duradecor

polishedpro | 2.0mm Glue Down LVT

Product Guide

duradecor

Table of Contents

Technical Data Sheet	3
General Information	4
Recommended Tool List	5
Installation Instructions	6
Maintenance Instructions	9
Product Warranty	10

General Specifications

Overall Product Thickness:	**2.0 mm**
Wear Layer Thickness:	**8 mils (0.2 mm)**
Product Type:	**Glue Down Luxury Vinyl Tile (LVT)**
Product Dimensions:	**6" x 48"**
Finish:	**Scratch-Resistant Polyurethane**
Residential Warranty:	**25 Years**
Carton Quantity - Plank:	**26 Pieces (52 sq. ft.)**
Carton Weight:	**37.73 lbs.**

Technical Specifications

Product Construction Code:	**KR LVT 2.0mm (0.2 wl, NF)**
ASTM F1700 - Solid Vinyl Tile Specification:	**Class III, Type B**
ASTM F2055 - Size:	**Passes, ± 0.4 mm**
ASTM F387 - Thickness of Resilient Flooring:	**Passes, ± 0.13 mm**
ASTM F2055 - Squareness:	**Passes, ± 0.25 mm**
ASTM F1914 - Residual Indentation:	**Passes, ≤ 0.2 mm**
ASTM F137 - Flexibility:	**Passes, 25.4 mm mandrel**
ASTM F2199 - Dimensional Stability:	**Passes, < 0.5 mm / lin. ft.**
ASTM F925 - Chemical Resistance:	**Passes ASTM F1700 requirements**
ASTM F1514 - Resistance to Heat:	**Passes, < ΔE 8**
ASTM F1515 - Resistance to Light:	**Passes, < ΔE 8**
ASTM F970 - Static Load (Modified):	**≤ 0.4 mm indent, 1600 lbs.**
ASTM E648 (NFPA 253) - Critical Radiant Flux:	**Class 1, > 0.45 W/cm2**
ASTM E662 (NFPA 258) - Smoke Density:	**Passes, < 450**
ASTM D2047 - Slip Resistance:	**> 0.5 SCOF (no ramps)**

Disclaimer: These test results were independently tested, using material from standard production, in accordance with product-specific standard test methods. Physical and performance testing may vary, within tolerances, depending on the testing apparatus and/or production lot used. Be sure to use the most recently published versions of all reference documents, specifications and test methods. To purchase the most recent version of the above mentioned ASTM and ISO standards, please visit www.astm.org. or www.iso.org, respectively. Test reports are available upon request.

Limitations

Acceptable concrete substrates must have an effective vapor retarder that is compliant with ASTM E1745 installed directly beneath the slab and, depending on the adhesive in use, must be tested following the protocol of ASTM F2170 Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes or ASTM F1869 Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride. The optimal operating temperature for use is between 40°F to 90°F (4°C to 32°C). Avoid prolonged exposure to direct sunlight or other heat sources where temperatures will exceed 90°F (32°C), as discoloration, deformation or damage may occur.

Do not install in areas that may be subjected to sharp, pointed objects, such as stiletto heels, cleats or spikes. Do not allow product to be directly exposed to extreme heat sources, such as self-cleaning ovens or other high-heat equipment. Do not install outdoors or in areas that may be exposed to repeated and sustained UV/IR rays, as product may fade, discolor or experience excessive movement. Refer to the Material Usage Guide and, if applicable, the Wet Areas technical bulletin for a full list of acceptable areas and information about approved areas of use. Do not use rubber tires, casters or rubber-backed walk-off mats directly on the flooring surface, as permanent staining may occur.

Receiving Material & Storage

Remove all plastic and strapping from product after delivery. Confirm that the flooring product color, style, quantity and lot numbers are all correct. Carefully check all materials for shipping damage and note all damage on the bill of lading before accepting the delivery. Material accepted with visible shipping damage that is not reported on the bill of lading is not covered under warranty. Ensure that the adhesive intended for installation is approved for use with the flooring product. The floor covering, adhesive and accessories must be stored in dry indoors conditions between 40°F to 90°F (4°C to 32°C). Do not store outside (even in containers) and do not stack pallets. Deliver all materials to the installation location in its original packaging with labels intact.

Warning

All local, state, and federal regulations must be followed; this includes the removal of in-place asbestos flooring and adhesive, as well as any lead-containing materials. The Occupational Safety and Health Administration (OSHA) has exposure limits for people exposed to respirable crystalline silica; this requirement must be followed. Do not use solvent or citrus-based adhesive removers. When appropriate, follow the Resilient Floor Covering Institute's (RFCI) Recommended Work Practice for Removal of Existing Floor Covering and Adhesive. Always wear safety glasses and use respiratory protection or other safeguards to avoid inhaling any dust. The label, installation, and maintenance instructions along with the technical data sheet, limited warranty and any appropriate Safety Data Sheet (SDS) of all products must be read, understood, and followed prior to installation. Do not leave spills unattended - wipe up promptly, and allow the floor covering to dry before trafficking.

Documentation

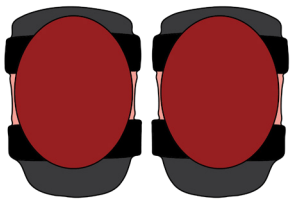
Record and/or photograph the site conditions, test results, and any corrective measures taken. All relevant pre-installation documentation, as well original product invoices and associated shop drawings or project information, should be stored for the entire warranty period.

Site Conditions & Acclimation

The area must be fully enclosed and weathertight. During the installation, any direct sunlight should be blocked using window treatments or other protection. Use permanent or temporary HVAC system to control the site conditions. The temperature for the installation must match the temperature when the product will be in use (in-service temperature) and be constant (± 5°F). In addition, ambient temperatures must be between 60°F (16°C) and 80°F (27°C) for ≥ 48-hours before, during and after the installation. The ambient relative humidity must be between 35% and 65% and ≥ 10°F above dew point (dew point calculators are available on the internet), or adhesive working and/or curing times will be severely affected. For any project that does not meet these requirements, please contact the technical department before installation.

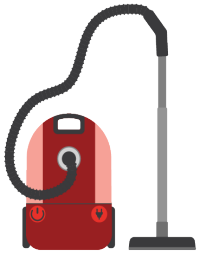
Flooring acclimation is not required when the Receiving Material & Storage requirements and the Site Conditions & Acclimation requirements are both met. If these conditions cannot be met, installation cannot proceed until the ambient temperature and humidity conditions are within the acceptable range and the flooring material is within the acceptable ambient temperature range (± 2°F) when measured with a non-contact infrared (IR) thermometer.

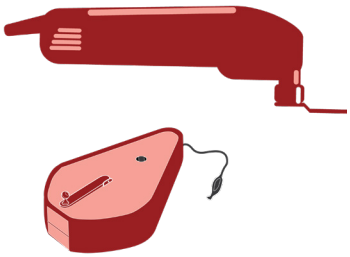
To ensure that temperature conditions are maintained throughout installation, a wireless, cloud-based environmental condition monitoring system may be used to check site conditions when the site is unoccupied.



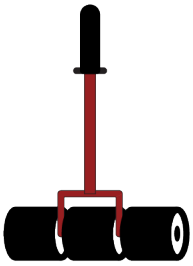


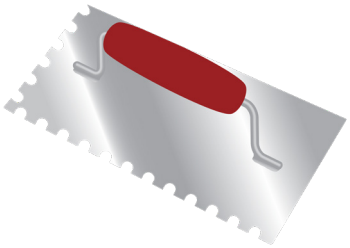
- Knee Pads
- Safety Glasses
- Cut-Resistant Safety Gloves
- Dust Mask





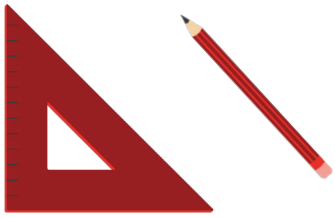
- HEPA-Filtered Vacuum
- Oscillating Multi-Tool or Hand Saw (for door jambs)
- Chalk Line





- Three-Section 100 lb. Floor Roller
- Appropriate Notch Trowel









- Tape Measure
- Utility Knife with Blades
- Pencil
- Speed Square
- 6-foot and 1-foot Straight Edge or Level

1. Substrate Preparation

General Substrate Guidelines

Ensure the substrate is clean, dry, flat, sound and suitably prepared according to these instructions prior to installation, as manufacturer is not responsible for problems related to substrates that have not been properly prepared. All substrates must be free of visible water or moisture, dust, residual adhesives and adhesive removers, solvents, wax, oil, grease, asphalt, visible alkaline salts or excessive efflorescence, mold, mildew and all other extraneous coating, film, material or foreign matter. Substrate and/or subfloor deflection, movement, or instability may cause issues with the flooring installation – these are not covered under warranty.

Flatness Guidelines

Check all substrates for flatness prior to installation. All substrates must have a floor flatness of FF32 and/or have a maximum deviation of < 1/8-in. gap (2 x US quarters should not slide underneath) within 6-ft. and ≤ 1/16-in. gap (1 x US quarter should not slide underneath) within 1-ft.. Substrates that do not meet this requirement must be corrected appropriately before installation begins.

Concrete Substrates

All concrete must be at least 28-days old, free of contaminates and structurally sound. If required, flatten and/or smooth the surface using a suitable, moisture-resistant, commercial-grade leveling or patching compound, following the product instructions. Do not install if water or hydrostatic pressure is visible, present or suspected. If a chemical adhesive remover has been used, contact the technical department.

All expansion joints must have a suitable expansion joint covering system installed to allow for expansion and contraction of the concrete. All dormant construction joints and surface cracks > 1/4-in. must be cleared of all dust, dirt and debris and filled with a rigid crack treatment designed for use in construction joints or cracks. Follow the products instructions and ensure surface is troweled flush with surface of concrete.

Concrete Moisture Requirements

All on and below-grade concrete must have a confirmed and effective vapor retarder that is compliant with ASTM E1745 installed directly beneath the slab. All concrete substrates must be tested for moisture in accordance with the adhesive in use and must be below all published limits.

If a vapor retarder is not present, confirmed or adequate and/or if the results of concrete moisture testing exceed the published limits, a suitable concrete moisture mitigation product must be installed, following the product instructions.

Concrete Moisture Mitigation

When appropriate, use a dimensionally stable, surface-applied moisture mitigation system that, when tested in accordance with ASTM E96 / E96M Standard Test Methods for Water Vapor Transmission of Materials (Method B), has a permeability value of ≤ 0.1 grains/sq. ft./hr. Confirm compliance with the manufacturer before use.

Gypsum / Lightweight Concrete Substrates

Lightweight or gypsum substrates must be dry (according to the product manufacturer's requirements) and have a minimum compressive strength of 2000 PSI when installed over a wood substrate or 3000 PSI when installed over a concrete substrate. Lightweight or gypsum substrates must be installed and prepared in accordance with ASTM F2419 or ASTM F2471, respectively. Gypsum and lightweight substrates must be firmly bonded to a structurally sound subfloor. All cracked or fractured areas must be removed and repaired with a compatible repair product. New or existing gypsum or lightweight substrates may require a sealant or primer be installed prior to resilient flooring installation - follow the product manufacturer's recommendations regarding preparation for resilient flooring.

Wood Substrates

All wood substrates must be structurally sound, dry and within the moisture content percent (MC%) for your region. Wood substrates and subfloors must be compliant with and, if necessary, prepared in accordance with ASTM F1482. Wood substrates should be of double layer construction with a recommended total thickness of 1-in. or more, depending on federal, state and local building codes. Sleepers and sleeper systems must not make direct contact with concrete.

Resinous Coating Substrates

When installing directly over a resinous coating, such as an epoxy coating or a moisture mitigation system, ensure the coating is clean and free of contaminates, structurally sound, smooth, dry and has cured for the prescribed length of time.

Metal Substrates

Metal substrates must be clean, dry, structurally sound smooth and free of oil, rust and/or oxidation. When installing in areas that may be subject to topical water, moisture and/or high humidity, an anti-corrosive coating should be applied to protect the metal substrate. Contact a local paint or coating supplier for coating recommendations.

Other Substrates

Installing over existing resilient vinyl flooring is not recommended. However, it may be possible over some materials, such as VCT, quartz tile, solid vinyl tile, sheet

vinyl or linoleum, as well as existing hard surface flooring substrates, such as terrazzo, porcelain or ceramic tile. Ensure existing flooring is a single layer and is clean, dry, sound, solid and well adhered. All loose material must be removed and repaired or replaced. All grout lines and wide seams greater than 1/4-in. in width and/or depth, as well as any significant substrate imperfections, must be filled and troweled flush with a suitable cementitious patch. Electing to install over any existing floor covering releases the manufacturer from any responsibility regarding the suitability and continued performance of that product, including any resulting effect on the new floor covering.

Radiant Heating Requirements

When installing flooring over a substrate that contains a radiant heating system, ensure that none of the heating elements make direct contact with the flooring material. Ensure radiant heat is no higher than 70° F (21° C) 8-hours prior to and during the entire installation. After installation, the radiant heat may be gradually increased over the course of 24 hours, until normal operating temperature is reached. Ensure the temperature of the radiant heating system does not exceed 85° F (29.5° C) and avoid making abrupt changes in radiant heating temperature.

Unsuitable Substrates

These include, but are not limited to: any floating or loose floor coverings, VAT, hardwood, carpet, cushioned vinyl, rubber, cork, foam, asphalt tile, additional acoustical underlayments and any substrate with visible mold, mildew, or fungi and any substrate in wet areas, such as inside showers and saunas. Do not install directly over any adhesive or adhesive residue of any kind. Do not install in recreation vehicles, campers or boats.

Note: Existing hardwood floor coverings will swell when exposed to moisture - vinyl floor covering may restrict the movement of moisture in hardwood, which may result in flooring failure, especially when installed on or below grade. Some hardwood floor coverings may also discolor vinyl floor covering. Issues related to unsuitable substrate are not covered under warranty.

Adhesive Mat Bond Evaluation

If the suitability of an otherwise suitable substrate is in question, perform an adhesive bond test per ASTM F3311 Standard Practice for Evaluation of Performance and Compatibility for Resilient Flooring System Components Prior to Installation. Store all records related to this test with other relevant documentation. Flooring Expansion

2. Flooring Installation

Grouting

If the product has a micro-beveled edge, the flooring may be grouted. During installation, leave a consistent gap around all four sides of the tile or plank – the gap should be created using appropriate tile spacers and should be 1/16-in., 1/8-in. or 3/16-in. wide. Remove the spacers just before rolling and grout the joints using a flexible grout specifically made for vinyl floor covering. Follow the product instructions regarding application and cleaning.

Note: Any grout residue left on the surface will affect product maintenance and is not covered under the warranty.

Installation Preparation

It is recommended that all wooden door jambs be undercut with an Oscillating Multi-Tool - the height must be the thickness of the floor covering. Allow all trades to complete work prior to installation. Clean the entire area to be installed using a HEPA-filtered vacuum.

Inspect all material prior to and during installation to verify that there are no visible defects, damages and excessive flatness, shading, sheen or texture variations. Blend materials from several cartons within the same lot to ensure a consistent appearance. Some flooring products, colors and textures have latent and acceptable color and shade variations. If there are concerns regarding product defects, flatness, shade, sheen or texture variation, do not install material and consult a sales representative or manufacturer's technical staff. Labor costs associated with materials installed with obvious visual defects will not be covered under warranty.

Although mixing different lots within the same area will not affect the performance of the product, it is not recommended, as shade, sheen and texture variations may be visible. Prior to installing, compare different lots side-by-side from all directions and lighting conditions to confirm acceptability for the owner or end-user. Material installed with obvious visual differences related to production lots will not be covered under warranty.

Layout

Prior to installation, confirm the installation pattern and direction per the design specifications or work order. Planks should be installed in a random pattern - plank end joints should be randomly spaced by ≥ 8-in. Avoid "H" joints and do not install in a "Stair-Stepped" installation pattern, while ensuring no obvious pattern repeats emerge.

Starting Line

Measure the width of each end of the area, then calculate and mark your starting line, at the center of the room. Calculate the width of the last row – if it is less than half the width of the floor covering, adjust your starting line by half the width of the flooring.

Cutting

To cut the floor covering, carefully score along the cut line at least twice with a sharp utility knife. When cutting across the width of a piece, use a speed square as a guide. Snap the piece downwards. Alternately and as necessary, a jigsaw with a carbide blade may be used for complicated cuts, following the tool's safety instructions.

Adhesive Application

Only apply as much adhesive as can be covered within the working-time, typically to only one side of the starting line at a time. Apply the adhesive slowly and evenly to the substrate at the appropriate angle using the specified trowel notch. Avoid skips, puddles or sharp trowel turns. Allow the specified open time for the adhesive, depending on the porosity of the substrate and the site conditions. The adhesive may need to be dry to the touch prior to installation - refer to the product instructions for specific requirements.

Flooring Installation

After the appropriate adhesive open time has been reached, install the floor covering, including perimeter cuts. Make sure that all arrows on the back are pointed in the same direction. Follow the starting line, keeping all joints snug without over-compressing the material. Make sure the starting row is straight - the acceptable straightness tolerance is within 1/16-in. for lengths over 20-ft. or 1/32 -in. for lengths under 20-ft.. After each area of flooring is completed (< 1-hour), roll it slowly, first width then length, using a 100 lb. three-section roller. Failure to roll correctly may result in bond failure.

Repeat this process for the remainder of the installation. If adhesive gets on the surface of the material or has dried on the surface, immediately remove it in accordance with the adhesive manufacturer's cleaning instructions.

Post-Installation

Visually inspect the installation to ensure that the appearance is uniform and straight, that all seams are tight and correctly staggered/spaced. When spot cleaning, do not apply abrasive or solvent-based cleaners directly to the surface of the floor covering. When required, protect newly installed flooring with construction grade paper or protective boards, such as Masonite, Ram Board or plywood, to prevent damage from other trades. Take photographs and have any required documentation signed and filed following completion. Save three or more extra pieces of material in the original packaging as attic stock for the lifetime of the floor. **In the unlikely event of a product issue, attic stock can play a crucial role in product identification, color matching, product claim verification and possible repairs.**

3. Flooring Protection

Do not slide or drag heavy objects across the floor. When moving appliances, heavy furniture or equipment, protect the flooring with appropriate, hard surface furniture sliders or 1/2-in. plywood.

All furniture casters or glides must be intended for resilient flooring and made of a soft material, such as a felt, silicone or a poly-based material. Casters and glides must have a flat contact point that is at least 1 -sq. in. or 1.125-in. in diameter to limit indentation and flooring or finish damage.

All rolling seating in desk areas must have chairs that use soft, W-Type polyurethane wheels or have a resilient flooring chair pad installed over the finished floor to protect it. Do not use nylon/hard plastic wheels, glides or casters.

All fixed furniture legs or corners must have permanent floor protectors installed on all contact points to reduce indentation, wear, scratching and other flooring or finish damage. Floor protectors must be intended for resilient flooring and made of a soft material (such as a felt, silicone or a poly-based material). Floor protectors must have a flat contact point of at least 1 -sq. in. or 1.125-in. diameter and must cover the entire bottom surface of the furniture leg. Do not use nylon/hard plastic floor protectors or furniture feet.

Ensure all furniture castors and chair legs are clean and free of all dirt and debris. Routinely clean chair castors and furniture legs to ensure that dirt or debris has not built up or become embedded in castors or floor protectors. Replace chair castors and floor protectors at regular intervals, especially if they become damaged or heavily soiled. Felt floor protection devices may need to be replaced 3 or more times a year to prevent accumulation. Use an effective walk-off mat or system at all outdoor entrances/ exits and prevent water from accumulating. Ensure mats are manufactured with non-staining backs to prevent discoloration.

1. Precautions

Remove all metal objects before conducting maintenance and use caution tape and/or "Wet Floor" signs to prohibit foot traffic until the floor is dry. Do not use hydrocarbons, harsh disinfectants, cleaning agents, dyes, acetone or other harsh chemicals – ensure all chemicals and materials that may come in contact with flooring surface will not stain, mar or otherwise damage the surface. Do not use abrasive cleaning pads, as these can damage the flooring. The application of a floor-finish is not usually recommended and will change the maintenance protocol. Allow area to dry completely before allowing foot traffic.

2. Regular Cleaning

Dust-mop or vacuum the floor to remove any dirt or debris. Damp-mop the floor as often as required using a flat microfiber mop or a spray mop. Use a pH neutral, film-free and streak-free cleaner concentrate, available at home improvement stores, and make sure to change the pad as often as necessary. Steam cleaners with a micro-fiber head may also be used, providing the steaming head is never stationary, as prolonged, excessive heat can damage any vinyl floor covering.

3. Deep Cleaning

Deep cleaning may be required when routine cleaning is not meeting expectations. Dust-mop or vacuum the floor to remove dirt or grit. Wet mop the entire floor using a suitable neutral pH cleaning solution. Allow the solution to dwell for ~ 5-10 minutes. Scrub the floor using a medium nylon broom or brush and remove the soiled solution using a wet vacuum. Rinse with clean water and allow it to dry before allowing foot traffic.

1. General Terms

DuraDecor ("Manufacturer") warrants that, when used properly and under normal operating conditions, the flooring products described in the Manufacturer's catalog as PolishedPro Glue Down LVT Flooring ("Product"), a 2.0mm thick Luxury Vinyl (LVT) floor covering that includes a 0.2mm (8-mil) wear layer, will conform to the published ASTM F1700 Standard Specification for Solid Vinyl Floor Tile, as detailed within the Supplier's published Product technical documents. This Limited Warranty is not transferable and only applies to the original end-user ("Customer") of the Product. This Limited Warranty does not apply to Product that has been sold or resold as "seconds", "mill-run", "off goods", "non-conforming", "as-is", "closeouts" or otherwise denoted as irregular, non-first or non-standard quality.

Due to the nature of the installation and the specialized tools needed to properly install the Product, failure to comply with the applicable Product requirements, technical data and industry guidelines, as well as all other provisions in Section 3, shall void this limited warranty.

The Manufacturer's liability and Customer's exclusive remedy under this Limited Warranty is limited to the replacement or refund of the defective Product and, only if without visible and obvious (> 0.5-inch) defects will the Manufacturer include reasonable labor costs for the geographic region. This Limited Warranty does not include other costs associated with installation or removal of the defective Product or installation of the replacement Product including, but not limited to, lost time, furniture removal and/or overtime pay. Only one replacement floor or refund shall be made. A Customer who received a settlement may not make another claim - no additional replacement floors or refund will be supplied.

If the Manufacturer no longer provides the particular Product subject to this Limited Warranty, Manufacturer reserves the right to substitute another Product that Manufacturer deems to be comparable or superior in its place. Manufacturer's responsibility to replace defective Product under this Limited Warranty applies only to the affected area of Product so long as a suitable match (as determined and at the sole discretion of Manufacturer) can be supplied. Full replacement or replacement of a greater area than the affected area is at the sole discretion of Manufacturer. Manufacturer reserves the right to provide replacement materials directly to the Customer, or through a professional installation company of the Manufacturer's choice, to conduct repairs or replace materials in a manner suitable to the Manufacturer's interests.

This Limited Warranty is specific to the Product which shall be installed, used, maintained and cared for in accordance with the Product documentation, which may be obtained at www.duradecor.com or are available upon request by contacting customercare@duradecor.com or 1 - (855) 700 - 5666.

2. Warranty Terms & Provisions

2.1. Manufacturing Defect Term: The Product shall be free of manufacturing defects for a period of 1-year from the Customer date of purchase. All claims must be reported within thirty (30) days of discovery of the defect.

2.2. Wear Warranty Term: "The Product", when installed and maintained as detailed within the instructions, will not wear-through to the printed film layer under normal use for the period stared below:

Residential Wear:	25 years from date of purchase

Wear Warranty Provisions: Stains from unapproved chemicals, fading, scratches, scuffs, and loss of gloss are considered normal use and are not covered under this warranty. The Manufacturer will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, the Manufacturer reserves the right to supply similar floor covering. After corrective action is taken on an existing defect, Limited Warranty coverage will remain in effect for the remaining Wear Warranty Term of the original Limited Warranty.

2.3. Alternatively, at the Manufacturer's discretion, a refund of the original cost of the Product shall be used to settle all other valid claims according to the following pro-rated schedule:

Residential Wear Coverage:	
≤ 1-year:	100%
≤ 5-years:	70%
≤ 10-years:	50%
≤ 20-years:	30%
> 20-years:	10%

2.4. Labor Warranty Term & Provisions: Labor costs shall not be reimbursed for all material installed with visible and obvious (> 0.5-inch) defects. Reasonable costs of professional labor for replacement must be submitted to and pre-approved by the Manufacturer. The percentage of labor costs that shall be reimbursed is according to the following pro-rated schedule:

Residential Labor Coverage:	
≤ 1-year:	100%
≤ 5-years:	60%
≤ 10-years:	40%
≤ 20-years:	20%
> 20-years:	0%

2.5. Waterproof Warranty: The Product is waterproof in accordance with the Resilient Floor Covering Institute's White Paper on Waterproof Flooring and will not be materially impaired when exposed to wet or damp cleaning, surface spills and/or tracked in water for the length of the Wear Warranty. This does not include bathing and/or showering kits, units or areas, saunas, steam rooms, or water emergencies.

2.6. Petproof Warranty: The Product surface coating provides scratch and stain resistance (such as feces, urine and/or vomit) from domestic household pets, such as cats and dogs, provided that pet claws are routinely cut and filed.

2.7. Adhesive Warranty: The Manufacturer's approved adhesives are specifically developed and warranted for use with the Product and are extensively tested for compatibility with the Product; adhesion to the Product and approved substrates; and long-term performance after repeated exposure to various environmental conditions. However, all vinyl flooring products that are compliant with ASTM F1700 will expand and contract as temperature conditions change and repeated exposure to dramatically fluctuating conditions can limit the dimensional recovery of the flooring product. Though the Manufacturer's approved adhesives cannot completely prevent natural Product dimensional change, they can help resist and control it.

For this reason, the Manufacturer cannot provide an adhesive warranty for all unapproved adhesives and is not responsible for all adhesive performance issues associated with their use, including but not limited to any resulting adhesive bond failure and/or dimensional stability issues. The manufacturer(s) of the unapproved adhesive(s) shall be responsible for warranting the compatibility, adhesion and performance with the Product, including all associated material and labor costs.

3. Warranty Exclusions

This Limited Warranty does not apply to nor cover nonconformities that are caused by, result from or arise in connection with any of the following conditions:

- **Non-Compliance with applicable Product requirements and technical data.** Any Product that has been subjected to site conditions, substrate conditions, installation methods, maintenance procedures and/or conditions of use that are not in strict conformity with the associated Technical Data Sheets, Installation Instructions, Maintenance Documents and any other relevant technical documents.
- **Non-Compliance with applicable industry guidelines.** Substrate preparation must be performed in accordance with all related ACI, ASTM, NWFA and RFCI guidelines.
- Installation of Product with unapproved adhesive(s). The use of unapproved adhesives excludes all adhesive warranty coverage for adhesive performance issues, including but not limited to bond strength, shrinkage, expansion, peaking, ledging, curling, doming and/or the ability of the adhesive to control the dimensional stability of the floor covering. See section 2.8 for more information.
- Installation of Product with unapproved installation materials, methods or tools, including but not limited to the recommended underlayment type, repair products and all accessories.
- Cracking, warping, delamination, curling, or other phenomena caused by excessive heat sources, such as prolonged direct sunlight, radiators, self-cleaning ovens and high-heat equipment.
- Stains from tracked carpet dyes, fertilizers, coal, tar, driveway sealers, oil, permanent markers, or other such contaminates.
- Substrate failure, movement or imperfections, including improper flatness, smoothness or damage.
- Hazing or finish-related issues caused by the grout and or residue when used with the Product.
- Heavy static loads (> 1,500 PSI) and heavy point loads, such as foot traffic with stiletto heels, spikes or skates, dropped items, improper floor protectors and furniture feet/rests or floor protection and furniture feet/rests that do not make adequate flat contact with the floor covering.
- Heavy rolling loads (> 1,500 PSI) with metal wheels, hard H-type wheels or any other wheel types that do not make adequate, flat contact with the floor covering.
- Damage caused by mechanical issues, intentional abuse, misuse, negligence, structural damage, seismic activity, flooding, fires, and other emergencies, natural disasters or any circumstances beyond the reasonable control of the Seller.
- Damage caused by dirt, grit, and abrasive debris from not using appropriate walk-off mats at all outdoor entrances.
- Any resulting health issues or property damage resulting from organic growth resulting from any

type of water trapped beneath the floor covering and the latent organic material found within it, which may sponsor organic growth, such as mold, mildew, and fungi.

- Normal shade, color, gloss/sheen, or embossing texture variation, including variations between installed flooring and physical flooring samples or printed marketing materials.
- Excessive wear caused by improper maintenance, dirt, grit, and/or abrasive debris.
- Excessive moisture and alkalinity from the subfloor or substrate.
- Excessive topical water caused by broken or leaking plumbing, structural leaks, sink overflow, flooding, weather conditions and other water emergencies.
- Installations removed or replaced prior to inspection by an authorized DuraDecor representative.

4. Slip Resistance Warning

Walking is an enormously complex activity involving many muscles, bones and nerves, as well as kinesthetic sensory information. There are several significant factors that directly affect slip resistance properties, such as the type, texture and surface structure of floor covering, surface contaminates, type of shoe soles and the walker's weight, age, gait, fitness level, awareness, and vision. There are no published requirements or acceptable limits for Static Coefficient of Friction (SCOF) or Dynamic Coefficient of Friction (DCOF) values within the resilient flooring industry, though there may be for other flooring types. While independent test results are available, that does not purport to address any safety concerns of slip resistance, the accuracy of all test methods, safety thresholds, or the measuring apparatus' (tribometers). This includes factors outside of the reasonable control of the Manufacturer, such as Product maintenance. No warranty for any slip resistance properties can be provided.

Note: Walking on any vinyl floor covering in socks or similar is not recommended, especially on stairs.

5. Warranty Claims

If, within the applicable warranty period identified in Article 2.1 and 2.2, the Customer discovers any problems or defects in the Product that may be covered by this Limited Warranty, the Customer must notify the distributor or the Manufacturer directly at 1-(855) 700 - 5666 or customercare@duradecor.com. All claims must include a completed claim form, along with any associated photos, invoices, pre-installation testing reports and all independent inspection reports conducted after problems or defects are observed or suspected.

All claims must include a completed claim form, along with any associated photos, invoices, pre-installation testing reports and all independent inspection reports conducted after problems or defects are observed or suspected. Attic stock may be required to verify the validity of product claims. Failure to provide attic stock could lead to product claims being declined, especially in the event that third-party products, such as but not limited to adhesives, accessories and underlayments, are used in conjunction with The Product.

If Manufacturer determines that the Product is covered by this Limited Warranty, then Manufacturer shall, at its sole option, replace the nonconforming Product or refund the appropriate percentage of the purchase price and labor cost paid for each defective Product for the affected area, per the associated pro-rated schedule. No warranty claims will be processed if received more than thirty (30) days after the applicable warranty period has ended.

Manufacturer or its designated representative shall have the right to examine the Product and the flooring, including the right to test the flooring and/or substrate at the installation site, with respect to any Product that is the subject of a warranty claim. Any removal of installed Product prior to such examination will void any and all warranties. Manufacturer may require additional testing or verification of any tests conducted or obtained by the Customer.

6. Warranty Disclaimer

The warranties set forth herein are exclusive and in lieu of all other warranties or representations, express or implied, arising by law or custom, including the implied warranties of merchantability and fitness for a particular purpose. No agent, sales representative, dealer, distributor, contractor, installer, architect or designer has the authority to increase or alter seller's obligations under this warranty. This Limited Warranty does give you specific legal rights; you may also have other rights, which may vary from state to state.

7. Limitation of Liability

The aggregate cumulative total liability of Manufacturer hereunder, whether for breach of warranty or contract, indemnification, tort (including negligence), or otherwise, shall not exceed the original purchase price of the nonconforming Product. Manufacturer assumes no liability for labor costs in the installation or replacement of any Product with visible and obvious (> 0.5-inch) defects. In no event shall Manufacturer be liable to Customer or any other person for loss of revenue, profit or any consequential, incidental, exemplary or punitive damages directly or indirectly arising from the use of the Product, from breach of any warranty or from any other cause, whether or not Manufacturer has been informed of the possibility of such damages.