

# Floor Care & Warranty Guide

Everything you need to know  
to protect your flooring investment.

HARD SURFACE



FlooringAmerica.

FlooringCanada.



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## **Thank You For Purchasing Your New Floor From Flooring America®/Flooring Canada®.**

To assist you with any questions you may have about your new floor, we have compiled this easy-to-read warranty guide. We hope that it will serve as a handy reference tool. If you have any questions, please contact your local Flooring America®/Flooring Canada® retailer.

Enjoy your new floor!

## **Your Complete Guide to Flooring Care and Warranties**

It's easy to maintain the beauty of your new floor, and proper care and cleaning will enhance its life and performance, giving you years of enjoyment. To assist you, we've prepared our best tips for cleaning, care, and maintenance. Plus, we've compiled detailed warranty information for each flooring category that you will find easy to reference.

Please consult your specific warranty for detailed cleaning instructions. Some manufacturers have precise warranty maintenance requirements. See warranty details for additional information.

# ULTIMATE GUARANTEE



## CONFIDENCE PLUS<sup>®</sup> WARRANTY

If, within 30 days after installation, you're not happy with your new floor for any reason, we'll replace it with a floor of equal value. We'll even pay for labor on four and five star rated flooring.



## PRICE PROTECTION GUARANTEE

If you find a lower price on the same brand and style product within 30 days after your purchase, we'll happily refund the difference.



## LIFETIME INSTALLATION GUARANTEE

We have total confidence in our work. But if you ever have installation-related issues, we'll make it right at our expense.



## LOCALLY OWNED ADVANTAGE

All of our stores are locally owned, so we can guarantee a truly unique level of personalized service that is unmatched by home improvement centers and other flooring stores.

# Laminate...

The right choice for you...

## Why choose Laminate?

Today's laminate floors offer realistic looking hardwoods, ceramic, stones, and other patterns and colors with accurate surface textures that are practically indistinguishable from the real thing, while being a budget friendly alternative.

## Where are the best spaces to install Laminate?

Laminate can be installed on all grades of floors – but is not recommended for bathrooms or rooms with excessive moisture. Because of its durability laminate is perfect for high traffic areas.

## Our Flooring America®/Flooring Canada® Signature Brands



## Laminate Care and Maintenance

Laminate flooring brings the beauty of a natural wood floor and the easy maintenance of a resilient floor together so you can have the style you want and the carefree maintenance you need. While laminate flooring is remarkably durable, there is, of course, no such thing as an indestructible flooring material. By observing the following precautions, you can expect years of beauty from your laminate floor.

For general cleaning, use a dust mop or wipe occasionally with a damp cotton or cloth mop. If heavier cleaning is needed, an occasional damp mopping with ResistA® Floor Cleaner or other mild cleaning product is suggested. Do not use soap or detergent-based cleaners, wax-based products, or any type of polish as they leave a dull, filmy residue. Do not flood your floor with water or clean with a steam cleaner.

To help eliminate fine particles of dirt and grit that act like sandpaper and will scratch any floor, vacuum or sweep daily. The vacuum head must be a felt or brush type. Be certain that the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD UNLESS THE BEATER BAR IS SWITCHED OFF.**

Remove spills promptly using a soft cloth and ResistA® Floor Cleaner or other cleaning products recommended by the manufacturer. Be sure to keep pet nails trimmed and paws clean and free of dirt and gravel that may scratch your floor.

Place protective pads beneath furniture legs, tables, and other easily movable furniture to reduce scratches. Replace plastic casters on chairs with rubber wheels, and lift rather than slide heavy objects across the floor.

Remove shoes with spiked or damaged heels before walking on the floor. Spiked or stiletto high-heel shoes may cause damage to laminate floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1,000 pounds per square inch, even when worn by someone of slight or average build.

As added protection, use dirt-trapping walk-off mats at all exterior doors to help keep sand, dirt, and grit off your laminate floor.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

# Exclusive Flooring America®/Flooring Canada® Five-Star Laminate Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                 |  |  |  |  |  |
|-----------------------------|---|---|---|---|---|
| <b>WEAR WARRANTY</b>        | 50 Years  | 30 Years  | 25 Years  | 15 Years  | 10 Years  |
| <b>FADE RESISTANCE*</b>     | 50 Years  | 30 Years  | 25 Years  | 15 Years  | 10 Years  |
| <b>STAIN RESISTANCE</b>     | 50 Years  | 30 Years  | 25 Years  | 15 Years  | 10 Years  |
| <b>LOCKING SYSTEM</b>       | 50 Years  | 30 Years  | 30 Years  | 30 Years  | 30 Years  |
| <b>WATER RESISTANCE</b>     | 50 Years  | 30 Years  | 25 Years  | 15 Years  | 10 Years  |
| <b>INSTALLATION</b>         | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b> | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  |

## Confidence Warranty

All of our Star Rated laminates carry a 30-Day Confidence Warranty. If at any time during the first 30 days after your flooring is installed you wish to change your new laminate for a different Star Rated style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Star Rated laminate style or color of equal or lesser value. Should you wish to replace your flooring with a Star Rated laminate upgrade, you may do so by paying the difference in retail price. Any increase in cost due to industry price increases will be the customer's responsibility. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within 30 days of installation and indicate you wish to choose another Star Rated laminate floor using the Confidence Warranty, and provide your sales receipt. This is a replacement warranty and does not apply to matters covered by other warranties.



Any replacement product cannot be the same style and color as the original purchase. Replacement includes materials only and does not include reinstallation charges. Labor costs to remove and reinstall flooring, move furniture, permanent constructions (built-ins such as cabinets and bookcases), equipment, or electronics are the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style laminate floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or a Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days after installation for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. Should you wish to replace the laminate floor with a flooring upgrade, you may do so by paying the difference in price. Any increase in cost due to industry price increases will be the customer's responsibility. No monetary compensation will be paid if a lower priced floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated laminate under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to laminate that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style laminate floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Lifetime Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with industry standards. Should further service be required due to deficiencies in the original installation of your laminate floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the laminate floor you purchased. (See the Exclusive Flooring America®/Flooring Canada® Five-Star Laminate Warranties on page 6 for further details.)

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your laminate floor will not wear-through for the period specified by the warranty level of the product purchased. (See the Exclusive Flooring America®/Flooring Canada® Five-Star Laminate Warranties on page 6 for complete details of the warranty terms.)

Wear-through is defined as loss of the decorative surface image due to normal household use. Gloss reduction is not considered surface wear. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the laminate you purchased. (See the warranty information Exclusive Flooring America®/Flooring Canada® Five-Star Laminate Warranties on page 6 for further details.) Surface wear must be readily visible, approximately 1/2 square inch or greater.

Should you feel that your laminate floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your laminate floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area.

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture; damage caused by vacuum cleaner beater bars and metal caster wheels; wet mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Limited Stain Warranty

Now you can have the beauty of a wood floor and enjoy the easy maintenance you'd expect with a laminate floor. Laminate floors come as close as possible to being maintenance-free and are extremely resistant to stains. All Flooring America®/Flooring Canada® laminate floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your laminate floor will not permanently stain from common household use for the period of warranty coverage. Excluded from "common household use" is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Limited Fade Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your laminate floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your laminate flooring will maintain its fresh look and color for many years to come.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Limited Water Resistance Warranty

When installed following manufacturer's instructions, your laminate floor will resist water damage under normal use for the length of the warranty, including damages caused by damp mopping and topical spills that are promptly removed.

This warranty excludes all casualty events resulting in 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.

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Limited Locking System Warranty

When used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original purchaser, that the joints of your laminate floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking for the period specified (see page 6 for details of warranty terms).

(See General Terms and Conditions for Laminate Warranties on pages 10-11 for other conditions that apply.)

## Laminate Warranties General Terms and Conditions

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to laminate installed in owner-occupied residential spaces where no commercial activity takes place. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling.
- 2 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 3 These limited warranties exclude laminate flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other casualty event. These limited warranties do not cover indentations,

scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, spiked-heel shoes, insufficient furniture protection; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a laminate floor in a residence.

- 4 These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products).
- 5 To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 6 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
- 7 FLOORING AMERICA®/FLOORING CANADA® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.
- 8 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 9 The terms of the warranty begin on the date of the installation.
- 10 Should you feel that your laminate floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

**NOTE:** Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific laminate.

# Hardwood...

The right choice for you...

## Why choose Hardwood?

Wood flooring is among the best investment you can make in your home. In addition to being beautiful, wood floors are appropriate for all styles – casual, formal, classic, and country.

## Where are the best spaces to install Hardwood?

Solid hardwood can be installed above or below grade, whereas engineered hardwood can be installed on all grades. While hardwood is not recommended for rooms with moisture, our Aquadura™ H2O™ Hardwood is an option for kitchens, bathrooms, mudrooms, etc., when installed according to the manufacturer's standards by a Flooring America®/Flooring Canada® installer or a Flooring America®/Flooring Canada® authorized independent retailer.

## Our Flooring America®/Flooring Canada® Signature Brands

est. 1865  
**Downs**®  
performance hardwood

**AQUADURA**™ H<sub>2</sub>O  
WATERPROOF HARDWOOD

**FLOORCRAFT**™  
hardwood

**SPOTLIGHT**™  
GREAT VALUE FOR YOUR HOME

## Hardwood Care and Maintenance

Like any floor covering, real wood floors will show signs of wear over time, depending on the size and lifestyle of your family. But by observing a few precautions, and using the cleaning and maintenance program recommended by the manufacturer, you can expect years of beauty from your wood floor.

Never clean or mop your hardwood floor with water or steam. Do not use any wax or cleaner that must be mixed with water such as oil, soap, or paste wax products; or other household cleaners that contain lemon oil, tung oil, or ammonia as this may damage your floor and result in a loss of warranty. Flooring America®/Flooring Canada® recommends ResistA® Hardwood Floor Cleaner for the routine maintenance of your hardwood floor. Follow the cleaner's recommendations provided on the cleaning container.

Water can dull the finish and permanently damage the floor. To help eliminate fine particles of dirt and grit that act like sandpaper and will scratch any floor, vacuum or sweep daily. The vacuum head must be a felt or brush type. Be certain that the wheels of the vacuum are clean and do not damage the finish. **DO NOT USE A VACUUM WITH A BEATER BAR HEAD UNLESS THE BEATER BAR IS SWITCHED OFF.**

Remove spills promptly using a soft cloth and ResistA® Hardwood Floor Cleaner or other cleaning products recommended by the manufacturer. Be sure to keep pet nails trimmed and paws clean and free of dirt, gravel, grease, oil, and stains. Place protective pads beneath furniture legs to reduce scratches and dents. Use a dolly and protective sheets of plywood when moving heavy objects, furniture, or appliances. Some objects may be too heavy to move across a hardwood floor under any circumstances.

Certain types of casters on furniture may damage hardwood flooring. Barrel-type wheels (a minimum 1" continuous width is recommended) or wide, flat glides are best for protecting your hardwood floor.

A humidifier is recommended to prevent excessive shrinkage of wood floors due to low humidity levels. Wood stoves and electric heat tend to cause very dry conditions. In damp conditions, proper humidity levels can be maintained with an air conditioner or dehumidifier, or by periodically turning on your heating system during periods of high humidity in the summer months. Relative humidity in the area of use must be kept within a normal range. Wood flooring will perform best when the interior environment is controlled to stay within a relative humidity range of 30-50 percent and a temperature range of 60-80 degrees Fahrenheit. (In some climates, the ideal humidity range might be higher or lower 25-45 percent or 45-65 percent, for example).\* Use of a hygrometer (humidity gauge) is highly recommended.

Exposure to the sun and its UV rays accelerates the oxidation and aging of wood and fabrics. This causes the stain and/or wood to fade and/or change color. It is recommended that you rearrange rugs and furniture periodically so the floor ages evenly.

Remove shoes with spiked or damaged heels before walking on the floor. Spike or stiletto high-heel shoes may cause denting and related damage to hardwood floors due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1,000 pounds per square inch, even when worn by someone of slight or average build.






As added protection, use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease, and oil off your hardwood floor.

(See General Terms and Conditions for Hardwood Warranties on pages 24-26 for other conditions that apply.)

\*Compliments of the National Wood Flooring Association. Copyright 2007. Revised April 2008.

## Exclusive Flooring America®/Flooring Canada® Five-Star Hardwood Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                 |  |  |  |  |  |
|-----------------------------|---|---|---|---|---|
| <b>WEAR WARRANTY</b>        | 50 Years  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>FINISH</b>               | 50 Years  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>MANUFACTURING</b>        | 50 Years  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>STRUCTURAL INTEGRITY</b> | 50 Years  | 30 Years  | 30 Years  | 30 Years  | 30 Years  |
| <b>INSTALLATION</b>         | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b> | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  |

### Confidence Warranty

All of our Star Rated floors carry a 30-Day Confidence Warranty. If at any time during the first 30 days after your flooring is installed you wish to change your new hardwood for a different style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Star Rated style or color of equal or lesser value. Should you wish to replace your flooring



with a Star Rated hardwood upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within 30 days of installation and indicate you wish to choose another Star Rated floor using the Confidence Warranty, and provide your sales receipt. This is a replacement warranty and does not apply to matters covered by other warranties. Any replacement product cannot be the same style and color as the original purchase.

Replacement includes materials only and does not include reinstallation charges. Labor costs to remove and reinstall flooring, move furniture, permanent constructions (built-ins such as cabinets and bookcases), equipment, or electronics are the responsibility of the customer.

No replacements will be made with respect to hardwood that has been subject to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style hardwood floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or a Flooring America®/Flooring Canada® authorized independent installer.

**NOTE:** Custom installations of any hardwood floor installed with patterns, medallions, or a border are excluded from the Confidence Warranty. No replacement of either the wood floor, patterned wood floor, medallions, or border are covered under this replacement warranty.

(See General Terms and Conditions for Hardwood Warranties on pages 24-26 for other conditions that apply.)

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days after installation for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of Star Rated flooring of equal value. Should you wish to replace the hardwood floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced hardwood floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated hardwood under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to hardwood that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style hardwood floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

**NOTE:** Custom installations of any hardwood floor installed with patterns, medallions, or a border are excluded from the Confidence Plus™ Warranty. No replacement of either the wood floor, patterned wood floor, medallions, or border are covered under this replacement warranty.

(See General Terms and Conditions for Hardwood Warranties on pages 24-26 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions for Hardwood Warranties on pages 24-26 for other conditions that apply.)

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the wood industry. Should further service be required attributable to the original installation of your hardwood floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the hardwood floor you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Hardwood Warranties on page 14 for further details.

This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered to be installation-related deficiencies. Your Flooring America®/Flooring Canada® retailer does not warrant the product against variations in grain or texture.

Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separations occur, it is not considered a product or installation defect and is not covered by this warranty.

(See General Terms and Conditions for Hardwood Warranties on pages 24-26 for other conditions that apply.)

## Limited Wear Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that the finish of your hardwood floor will not wear-through during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures. Wear-through is defined as complete loss of the wear layer. The wear layer is defined as the protective coating that is factory applied to the surface of the wood flooring. Gloss reduction is not considered wear and is not covered by this warranty (see page 18 for details on Limited Finish Warranty terms.).

Should you feel that your wood floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the finish of your wood floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable.

This Limited Wear Warranty excludes damage caused by lack of proper maintenance; misuse, abrasives, insufficient protection from furniture, wet mopping, scratches; or indentations caused by spiked-heel shoes, pet nails; and any other casualty events.

Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not considered to be a product defect and is not covered by this warranty.

**NOTE:** For CORK products, floor covering installed on stairs is excluded from the Limited Wear Warranty.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

## Limited Manufacturing Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer that your hardwood floor will be free from manufacturing defects; including milling, assembly, dimension, and grading during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

## Limited Finish Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that your hardwood floor will not experience lack of finish adhesion or finish peel off of its face surface wear layer during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

## Structural Integrity Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer that the plies of your engineered hardwood floor will not separate during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

# Exclusive Flooring America®/Flooring Canada® Five-Star Aquadura™ H2O™ Waterproof Hardwood Warranty

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                 |  |  |  |
|-----------------------------|---|---|---|
| <b>WEAR WARRANTY</b>        | 50 Years  | 30 Years  | 25 Years  |
| <b>FINISH</b>               | 50 Years  | 30 Years  | 25 Years  |
| <b>MANUFACTURING</b>        | 50 Years  | 30 Years  | 25 Years  |
| <b>STRUCTURAL INTEGRITY</b> | 50 Years  | 30 Years  | 30 Years  |
| <b>WATER</b>                | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>INSTALLATION</b>         | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b> | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Plus™ Warranty  |

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of Star Rated flooring of equal value. Should you wish to replace the Aquadura™ H2O™ Waterproof Hardwood with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced Aquadura™ H2O™ Waterproof Hardwood floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated Aquadura™ H2O™ Waterproof Hardwood under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to Aquadura™ H2O™ Waterproof Hardwood that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style hardwood floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

NOTE: Custom installations of any hardwood floor installed with patterns, medallions, or a border are excluded from the Confidence Plus™ Warranty. No replacement of either the wood floor, patterned wood floor, medallions, or border are covered under this replacement warranty.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Waterproof Warranty for Aquadura™ H2O™ Hardwood

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that this Aquadura™ H2O™ Waterproof Hardwood will avoid damage from everyday splashes and spills. The floor plank is warranted to be waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to liquid for the length of the warranty period.

When properly installed, this product will not swell, cup or crack due to exposure to water from topical spills or moisture from the sub-floor when exposed to such conditions. This product is not designed to withstand submersion from stand water or flooding. Additionally, your Aquadura™ H2O™ Waterproof Hardwood floor will not discolor, deform or damage from moisture and will not be affected by mold, mildew or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of hardwood).

Your Aquadura™ H2O™ Waterproof Hardwood floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed.

This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" is defined as the entire time the original purchaser owns the home, but is not transferable.

Should your Aquadura™ H2O™ Waterproof Hardwood fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

"Lifetime" is defined as the entire time the original purchaser owns the home, but is not transferable.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## **Limited Pet Proof Warranty for Aquadura™ H2O™ Hardwood**

Your Flooring America®/Flooring Canada® retailer warrants that your Aquadura™ H2O™ Waterproof Hardwood 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 lifetime of your hardwood floor.

This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). "Lifetime" is defined as the entire time the original purchaser owns the home; it is not transferable.

Cleaning of the affected area should begin immediately upon discovery using ResistA® Floor Care cleaning products or other products recommended by the manufacturer. The more time that elapses before removal, the more difficult a stain will be to remove.

Should your Aquadura™ H2O™ Waterproof Hardwood floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the wood industry. Should further service be required attributable to the original installation of your Aquadura™ H2O™ Waterproof Hardwood, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. “Life of Floor” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Aquadura™ H2O™ Waterproof Hardwood floor you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Hardwood Warranties on page 14 for further details.

This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. Wood is a natural product; variations in its grain pattern, color, and/or texture are normal and are not considered to be installation-related deficiencies. Your Flooring America®/Flooring Canada® retailer does not warrant the product against variations in grain or texture.

Hardwood flooring, being a natural product, will continue to expand and contract through heating and non-heating seasons. Properly installed hardwood floors may consequently experience some separation between the boards at different times during the year. If such separations occur, it is not considered a product or installation defect and is not covered by this warranty.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Wear Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that the finish of your Aquadura™ H2O™ Waterproof Hardwood floor will not wear-through during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures. Wear-through is defined as complete loss of the wear layer. The wear layer is defined as the protective coating that is factory applied to the surface of the wood flooring. Gloss reduction is not considered wear and is not covered by this warranty (see page 18 for details on Limited Finish Warranty terms.).

Should you feel that your Aquadura™ H2O™ Waterproof Hardwood floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the finish of your wood floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable.

This Limited Wear Warranty excludes damage caused by lack of proper maintenance; misuse, abrasives, insufficient protection from furniture, wet mopping, scratches; or indentations caused by spiked-heel shoes, pet nails; and any other casualty events.



Normal exposure to sunlight will bring about changes in shading of any hardwood floor as the floor ages. Area rugs should be moved occasionally because they block sunlight and may give the appearance of discoloring under the rug. This is not considered to be a product defect and is not covered by this warranty.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use. (See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Manufacturing Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer that your Aquadura™ H2O™ Waterproof Hardwood floor will be free from manufacturing defects; including milling, assembly, dimension, and grading during the period specified by the warranty level of the product purchased (see page 14 for details of warranty items) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use. (See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Finish Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that your Aquadura™ H2O™ Waterproof Hardwood floor will not experience lack of finish adhesion or finish peel off of its face surface wear layer during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use. (See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Structural Integrity Warranty

When used under normal residential traffic conditions\* with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer that the plies of your Aquadura™ H2O™ Waterproof Hardwood will not separate during the period specified by the warranty level of the product purchased (see page 14 for details of warranty terms) when properly installed according to the manufacturer's installation instruction procedures.

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use. (See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## Limited Locking System Warranty for Aquadura™ H2O™ Hardwood

When used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original purchaser, that the joints of your Aquadura™ H2O™ floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking during the period specified (see page 14 for details of warranty terms). Additionally, your Aquadura™ H2O™ floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly.

This warranty excludes problems or damage due to excessive moisture or hydrostatic pressure from the subfloor.

(See General Terms and Conditions for Hardwood Warranties on pages 26-27 for other conditions that apply.)

## 5-Year Limited Light Commercial Warranty for Aquadura™ H2O™ Hardwood

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to Flooring America®/Flooring Canada® in writing within 5 years of purchase, the supplier will provide new materials of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of five years from the date of installation. A No Questions Asked materials-only replacement warranty will be in effect for 60 days from the date of installation for any light commercial installation.

(See General Terms and Conditions on pages 24-26 for other conditions that apply.)

## 60 Day Replacement Warranty for Light Commercial

If after installation and during the 60 day period of your replacement warranty you wish to change your new luxury vinyl floor for a different Aquadura™ H2O™ style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Aquadura™ H2O™ style or color of equal or lesser value. Should you wish to replace your flooring with an Aquadura™ H2O™ upgrade, you may do so by paying the difference in retail price.

No monetary compensation will be paid if a lower priced product is selected. This is a one-

time replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty, and indicate you wish to choose another Aquadura™ H2O™ floor using the 60 Day Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties. Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets or bookcases), equipment, or electronics is also the responsibility of the customer.

### **Waterproof and Pet Proof Warranty Pro-Ration Schedule for Aquadura™ H2O™ Hardwood**

Your Flooring America®/Flooring Canada® retailer warrants that during the first five years of these warranties, there will be no usage charge for replacement product. Beyond the first five years, replacement product is pro-rated based on the number of years it has been installed.

|                |           |                      |           |
|----------------|-----------|----------------------|-----------|
| 1st – 5th Year | No Usage  | 6th Year             | 50% Usage |
| 7th Year       | 60% Usage | 8th Year             | 70% Usage |
| 9th Year       | 80% Usage | 10th Year and Beyond | 90% Usage |

Under these warranties reasonable labor costs will be reimbursed for years one and two. For years three through five, 50% reasonable labor costs will be reimbursed. After year five there will be no labor reimbursement.

## Hardwood Warranties

### General Terms and Conditions

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to hardwood installed in owner-occupied residential spaces where no commercial activity takes place. Some styles are approved for commercial use (see label on back of sample for approved styles) and for only those styles specifically designated as approved for commercial use, the manufacturers' warranties apply.

For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling.

- 2 These limited warranties apply to flooring purchased after August 15, 2013 only to the original purchaser and installation site and are not transferable.
- 3 These limited warranties exclude wood flooring that has been put to abnormal use or conditions, or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm or flood; damage from smoke, fire, uncontrolled humidity, and/or temperatures in the residence; or other casualty events. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a hardwood floor in a residence.
- 4 These limited warranties do not cover indentations, scratches, stains, or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives, pets, spiked-heel shoes, color variations, naturally occurring wood characteristics, insufficient furniture protection, or improper alterations of the original manufactured product. They also do not apply to damages from exposure to extreme heat, dryness, or water saturation in any form including wet mopping, steam cleaning, insects, erosion, pebbles, sand, other abrasives, or stains as a result of chemical or industrial products, other than recommended cleaning products. Minor separations between boards do occur and are not covered by a warranty.
- 5 Normal characteristics are not construed as defects. These warranties do not cover natural color variations of the normal differences between color samples or photographs and colors of installed floors. Reasonable selectivity is required to eliminate objectionable naturally occurring blemishes.

Any product deformity that is not measurable or that is visible only in certain light or from a certain angle is not considered a defect and is therefore not covered by the warranty. Defects are evaluated by their visibility from reasonable vertical distance (standing height) from the floor.

Products determined to have any possible defect by the person doing the installation should be returned to your Flooring America®/Flooring Canada® retailer for inspection and possible replacement PRIOR TO INSTALLATION. Flooring America®/Flooring Canada's® sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective. These warranties expressly exclude consequential or incidental damages.

- 6 Proof of purchase is necessary to verify all warranty claims. To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 7 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer. It must also be installed in accordance with the manufacturer's installation guidelines.
- 8 Due to color variations of product and/or samples, Flooring America®/Flooring Canada® is not responsible for the failure of any hardwood flooring product to match (1) flooring products in adjacent space or (2) other wood products such as cabinets, stair railings, trim, and molding. A change in shading of the wood is a natural characteristic and does not constitute any type of product defect.
- 9 FLOORING AMERICA®/FLOORING CANADA® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.
- 10 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 11 The terms of the warranty begin on the date of the installation.
- 12 Should you feel that your hardwood floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

# Resilient Sheet Vinyl...

The right choice for you...

## Why choose Resilient?

Resilient Sheet Vinyl is not only soft underfoot and a great value – it features a collection of high definition colors, textures, and styles to choose from.

## Where are the best spaces to install Resilient?

Resilient Sheet vinyl can be installed in any room, on all grades. It is perfect for bathrooms and laundry rooms where water resistance is an important factor.

## Our Flooring America®/Flooring Canada® Signature Brands



## Resilient Sheet Vinyl Care and Maintenance

With the easy maintenance of a resilient floor, there is no cause for concern when it comes to spots, spills, or scuffs left by shoes. By observing a few precautions, and with proper care and maintenance, you can ensure that your resilient floor always looks its best.

The adhesive under your floor needs time to thoroughly dry after installation. Therefore, we recommend that you do not scrub or wash your floor for at least three days after it is installed.

For general cleaning, sweep your floor regularly (at least once a week) and be sure to wipe up spills promptly. Occasional mopping with ResistA® Floor Cleaner or other manufacturer recommended cleaning solution may be needed when dirt builds up and sweeping alone is not sufficient. Please note that soap or detergent products are not recommended for resilient floors as they will leave a dulling film on the surface.

Caution: Resilient floors can be slippery when they become wet. Use extreme caution when walking on a wet floor. Use doormats outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface.

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including resilient floors, to fade or discolor.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" in diameter, made of non-pigmented hard plastic, and rest flat on the floor.






Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or greater are recommended for all moveable furniture. Make sure any floor protectors made of metal are rustproof. Replace your narrow dome furniture rests with wide-bearing ones.

### Cleaning Stains

The overall stain resistance of resilient is excellent, and most spills will wipe off quickly and easily with a clean white cloth. Removing certain substances may take a little extra effort. Always use a clean, white cloth for wiping up stains, and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry. Repeat if necessary.

# Exclusive Flooring America®/Flooring Canada® Five-Star Resilient Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                           |  |  |  |  |  |
|---------------------------------------|---|---|---|---|---|
| <b>WEAR-THROUGH WARRANTY</b>          | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>FADE, STAIN, DISCOLOR</b>          | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>RIP, TEAR, GOUGE, &amp; INDENT</b> | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>INSTALLATION</b>                   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b>           | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  |

## Confidence Warranty

All of our Star Rated resilient products carry a 30-Day Confidence Warranty. If at any time during the first 30 days after your flooring is installed you wish to change your new Star Rated resilient for a different style or color of resilient flooring, your Flooring America®/Flooring Canada® retailer will replace it with a different Star Rated resilient style or color of equal or lesser value.

Should you wish to replace your flooring with a Star Rated resilient upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within 30 days of installation and indicate you wish to choose another Star Rated resilient floor from the resilient display using the Confidence Warranty, and provide your sales receipt. This is a replacement warranty and does not apply to matters covered by other warranties. Any replacement product cannot be the same style and color as the original purchase.

Replacement includes materials only and does not include reinstallation charges. Labor costs to remove and reinstall flooring, move furniture, permanent constructions (built-ins such as cabinets and bookcases), equipment or electronics are the responsibility of the customer.



No replacements will be made with respect to flooring that has been subject to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

(See General Terms and Conditions for Resilient Warranties on pages 33-34 for other conditions that apply.)

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days after installation for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of Star Rated flooring of equal value. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated resilient floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

(See General Terms and Conditions for Resilient Warranties on pages 33-34 for other conditions that apply.)

## Limited Wear Warranty

Providing your resilient floor is used under normal household conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of installation your resilient floor will not wear-through\* the wear layer for the period specified by the warranty level of the product purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Resilient Warranties on page 30.

Should you feel that your resilient floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the wear layer of your resilient floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area.

This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable.

\*Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

(See General Terms and Conditions for Resilient Warranties on pages 33-34 for other conditions that apply.)

## Limited Fade, Stain, and Discolor Warranty

With our exclusive resilient, you are assured outstanding quality and the best warranties. Every resilient floor is designed to meet the highest performance standards and is warranted not to permanently stain, discolor, or fade when used under normal household conditions and properly maintained. The overall stain resistance of our resilient is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances such as tar, rust, and permanent marker takes a little extra effort, but by using a mild cleaning product your floor will maintain its beauty for years to come. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface. To minimize potential staining from asphalt tracking, we suggest you use a latex-based driveway sealer.

Your flooring is guaranteed not to permanently discolor from mold or mildew. However, mold and mildew growth caused by excessive moisture as a result of plumbing, appliance, or sliding glass door leaks is not covered.

Your floor will not fade from artificial light. It is recommended that in areas where extreme sunlight hits the floor, blinds or curtains be closed. A combination of heat and sunlight causes most home furnishings, including resilient floors, to fade or discolor.

If your flooring fails to perform as warranted, contact your Flooring America®/Flooring Canada® retailer. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of resilient.

See the Exclusive Flooring America®/Flooring Canada® Five-Star Resilient Warranties on page 23 for the warranty level of the product purchased to determine the length of the warranty for Limited Fade, Stain, and Discolor.

(See General Terms and Conditions for Resilient Warranties on pages 33-34 for other conditions that apply.)

## Limited Rip, Tear, Gouge, and Indent Warranty

You know you are getting a long-lasting beautiful floor when you purchase a resilient floor for your home. Flooring America®/Flooring Canada® Star Rated resilient is guaranteed not to rip, tear, gouge, or permanently indent from normal household use for the length of the specified warranty term.

A properly cared for resilient floor will retain its appearance for years to come. Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" in diameter, made of non-pigmented, hard plastic and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or greater are recommended for all moveable furniture. Make sure any floor protectors made of metal are rust proof. Replace your narrow dome furniture rests with wide-bearing ones. If you need to move heavy furniture and/or appliances (such as your refrigerator), across the

floor, always use strips of wood or hardboard runways to protect the floor (even if you have an appliance dolly or if the heavy objects are equipped with wheels or rollers).

Construction damage, installation-related damage; or damage caused by vacuum cleaner beater bar, pet nails, spiked-heel shoes, or sharp-cutting objects are not covered by this warranty. Abuse, misuse, vandalism, and casualty events are also excluded from this warranty.

Should your Star Rated resilient floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. See the Exclusive Flooring America®/Flooring Canada® Five-Star Resilient Warranties on page 23 for the warranty level of the product purchased to determine the length of the warranty for Limited Rip, Tear, Gouge, and Indent.

(See General Terms and Conditions for Resilient Warranties on pages 33-34 for other conditions that apply.)

## Resilient Warranties

### General Terms and Conditions






In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to resilient installed in owner-occupied residential spaces where no commercial activity takes place. For purposes of these limited warranties, the terms “commercial activity” and “commercial application” shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business or residential dwelling.
- 2 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 3 These limited warranties exclude resilient flooring that has been put to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm, or flood; construction related damage; damage caused by vacuum cleaner beater bar; caster wheels; cutting from sharp objects; damage from smoke or fire; or other casualty event. These limited warranties do not cover indentations, scratches, stains, or damage caused by negligence, insufficient furniture protection, or improper alterations of the original manufactured product. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of a resilient floor in a residence.
- 4 These limited warranties do not apply to stains and damages as a result of rubber or rubber-backed floor mats or coco fiber mats.

- 5 To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 6 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
- 7 Flooring America®/Flooring Canada® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.
- 8 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 9 The terms of the warranty begin on the date of the installation.
- 10 Should you feel that your resilient floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

# Exclusive Flooring America®/Flooring Canada® Five-Star Naturcor™ H2O™ Resilient Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                           |  |  |  |  |  |
|---------------------------------------|---|---|---|---|---|
| <b>WEAR-THROUGH WARRANTY</b>          | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>FADE, STAIN, DISCOLOR</b>          | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>RIP, TEAR, GOUGE, &amp; INDENT</b> | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>WATER</b>                          | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>INSTALLATION</b>                   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b>           | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Plus™ Warranty  | 30 Day Confidence Plus™ Warranty  | 30 Day Confidence Plus™ Warranty  |

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of Star Rated flooring of equal value. Should you wish to replace your floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated resilient floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to a resilient floor that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style resilient floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on pages 39-40 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions on pages 39-40 for other conditions that apply.)

## Limited Fade, Stain, and Discolor Warranty

With our exclusive resilient, you are assured outstanding quality and the best warranties. Every resilient floor is designed to meet the highest performance standards and is warranted not to permanently stain, discolor, or fade when used under normal household conditions and properly maintained. The overall stain resistance of our resilient is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances such as tar, rust, and permanent marker takes a little extra effort, but by using a mild cleaning product your floor will maintain its beauty for years to come. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface. To minimize potential staining from asphalt tracking, we suggest you use a latex-based driveway sealer.

Your flooring is guaranteed not to permanently discolor from mold or mildew. However, mold and mildew growth caused by excessive moisture as a result of plumbing, appliance, or sliding glass door leaks is not covered.

Your floor will not fade from artificial light. It is recommended that in areas where extreme sunlight hits the floor, blinds or curtains be closed. A combination of heat and sunlight causes most home furnishings, including resilient floors, to fade or discolor.

If your flooring fails to perform as warranted, contact your Flooring America®/Flooring Canada® retailer. A floor discolored due to mold/mildew growth or asphalt tracking will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of resilient.

(See General Terms and Conditions for Resilient Warranties on pages 39-40 for other conditions that apply.)

## Limited Rip, Tear, Gouge, and Indent Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your resilient floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\* This warranty excludes damage caused by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect the floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions for Resilient Warranties on pages 38-39 for other conditions that apply.)

\*Normal household use is defined as common daily activities in the home, excluding pets.

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your resilient floor will not wear-through\*\* for the period specified by the warranty level of the product purchased. See page 35 for details of warranty terms.

Should you feel that your resilient floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your resilient floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture, or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions for Resilient Warranties on pages 39-40 for other conditions that apply.)

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

## Limited Lifetime Waterproof Warranty for Naturcor™ H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that this resilient floor will avoid damage from everyday splashes and spills. The floor is warranted to be waterproof and the structural integrity of the floor will not be significantly diminished by exposure to liquid for the life of the product. Your resilient floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your resilient floor will not discolor, deform, or damage from moisture and will not be affected by mold, mildew, or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of resilient flooring). This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between to the subfloor or damaging the floor. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the resilient floor you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for details.

Should your Naturcor™ H2O™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Care & Warranty Guide for complete details.

(See General Terms and Conditions for Resilient Warranties on pages 39-40 for other conditions that apply.)

## Limited Lifetime Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the industry. Should further service be required attributable to the original installation of your resilient floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the resilient floor you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Resilient Warranties on page 35 for further



details. Surface wear must be readily visible, approximately 1/2 inch square or greater. This Lifetime Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer. Rental units are not covered.

(See General Terms and Conditions for Resilient Warranties on pages 39-40 for other conditions that apply.)

## **Naturcor™ H2O™ Resilient Warranties General Terms and Conditions**

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to resilient installed in owner-occupied residential spaces where no commercial activity takes place.
- 2 The terms of the warranty begin on the date of installation.
- 3 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 4 These limited warranties exclude resilient flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a resilient floor in a residence.
- 5 These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products).
- 6 To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 7 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

- 8 Flooring America's®/Flooring Canada's® sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective. These warranties expressly exclude consequential or incidental damages.
- 9 Flooring America®/Flooring Canada® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.
- 10 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 11 Should you feel that your resilient floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

**NOTE:** Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific resilient floor.

# Luxury Vinyl Flooring...

The right choice for you...

## Why choose Luxury Vinyl Flooring?

Luxury Vinyl Flooring offers the look and feel of nature's best materials like natural wood, stone, and tile finishes.

## Where are the best spaces to install Luxury Vinyl Flooring?

Luxury Vinyl Flooring can be installed on all grades, but should be avoided in areas that may be prone to water seepage under the floor.

## Our Flooring America®/Flooring Canada® Signature Brands



## Luxury Vinyl Flooring Care and Maintenance

With the easy maintenance of a luxury vinyl floor, there is no cause for concern when it comes to spots, spills, or scuffs left by shoes. By observing a few precautions, and with proper care and maintenance, you can ensure that your luxury vinyl floor always looks its best.

For general cleaning, sweep your floor regularly (at least once a week) and be sure to wipe up spills promptly. Occasional mopping with ResistA® Floor Cleaner or other manufacturer recommended cleaning solution may be needed when dirt builds up and sweeping alone is not sufficient. Please note that soap or detergent products are not recommended for luxury vinyl floors as they will leave a dulling film on the surface.

Caution: Luxury vinyl floors can be slippery when they become wet. Use extreme caution when walking on a wet floor. Use doormats outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining mats on your floor. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface.

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including luxury vinyl floors, to fade or discolor.

Support furniture with wide-bearing, non-staining floor protectors. Ideally, the protectors should be at least 1" in diameter, made of non-pigmented hard plastic, and rest flat on the floor.






Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or greater are recommended for all moveable furniture. Make sure any floor protectors made of metal are rustproof. Replace your narrow dome furniture rests with wide-bearing ones.

## Cleaning Stains

The overall stain resistance of luxury vinyl flooring is excellent, and most spills will wipe off quickly and easily with a clean white cloth. Removing certain substances may take a little extra effort. Always use a clean, white cloth for wiping up stains, and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry. Repeat if necessary.

# Exclusive Flooring America®/Flooring Canada® Five-Star Luxury Vinyl Floor Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                                     |  |  |  |  |  |
|---|---|---|---|---|---|
| <b>WEAR WARRANTY</b>                            | Life  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>FADE &amp; STAIN RESISTANCE</b>              | Life  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>INDENT, RIP, TEAR &amp; GOUGE RESISTANCE</b> | Life  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>WATER RESISTANCE</b>                         | Life  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>LOCKING SYSTEM</b>                           | Life  | 30 Years  | 25 Years  | 20 Years  | 15 Years  |
| <b>INSTALLATION</b>                             | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b>                     | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  |

## Confidence Warranty

All of our Star Rated luxury vinyl floor products carry a 30-Day Confidence Warranty. If at any time during the first 30 days after your flooring is installed you wish to change your new Star Rated luxury vinyl floor for a different style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Star Rated luxury vinyl floor style or color of equal or lesser value.

Should you wish to replace your flooring with a Star Rated luxury vinyl floor upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within 30 days of installation and indicate you wish to choose another Star Rated luxury vinyl floor from the luxury vinyl floor display using the Confidence Warranty, and provide your sales receipt. This is a replacement warranty and does not apply to matters

covered by other warranties. Any replacement product cannot be the same style and color as the original purchase.

Replacement includes materials only and does not include reinstallation charges.

Labor costs to remove and reinstall flooring, move furniture, permanent constructions (built-ins such as cabinets and bookcases), equipment, or electronics are the responsibility of the customer.

No replacements will be made with respect to flooring that has been subject to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## **Confidence Plus™ Warranty**

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days after installation for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. Should you wish to replace the luxury vinyl floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated luxury vinyl floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to a luxury vinyl floor that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style luxury vinyl floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or a Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## **Price Protection Guarantee**

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you

that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your luxury vinyl floor will not wear-through\*\* for the period specified by the warranty level of the product purchased. See page 43 for details of warranty terms.

Should you feel that your luxury vinyl floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your luxury vinyl floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

## Limited Fade & Stain Resistance Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your luxury vinyl flooring will maintain its fresh look and color for many years to come.

This warranty excludes fading, discoloration, and other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 86 degrees.

Also excluded is discoloration caused by the use of latex or rubber-backed floor mats and discoloration caused by asphalt. Luxury vinyl floors come as close as possible to being maintenance-free and are extremely resistant to stains. All of Flooring America®/Flooring Canada® luxury vinyl floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your luxury vinyl floor will not permanently stain from common household use for the period of warranty coverage. Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## Limited Rip, Tear, Gouge, and Indent Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\* This warranty excludes damage caused by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture, or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic, and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

\*Normal household use is defined as common daily activities in the home, excluding pets.

## Limited Water Resistance Warranty

When installed following manufacturer’s instructions, your luxury vinyl floor will resist water damage under normal use for the length of the warranty, including damages caused by damp mopping and topical spills that are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform or damage from moisture and will not be affected by mold, mildew or alkaline.\*\*

This warranty excludes all casualty events resulting in 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.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

\*\*A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of luxury vinyl.



## Limited Locking System Warranty

When used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to original purchaser, that the joints of your luxury vinyl floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking for the period specified (see page 42 for details of warranty terms). Additionally, your luxury vinyl floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly.

This warranty excludes problems or damage due to excessive moisture or hydrostatic pressure from the subfloor.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the industry. Should further service be required attributable to the original installation of your luxury vinyl floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Luxury Vinyl Floor Warranties on page 43 for further details. Surface wear must be readily visible, approximately 1/2 inch square or greater. This Lifetime Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer. Rental units are not covered.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

# Exclusive Flooring America®/Flooring Canada® Five-Star Downs® H2O™ Luxury Vinyl Floor Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. Should you wish to replace the luxury vinyl floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement.

Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated luxury vinyl floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to a luxury vinyl floor that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style luxury vinyl floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

| STAR RATING                                     | ★★★★★ ★★★★★                      |                                  |
|---|----------------------------------|----------------------------------|
| <b>WEAR WARRANTY</b>                            | Life Of Floor                    | 30 Year                          |
| <b>STAIN RESISTANCE</b>                         | Life Of Floor                    | 30 Year                          |
| <b>INDENT, RIP, TEAR &amp; GOUGE RESISTANCE</b> | Life Of Floor                    | 30 Year                          |
| <b>WATERPROOF</b>                               | Life Of Floor                    | Life Of Floor                    |
| <b>INSTALLATION</b>                             | Life Of Floor                    | Life Of Floor                    |
| <b>LIGHT COMMERCIAL</b>                         | 5 Years                          | 5 Years                          |
| <b>REPLACEMENT WARRANTY</b>                     | 90 Day Confidence Plus™ Warranty | 60 Day Confidence Plus™ Warranty |
| <b>PET PROOF</b>                                | Life Of Floor                    | Life Of Floor                    |

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your luxury vinyl floor will not wear-through\*\* for the period specified by the warranty level of the product purchased. See page 48 for details of warranty terms.

Should you feel that your luxury vinyl floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your luxury vinyl floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture, or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

## Limited Fade & Stain Resistance Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your luxury vinyl flooring will maintain its fresh look and color for many years to come. This warranty excludes fading, discoloration, and

other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 86 degrees.

Also excluded is discoloration caused by the use of latex or rubber-backed floor mats and discoloration caused by asphalt. Luxury vinyl floors come as close as possible to being maintenance-free and are extremely resistant to stains. All of Flooring America®/ Flooring Canada® luxury vinyl floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your luxury vinyl floor will not permanently stain from common household use for the period of warranty coverage. Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## **Limited Rip, Tear, Gouge, and Indent Warranty**

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\* This warranty excludes damage caused by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture, or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

\*Normal household use is defined as common daily activities in the home, excluding pets.

## **Limited Lifetime Waterproof Warranty for Downs® H2O™**

When installed following manufacturer’s instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that this luxury vinyl floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the life of the product. Your luxury vinyl floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform, or damage from moisture and will not be affected by mold, mildew, or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if

the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of luxury vinyl). This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for details.

Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Luxury Vinyl Floor you purchased. (See warranty information Exclusive Flooring America/Flooring Canada Five-Star Downs H2O Luxury Vinyl Floor Warranties on page 47 for further details.)

Should your Downs® H2O™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Care & Warranty Guide for complete details.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)



## Limited Lifetime Pet Proof Warranty For Downs® H2O™

Your Flooring America®/Flooring Canada® retailer warrants that your Downs® H2O™ 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 the lifetime of your luxury vinyl floor. This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for details.

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. Should your Downs® H2O™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if

not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for complete details.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## **5-Year Limited Light Commercial Warranty**

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to your Flooring America®/Flooring Canada® retailer in writing within 5 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of five years from the date of installation. All Downs® H2O™ floors carry a 60 day, materials-only replacement warranty for up to 3,000 square feet per job, 60 days from the date of installation for any light commercial installation.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## **60 Day Replacement Warranty For Light Commercial**

If after installation and during the 60 day period of your replacement warranty you wish to change your new luxury vinyl floor for a different Downs® H2O™ style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Downs® H2O™ style or color of equal or lesser value. Should you wish to replace your flooring with a Downs® H2O™ upgrade, you may do so by paying the difference in retail price.

No monetary compensation will be paid if a lower priced product is selected. This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty, and indicate you wish to choose another Downs® H2O™ floor using the 60 Day Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties. Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)

## 15 Year Limited Commercial Warranty for Downs® H2O™ Luxury Vinyl Solidcore

For commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 15 years from the date of purchase. If a defect covered by this warranty is reported to your Flooring America®/Flooring Canada® retailer in writing within 15 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of 15 years from the date of installation. All Downs® H2O™ Luxury Vinyl Solidcore floors carry a 60 day, materials-only replacement warranty for up to 3,000 square feet per job, 60 days from the date of installation for any commercial installation.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lighting, or any other casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply.)


## Exclusive Flooring America®/Flooring Canada® Five-Star Galvanite™ Luxury Vinyl Floor Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

### Confidence Plus™ Warranty

All Five-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated luxury vinyl floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters

|   |   |
|---|---|
| <b>STAR RATING</b>                              |  |
| <b>WEAR WARRANTY</b>                            | Life Of Floor   |
| <b>STAIN RESISTANCE</b>                         | Life Of Floor   |
| <b>INDENT, RIP, TEAR &amp; GOUGE RESISTANCE</b> | Life Of Floor   |
| <b>WATERPROOF</b>                               | Life Of Floor   |
| <b>INSTALLATION</b>                             | Life Of Floor   |
| <b>LIMITED HEAVY COMMERCIAL</b>                 | 15 Years  |
| <b>REPLACEMENT WARRANTY</b>                     | 90 Day Confidence Plus™ Warranty  |
| <b>PET PROOF</b>                                | Life Of Floor   |

covered by other warranties. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to a luxury vinyl floor that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style luxury vinyl floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your luxury vinyl floor will not wear-through\*\* for the period specified by the warranty level of the product purchased. See page 52 for details of warranty terms. Should you feel that your luxury vinyl floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your luxury vinyl floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. Surface wear must be readily visible, approximately 1/2 inch square or greater. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture, or furniture moving; damage caused by vacuum cleaner



beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

## Limited Fade & Stain Resistance Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your luxury vinyl flooring will maintain its fresh look and color for many years to come. This warranty excludes fading, discoloration, and other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 86 degrees.

Also excluded is discoloration caused by the use of latex or rubber-backed floor mats and discoloration caused by asphalt. Luxury vinyl floors come as close as possible to being maintenance-free and are extremely resistant to stains. All of Flooring America®/Flooring Canada® luxury vinyl floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your luxury vinyl floor will not permanently stain from common household use for the period of warranty coverage. Excluded from "common household use" is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Limited Rip, Tear, Gouge, and Indent Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your luxury vinyl floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\* This warranty excludes damage caused by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and "walk" the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture, or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

\*Normal household use is defined as common daily activities in the home, excluding pets.

## Limited Lifetime Waterproof Warranty for Galvanite™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that this luxury vinyl floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the life of the product. Your luxury vinyl floor will resist liquid damage under normal use for the length of the warranty, including damages caused from damp mopping and topical spills provided spills are promptly removed. Additionally, your luxury vinyl floor will not discolor, deform, or damage from moisture and will not be affected by mold, mildew, or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of luxury vinyl). This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for details. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Luxury Vinyl Floor you purchased. (See warranty information Exclusive Flooring America®/Flooring Canada Five-Star Galvanite™ Luxury Vinyl Floor Warranties on page 52 for further details.)

Should your Galvanite™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Care & Warranty Guide for complete details.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Limited Lifetime Pet Proof Warranty for Galvanite™

Your Flooring America®/Flooring Canada® retailer warrants that your Galvanite™ 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 the lifetime of your luxury vinyl floor. This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat).

“Lifetime” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Flooring America®/ Flooring Canada® Floor Care & Warranty Guide for details. 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.

Should your Galvanite™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for complete details.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## **15 Year Limited Commercial Warranty for Galvanite™**

For commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops) the product is warranted to be free from manufacturing defects for 15 years from the date of purchase. If a defect covered by this warranty is reported to your Flooring America®/Flooring Canada® retailer in writing within 15 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of 15 years from the date of installation. All Galvanite™ floors carry a 60 day, materials-only replacement warranty for up to 3,000 square feet per job, 60 days from the date of installation for any commercial installation.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## **Galvanite™ 60 Day Replacement Warranty For Commercial**

If after installation and during the 60 day period of your replacement warranty you wish to change your new luxury vinyl floor for a different Galvanite™ style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different Galvanite style or color of equal or lesser value. Should you wish to replace your flooring with a Galvanite upgrade, you may do so by paying the difference in retail price. No monetary compensation will be paid if a lower priced product is selected. This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty, and indicate you wish to choose another Galvanite™ floor using the 60 Day Replacement Warranty. This is a replacement warranty and does not apply to matters covered by other warranties. Replacement includes materials only and does not include take-up or re-installation charges. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is also the responsibility of the customer.

No replacements will be made with respect to flooring that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

NOTE: Custom installations are excluded from the No Questions Asked Replacement Warranty.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Limited Locking System Warranty

When used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to original purchaser, that the joints of your luxury vinyl floor will remain securely locked together to ensure snug, close-fitting seams with no separation or cracking for the period specified (see page 52 for details of warranty terms). Additionally, your luxury vinyl floor will not allow water to pass through the joints or experience joint separation to compromise the joint integrity when installed properly.

This warranty excludes problems or damage due to excessive moisture or hydrostatic pressure from the subfloor.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of workmanship to be professional and in keeping with the standards set by the industry. Should further service be required attributable to the original installation of your luxury vinyl floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the luxury vinyl floor you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Luxury Vinyl Floor Warranties on page 52 for further details. Surface wear must be readily visible, approximately 1/2 inch square or greater. This Lifetime Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer. Rental units are not covered.

(See General Terms and Conditions on pages 59-60 for other conditions that apply).

## General Terms and Conditions

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to luxury vinyl installed in owner-occupied residential spaces where no commercial activity takes place.
- 2 The terms of the warranty begin on the date of installation.
- 3 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 4 These limited warranties exclude luxury vinyl flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of a vinyl floor in a residence.
- 5 These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products).
- 6 To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 7 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
- 8 Flooring America's®/Flooring Canada's® sole liability on any claim shall be limited to the repair or replacement of the defective goods for the affected area only which are proven to the manufacturer's satisfaction to be defective. These warranties expressly exclude consequential or incidental damages.
- 9 Flooring America®/Flooring Canada® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.

- 10 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 11 Should you feel that your luxury vinyl floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

**NOTE:** Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific luxury vinyl floor.

# Exclusive Flooring America®/Flooring Canada® Five-Star Gibraltar™ H2O™ Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

## Confidence Plus™ Warranty

All Five-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. No monetary compensation will be paid if a lower priced resilient floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated luxury vinyl floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties. Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to a luxury vinyl floor that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style luxury vinyl floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

| STAR RATING  |                                  |
|---|----------------------------------|
| <b>WEAR WARRANTY</b>  | Life Of Floor                    |
| <b>FADE &amp; STAIN RESISTANCE</b>  | Life Of Floor                    |
| <b>RIP, TEAR &amp; GOUGE RESISTANCE</b>   | Life Of Floor                    |
| <b>TEXTURE RETENTION</b>  | Life Of Floor                    |
| <b>WATERPROOF</b>   | Life Of Floor                    |
| <b>LIMITED HEAVY COMMERCIAL</b>   | 20 Years                         |
| <b>REPLACEMENT WARRANTY</b>   | 90 Day Confidence Plus™ Warranty |
| <b>PET PROOF</b>  | Life Of Floor                    |

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions on page 66-67 for other conditions that apply.)

## Limited Lifetime Waterproof Warranty for Gibraltar™ H2O™

When installed following manufacturer's instructions and used under normal residential traffic conditions with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants to the original buyer, that this Gibraltar™ H2O™ floor will avoid damage from everyday splashes and spills. The floor plank or tile is warranted to be waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to liquid for the life of the product. Your Gibraltar™ H2O™ floor will resist liquid damage under normal use for the length of the warranty, including damages caused from topical spills provided spills are promptly removed. Additionally, your Gibraltar™ H2O™ floor will not discolor, deform, or damage from moisture and will not be affected by mold, mildew, or alkaline (a floor discolored due to mold or mildew growth will be replaced only one time; if the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of Gibraltar™ H2O™ floor. This warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance (such as water from fires) including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure or other conditions that result in water or moisture being under the floor. It does cover topical moisture. As long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.) it will evaporate before passing between the planks to the subfloor or damaging the planks. "Lifetime" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Gibraltar™ H2O™ floor plank you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty



Guide for details. Life of Floor” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Gibraltar™ H2O™ floor you purchased. Should your Gibraltar™ H2O™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Care & Warranty Guide for complete details.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

## Limited Lifetime Pet Proof Warranty for Gibraltar™ H2O™

Your Flooring America®/Flooring Canada® retailer warrants that your Gibraltar™ H2O™ 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 lifetime of your Gibraltar™ H2O™ floor. This warranty excludes any urine, feces, or vomit stains other than from pets (domestic dog or cat). “Lifetime” means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Gibraltar™ H2O™ floor you purchased. See the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for details.

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. Should your Gibraltar™ H2O™ floor fail to perform in accordance with this warranty, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area (the failed area, not the entire room). Flooring will be replaced under the warranty with the same style of flooring if available, or, if not available, with the style of flooring currently available that most closely approximates the original. See Warranty Information in the Flooring America®/Flooring Canada® Floor Care & Warranty Guide for complete details.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your Gibraltar™ H2O™ floor will not wear-through\*\* for the period specified by the warranty level of the product purchased. See page 61 for details of warranty terms.

Should you feel that your Gibraltar™ H2O™ floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your Gibraltar™ H2O™ floor wears through during the warranty period, your Flooring America®/Flooring Canada® will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferrable. This limited warranty excludes damage caused

by improper care and maintenance; misuse, abrasives, insufficient protection from furniture or furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked heel shoes and pet nails; or any causality event.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

\*\*Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by the warranty. Surface wear must be readily visible, approximately 1/2" square or greater.

## Limited Texture Retention Warranty for Gibraltar™ H2O™

Our Gibraltar™ H2O™ styles carry a limited warranty that the surface fibers will not exhibit any abnormal loss of texture retention from normal foot traffic in residential use for the term of the warranty. Texture retention is defined as the ability of the surface fibers to retain their original visible shape as measured by an international standardized rating scale ranging from 5.0 (new or no change) to 1.0 (severe change), CRI TM-101.

Changes in appearance caused by soiling or furniture depressions are specifically excluded. "Shading," sometimes referred to as "watermarking" or "pooling," is an inherent characteristic of some fine cut pile flooring products and is not considered a manufacturing defect. This Limited Texture Retention Warranty does not apply to Gibraltar™ H2O™ flooring installed on stairs. Should loss of texture retention occur during the covered period of this limited warranty, those affected areas (and adjacent areas extending to the nearest wall, doorway, or entrance) will be replaced with the same Gibraltar™ H2O™ product. If the Gibraltar™ H2O™ product has been discontinued, Gibraltar™ H2O™ product of comparable quality will be substituted.

This limited warranty does not cover defects caused by abuse, accidents, and crushing caused by furniture or objects other than foot traffic. Gibraltar™ H2O™ installed outdoors is excluded.

(See General Terms and Conditions on page 66-67 for other conditions that apply.)

## Limited Fade & Stain Residence Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your Gibraltar™ H2O™ floor will not fade from exposure to sunlight or artificial light for the length of the warranty period. You can be assured that your Gibraltar™ H2O™ flooring will maintain its fresh look and color for years to come.

This warranty excludes fading, discoloration, and other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 86 degrees.

Also excluded is discoloration caused by the latex or rubber-backed floor mats and discoloration caused by asphalt. Gibraltar™ H2O™ floors come as close as possible to being maintenance-free and are extremely resistance to stains. All of Flooring America®/Flooring Canada® Gibraltar™ H2O™ floors carry a stain resistance warranty guaranteeing that, with

proper care and maintenance, your Gibraltar™ H2O™ floor will not permanently stain from common household use for the period of warranty coverage. Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure to the floor to other substances not part of ordinary household use.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

## Limited Rip, Tear, Gouge, and Indent Warranty

Flooring America®/Flooring Canada® warrants that with the proper care and maintenance, your Gibraltar™ H2O™ floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\* This warranty excludes damage caused by moving appliances, or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture, or other heavy objects. Support furniture with wide-bearing non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic, and should rest flat on the floor. Use of non-staining felt also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

\*Normal household is defined as common daily activities in the home, excluding pets.

## 20 Year Limited Commercial Warranty for Gibraltar™ H2O™

This limited warranty extends for 20 years to the original purchaser from the original purchase date from your Flooring America®/Flooring Canada® retailer. If a defect covered by this warranty is reported to your Flooring America®/Flooring Canada® retailer in writing within 20 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. For applications where the manufacturer’s recommended adhesive is used and the on-site relative humidity levels exceed 85%, the adhesive warranty shall be limited to 20 years from the original purchase date from your Flooring America®/Flooring Canada® retailer. For applications where the manufacturer’s recommended adhesive is used and all substrate and testing requirements as listed on the latest version of the manufacturer’s published Technical Data Sheet in effect on the date of original purchase are documented and strictly followed, the adhesive warranty shall be limited to 20 years from the original purchase date from your Flooring America®/Flooring Canada®. If the requirements outlined for the manufacturer’s recommended adhesive are not met, there will be no warranty on the adhesive.

In order for the warranty coverage to apply, the substrate on which the material will be installed must be prepared in accordance with the ASTM industry recommendations and the manufacturer’s published Installation Guide in effect on the date of the original purchase.

The material must be installed using the manufacturer's adhesives in accordance with the manufacturer's published Installation Guide in effect on the date of the original purchase and must be installed by a certified Flooring America®/Flooring Canada® installer in good standing, using the recommended manufacturer's adhesive, and the material must be maintained and cared for in accordance with the manufacturer's published Care Guidelines in effect on the date of the original purchase.

(See General Terms and Conditions on page 66-67 for other conditions that apply).

## General Terms and Conditions for Gibraltar™ H2O™

In addition to the requirements previously specified for each respective limited warranty, the following general terms and conditions apply to each of the foregoing limited warranties unless otherwise specified.

- 1 These limited warranties apply only to Gibraltar™ H2O™ installed in owner occupied residential space when specified where no commercial activity takes place or commercial application of 500 square yards or less when indicated. For purposes of these limited warranties, the terms "commercial activity" and "commercial application" shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility or other place of business or residential dwelling.
- 2 See manufacturers separate warranties for the terms and conditions of their warranties which may apply. Each manufacturer has its own definitions and limitations with regard to stain, soil and static resistance. Abnormal matting, crushing or loss of texture retention from normal foot traffic is defined under the standard rating scales and definitions set forth by each manufacturer, as the case may be.
- 3 These limited warranties exclude Gibraltar™ H2O™ floor that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire or other casualty event; damage from improper cleaning methods or materials; chairs on wheels; and from improper maintenance. "Abuse" is any use of the carpet that is unreasonable considering the normal and expected uses of Gibraltar™ H2O™ floor.
- 4 To qualify for a repair or a replacement, the original sales receipt or other documentation that demonstrates proof of purchase must be supplied.
- 5 These warranties apply only to the original purchaser and installation site and are not transferrable.
- 6 These warranties apply only to the installations performed by a Flooring America®/Flooring Canada® retailer or a Flooring America®/Flooring Canada® authorized independent installer.

- 7 Flooring America®/Flooring Canada® SHALL UNDER NO CIRCUMSTANCE BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON ANY OF THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may apply to you. The foregoing warranties give you specific legal, and you may have other rights that vary from state to state or province to province.
- 8 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.

\*Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific carpet.

# Engineered Stone...

The right choice for you...

## Why choose Engineered Stone?

Engineered Stone is crafted from real limestone and available in real stone and unique textures, but it is warmer and softer underfoot than traditional tile.

## Where are the best spaces to install Engineered Stone?

Engineered Stone can be installed on floors and walls in any room, on all grades. But most importantly it can be installed in areas of high moisture.

## Our Flooring America®/Flooring Canada® Signature Brand

PÜRSTONE™

## Engineered Stone Flooring Care and Maintenance

With the easy maintenance of an engineered stone floor, there is no cause for concern when it comes to spots, spills, or scuffs left by shoes. By observing a few precautions and following proper care and maintenance guidelines, you can ensure that your floor always looks its best.

For general cleaning, sweep your floor regularly (at least once a week) and be sure to wipe up spills promptly. Occasional mopping with Armstrong® Once 'n Done® Resilient Floor Cleaner or other manufacturer recommended cleaning solutions may be needed when dirt builds up and sweeping alone is not sufficient. Please note that soap or detergent products are not recommended for engineered stone floors, as they will leave a dulling film on the surface.

If some dulling occurs over time, depending on the amount of traffic, care and maintenance the floor receives, use Armstrong Satinkeeper® Polish to return your floor's original shine.

Caution: Engineered stone floors can be slippery when they become wet. Use extreme caution when walking on a wet floor. Use doormats outside each entrance to your home to prevent dirt, sand, grit, and other substances such as oil, asphalt, and driveway sealer from being tracked onto your floor. Use non-staining vinyl-backed mats or woven rugs that are colorfast on your floor. Do not put rubber-backed, latex-backed, or coco fiber mats on your floor because they may stain or damage the surface.

Do not use detergents, abrasive cleaners, abrasive scrubbing tools, or "mop and shine" products that may leave a dull film on your floor. Do not use paste wax or solvent-based polishes. Do not use grout sealers on the floor or the grout. Do not use floor strippers for cleaning either the grout or your engineered stone floor. Floor strippers will degrade the acrylic grout. Do not use a beater bar when vacuuming because it can visibly damage the floor surface. Be careful with rolling casters. They can damage the floor. We do not recommend the use of rolling casters.

Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings, including engineered stone floors, to fade or discolor.

Support furniture with wide-bearing, non-staining metal, plastic or felt floor protectors. Make sure any floor protectors made of metal are rustproof. Make sure any floor protectors made of plastic are made of non-pigmented hard plastic. Ideally, the protectors should be at least one inch in diameter and rest flat on the floor. As a general rule of thumb, the heavier the item, the wider the floor protector needed.

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.

## Cleaning Stains

Be sure to clean up all spills as quickly as possible. The overall stain resistance of engineered stone flooring is excellent, and most spills will wipe off quickly and easily with a clean white cloth. Removing certain substances may take a little extra effort. Always use a clean, white cloth for wiping up stains, and turn it frequently to avoid spreading the stain. Rinse with clean water and allow area to dry. Repeat if necessary.

## Exclusive Flooring America®/Flooring Canada® Five-Star Engineered Stone Floor Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

### Confidence Plus™ Warranty

Our Five-Star engineered stone floors carry a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation and living on your floor for 30 days), you wish to change your new floor for any reason, your retailer will replace it with another style or color of flooring of equal value. Should you wish to replace the engineered stone floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced engineered stone floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated engineered stone floor under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to an engineered stone floor that has been subjected to abuse, improper maintenance, vandalism, alteration, or damage caused by

| STAR RATING                                     |  |
|---|---|
| <b>WEAR WARRANTY</b>                            | Life Of Floor   |
| <b>STAIN RESISTANCE</b>                         | Life Of Floor   |
| <b>INDENT, RIP, TEAR &amp; GOUGE RESISTANCE</b> | Life Of Floor   |
| <b>WATER RESISTANCE</b>                         | Life Of Floor   |
| <b>INSTALLATION</b>                             | Life Of Floor   |
| <b>LIGHT COMMERCIAL</b>                         | 5 Years   |
| <b>REPLACEMENT WARRANTY</b>                     | 90 Day Confidence Plus™ Warranty  |



smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style engineered stone floor that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer. The Confidence Plus™ Warranty does not apply to grout selection.

(See General Terms and Conditions on page 74-75 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and Wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

See General Terms and Conditions on page 74-75 for other conditions that apply.)

## Limited Wear Warranty

Providing that your floor is used in a residential setting under normal residential traffic\* conditions and with proper care and maintenance, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation the finish of your engineered stone floor will not wear-through for the period specified by the warranty level of the product purchased. See page 69 for details of warranty terms. Wear-through is defined as complete loss of the wear layer so that the printed pattern is altered. Gloss reduction is not considered wear and is not covered by this warranty. Surface wear must be readily visible, approximately 1/2" square or greater. Life of Floor™ means the length of the Limited Wear Warranty specified by the warranty level corresponding to the Engineered Stone you purchased. (See warranty information Exclusive Flooring America/Flooring Canada Five-Star Downs Engineered Stone Floor Warranties on page 70 for further details.)

Should you feel that your engineered stone floor is not wearing properly, contact your Flooring America®/Flooring Canada® retailer. If the image layer of your engineered stone floor wears through during the warranty period, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes damage caused by improper care and maintenance; misuse, abrasives, insufficient protection from furniture or

furniture moving; damage caused by vacuum cleaner beater bars and metal caster wheels; wet or steam mopping, scratches, or indentations caused by spiked-heel shoes and pet nails; or any casualty event.

(See General Terms and Conditions on page 74-75 for other conditions that apply.)

\*Normal residential traffic conditions mean those daily activities commonly associated with residential use.

## Limited Stain Resistance Warranty

Engineered stone floors come close to being maintenance-free and are extremely resistant to stains. All Flooring America®/Flooring Canada® engineered stone floors carry a stain resistance warranty guaranteeing that, with proper care and maintenance, your floor will not permanently stain from common household use for the period of warranty coverage. Excluded from “common household use” is the use of any caustic chemicals on your floor, the use of any unapproved manufacturer cleaning solution on your floor, or exposure of the floor to other substances not part of ordinary household use. Mustard, asphalt driveway sealer, and iodine stains are also excluded from this stain warranty, as those items will permanently stain engineered stone floors. Fading from exposure to either sunlight or artificial light is not considered staining and thus is not covered by this limited stain resistance warranty.

See General Terms and Conditions on pages 74-75 for other conditions that apply.)

## Limited Rip, Tear, Gouge, and Indent Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance, your engineered stone floor will not contract, expand, curl, crack, rip, tear, or gouge from normal household use when proper maintenance is used.\*

This warranty excludes coverage for damage caused by moving appliances or heavy furniture without protecting the floor. When moving appliances, heavy furniture, or other heavy objects, place a sheet of plywood on the floor and “walk” the appliance across it. Furniture glides are also an acceptable method of moving appliances, heavy furniture or other heavy objects. Support furniture with wide-bearing, non-staining floor protectors. Ideally, protectors should be at least one inch in diameter (the heavier the item the wider the floor protector should be), made of non-pigmented hard plastic and should rest flat on the floor. Use of non-staining felt is also acceptable. Always protect floor by using an appliance dolly even if the heavy object is equipped with wheels or rollers.

(See General Terms and Conditions on page 74-75 for other conditions that apply.)

\*Normal household use is defined as common daily activities in the home, excluding pets.

## Limited Water Resistance Warranty

When installed following manufacturer's instructions, your engineered stone floor will resist water damage under normal use for the length of the warranty, including damages caused by damp mopping and topical spills that are promptly removed.

This warranty excludes all casualty events resulting in 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.

(See General Terms and Conditions on page 74-75 for other conditions that apply.)

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of installation workmanship to be professional and in keeping with the standards set by the industry. Should further service be required, attributable to the original installation of your engineered stone floor, your Flooring America®/Flooring Canada® retailer will return and provide that service at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the engineered stone floor you purchased (see page 69 for details of warranty terms). This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to engineered Stone purchased from a Flooring America®/Flooring Canada® retailer and installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions on page 74-75 for other conditions that apply.)

## Limited Light Commercial Warranty

For light commercial installations (example: common areas in multi-unit dwellings and low-traffic retail shops), the product is warranted to be free from manufacturing defects for 5 years from the date of purchase. If a defect covered by this warranty is reported to your Flooring America®/Flooring Canada® retailer in writing within 5 years of purchase, supplier will provide new material of the same or similar grade sufficient to repair or replace the defective material. Also, all of the various residential warranties detailed above will apply for a period of five years from the date of installation. A No Questions Asked materials-only replacement warranty will be in effect for 60 days from the date of installation for any light commercial installation.

## General Terms and Conditions

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to engineered stone flooring installed in owner-occupied residential spaces where no commercial activity takes place.
- 2 The terms of the warranty begin on the date of installation.
- 3 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 4 These limited warranties exclude engineered stone flooring that has been put to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other accidents and casualty events. These limited warranties do not cover indentations, scratches, stains; or damage caused by negligence, moisture, erosion, pebbles, sand, or other abrasives; pets, narrow or spiked-heel shoes, cleats or boots, insufficient furniture protection, casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, dropping heavy/sharp objects, appliance leaks, damage caused by steam mops, pets; or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of an engineered stone floor in a residence.
- 5 These limited warranties do not apply to damages from exposure to extreme heat, dryness, or water saturation; or stains as a result of chemical or industrial products (other than recommended cleaning products).
- 6 To qualify for repair or replacement, the original sales receipt or other documentation which demonstrates proof of purchase must be supplied.
- 7 These warranties apply only to residential installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
- 8 Flooring America's®/Flooring Canada's® sole liability on any claim shall be limited to the repair or replacement of the defective goods or defective installation for the affected area only which are proven to the manufacturer's satisfaction to be defective.

- 9 FLOORING AMERICA®/FLOORING CANADA® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights, which vary from state to state or province to province.
- 10 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 11 Should you feel that your engineered stone floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

**NOTE:** Certain restrictions may apply. See your retailer for more specific information concerning the recommended cleaning methods for your specific engineered stone floor.

# Ceramic and Porcelain Tile...

The right choice for you...

## Why choose tile?

Tile offers a variety of colors, textures, shapes, and sizes to fit any design taste. Quality tile can add value to your home.

## Where are the best spaces to install tile?

Tile can be installed on all grades, indoors or outdoors, on walls, countertops, and backsplashes. Tile is ideal for high moisture areas such as kitchens and bathrooms.

## Our Flooring America®/Flooring Canada® Signature Brands



## Tile Care and Maintenance

Tile products, for the most part, require minimal maintenance. Glazed and unglazed tile, under normal residential situations, can be cleaned using clean water and a tile cleaner recommended by the manufacturer such as ResistA® Floor Cleaner. Always follow up with a rinse of clean water to completely remove all the cleaning solution. Regular maintenance is recommended to avoid build-up of dirt, residue, grease, soap, detergents, or other external contaminants.

Improper maintenance and improper cleaning products can result in a build-up on the surface, causing the tile to be slippery. Wax cleaners and oil-based detergents may decrease the slip resistance and are not recommended for use on your tile.

### For basic cleaning, the following procedures are recommended:






- 1 Sweep or vacuum surface
- 2 Mix water with tile and grout cleaner per manufacturer's instructions and apply to surface
- 3 Allow solution to sit for three to five minutes
- 4 Agitate with sponge or mop
- 5 Mop up solution
- 6 Rinse mop and change cleaning solution at least every 500 square feet
- 7 Rinse thoroughly with clean water
- 8 Dry mop floor to remove moisture or pick up residue with a wet-vac
- 9 Wipe the floor dry

For tile with coarse or abrasive type surfaces, maintenance will need to be performed more frequently. Agitation will need to be more vigorous and water changes more frequent. Proper cleaning of these types of tile is necessary for the slip resistance value to be maintained. Grease or water accumulation may create slippery conditions. Be careful to avoid introduction of grease from dirty mops to your floor surface while cleaning.

Because the grout on your tile needs time to thoroughly dry after installation, we recommend you do not scrub or wash your tile for five days after installation. We also recommend protecting your floor against abrasive dirt with dirt catching floor mats at entrances to buildings.

## Exclusive Flooring America®/Flooring Canada® Five-Star Tile Warranties

The Five-Star Selection System is an independent rating system designed to guide you in choosing the right floor for your needs. One to five stars indicate levels of performance and durability to ensure your satisfaction. Look for the Star Rating on all product labels.

| STAR RATING                 |  |  |  |  |  |
|-----------------------------|---|---|---|---|---|
| <b>WEAR WARRANTY</b>        | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>FADE RESISTANCE</b>      | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>STAIN RESISTANCE</b>     | 25 Years  | 20 Years  | 15 Years  | 10 Years  | 5 Years   |
| <b>INSTALLATION</b>         | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   | Life Of Floor   |
| <b>REPLACEMENT WARRANTY</b> | 90 Day Confidence Plus™ Warranty  | 60 Day Confidence Plus™ Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  | 30 Day Confidence Warranty  |

### Confidence Warranty

All of our Star Rated exclusive tiles carry a 30-Day Confidence Warranty. If at any time during the first 30 days after your flooring is installed you wish to change your new Star Rated tile for a different style or color, your Flooring America®/Flooring Canada® retailer will replace it with a different style or color of equal or lesser value from the same tile display.\*

This is a one-time only replacement. Any replacement product cannot be the same style and color as the original purchase. Replacement includes materials only and does not include reinstallation charges. Labor costs to remove and reinstall flooring, move furniture, permanent constructions (built-ins such as cabinets and bookcases), equipment, or electronics are the responsibility of the customer. No replacements will be made with respect to flooring that has been subject to abuse, improper maintenance, vandalism, alteration, or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event.

\*Selection of replacement style must be from the same brand display. Example: Floorcraft™ Tile replacement would be selected from the Floorcraft™ Tile display.

(See General Terms and Conditions for Tile Warranties on pages 81-82 for other conditions that apply.)



## Confidence Plus™ Warranty

All Five-Star and Four-Star flooring carries a Confidence Plus™ Warranty. If, within the time frame of this warranty (90 days after installation for Five-Star floors; 60 days after installation for Four-Star floors) and after 30 days of living on your new floor, you wish to change your floor for any reason, your retailer will replace it with another style or color of flooring of equal value. Should you wish to replace the tile floor with a flooring upgrade, you may do so by paying the difference in price. No monetary compensation will be paid if a lower priced tile floor is selected.

This is a one-time only replacement. Simply call your Flooring America®/Flooring Canada® retailer within the time frame of the warranty and indicate you wish to choose another Star Rated tile under the Confidence Plus™ Warranty. This is a style and color replacement warranty and does not apply to matters covered by other warranties.

Replacement includes material and labor. Labor to move furniture, permanent construction (built-ins such as cabinets and bookcases), equipment, or electronics is the responsibility of the customer. Any replacement product cannot be the same style and color as the original purchase.

No replacement will be made with respect to tile that has been subjected to abuse, improper maintenance, vandalism, alteration; or damage caused by smoke, fire, flood, wind, lightning, or any other casualty event. This warranty applies only to the original purchaser of a Flooring America®/Flooring Canada® style tile that has been professionally installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

(See General Terms and Conditions for Tile Warranties on pages 81-82 for other conditions that apply.)

## Price Protection Guarantee

Our buying power allows us to buy big and pass volume-purchase savings directly on to you. We feel confident that our prices are the most competitive in the market and assure you that you will not find a lower price at any other floor covering retailer in your area. However, if within 30 days of making your purchase, you should happen to find a lower Flooring America®/Flooring Canada® first quality, Star Rated product of the same brand and styles as the flooring you purchased, we will happily refund your money. It's our Price Protection Guarantee, and it's simple. Just present your retailer with the competitor's advertisement or written estimate for the same floor, and you take home the difference in price! Price Protection applies to materials only.

Price Protection Guarantee applies only to local retail store pricing and/or purchases. Online retailers and wholesalers are excluded. "Local retail store" is defined as a permanent building/structure containing outdoor signage with store name, street address, customer parking, and phone contact information listed in a public phone directory.

(See General Terms and Conditions for Tile Warranties on pages 81-82 for other conditions that apply.)

## Limited Installation Warranty

Your Flooring America®/Flooring Canada® retailer guarantees the quality of installation workmanship to be professional and in keeping with the standards set by the Tile Council of America. Should further service be required due to deficiencies in the original installation of your tile floor, your Flooring America®/Flooring Canada® retailer will repair or replace the affected area at no cost to you for the life of the floor. "Life of Floor" means the length of the Limited Wear Warranty specified by the warranty level corresponding to the flooring you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Tile Warranties on page 77 for further details. This Limited Installation Warranty applies only to the original purchaser and installation site and is not transferable. This Limited Installation Warranty applies only to Star Rated tile purchased from a Flooring America®/Flooring Canada® retailer and installed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.

## Limited Wear Warranty

When your tile floor is used in a residential setting under normal residential traffic conditions, your Flooring America®/Flooring Canada® retailer warrants that from the date of the original installation and with proper care and maintenance (see Tile Care and Maintenance on page 76), your tile floor will not wear-through\* for the period specified by the warranty level of the product purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Tile Warranties on page 78.

The wear resistance of glazed tile can be measured subjectively by observing the visible surface abrasion of the tile when subjected to the ISO 10545-7 testing procedure. This Limited Wear Warranty applies only to the original purchaser and installation site and is not transferable. This limited warranty excludes chips, scratches, or damage caused by improper care and maintenance; misuse, abuse, use of abrasives, insufficient protection from furniture, or any casualty event.

\*Wear-through is defined as loss of surface finish, to the point that the body of the tile shows through, due to normal household use.

## Limited Fade Warranty

Flooring America®/Flooring Canada® warrants that with proper care and maintenance (see Tile Care and Maintenance on page 77) your tile will not fade from exposure to sunlight or artificial light for the length of the warranty period determined by the metal level corresponding to the product you purchased. See the Exclusive Flooring America®/Flooring Canada® Five-Star Tile Warranties on page 78.

(See General Terms and Conditions for Tile Warranties on pages 81-82 for other conditions that apply.)

## Limited Stain Warranty

With our exclusive tile, you are assured outstanding quality and style. All tile is designed to meet the highest performance standards and is warranted not to permanently stain when used under normal household conditions and properly maintained. (See Tile Care and Maintenance on page 77.)

Excluded from this warranty are stains to your tile caused by exposure to IODINE and/ or PERMANENT MARKERS. Also excluded from this Limited Stain Warranty are stains to grout, caulk, or any other material adhering to the tile. The Star Rating corresponding to the product you purchased determines the length of this Limited Stain Warranty. See the Exclusive Flooring America®/Flooring Canada® Five-Star Tile Warranties on page 78.

(See General Terms and Conditions for Tile Warranties on pages 81-82 for other conditions that apply.)

## General Terms and Conditions for Tile Warranties

In addition to the requirements specified for each respective limited warranty, the following general terms and conditions apply to each of the limited warranties unless otherwise specified.

- 1 These limited warranties apply only to tile installed in owner-occupied indoor residential spaces where no commercial activity takes place. For purposes of these limited warranties, the terms “commercial activity” and “commercial application” shall mean an activity or application engaged in for business purposes, regardless of where such activity or application takes place, including but not limited to, such activity or application taking place in a store, office, warehouse, plant, facility, or other place of business, or residential dwelling.
- 2 These limited warranties apply only to the original purchaser and installation site and are not transferable.
- 3 These limited warranties exclude tile flooring that has been put to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes, but is not limited to, water damage from plumbing, storm, or flood; damage from smoke or fire; or other casualty event. “Abuse” is any use of the flooring that is unreasonable considering the normal and expected uses of a tile floor in a residence. These limited warranties do not cover chips, scratches, stains, or damage caused by negligence including moving appliances without adequate protection, moisture, erosion, pebbles, sand, or other abrasives. These limited warranties exclude damage from insufficient furniture protection or improper alterations of the original manufactured product.

- 4 These limited warranties do not apply to damages from exposure to extreme heat, dryness or water saturation, or stains as a result of chemical or industrial products (other than manufacturer's recommended cleaning products), including iodine and permanent markers. Nor does this limited warranty cover, in any way, stains to grout, caulk, or any other material adhering to the tile.
- 5 These limited warranties exclude any issues related to grout, improper sub floor, sub floor movement, or slabs as required for tile by the Tile Council of America.
- 6 To qualify for repair or replacement, the original sales receipt or other documentation must be supplied to verify date and proof of purchase.
- 7 These limited warranties apply only to residential indoor installations performed by a Flooring America®/Flooring Canada® retailer or Flooring America®/Flooring Canada® authorized independent installer.
- 8 These limited warranties do not apply to variations in color or shade between products and samples or photographs.
- 9 FLOORING AMERICA®/FLOORING CANADA® SHALL UNDER NO CIRCUMSTANCES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES BASED UPON THE FOREGOING WARRANTIES, CONTRACTS, NEGLIGENCE, STRICT LIABILITY, OR ANY OTHER LEGAL CLAIM. Some states and provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The foregoing warranties give you specific legal rights, and you may have other rights which vary from state to state or province to province.
- 10 If there is a conflict between these general terms and conditions and the limited warranties as specified, the limited warranties as specified shall control.
- 11 The terms of the warranty begin on the date of the installation.
- 12 Should you feel that your tile floor is not performing according to the terms in this warranty, contact your Flooring America®/Flooring Canada® retailer. This warranty is conditioned upon your Flooring America®/Flooring Canada® retailer's receipt of notice in writing of the alleged issue prior to expiration of the limited warranty period and evidence that the floor was properly installed and not subject to any of the conditions herein defined to void the conditions of the warranty. These warranties apply on the condition that installation and regular and preventive maintenance have been carried out as recommended in this guide.

**NOTE:** Decorative pieces are covered for manufacturing defects only.

# Warranty Information

Sales Professional is required to complete.

**Customer:** Please retain this information for your reference.

## Product #1

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|            |                    |  |
|------------|--------------------|--|
| STORE NAME | SALES PROFESSIONAL |  |
|------------|--------------------|--|

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|      |            |                 |
|------|------------|-----------------|
| CITY | STATE/PROV | ZIP/POSTAL CODE |
|------|------------|-----------------|

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|                  |           |  |
|------------------|-----------|--|
| DATE OF PURCHASE | INVOICE # |  |
|------------------|-----------|--|

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|                      |                 |                |
|----------------------|-----------------|----------------|
| DATE OF INSTALLATION | SQ/FT PURCHASED | WARRANTY LEVEL |
|----------------------|-----------------|----------------|

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|            |       |       |
|------------|-------|-------|
| STYLE NAME | BRAND | COLOR |
|------------|-------|-------|

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|                            |                 |                |
|----------------------------|-----------------|----------------|
| CUSHION PURCHASED (YES/NO) | SQ/FT PURCHASED | WARRANTY LEVEL |
|----------------------------|-----------------|----------------|

## Product #2

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|------------|--------------------|--|
| STORE NAME | SALES PROFESSIONAL |  |
|------------|--------------------|--|

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| CITY | STATE/PROV | ZIP/POSTAL CODE |
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|                  |           |  |
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| DATE OF PURCHASE | INVOICE # |  |
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|----------------------|-----------------|----------------|
| DATE OF INSTALLATION | SQ/FT PURCHASED | WARRANTY LEVEL |
|----------------------|-----------------|----------------|

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|            |       |       |
|------------|-------|-------|
| STYLE NAME | BRAND | COLOR |
|------------|-------|-------|

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|                            |                 |                |
|----------------------------|-----------------|----------------|
| CUSHION PURCHASED (YES/NO) | SQ/FT PURCHASED | WARRANTY LEVEL |
|----------------------------|-----------------|----------------|



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