



polishedpro | 4.5mm Glue Down LVT
Product Guide





duradecor

Table of Contents

Technical Data Sheet	3
General Information	4
Recommended Tool List	5
Substrate	6
Installation Instructions	8
Protection & Maintenance	10
Product Warranty	11



General Specifications

Overall Thickness:	4.5 mm	Residential Warranty:	Lifetime
Wear Layer Thickness:	0.5 mm (20 mil)	Heavy Commercial Warranty:	10 Years
Product Type:	Glue Down LVT / LLT	Carton Quantity:	12 Pieces (24 sq. ft.)
Dimensions:	6" x 48"	Carton Weight:	38.36 lbs.
Finish:	UV-Cured Urethane	Cartons / Pallet:	60
Surface:	Embossed w/ Microbevel		

Adhesive Specifications

Approved Adhesive:	Novalis NV-GLU+ Acrylic Adhesive	Adhesive Open Time:	~ 15 - 30 minutes <i>depending on substrate & site conditions</i>
Adhesive Unit Size:	1 gallon & 4 gallon pails	Adhesive Working Time:	Up to 4 hours <i>depending on substrate & site conditions</i>
Adhesive Trowel Size:	1/32" x 1/16" x 1/32" U-notch (FFA)		
Adhesive Coverage Rate:	~ 175 - 200 sq. ft. <i>depending on trowel size & usage</i>		

Technical Specifications

Product Construction Code:	KR LLT 4.5mm (0.5 wl, NF)
ASTM F1700 - Solid Vinyl Tile Specification:	Class III, Type B
ASTM F2055 - Size:	Passes, ± 0.4 mm
ASTM F387 - Product Thickness:	Passes, ± 0.13 mm
ASTM F410 - Wear Layer Thickness:	Passes, ≥ 0.5 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, $< \Delta E 8$
ASTM F1515 - Resistance to Light:	Passes, $< \Delta E 8$
ASTM F970 - Static Load (Modified):	Passes, ≤ 0.13 mm indent, 1200 lbs.
ASTM D2047 / UL 410 - Slip Resistance:	Passes, > 0.5 SCOF
ASTM E648 (NFPA 253) - Critical Radiant Flux:	Passes, Class 1, > 0.45 W/cm ²
ASTM E662 (NFPA 258) - Smoke Density:	Passes, < 450

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.

Important Information: The current version of all associated technical documents, including technical data sheets, installation instructions, maintenance guides and warranties (especially exclusions), must be read, understood and followed prior to and during installation. For a complete list of suitable applications and installation environments, refer to the Material Usage Guide. For guidance regarding wet areas, please see all applicable technical bulletins. Ensure that all subfloor and substrate preparation, including any required moisture testing, has been completed, reviewed, and understood by all involved parties before installation. Do not proceed until all conditions are met. **Site-related issues, such as those caused by substrate, installation and site-conditions, are not covered under warranty.**

Do not install outside or expose the flooring to direct sunlight, prolonged UV/IR radiation or high heat sources, such as self-cleaning ovens, as these can lead to fading, damage, or excessive product movement. Avoid installing in areas where sharp or pointed footwear or objects (such as stiletto heels or cleats) may be present, as they may damage the product. Do not use rubber wheels, rubber casters, or rubber-backed mats directly on the flooring, as they may cause permanent stains. Allow all other trades to complete their work before installation begins. All ASTM standards referenced in this document can be purchased at www.astm.org.

Warning: All local, state, and federal regulations must be followed - this includes the removal of in-place asbestos flooring and adhesive and lead-containing materials. When appropriate, follow the Resilient Floor Covering Institute's (RFCI) Recommended Work Practice for Removal of Existing Floor Covering and Adhesive. Do not use solvent or citrus-based adhesive removers. Follow all Occupational Safety and Health Administration (OSHA) guidance regarding exposure limits for respirable crystalline silica. Always wear safety glasses and use respiratory protection or other safeguards to avoid inhaling any dust. All liquid spills must be cleaned promptly - allow the floor covering to dry before allowing foot traffic.

Receiving Material & Initial Storage: The floor covering 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. Remove all plastic and strapping from the product after delivery. **Confirm that the flooring product, color, and quantity are 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.

Check all product lot numbers: if more than one lot is

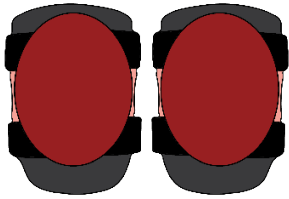
onsite, mark the pallets or boxes of each lot to ease identification and lot management. While mixing materials from different lots will not affect performance, it may lead to noticeable visual differences in shade or texture. As such, ensure differing lots are installed in separate areas. If mixing lots is intended, compare different lots under various lighting conditions before installation and ensure customer approval. **Observable visual variations due to mixing production lots are not covered under warranty.**

Approved Adhesive Information: The following adhesives are approved for use with DuraDecor LVT products:

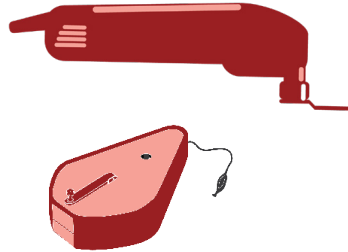
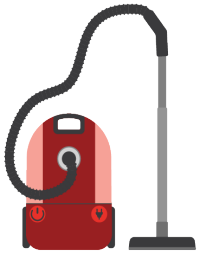
- Novalis NV-GLU+

These instructions are specifically for NV-GLU+ only, which is available in 1-gallon and 4-gallon units. The expected coverage rate is 175 – 200 sq. ft. per gallon when using a 1/32 x 1/16 x 1/32 U-notch trowel (FFA), depending on the substrate and trowel angle. Replace trowels after every 4 gallons to ensure even coverage—do not re-notch trowels.

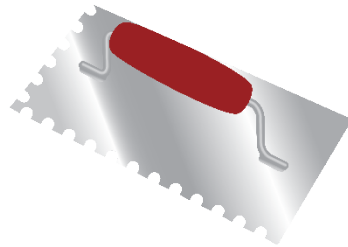
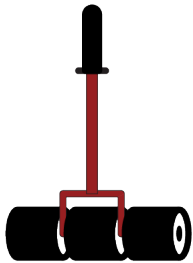
Documentation: Record and/or photograph all site conditions, test results, and corrective measures taken. All relevant pre-installation documentation, as well associated product sales invoices, shop drawings and/or project information, must be stored for the entire warranty period. In the unlikely event of a claim, these documents may be required to identify the product and validate compliance with all associated technical documents. A wireless, cloud-based monitoring system is recommended to monitor and track site conditions, especially when the site is unoccupied and/or permanent HVAC is not operational.



- 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

Substrate Flatness: Check all subfloors for flatness prior to installation. It is recommended that all subfloors have a floor flatness of FF32 and/or have a maximum deviation of < 1/8-inch gap (2 x US quarters should not slide underneath) within 6-feet and ≤ 1/16-inch gap (1 x US quarter should not slide underneath) within 1-foot. Subfloors that do not meet this requirement should be corrected appropriately prior to installation. Failure to follow this recommendation must be pre-agreed upon with customer / end-user before installation begins.

Concrete Moisture Requirements

Novalis NV-GLU+

- **Above-grade:** All concrete surfaces must be visibly dry prior to and during installation.
- **On and/or Below-grade:** All concrete substrates that are in direct contact with ground must comply with one of the following options prior to installation.
 1. Concrete must have a **confirmed**, effective **vapor retarder** installed directly beneath the slab, that is compliant with the ASTM E1745 Standard Specification for Plastic Water Vapor Retarders Used in Contact with Soil or Granular Fill under Concrete Slab.
 2. Concrete must be tested for relative humidity within 3-weeks of flooring installation, following the ASTM F2170 Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes. **ASTM F2170 test results must not exceed 90% RH.**
 3. Install a surface applied **concrete moisture mitigation system** that complies with the ASTM F3513 Standard Practice for Single Component, Fluid-Applied Membrane-Forming Moisture Mitigation Systems for Use Under Resilient Floor Coverings or the ASTM F3010 Standard Practice for Two-Component Resin Based Membrane-Forming Moisture Mitigation Systems for Use Under Resilient Floor Coverings, following the product manufacturer's instructions.

All Other Adhesives: When tested with DuraDecor glue down vinyl flooring products, flooring adhesives provide varying contraction resistance value(s) (CRV). Adhesives that do not achieve an acceptable CRV value of ≤0.1mm/8-cycles/174-hrs, can allow flooring to excessively gap, dome or curl as a direct result from environmental conditions. **Labor and any other associated costs with materials installed with an unapproved adhesive will not be covered under warranty.** Follow the adhesive(s) instructions, including application method, open-time and working-time, as well as all porosity, subfloor moisture and pH testing requirements and limitations. Conduct a mat bond

evaluation and all other required pre-qualification protocols according to the product manufacturer's instructions.

Concrete Substrate & Subfloor Requirements: All concrete must be at least 28 days old, structurally sound, stable and have a minimum compressive strength of ≥ 3000 PSI prior to installation. The concrete must be clean, dry, and free of contaminants, such as dust, residual adhesives, solvents, wax, oil, grease, mold, mildew, asphalt, and visible alkaline salts prior to installation to ensure proper adhesion and long-term performance. If site conditions are inadequate or if there is any evidence of water, hydrostatic pressure or chemical adhesive removers on the concrete, do not proceed with the installation and contact the DuraDecor technical department for guidance.

To treat dormant construction joints and cracks, first remove all debris, dust, and dirt from the cracks. Next, fill cracks with a rigid crack treatment designed for construction joints, ensuring the surface is troweled flush with the surrounding concrete. Use an appropriate expansion joint covering system over all expansion joints to manage concrete expansion and contraction.

If needed, flatten or smooth the surface with a moisture-resistant, commercial-grade leveling or patching compound, following the product manufacturer's instructions.

Gypsum/Lightweight Substrate Requirements: Lightweight or gypsum substrate must be dry as per the product manufacturer's specifications and have a minimum compressive strength of 2000 PSI when installed over wood, or 3000 PSI when installed over concrete. The substrate must be installed and prepared in accordance with the ASTM F2471 Standard Practice for Installation of Thick Poured Lightweight Cellular Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring or the ASTM F2419 Standard Practice for Installation of Thick Poured Gypsum Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring, respectively. New or existing substrates may require a sealant or primer before installing resilient flooring. Follow the product manufacturer's instructions for appropriate preparation. Substrates must be firmly bonded to a structurally sound subfloor. Any cracked or damaged areas must be removed and repaired using a compatible repair product.

Wood Substrate & Subfloors Requirements: All wood substrates must be structurally sound, stable, and free from deflection, movement, or instability. Sleepers and sleeper systems must not make direct contact with concrete foundations. The moisture content percentage (MC-%) of the wood must also meet the requirements for the specific region to ensure proper performance, stability and durability. Wood subfloors and substrates must be compliant with and, if necessary, prepared in accordance with the ASTM F1482 Standard Practice for Installation

and Preparation of Panel Type Underlayments to Receive Resilient Flooring. Wood substrates must consist of a double-layer construction with a recommended total thickness of at least 1 inch, adhering to all local, state, and federal building codes. For standard installations, the top layer must be American Plywood Association (APA) rated underlayment grade plywood or an equivalent material, with a minimum thickness of 1/4 inch. The plywood must be fully acclimated, smooth, free of knots or voids, and fully sanded. When floors may be subjected to moisture, use an APA-rated exterior grade plywood or an equivalent material.

Resinous Coating Requirements: When installing directly over resinous coatings, such as epoxy coating or a moisture mitigation system, ensure the coating is clean, free of contamination, structurally sound, smooth, dry and properly cured per manufacturer's instructions.

Metal Subfloor Requirements: 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 Subfloor & Substrates: Installing over existing resilient vinyl flooring is not recommended. However, it may be possible over some materials, such as vinyl composition tile (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 subfloor is dry, existing flooring is clean, dry, sound, solid and well adhered. All loose material must be removed and repaired or replaced. All imperfections must be flattened and smoothed with a suitable repair product. Electing to install over existing floor covering releases the manufacturer from all liability related to suitability and continued performance of the existing product, including all subsequent effects 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 gradually be 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.

Sound Control Substrates: Additional sound control underlayments shall not be used under this floor covering. **All issues related to the installation of additional, unapproved underlayments will not be covered under**

warranty.

Unsuitable Subfloors: These include but are not limited to: Floating or loose floor coverings, vinyl asbestos tile (VAT), hardwood, carpet, cushioned vinyl, rubber, cork, foam, asphalt tile, additional acoustical underlayments and any subfloor with visible mold, mildew, or fungi and any subfloor in wet areas, such as inside showers and saunas. Do not install over substrates that have been coated with a varnish or an oil-based, enamel, paint, primer, primer-sealer or stain-blocker. Do not install over any substrate made of Masonite™, chipboard, wafer board, fiberboard, particleboard, construction-grade plywood, CDX, OSB (including AdvanTech™), Lauan, cement board or any non-underlayment grade panels – if present, cover with an APA-rated underlayment-grade plywood. Do not use pressure-treated plywood. If using fire-retardant plywood, confirm adhesion using the Mat Bond Evaluation detailed below. Do not install directly over any adhesive or adhesive residue of any kind. Do not install in recreation vehicles, campers, boats. If installing in fully enclosed and weatherproof three-season rooms, sunrooms and other areas that do not comply with the Site Conditions, contact the technical department for specific instructions before proceeding.

Note: Issues related to unsuitable substrates or subfloors are not covered under the warranty.

Mat Bond Evaluation: If the compatibility of an otherwise suitable substrate or any other products is in question, perform a mat bond evaluation following the ASTM F3311 Standard Practice for Evaluation of Performance and Compatibility for Resilient Flooring System Components Prior to Installation.

Site Conditions: The prepared installation area must be fully enclosed and weatherproof. Maintain steady site conditions (within $\pm 5^{\circ}\text{F}$) using an HVAC system set to the normal, post-installation operating temperature and humidity conditions (In-Service Conditions) for at least 48 hours before, during, and 48 hours after installation. In-Service Conditions must be between 60°F (16°C) and 80°F (27°C) and between 35% and 65% relative humidity. Additionally, In-Service Conditions must be $\geq 10^{\circ}\text{F}$ above dew point. Once all required site-conditions are met, the flooring product may be delivered to the installation area in its original packaging with all labels intact. During installation, block any direct sunlight using window treatments or other protective methods.

Failure to meet the site condition requirements may impact adhesive performance. If the required conditions cannot be met, contact the technical department for specific instructions before proceeding.

Product Acclimation: Before installation, confirm that the flooring is acclimated to within $\pm 2^{\circ}\text{F}$ of the in-service conditions using a non-contact infrared (IR) thermometer. If these conditions are not met, delay the installation until the flooring temperature is within the acceptable ranges.

Layout: Confirm the installation pattern and direction according to the design specifications or work order. Planks should be installed in a random pattern, ensuring all joints are spaced ≥ 8 -inches apart. Avoid creating "H" joints, "stair-stepping" patterns and obvious pattern repeats. Tiles should be installed in a brick-bond or 1/3 offset pattern.

Grouting: If the flooring has a micro-beveled edge, it can be grouted. During installation, ensure a consistent gap is left around all four sides of each tile or plank using appropriate tile spacers. The gap should be 1/16-inch, 1/8-inch, or 3/16-inch wide. Remove the spacers before rolling and grout the joints with a flexible grout designed for vinyl flooring. Follow the grout manufacturer's instructions for application and cleaning. Note: Any grout residue left on the surface may impact maintenance and is not covered under warranty.

General Preparation: Undercutting all wooden door jambs, using an Oscillating Multi-Tool, is recommended. Ensuring the door jamb cut height matches the thickness of the floor covering. Thoroughly clean the area with a HEPA-filtered vacuum prior to flooring installation.

Inspect all material prior to and during installation to verify that there are no visible defects, damage, excessive shading, sheen, or texture variations. Blend materials from multiple cartons within the same lot to ensure a consistent appearance. Some flooring products, colors and textures have acceptable color and shade variations. If there are concerns regarding defects, shade, sheen, or texture variation, do not install material and consult a sales or technical representative. Labor and associated costs

with materials installed with obvious visual defects and/or mixing production lots are not covered under warranty.

Starting Line: Measure the width of each end of the installation area, then calculate the width of the final row. If the width of the final row is less than half the width of the flooring, adjust the width of the first row to compensate. Measure and mark the starting line using a chalk line.

Adhesive Application: After the substrate that has been prepared, apply the adhesive slowly and evenly to the substrate using a 1/32 x 1/16 x 1/32 U-notch (FFA) adhesive trowel at a $\sim 45^{\circ}$ angle. Avoid skips, puddles or sharp trowel turns. Allow the appropriate open time for the adhesive - trowel ridges should still be pliable and tacky when pressed, with slight adhesive transfer to fingertips ($\sim 15 - 30$ minutes, depending on substrate and site conditions). Only apply adhesive that can be covered within the working time (up to 4 hours, depending on substrate and site conditions). If adhesive ridges are firm and there's no transfer to fingertips, do not install flooring and contact the technical department.

Note: Alternate trowel sizes may be required, depending on the product, underlayment, associated Technical Bulletins or specific guidance from the technical department.

Cutting: Using a speed square as a guide, carefully score along the cut line at least twice with a utility knife and a new blade. Snap the piece downwards to complete the cut. Alternatively, a suitable guillotine cutter may be used. When cutting across the length of the material, use a suitable length straight edge or the factory edge of a piece of flooring. As necessary, a jigsaw with a carbide blade may be used for complicated cuts, following the tool's safety instructions.

Flooring Installation: Carefully install the flooring following the starting line, keeping all joints tight without pressure fitting. Make sure all arrows on the back are pointed in the same direction. Ensure the starting row is straight - the acceptable straightness tolerance is within 1/16 inch for lengths over 20 feet or 1/32 inch for lengths under 20 feet. Within the working time of the adhesive, roll the installed flooring slowly, first width then length, using a 100 lb. three-section roller. Failure to roll correctly may result in issues that are not covered under warranty. Remove any wet adhesive from the surface of the flooring immediately using a damp, clean cloth.

Post-Installation: Visually inspect the installation to ensure that the appearance is uniform and straight, that all seams are tight and correctly staggered/spaced. Remove any dried adhesive from the surface of the flooring using 70% Isopropyl Alcohol and a clean cloth. Do not use hydrocarbons, paint thinner, acetone, harsh and/or hazardous chemicals, or abrasive cleaning pads. Take photographs and have any required documentation signed

and filed following completion. Do not slide or drag heavy objects across the floor. If required, protect the flooring with protective boards, such as Masonite, Ram Board, or Plywood to prevent any damage.

Do not place, slide, 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" plywood. Casters, glides and feet of all furniture or equipment 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. To avoid maintenance-related issues, do not use nylon/hard plastic wheels, glides, or casters. Prior to final use, ensure the customer reviews the Floor Protection & Maintenance document.

Provide the customer with three or more extra pieces of flooring in the original packaging as attic stock, to be kept 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.

Flooring Protection

Use an effective walk-off mat or system at all outdoor entrances/exits and prevent water from accumulating beneath them. Ensure all mats that are used on the floor are approved for use with vinyl flooring and manufactured with non-staining backs to prevent discoloration. 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 legs, corners, casters or glides must be intended for resilient flooring and made of soft material, such as felt, silicone or polyurethane. All fixed furniture legs or corners must have permanent floor protectors installed on all flooring contact points to reduce wear, scratching and other surface damage. All furniture casters, glides and floor protectors must have a flat contact point that is at least 1 sq. in. or 1.125 in. in diameter to limit indentation and surface damage. All rolling seating in desk areas must have chairs that use soft, polyurethane type wheels or have a resilient flooring chair pad installed over the finished floor to protect it. To avoid maintenance-related issues and surface damage, do not use nylon/hard plastic floor protectors, casters and/or glides.

Routinely check chair castors, glides, furniture legs and floor protectors for embedded dirt or debris build-up and clean as necessary. 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 dirt and debris accumulation.

General Maintenance

Precautions: Remove all metal objects that may corrode before conducting maintenance. In commercial settings, use caution tape and/or signage to prohibit foot traffic until the floor is dry. Ensure all chemicals and materials that may come in contact with flooring will not stain, mar or otherwise damage the surface. Do not use hydrocarbons, paint thinner, acetone, harsh and/or hazardous chemicals, or 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.

Residential: 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.

Commercial: Dust-mop or vacuum the floor to remove

any dirt or debris. Mix a pH neutral, film-free and streak-free cleaner with clean, cool potable water and damp-mop or spot clean the floor as often as necessary. A two-bucket mop system is recommended, as this will separate dirty water from the cleaning solution and prevent spreading contaminants across the floor. Avoid wet mopping, puddling or pooling cleaning liquid on the surface.

Heavy Cleaning

Ensure that initial maintenance has been conducted prior to conducting heavy cleaning. If flooring is heavily soiled or contaminated with gypsum dust, an auto-scrubber or rotary machine (185 rpm or less) with pads or brushes that are similar in grit to a 3M 4100 White Super Polishing Pad, or a dual-bucket mop system must be used to remove dirt and contaminants from the surface. For significantly soiled areas, pads or brushes that are similar in grit to a 3M 5100 White Red Cleaning Pad may be used.

Mix a pH neutral, film-free and streak-free cleaner with clean, cool potable water at the appropriate dilution level and apply to the surface using a new or thoroughly cleaned mop, except when using an auto-scrubber. When using a rotary machine, ensure the surface stays wet while scrubbing to prevent marring or dulling. When using a dual-bucket system, allow the cleaning solution to dwell for 5-10 minutes, then scrub using a stiff bristle, non-metal deck brush or similar before removing.

Use a wet vacuum or clean mop to remove the cleaning slurry, then rinse with clean, cool water and use a wet vacuum or clean mop to remove any remaining liquid. Ensure that all cleaning residue has been removed - this may require additional rinsing.

1. General Information

- 1.1. DuraDecor ("Manufacturer") warrants that, when used properly and under normal operating conditions, the flooring products described as Polished Pro LLT 4.5mm (0.5 wl, NF) ("Product"), a 4.5mm thick Heterogenous Solid Vinyl Tile, Luxury Vinyl Tile (LVT), Luxury Vinyl Plank (LVP) or Loose Lay LVT (LLT) floor covering that includes a 0.5mm wear layer, will meet all performance requirements detailed within the Product Technical Data Sheet ("TDS"). This Limited Warranty is specific to the Product, which shall be installed, used and maintained in accordance with the Product TDS, Installation Instructions, Maintenance Documents, Technical Bulletins and all other relevant technical documents ("Tech Data"). Technical Product documentation may be obtained from the Product packaging, website, Manufacturer, distributor or original point of sale.
- 1.2. The Manufacturer's liability and Customer's exclusive remedy under this Limited Warranty is limited to the replacement or refund of Product with defects that are not visible, obvious and/or > 0.5-in. in size, and reasonable labor costs associated with the removal of defective Product and the replacement of new Product, based on the geographical region where the product was installed. This Limited Warranty does not include other costs associated with the removal and/or replacement of defective Product, such as, but not limited to, lost time, furniture removal and/ or overtime pay.
- 1.3. 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.
- 1.4. Only one replacement 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. 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.

2. Warranty Terms

- 2.1. **Material Warranty:** When installed, used and maintained per the Tech Data, the Product will be free from manufacturing defects and will not wear-through to the print film / decor layer for the period stated below:

Residential:	Lifetime of floor from date of purchase
Heavy Commercial:	10-years from date of purchase

- 2.2. All warranty claims must be submitted per Section 5 within thirty (30) days of discovery of the problem or defect.

2.3. 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 Material Warranty. This does not include bathing and/or showering kits, units or areas, saunas, steam rooms, or water emergencies.

2.4. 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 for the length of the Material Warranty. This does not include deliberate scratching and gouging by pets.

3. Warranty Remedies

- 3.1. **Material Warranty:** For details regarding the residential and commercial designations herein, as well as examples of areas of use, please see the Material Usage Guide.
- 3.2. If a material warranty claim is deemed valid, the Manufacturer shall 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 a warranty claim, warranty coverage will remain in effect for the remaining Warranty Term of the original Limited Warranty.
- 3.3. Alternatively, and at the Manufacturer's discretion, a refund of the original cost of the Product shall be used to settle valid warranty claims according to the following pro-rated schedule:

Residential Wear Coverage:		Heavy Commercial Wear Coverage:	
≤ 1-year:	100%	≤ 1-years:	100%
≤ 5-years:	70%	≤ 3-years:	70%
≤ 10-years:	50%	≤ 5-years:	50%

≤ 20-years: 30%	≤ 7-years: 30%
> 20-years: 10%	≤ 10-years: 10%

3.4. Labor Warranty: If a material warranty claim is deemed valid, the manufacturer shall provide reimbursement for professional labor costs of all valid material warranty claims. All labor costs must be compliant with Section 1.2 and must be submitted to the Manufacturer for approval in accordance with Section 5. Reasonable labor reimbursements shall be issued according to the following pro-rated schedule:

Residential Labor Coverage:		Light Commercial Labor Coverage:	
≤ 1-year:	100%	≤ 1-years:	100%
≤ 5-years:	60%	≤ 3-years:	60%
≤ 10-years:	40%	≤ 5-years:	40%
≤ 20-years:	20%	≤ 7-years:	20%
> 20-years:	0%	> 7-years:	0%

4. Warranty Exclusions

- 4.1. 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:
- 4.2. All Product subjected to site conditions, substrate conditions, installation methods, maintenance procedures, floor protection and/or conditions of use that are not in strict conformity with the Tech Data.
- 4.3. Installation of Product with unapproved installation materials, methods or tools, including, underlayment types and/or thicknesses, substrate repair products, moldings and accessories.
- 4.4. Bond strength issues, dimensional stability issues, gapping, ledging, curling, doming and all other adhesive performance issues related to the use of an adhesive that is not explicitly recommended or approved for use with The Product by the Manufacturer.
- 4.5. All haziness or finish-related issues related to the use of a grout and/or grout residue.
- 4.6. Normal shade, color, gloss/sheen, or embossing texture variation, including variations between installed flooring and physical flooring samples and/or printed marketing materials.
- 4.7. Excessive wear, scratches, indentations, gouges and surface damage related to a lack of entrance walk-off mats, improper floor protection and/or maintenance, improper furniture feet, castors and/or wheels, dirt, grit, and/or abrasive debris.

- 4.8. Fading, discoloration, joint failure, cracking, warping, delamination, curling, surface damage or other phenomena related to excessive heat sources, such as prolonged sunlight and/or UV/IR exposure, heating elements, fixtures or components, self-cleaning ovens and all other high-heat sources or equipment.
- 4.9. Surface stains, dulling or damage related to dyes, fertilizers, coal, tar, driveway sealers, oil, permanent markers, rubber backed mats or objects, and all other harsh and/or caustic chemicals and contaminants.
- 4.10. Heavy point loads, such as stiletto heels, athletic spikes, ice skates, dropped items, improper floor protectors and/or furniture feet, and all other heavy loads that do not make at least 1 sq. in. (1.125 in. diameter) of flat contact with the floor covering.
- 4.11. Heavy static and/or rolling loads (>1200 PSI) that exceed the weight limit per sq. in. of flat contact.
- 4.12. Excessive topical water, property damage, organic growth (such as mold, mildew and fungi) and health issues related to broken or leaking plumbing, structural leaks, sink overflow, flooding, weather conditions, water emergencies and other conditions that lead to water accumulation beneath the floor covering.
- 4.13. Substrate failure, movement or imperfections, including substrate flatness.
- 4.14. Issues related to hydrostatic pressure, excessive moisture and alkalinity from the subfloor or substrate, and environmental condensation.
- 4.15. 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 Manufacturer.
- 4.16. Installations removed or replaced prior to inspection by an authorized representative.

5. Slip Resistance Warning

- 5.1. Walking is an enormously complex activity involving many muscles, bones and nerves, as well as kinesthetic sensory information. There are several factors that directly affect the surface friction of floor coverings, such as the type, texture and surface structure of floor covering; the presence of surface contaminants; Product maintenance procedures and chemicals; types of shoe soles; the weight, age, gait, fitness level, awareness, and vision of building occupants; and all other circumstances beyond the reasonable control of the Manufacturer. While there are published requirements for Static Coefficient of Friction (SCOF) within the resilient flooring industry, there are no published requirements for Dynamic Coefficient of Friction (DCOF). Though independent test results are

available, they do not purport to address the safety or accuracy of the referenced test methods, thresholds, or tribometers. No warranty for slip resistance properties can be provided.

- 5.2. Note:** Walking on a vinyl floor covering in footwear that does not provide adequate traction is not recommended, especially during maintenance or while on stairs.

6. Warranty Claims

- 6.1. If the Customer discovers a problem or defect in the Product that may be covered by this Limited Warranty within the applicable warranty period in Section 2, the Customer must contact the sales agent, distributor or manufacturer directly and obtain a current warranty claim form to file a claim. All claim forms must include all associated photos, invoices, pre-installation testing reports, and independent post-installation inspection reports. No warranty claims will be processed if received more than thirty (30) days after the applicable warranty period has ended.
- 6.2. Three or more uninstalled pieces of the original Product in the original packaging ("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 if unapproved installation materials, including adhesives, underlayments and/or accessories, are used in conjunction with the Product.
- 6.3. The Manufacturer or its designated representative shall have the right to examine all Product subject to a warranty claim, including the right to test the Product and/or substrate at the installation site. Any removal of the Product installed prior to such examination will void any and all warranties. Manufacturer may require additional testing independent of and in addition to any tests conducted or commissioned by the Customer.

7. 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 MANUFACTURER'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.

8. 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 defects that are > 0.5-inch in size. 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.