty. This limited warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. FloorSource requires the receipt in order to verify date of purchase to help resolve any problems.

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VINYL FLOOR RESIDENTIAL WARRANTY

Water Resistance

The vinyl flooring is warranted to be water resistant, and the structural integrity of the flooring will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). The manufacturer's moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor. Damage resulting from mold & mildew growth due to prolonged exposure to moisture are not covered by this warranty.

Terms of Warranty

The vinyl layer of the floor is warranted not to wear through under normal use. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation, gloss reduction or surface scratches are not considered surface wear.

In the unlikely event that any portion of your floor should fail, with respect to any provisions of this warranty, please contact FloorSource.

Labor costs are not included.

**For more information on this product or
to order samples call 1-800-562-4628 or
visit our website at FloorSource.com**



Thank you for choosing one of Timeless Designs click floating luxury vinyl products. Properly installed and cared for, your new flooring will be easy to maintain and will keep its great look for years.

Acclimation of Material Before Installation

To ensure a problem free installation, all areas where flooring will be installed should have a working heat and air conditioning source operational a minimum of forty-eight (48) hours prior to installation and remain in operation during and after installation. Conditions should be at the same temperature and humidity level expected during normal use (between 65-85 degrees F with a relative humidity no greater than 65%). Ensure subfloor and flooring are fully acclimated to these conditions for a minimum of 48 hours prior to installation. For best results, open the cartons at the beginning of the acclimation period.

Timeless Designs rigid core products are designed to require less acclimation when compared to traditional PVC based floating floor. However, extreme differences in temperature and humidity between the flooring product and job site may result in gapping, buckling or joints which are difficult to properly engage. Improper locking of the flooring may cause joints to be distressed resulting in a "peaked" appearance, delamination due to ledging, separation of joints from normal environmental temperature changes, cupping or side joint failures.

Pre-Installation Jobsite Requirements

Timeless cannot be held responsible for site conditions that do not conform to requirements as indicated in these instructions including but exclusive to vapor transmission, moisture permeation, contaminated or damaged subfloors, etc.

Floating vinyl floors should be protected from direct sunlight and not exposed to direct sunlight for extended periods of time. Excessive temperatures will cause the product to expand and buckle. Timeless Designs recommends blinds, drapes, window films or suitable window coverings in areas where there is a large exposure to direct sunlight.

It is the installer's responsibility to examine the flooring prior to installation for color, finish, sheen and quality, and to ensure that jobsite and subfloor meet the requirements of these instructions. Ensure adequate lighting for proper inspection. If flooring is not deemed acceptable, contact your supplier immediately for resolution. Timeless Designs flooring cannot be held responsible for flooring installed with visible defects.

Subfloor Preparation

Warning: If the existing resilient floor covering is being removed, see current edition of the Resilient Floor Covering Institute publications recommended work practices for removal of resilient floor coverings for instructions on removing all resilient floor covering structures.

NOTE: All subfloors must be clean, smooth and level to within 1/8" in 10 ft., and dry*. Dust, scale, and loose particles must be removed. The surface must be free of solvents, paint, grease, oil, wax, alkali, sealing or curing compounds, and any other foreign material.

**Failure to properly level the subfloor to manufacturer specifications can cause additional stress on the tongue and groove resulting in plank separation.*



Timeless Designs click floating floors are designed to “float” over the subfloor. Although Timeless Designs rigid plank products are more forgiving when installed over uneven subfloors, proper preparation of the subfloor is a critical part of a successful installation. Roughness or unevenness of the subfloor may telegraph through to the flooring product resulting in an unsightly surface and can cause excessive wear on high spots.

Concrete on or above grade must be free of moisture or high alkalinity. A concrete slab shall be cured a minimum of 90 days before performing moisture tests prior to the installation of your new flooring. The concrete may require additional drying time dependent upon local environmental conditions.

All wood subfloors shall have at least 18” of well-ventilated space below. The ground under crawl spaces must be covered with 6- mil polyethylene sheeting to reduce moisture vapor transmission. Wood floors must be double construction or equivalent, **with a minimum thickness of 1”**, such as APA underlayment Grade Plywood without voids, and with a fully sanded face.

- Concrete/Screeds: All cracks and joints should be filled. Prepare concrete subfloors according to ASTM F710 Standard Practice for Preparation of Concrete Floors to Receive Resilient Flooring. The surface of the concrete must be dry, clean, smooth, level and structurally sound. The slab must be swept, damp mopped and/or vacuumed to remove any dust OR the subfloor should have a moisture reading of less than 80% RH (Reference: ASTM F 2170-02 Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes).
- Wood Floors: Wood floors must be solid, flat and smooth with little flexibility. All loose boards must be firmly fastened.
- Existing Resilient Floors: Existing resilient tile and sheet vinyl floors must be in good condition and thoroughly bonded to the structural floor. The exception is that any tile or sheet that is of a soft cushion construction must be removed.
- Existing Ceramic Tile: Grout lines must be skim coated with a floor leveler. If you install the flooring over an existing floor that has an embossing or grout line on it, we recommend you skim coat with a floor leveler. Check for any dips or humps in the subfloor that can create a void or peak underneath the floor, the acceptable 1/8” in 10’ tolerance. If found, please fill in and level the subfloor with embossing leveler. For high spots, grind down the peak or simply knock them off with a hammer and chisel and fill in the holes.

Timeless Designs cannot be held responsible for failure of the subfloor.

Radiant Heat: Subfloors should be operating for at least 3 weeks prior to installation to drive out moisture and calibrate temperature settings. Maximum operating temperature should never exceed 85°F. Radiant heat components must be a minimum of 1/2” away from the flooring.

Timeless Designs®

Installation

Do not secure individual planks of the flooring to the subfloor as it is designed to be a floating floor. All doorjambes should be undercut and cabinets, heavy furnishings, fireplaces or other built-ins must not be installed on top of flooring, as it restricts the floor's ability to expand. Wall moldings and transition strips should be installed at any exposed plank edges but should not be fastened through the planks.

The maximum room size suggested is limited to 30 linear feet with perimeter expansion space of 5/16". For installations larger than 900 square feet or runs longer than 30 linear feet, control joints must be installed with a minimum of 5/16" gap between the installed molding.

1. First, determine the orientation of the flooring in the area. Typically for plank products, the flooring runs the length of the room. There may be exceptions since it is all a matter of preference.
2. To avoid narrow plank widths or short plank lengths near the walls/doors, it is important to do some pre-planning. Using the width of the room, calculate how many full boards will fit into the area and how much space remains that will need to be covered by partial planks. Divide the remaining space by two to calculate the width of the partial planks. Do the same along the length.
3. Note that if the first row of planks does not need to be trimmed in width, it will be necessary to cut off the unsupported tongue so that a clean, solid edge is toward the wall.
4. 5/16" expansion gaps should be planned for and maintained from the wall during the installation. This will allow space for the natural expansion and contraction of the planks.
5. The planks should be installed from left to right. From the top left corner of the room, put the first plank in place so that both the head and side seam grooves are exposed.
6. Install the second plank in the first row by angling the short side tongue into the short side groove of the first plank. Continue installing additional planks along the first row using the same angling method. Make sure to align the planks to prevent gaps throughout the installation.
7. To start the second row, cut a plank that is at least 9" shorter than the first plank in the first row (you may use the left over from the last plank of the first row). Then install this first plank by inserting the long side tongue into the groove of the plank in the first row. Always stagger end joints from row to row a minimum of 9" apart.
8. Install the second plank in the second row by inserting the long side tongue into the previously installed first plank groove.
9. Install the second plank/tile of the second row. Position the long side of the plank/tile with the tongue side, fully engage into the groove of the first row of product. Lower the plank/tile with firm pressure to the floor, ensuring that the end joint is overlapping and perfectly aligned; push the end joint downward until the end of the plank/tile snaps in place.

NOTE: this may require the use of a rubber mallet for it to completely lock in place. **See Below Diagram:**

CORRECT



WRONG



10. The remaining planks can be installed in the room using the same technique. Make sure the required expansion gaps are maintained against all fixed vertical parts (such as walls, doors, cabinets etc.).
11. The planks can be cut easily with a utility knife, just score the top of the plank and snap the plank in two.



Do not install Timeless Designs flooring over expansion joints.

Plank Removal

- Do not lift plank ends when attempting to remove planks.
- Planks must remain flat and then slid apart. (see picture to the right)
- Attempting to remove planks by lifting will damage the end joint and compromise the locking mechanism.



Repairs

In the unlikely event that a plank is damaged for whatever reason, the simplest method is to disconnect the plank carefully (protecting the tongue and groove edges) until the damaged plank can be removed. Then replace the damaged plank with a new one and reassemble the disconnected planks. This typically works for planks that are closest to the two long walls of a room. For damaged planks that are not close to the perimeter, you may have to remove the damaged planks and insert new pieces without the short and long end grooves.

Floor Maintenance and Protection

- Furniture should be moved onto the newly installed floor using an appliance hand truck over hardboard runways.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours. Floor covering subjected to excessive heat and light is subject to thermal degradation. Use appropriate precautions to minimize potential effects on the floor covering.
- Oil or petroleum-based products can result in surface staining. Do not track asphalt-driveway sealer or automobile oil drips onto the vinyl floor covering.
- Caster wheeled chairs should have wide, rubber casters. Protective mats are required under office chairs.
- Use non-staining mats. Rubber may discolor the floor.
- Frequently moved furniture should be equipped with felt pads to avoid scratching the floor. Heavy furniture and appliances should be equipped with non-staining large surface floor protectors. Furniture with castors or wheels must be easy swiveling, large surface non-staining and suitable for resilient floors. Do NOT use ball type castors as they can damage the floor.
- Use floor protectors under furniture.
- Use walk off mats at entrances to prevent dirt and grit from being tracked on to the floor.
- Sweep or vacuum the floor regularly to remove loose dirt. Do NOT use vacuums that use a beater bar or turn beater bar off.
- Do NOT use electric brooms with hard plastic bottoms with no padding.
- Clean up spills immediately.
- Damp mop as needed using clean water and a diluted floor cleaner suitable for Luxury Vinyl. Do NOT use harsh cleaners or chemicals on the floor. Do NOT use abrasive scrubbing tools. Do NOT use detergents, abrasive cleaners or "mop and shine" products.
- Vinyl flooring, like other types of smooth floors, may become slippery when wet. Allow time for floor to dry after cleaning. Immediately wipe up wet areas from spills, foreign substances or wet feet.



WARRANTY

Our guarantee is for replacement or refund of the vinyl plank flooring only, not labor. Labor cost will only be covered when professionally installed. It does not cover costs incurred with loss of time, incidental expenses or any other damage from improper installation or maintenance (including side or end gapping), burns, tears, indentations stains or reduction in gloss level due to normal use and/or exterior applications. Gapping, shrinkage, squeaks, fading or structural and sub floor related issues are not covered under this warranty.

Timeless Designs Collection	Residential Limited Warranty	Light Commercial Limited Warranty
Everlasting	25 Years	10 Years
Irresistible	25 Years	N/A
Irresistible SP	20 Years	N/A
Grand	15 Years	N/A
Grand XL	15 Years	N/A
Tru Shield Click	25 Years	N/A

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

The limited Warranty applies only to the original purchaser and the original installation site and is not transferable.

The Limited Warranty does not cover conditions caused by improper use or maintenance, such as:

- Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
- Damage resulting from failure to follow floor care instructions.
- Scuffs, scratches, cuts, staining from rubber-backed mats, damages or discoloration from carpet dyes, and fertilizer or other chemicals.
- Damage caused by flooding, fires and other accidents.
- Damage caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection).
- Damage caused by wheeled chairs, caster wheels or vacuum cleaner beater bars.
- Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be of adequate diameter of the object and rest flat on the floor.
- For purposes of the Limited Warranty of Residential Use, "wear through" Means complete loss of the wear layer so that the printed pattern or design of the floor is altered.

The Limited Warranty does not cover discoloration or other problems resulting from excessive exposure from heat or sunlight, including side and end joint gapping.

The Limited Warranty does not cover variations of color, shade or texture which may be different from those shown on samples or photographs.

Although flooring is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus. The limited warranty does not cover discoloration from mold, flooding, leaking plumbing or appliances, leaking water or similar conditions.

UNDER THE TERMS OF THE LIMITED WARRANTY, MANUFACTURER WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL OR OTHER DAMAGES OF ANY KIND NO MATTER WHAT THE CAUSE.