

HOME

# VISADE

LUXURY VINYL FLOORING

WARRANTY \* INSTALLATION \* CARE

## GLUE DOWN - DRY BACK



## WATERPROOF LUXURY VINYL PLANK

## **LIMITED RESIDENTIAL CONSUMER WARRANTY** ***VISADE Vinyl Plank Flooring***

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE AND PROVINCE TO PROVINCE.

THIS LIMITED WARRANTY CONTAINS ARBITRATION AND CLASS ACTION WAIVER PROVISIONS (SEE BELOW IN SECTION 9). THIS LIMITED WARRANTY ALSO CONTAINS LIMITATIONS OF LIABILITY (SEE BELOW IN SECTION 8).

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY (SEE SECTION 2).

SOME STATES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO THE STORE CREDIT AS DESCRIBED BELOW IN THIS LIMITED WARRANTY STATEMENT.

*[warranty information continues on following page]*

## 1. WHO MAY USE THIS WARRANTY?

Lumber Liquidators, Inc. (“we,” “us,” and “our”) extends this limited warranty only to the consumer who originally purchased the product (“you”) and only for residential use. It does not extend to any subsequent owner or other transferee of the product. **THIS LIMITED WARRANTY IS NOT TRANSFERABLE. THE LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL END-CONSUMER.** For purposes of this limited warranty, a “residential use” is a product installation at a single-family home, apartment unit, townhouse, or other place where people live and, notwithstanding the forgoing list, excludes: (a) multi-family housing common areas; (b) any real estate property that is used for business or commercial activities; (c) any location used in whole or in part for business or commercial purposes; and (d) any location where foot traffic exceeds normal, residential foot traffic. We have the sole right to make the determination of whether an application is a residential use or another kind of use. For purposes of such determination, we may need to visit the location that relates to the warranty claim for inspection and use. This limited warranty does not apply to light commercial or heavy commercial use.

## 2. WHAT IS THE PERIOD OF COVERAGE?

Subject to the requirements listed in Section 5 below, this limited warranty starts on the date of your purchase and lasts for the time period set forth in the chart below for your specific product (the “Warranty Period”):

| Product Identification       | Warranty Duration |
|------------------------------|-------------------|
| Wear Layer Thickness: 8 mil  | 20 Years          |
| Wear Layer Thickness: 20 mil | Lifetime          |

If, for any reason, we repair or replace the product, the Warranty Period is not extended. We may change the availability and duration of this limited warranty at our discretion, but any changes will not be retroactive.

Where the Warranty Duration noted above provides for a “Lifetime” warranty, the duration of this limited warranty shall be the lifetime of the original purchaser so for as long as he or she owns the flooring.

## 3. WHAT DOES THIS WARRANTY COVER?

During the Warranty Period (defined above) and subject to the complete terms of this limited warranty, this limited warranty covers the following product aspects from defects in materials and workmanship of the purchased product (the “product”):

- **Limited Finish Wear Warranty.** Finish wear from normal residential use conditions resulting in the exposure of the decorative layer, subject to the exclusions provided in Section 4 below.
- **Product Structure.** The product will be free of manufactured defects in materials and workmanship.
- **Curling.** Vinyl peel and stick will be free from edge curling from normal residential use conditions.
- **Limited Waterproof Warranty.** The structural integrity of the product will not be significantly diminished by exposure to water during the Warranty Period under normal residential use conditions. This limited warranty extends only to topical moisture and topical water exposure. Please note that this warranty relates only to the purchased product itself and does not warrant that your subfloor, residence, or any other items or properties will be safe from water damage because of the installation of this product.

- **Limited Pet Stain Warranty.** While the vomit, urine, and feces are still wet (and such wetness is not exceeding twenty-four hours), the product will resist staining and damage caused by the vomit, urine, and feces of domestic cats and dogs that occur during normal residential use, subject to timely attention under the Installation and Care Requirements (defined and discussed below). Please note that this warranty relates only to the purchased product itself and does not warrant that your subfloor, residence, or any other items or properties will be safe or resistant from these pet stains because of the installation of this product.
- **Delamination.** The product will not delaminate under normal residential use conditions.

#### 4. WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any defects or damages due to: (a) failure to strictly follow the Installation and Care Requirements (defined and discussed below) regardless of the installer; (b) transportation; (c) storage; (d) improper use; (e) modifications; (f) unauthorized repair; or (g) external causes such as accidents, abuse, or other actions or events beyond our reasonable control. In addition, this limited warranty does not cover any defects or damages due to the following:

- **Excessive Moisture.** Non-structural damages caused by moisture (such as mildew and mold) are excluded. In addition, moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the product. Damage from such conditions, including to the floor and subfloor, is not covered under this limited warranty.
- **Moisture Protection.** This flooring should not be used to seal an existing floor from moisture. This flooring cannot prevent problems associated with, or caused by flooding, excessive moisture, existing moisture, or alkalis in the subfloor or conditions arising from hydrostatic pressure. To be abundantly clear, this limited warranty does not cover damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the product itself. This limited warranty does not cover damage resulting from mold and/or mildew growth due to prolonged exposure to moisture, all casualty events involving water coming in contact with your floor and failures normally covered by insurance, including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances.
- **Site and Environmental Conditions.** Defects or damages resulting from: site conditions (such as extreme heat, radiant heat (for some products), or exposure to sand); indentations and scratches (caused by furniture, appliances, tools, grit, heels, toys, etc.); improper maintenance and accidents; misuse and abuse. These items are not covered under this limited warranty.
- **Heat Exposure.** This flooring is susceptible to changes in the conditions to which it is exposed including seasonal and environmental factors. Gapping or buckling due to expansion and contraction in extreme temperatures may occur.
- **Gloss Reduction.** Fading or loss of gloss (or glaze) is not finish wear and not a product defect covered under this limited warranty.
- **Other Finishes.** This limited warranty covers the factory-applied finish only. Applying another finish or sanding (such as in preparation for another finish) may damage the factory-applied finish and voids this limited warranty against finish wear.
- **Exterior Use.** This limited warranty does not cover exterior use of the product.
- **Non-Flooring Installations.** This limited warranty does not cover use of the products for installations on ceilings or other usages for purposes other than flooring (like furniture or countertops).

- **Visible Defects.** As discussed further below in Section 5.C., products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory.
- **Color and Shade Variations.** New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other products (such as cabinets, stair railings, trim and moldings). These variations should be expected. Inspect product before installation. Claims for color and shade variation will not be accepted after the product is installed.
- **Fading.** This limited warranty does not cover fading from exposure to sunlight or discoloration due to use of rubber-backed mats.
- **Odd Lots.** An odd lot is flooring that is discounted because it did not pass our rigorous inspection process and is not covered by this limited warranty.
- **Third-Party Purchases.** This limited warranty does not cover any purchases other than those made directly from Lumber Liquidators in store, online, or by phone.
- **Radiant Heat.** Please consult the Installation and Care Requirements regarding whether your particular product may be installed over radiant heat. If your Installation and Care Requirements do not include materials regarding installation over radiant heat, your product is not appropriate for installation over radiant heat and not covered under this limited warranty for such installations. If your Installation and Care Requirements provide instructions for such installation, this limited warranty does not cover those products that are not installed according to the radiant heat manufacturer guidelines or not installed in compliance with the Installation and Care Requirements.
- **Outdoor Installation.** Outdoor and partial outdoor installations of the product void this limited warranty and are not covered.
- **Removal and Replacement.** This limited warranty does not cover the cost of the removal or replacement of countertops, cabinets, built-in appliances or other fixtures, installed on top of your floor.
- **Improper Installation and Maintenance.** This limited warranty does not cover any dissatisfaction or damage due to improper installation or maintenance. This includes any damages caused by any installation (regardless of the source of the installation advice) that conflicts with the applicable industry installation standards and product installation instructions—for example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies, improper transportation, acclimation and storage.

## 5. HOW DO I MAINTAIN THIS WARRANTY DURING THE WARRANTY PERIOD?

To maintain this limited warranty during the Warranty Period, you are obligated to meet all of the following requirements for your use, installation, and maintenance of the product (the “Installation and Care Requirements”). The Installation and Care Requirements must be strictly followed for the limited warranty to remain valid and not be void.

- **Follow the Pre-Installation Requirements.** Prior to installing a single board, tile, or product, you or the installer must determine that the job-site environment and the sub-surfaces (including subfloor substrate) meet or exceed applicable industry and product standards, including, without limitation, moisture testing and controls. The product installation instructions discuss these standards and are provided in full below. These requirements must be strictly followed.
- **Comply with All Laws.** In your installation, maintenance, and use of the product you must comply with all laws and regulations, including, without limitation, all applicable environmental and building codes, regulations and laws.

- C. **Inspect All Products for Visible Defects.** Products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory. If any products are unacceptable for any reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all. You should plan on being present during your installation to ensure that all required procedures are completed and products with visible defects are not installed. It is important to inspect individual boards and tiles and to frequently step back to observe the “whole picture” before installation is completed. *If quality issues are suspected before or during installation immediately contact the store where your floor was purchased or call us at 1-800-366-4204.*
- D. **Follow the Installation and Care Instructions.** It is your duty to make sure the installation requirements are strictly followed, including, without limitation, as they relate to the use of moisture barriers, installation tools, and the evaluation of job site conditions and moisture testing. The product’s installation and care manual(s) are provided in this document below, and those terms and provisions are part of this limited warranty.

## **6. WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?**

With respect to any defective product during the Warranty Period, we will provide a Lumber Liquidators store credit in the amount of the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor). A store credit is the sole remedy under this warranty and can be used for store product purchases only. Provided, however, we reserve the right, in our sole discretion, to repair or replace such product (or the defective part) free of charge in lieu of a store credit. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to repair or replace the defective product.

There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued or redeemed.

We reserve the right to investigate, assess, and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

## **7. HOW DO YOU OBTAIN WARRANTY SERVICE?**

To file a warranty claim during the Warranty Period, you may:

- A. Visit the store where you purchased your floor;
- B. Call us at 1-800-366-4204; or
- C. Email via the “contact us” link at [www.lflflooring.com](http://www.lflflooring.com)

Claims must be submitted within the Warranty Period and within ninety (90) days of the date that the problem with the floor is first discovered. No warranty claim will be serviced without contacting us through one of the methods listed above and providing accurate and complete information in a timely manner.

## **8. WHAT ARE THE LIMITATIONS OF LIABILITY?**

**THE REMEDIES DESCRIBED ABOVE IN SECTION 6 ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NOTWITHSTANDING ANY OTHER PROVISION OR TERM, OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT OR DEFECTIVE PORTION THEREOF.**

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. WITHOUT LIMITING THE FOREGOING SENTENCE, LOSSES, DAMAGES OR EXPENSES RELATING TO ANYTHING OTHER THAN THE FLOOR ITSELF ARE NOT COVERED, INCLUDING, WITHOUT LIMITATION, MISSED TIME FROM WORK, HOTEL STAYS, STORAGE FEES, KENNEL COSTS FOR PETS, REMOVAL OF DEFECTIVE FLOORING, INSTALLATION OF REPLACEMENT FLOORING, OR REMOVAL OR REPLACEMENT OF ITEMS BUILT ON TOP OF ANY FLOORING (FOR EXAMPLE, COUNTERTOPS, CABINETS, BUILT-IN APPLIANCES).

SOME STATES AND JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## 9. TERMS OF DISPUTE RESOLUTION

**NO JOINT OR CLASS ACTIONS:** Neither you nor Lumber Liquidators shall be entitled to join or consolidate claims in arbitration by or against other customers of Lumber Liquidators with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

Lumber Liquidators and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and Lumber Liquidators each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the Lumber Liquidators store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the Lumber Liquidators store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party. The arbitrator shall only have the authority to resolve individual disputes between you and Lumber Liquidators. Notwithstanding the foregoing, in addition to our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the Lumber Liquidators store where you purchased the products in connection with any claim to collect amounts due and owing by you.

## 10. NO OTHER TERMS

SAMPLES, DESCRIPTIONS, AND OTHER INFORMATION CONCERNING THE PRODUCT CONTAINED IN CATALOGS, ADVERTISEMENTS, OR OTHER PROMOTIONAL MATERIAL OR STATEMENTS MADE BY SALES REPRESENTATIVES OR DISTRIBUTORS ARE FOR GENERAL INFORMATIONAL PURPOSES ONLY AND ARE NOT BINDING UPON LUMBER LIQUIDATORS. NO SALES REPRESENTATIVES, STORE MANAGERS, ACCOUNT REPRESENTATIVES, OR DISTRIBUTORS SHALL HAVE ANY AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND OR OTHERWISE MODIFY LUMBER LIQUIDATORS' WARRANTIES. THE TERMS OF THIS LIMITED WARRANTY DOCUMENT MAY NOT BE AMENDED EXCEPT THROUGH A WRIT-

TEN AGREEMENT TITLED "AMENDMENT TO LIMITED WARRANTY" AND SIGNED BY AN AUTHORIZED OFFICER OF LUMBER LIQUIDATORS, PROVIDED, HOWEVER, THAT LUMBER LIQUIDATORS MAY GENERALLY MODIFY, CANCEL, UPDATE, OR OTHERWISE CHANGE ITS PROSPECTIVE WARRANTIES FOR FUTURE SALES AT ANY TIME AND FOR ANY REASON.

## **11. OTHER PROVISIONS**

The section headings provided in this limited warranty are for convenience and informational reference only and shall and shall not affect the interpretation or construction of this limited warranty.

THE PROVISIONS OF THIS LIMITED WARRANTY ARE DEEMED TO BE SEVERABLE AND THE INVALIDITY OR UNENFORCEABILITY OF ONE PROVISION SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION.

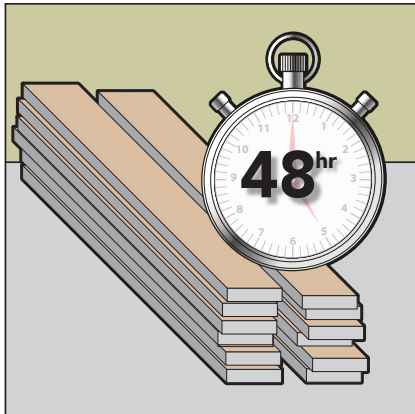

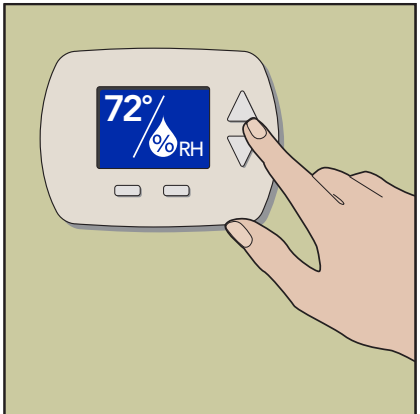
## **12. ADDRESS FOR LUMBER LIQUIDATORS**

Lumber Liquidators, Inc. is located at 4901 Bakers Mill Lane, Richmond, VA 23230.

[HOME \\* INSTALLATION \\* CARE](#)



**Save time & avoid frustration! Please read these entire instructions before starting your installation, and A.I.M. for success!**

|   |   |   |
|---|---|---|
| <p>AIM</p>  | <p>AIM</p>  | <p>AIM</p>  |
|    |   |    |
| <p><b>Acclimate Completely</b><br/>Acclimate your flooring to interior temperature for at least 48 hours. Temp. must be at 65°F – 85°F.</p> | <p><b>Install Correctly</b><br/>Take time to review Lumber Liquidators' installation guidelines to ensure that your installation goes well from beginning to end.</p> | <p><b>Maintain Environment</b><br/>Interior temperature should be maintained between 65° and 85°F during the service life of the floor.</p> |



**Need Help?** To obtain installation assistance or product information concerning this flooring, contact the store of original purchase, or call the Lumber Liquidators customer care at 800-366-4204.



**WARNING! DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEADBLAST OR MECHANICALLY CHIP OR PULVERIZE EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES.**

These products may contain asbestos fibers and/or crystalline silica. Avoid creating dust. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm. Unless positively certain that the product to be removed is a non-asbestos containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content. See current edition of the Resilient Floor Covering Institute (RFCI) publication, "Recommended Work Practices for Removal of Resilient Floor Coverings" for detailed information and instructions on removing all resilient covering structures. For current information, go to [www.rfci.com](http://www.rfci.com).



**LEAD WARNING:** Some paints and finishes in homes built before 1978 may contain lead. Exposure to excessive amounts of lead dust presents a health hazard. Prior to removing or sanding, comply with all applicable federal, state, and local laws, and reference the publication "Lead-Based Paint: Guidelines for Hazard Identification and Abatement in Public and Indian Housing" available from the United States Department of Housing and Urban Development regarding (1) appropriate methods for identifying lead-based paint and removing such paint; and (2) any licensing, certification, and training requirements for persons performing lead abatement work.



**MOLD AND MILDEW WARNING:** Prior to removing an existing resilient floor or when installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the installation area, the source of the problem should be identified and corrected before proceeding with the flooring work. Excessive moisture in the subfloor could promote mold, mildew, and other moisture related issues like the trapping of moisture emissions under the flooring, which may contribute to an unhealthy indoor environment. Mold has the potential to cause health problems and may produce allergens, irritants, and in some cases, potentially toxic substances. Before installing the new resilient flooring, ensure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold, or structural damage has been corrected. Remediation measures may require structural repairs such as replacing the contaminated underlayment and/or subfloor, cleanup measures using appropriate protection and biocide, or hiring a professional mold and mildew remediation contractor. Consult EPA mold guidelines on EPA's website at <https://www.epa.gov/mold>



**WARNING:**

Drilling, sawing, sanding or machining wood products can expose you to wood dust, a substance known to the State of California to cause cancer. Avoid inhaling wood dust or use a dust mask or other safeguards for personal protection. For more information go to [www.P65Warnings.ca.gov/wood](http://www.P65Warnings.ca.gov/wood)

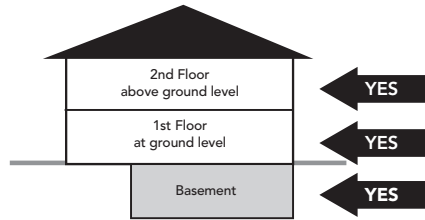
## RECOMMENDED USE:

Light, heavy commercial or residential interior use only. \*See the product's limited warranty for details.

Do not install in wet areas like patios and showers, or exterior areas. Do not install in boats, or other moving vehicles.

## GRADE:

On, above and below Grade.



## JOBSITE CONDITIONS:

- The building should be enclosed with all doors and windows in place.
- Prior to delivery and install: All wet works (e.g. drywall taping, texture, painting, stucco etc.) should be complete and allowed to dry. Areas should be at normal occupied conditions with HVAC operational for at least one week prior to the installation when building is so equipped.
- When installing over basements and garages, ensure they are dry and well ventilated.
- Crawlspace must be dry with a minimum 18" from the bottom of the floor joist to the ground, Crawl space earth (or thin concrete slab) should be covered 100 percent by a vapor retarder of black polyethylene (minimum 6 mil) or any recommended puncture-resistant membrane, such as Class C, meeting ASTM D1745. Ventilation shall be per local building codes.
- To avoid damages to the floor's finish, all construction activity should be completed before installing this floor.
- Ensure that exterior doors and appliances have sufficient clearance to accommodate the new flooring.
- Do not undercut metal door jambs before first confirming it doesn't violate local building and fire codes
- All gutters should be in place and functioning properly. Grading should be sloped to run water away from the home foundation.
- The installer - not the manufacturer or the retailer - is responsible for making sure that the site conditions are appropriate prior to installation of this floor.

## USER / OWNER / INSTALLER RESPONSIBILITIES:

- Install in good lighting.
- Product installation constitutes acceptance. Visually inspect the product and determine acceptability before installation. Claims will not be accepted regarding visual defects after flooring has been installed. If any planks are unacceptable due to color, finish, milling or any other reason, it is your responsibility to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all.
- A reasonable amount of installed flooring (up to 25% or 100 sq. ft. whichever is less) is enough to determine acceptance of quality.
- Retain a box label and keep on file with your receipt for future reference.
- If quality issues are suspected stop the installation and call your local store or CUSTOMER CARE at 1-800-366-4204.

## STORAGE:

In some instances, *especially commercial projects*, the phasing of the work may require that the product is stored away for the area to be installed and brought into the area as required, this LVP can be stored in a dry, non-environmentally controlled areas at temperatures between 35° F and 85° F always protect from weather, direct sunlight and ensure the area is free of internal combustion gases. Exposure can lead to yellowing.

Cartons stored in cold rooms or directly on cold cement (below 55°) will need additional acclimation time.

## ACCLIMATION:

- Allow all flooring materials, adhesives and maintenance products to acclimate to room temperature a minimum of 48 hours before starting the installation.
- Store cartons flat and squarely on top of one another, not leaning or on edge and no more than 6 cartons high in areas to receive new flooring.

## TEMPERATURE:

Interior temperature shall be maintained at a minimum of 65°F (18°C) and a maximum of 85°F (29.4°C) for 48 hours before, during and 48 hours after completion.

For best product performance, ensure the temperature in is maintained between 65° and 85F° for the life of the flooring.

## RELATIVE HUMIDITY:

Relative humidity and temperature effect the flash off time for the recommended adhesives, RH although it does not affect the flooring product must be maintained at adhesive manufacturer's recommended levels before and during installation for proper adhesive cure. See adhesive manufacturer Technical Data Sheets / Installation Instructions for more information.

## CUTTING ALLOWANCE:

A 10' x 10' room has net 100 square feet (Sq. Ft.) – the actual area that will have flooring – but more product is required to allow for cutting which generates unusable pieces.

Carefully measure the net square feet required, adding up multiple areas.

The table gives an approximate recommendation for cutting allowance:

Quantities are always rounded up to the nearest box.

Tip: If more than half a box is not available for spares we recommend ordering an extra box.

Please note: Actual cutting waste may be lower or higher based on room layout. e.g. multiple rooms vs. one large area and diagonal installations will require more cutting allowance.

| Net Area SqFt          | Total with Cutting Allowance SqFt | % Applied |
|------------------------|-----------------------------------|-----------|
| 100                    | 110                               | 10        |
| 200                    | 218                               | 9         |
| 400                    | 432                               | 8         |
| 600                    | 642                               | 7         |
| 800                    | 848                               | 6         |
| 1000                   | 1050                              | 5         |
| above 1000 SqFt add 5% |                                   |           |

Consider carefully before returning boxes.

Keeping extra boxes is a great idea and inexpensive insurance against damage, if a repair is needed the product and batch will be the same, and you have options even if the product has been discontinued.

### EXPANSION SPACE:

A minimum gap of 1/8" is required between the flooring and all vertical obstructions (walls, door jambs, pipes, staircases, posts, fixtures, built-ins, etc.).

### RUN WIDTH AND LENGTH:

No limit in run length or width.

### CABINETS / FIXED FIXTURES:

Although not recommended, cabinets may be installed on top of this product (see product's limited warranty for details).

## SUBFLOORS NEED TO BE CLEAN – FLAT – DRY:

All substrates must be structurally sound and free from movement or deflection.

### CLEAN:

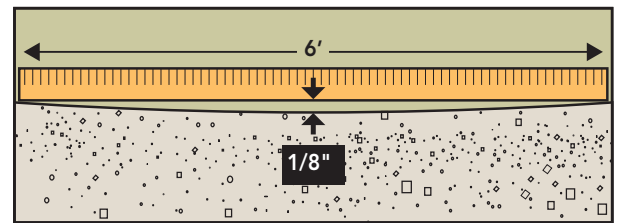
Free from contaminants including but not limited to: oil, grease, parting compounds, chemical contaminants, sealing and curing agents, paint, drywall compound, old adhesives such as cutback, solvents, and loose or broken patching agents and other foreign materials that might prevent adhesive bond (refer to the adhesive technical data sheet / install guide).

Free from particles including but not limited to: dust, dirt, and grit.

### SUBFLOORS MUST BE FLAT AND SMOOTH

#### FLAT:

Subfloors must be flat within 1/8" over 6', and 3/16" over a 10' span.

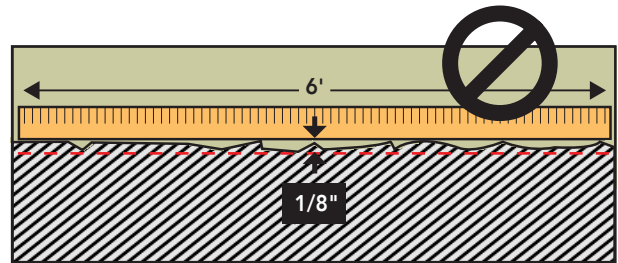


#### SMOOTH:

Abrupt peaks and valleys must be avoided!

Improper substrate or flatness can result in gaps, locking mechanism failure and premature wear on surface.

Correct any issues.



### DRY:

Follow product use limitations and adhesive manufacturers technical data sheets (TDS) / install guide.

Do not install this flooring over plywood underlayment attached to concrete, unless it is known that an appropriate moisture barrier has been installed (all applications).

## WOOD SUBFLOORS

### PREPARATION:

- Screw down loose or squeaky sections of plywood and replace areas that are damaged.
- To smooth over or eliminate telegraphing of the base floor or to cover over unsuitable substrates in wood subfloors, use APA grade plywood underlayment, thickness (1/4" solid core luan or 3/8" plywood) or similar panels warranted by the plywood manufacturer for this application.
- To address flatness concerns sand or plane high spots and fill the low spots with a material approved for use under wood flooring.
- Low, sagging areas of the subfloor should be cut out and replaced with the same thickness.
- To smooth over or eliminate telegraphing of the base floor or to cover over unsuitable substrates in wood subfloors, use APA grade plywood underlayment, thickness (1/4" solid core luan or 3/8" plywood) or similar panels warranted by the plywood manufacturer for this application.
- Installers are responsible to use materials to ensure product performance.
- Substrates that are un-level /flat due to structural deficiencies should be repaired by a licensed contractor.
- Never apply plastic sheet over wood subfloors.

### STRUCTURAL REQUIREMENTS:

Note that joist spacing determines minimum subfloor thickness.

#### Joist spacing 16" on center (OC) or less

- Plywood: Minimum of (5/8", 19/32") Oriented Strand Board (OSB): minimum (3/4", 23/32")
- Advantech minimum (3/4", 23/32")

#### Joist spacing 16" up to 19.2" (OC)

- Plywood: Minimum of (3/4", 23/32") Oriented Strand Board (OSB): minimum of (3/4", 23/32")

#### Joist spacing over 19.2" up to maximum 24" (OC)

- Plywood: Minimum of (7/8") Oriented Strand Board (OSB): Minimum of (1") or two layers of subflooring or brace between truss/joists in accordance with local building codes.

## MOISTURE TESTING:

Use a meter that is species / material adjustable. E.g. Ligno-scanner SDM or mini-Ligno DX/C moisture meter. If using alternate meter, check that meter can be used with the subfloor material in question.

- Test sub-floor in multiple locations, with an appropriate wood moisture meter, it's recommended to test 20 location per 1000 square feet and average the results. Moisture readings must not exceed 12%.
- Higher readings indicate a moisture concern that needs to be addressed before installation can begin.
- For your protection, documenting and saving the test results is recommended.

## CONCRETE SUBSTRATES:

- Prepare and test per ASTM F 710; The Standard Practice for Preparing Concrete to Receive Resilient Flooring.
- Surface cracks, grooves, depressions and other irregularities shall be filled or smoothed with latex cement patching compound.
- Concrete floors shall be smooth to prevent irregularities, roughness, or other defects from telegraphing through the new resilient flooring.
- Patching or underlayment compound shall be moisture, mildew and alkali-resistant for commercial installations and provide a minimum of 3000 psi compressive strength after 28 days.
- Do not install this flooring over plywood underlayment attached to concrete.
- Do not install this flooring over expansion joints, crack isolation joints, or other moving joints in concrete slabs. Flooring material shall be cut to either side of the joint and a suitable transition installed.
- Surface Contaminants: Mechanically remove all surface contaminants by grinding or scarifying the substrate.

## RECOMMENDED PATCHES/LEVELERS:

- Cement Patching- Bostik Webcrete R 95™
- Total Surface Self-Leveling- Bostik SL-175™,
- Slab temperature – must be between 65°F and 85°F.
- Installing over existing flooring- follow adhesive manufacturer's recommendations
- Bond tests should always be performed.

## CONCRETE MOISTURE TESTING

- It is the installers / end users responsibility to moisture test all concrete substrates regardless of age or grade level to determine the acceptable limits of moisture applicable to the adhesive used. A concrete slab shall be cured a minimum of 60-90 days before performing moisture tests.
- Follow the moisture testing, limitations and procedure guidelines of the adhesive manufacturer
- The use of moisture meters, plastic sheet test and/or bond tests are not industry accepted quantitative test methods
- When using the (RH) relative humidity test follow the ASTM F 2170, Standard

## pH Testing- Surface Alkalinity on Concrete Substrate

*To ensure proper bonding concrete floors should be tested for pH levels prior to the installation of resilient flooring.*

See the following procedure taken from ASTM F710:

pH Testing—Concrete floors shall be tested for pH prior to the installation of resilient flooring. Levels of pH shall not exceed the written recommendations of the adhesive manufacturer.

To test for pH at the surface of a concrete slab, use wide range pH paper, its associated pH chart, and distilled or deionized water. Place several drops of water on a clean surface of concrete, forming a puddle approximately 1 in. (25 mm) in diameter. Allow the puddle to set for 60 - 65 seconds, then dip the pH paper into the water. Remove immediately, and compare to chart to determine pH reading. Other pH testing methods such as pH pencils or pH meters, or both, are available and may be used to measure pH. Readings below 7.0 and in excess of 10.0 have been known to affect resilient flooring or adhesives, or both. Refer to adhesive manufacturers technical data sheets installation guidelines to determine adhesive pH and Moisture limits.

## RECOMMENDED ADHESIVES

**Bostiks Vinyl-Grip 90™ or Vinyl-Grip 99™** - use a 1/16" x 1/32" x 1/32" square notched trowel, coverage est. (220-260 sq. ft. per gal).

**Quicklay LVT Spray** - an aerosol spray coverage est (140-150sqft per can).

**Vinyl- Grip™ 99** may be used on slabs with elevated moisture up to 99% RH and a pH level of 12.0.

**Vinyl-Grip™ 90** may be used on slabs with elevated moisture up to 90%RH and pH level of 10.

Silencer Vinyl Spray Adhesive may be used on slabs with up to 93% RH, and pH of 8.0–11.0

Refer to manufacturers technical data sheets (TDS) / installation guidelines for more details.

## RADIANT HEAT

- This flooring is suitable for installation over Hydronic Radiant heating systems.
- New heating systems should be running two weeks before installation to remove residual moisture from the subfloor.
- Lower temperature of heating system to 65°F for one week prior to installation.
- Gradually increase temperature in increments of 10° per day to avoid “shock” to vinyl flooring.
- Surface temperature should never exceed or sustain 85°F.
- Be sure that adhesives are compatible with radiant heat systems, and follow adhesive manufacture recommendations for proper application over radiant heat systems.

*Because of the wide array of systems on the market each with its own features and applications, it is recommended that the installer / end user consult with the heating provider for best practices and installation methods.*

*It is the user's responsibility to confirm the suitability of any selected or existing radiant-heating system that will be used in conjunction with this flooring.*

Rugs placed over radiant heated flooring can increase the surface temperature in that area by 3°– 5°F degrees.

## HELPFUL TOOLS: (as needed)

- Tape Measure • Metal Framing Square • Utility Knife • Recommended Trowel(s) • Chalk line • 75 lb. or 100 lb. roller
- Carpenters Pencil • 6' level or Screed • Jamb saw • Vinyl Tile cutter • Diamond Grinder • Hammer-Drill • Masonry Bit
- Niosh Dust • Mask • Gloves • Knee Pads • Safety Glasses • Ear protection • Broom/vacuum • RH In Situ test kit

## ADDITIONAL NOTES:

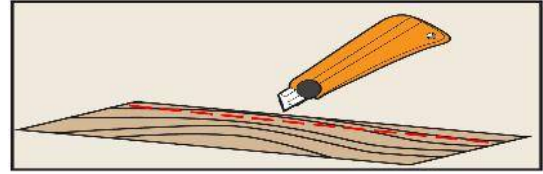
- When moving furniture and heavy equipment, use luan board, plywood, or other similar covering to protect the floor.
- Moisture intrusions from concrete via hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect this floor covering over time. Moisture can also be trapped below the flooring and create mildew or mold.

**Each project is unique and different. Installation advice or recommendations are given as a courtesy and not intended to take the place of an installer's visual inspection, expertise or informed judgment, which will override any advice or recommendations given in the Installation Guidelines. The end user / contractor on-site is ultimately responsible for ensuring that selected products are appropriate for local conditions and / or the final use of the product.**

# How to Install Glue Down Vinyl Flooring



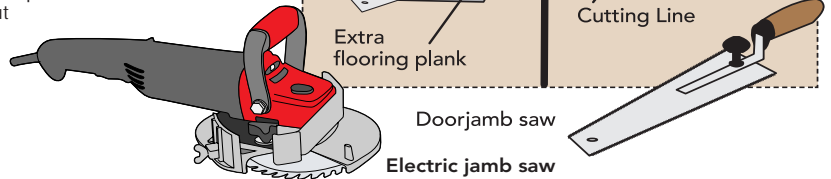
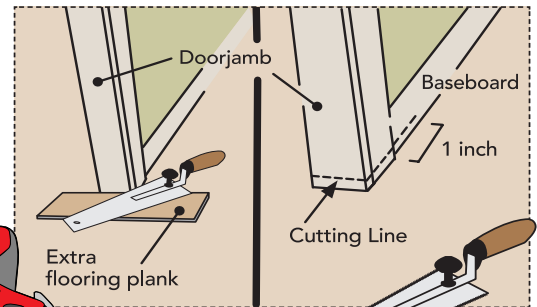
This material cuts easily using a sharp utility knife.  
**Just Score & Snap!**



## STEP 1. GETTING STARTED:

Remove any existing quarter round, shoe moldings, baseboards and doorway transitions. Remove existing floor covering as required, check floor flatness per details on previous page and address any issues. Check that all doors will swing open with adequate clearance over the new flooring prior to starting any work.  
**Important: Any metal doors must be addressed by a specialist to adjust. Do not cut metal door frames!**

Undercut all door casings and jambs with a jamb saw to allow the flooring to slide under the doorjamb. If a baseboard is still in place, extend the undercut about 1" beyond the door frame casing. To find the height to cut the jamb, lay a scrap piece of flooring next to the doorframe and lay the saw blade on top. After cut, ensure the the floor plus underlayment does not bind, always leave 1/16" clearance under the door jamb / casing for the floor to be able to move freely without vertical restriction.  
**Check for alarm or other low voltage wiring before cutting.** Ensure that exterior doors and appliances have proper clearance to accommodate the new flooring. Do not undercut metal door jambs before first confirming it does not violate local building and fire codes.



Adjust as required.

## INSTALLATION

Fully glue to approved, properly prepared substrates.

## STEP 2. LAYOUT

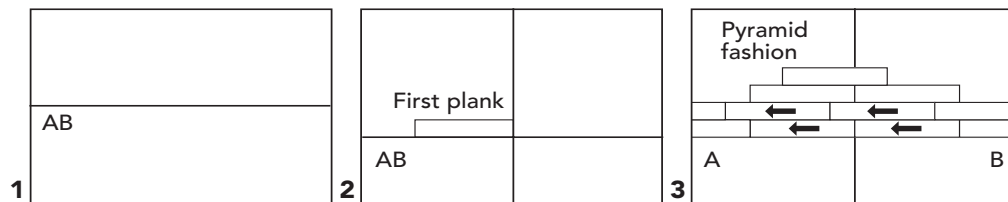
**INSTALLERS! It is advisable to determine the installation layout and direction [North-South vs East-West]**

Determine which direction the planks will be installed. Generally, plank flooring is run parallel with the longest straight exterior wall, or the focal point of the room. Considerations are fireplaces, doors, cabinets, transitions. For best appearance full planks are desirable at the focal point and most cases it is the longest unbroken wall in the room.

To ensure straightness, LVP vinyl planks can be installed along the longest wall or in the center of a large room working outwards

### Center Layout Method

- Find the center of the floor by measuring and marking vertical & horizontal lines across the floor (Pic 1 and 2).



- Adjust layout lines as necessary to minimize perimeter planks less than 8" long and less than 2.5" wide.
- Make sure lines are square and then work from the center layout lines outwards.
- The First row of planks must be laid perfectly on the guideline as this will affect the entire installation (pic 2). Make sure each plank is flush against the adjoining plank. Lay planks in a pyramid fashion (pic 3).
- If "directional arrows" are printed on the back of the Luxury Vinyl (pic 3) point these arrows in the same direction.
- When installing planks, stagger the end joints a minimum of 8" away from the end joints in the previously installed row.

### ALTERNATIVE "STARTING WALL" LAYOUT

Preparation of planks for the starting row when needed:

To avoid very narrow pieces at the finish wall; measure the distance between the starting wall and the finish wall, then divide this number by the width of the flooring planks. The fraction is the width of the last plank.

Eg. for a 10' wide room:

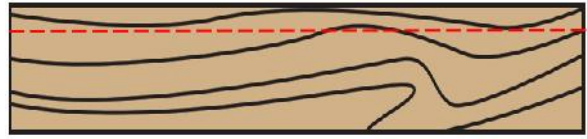
Starting to finish wall = 120" - 1/2" (1/4" expansion x 2) = 119.5"

Width of Plank = 5"    119.5 ÷ 5 = 23.9

Twenty three full planks are required and last will be fraction x plank width

5 x 0.9 = 4.5

If width of last plank is less than 2.5" balance by cutting width of first row of planks accordingly.



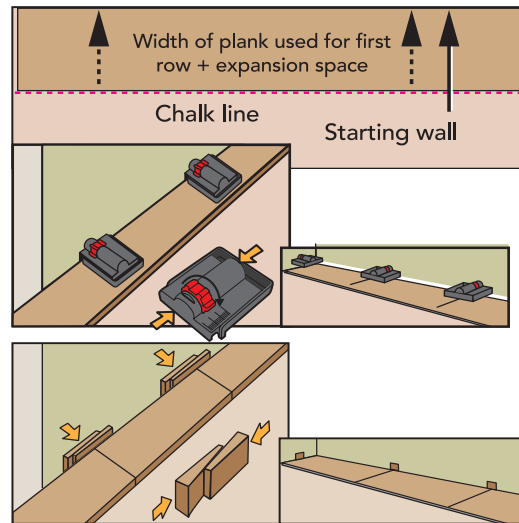
### ESTABLISH A WORKING LINE

In at least two places, measure out **equal distance** from your starting wall, 12"–18" from each corner.

The distance from the starter wall to the line will be the width of the plank used on first row plus the expansion space. Mark these points and snap a chalk line (as shown) parallel to your starting wall. Be sure to maintain proper gap around all vertical obstructions, e.g. newel posts, raised hearths, upright pipes, etc.

Use wedged spacers to maintain minimum expansion gap between the flooring and the walls.

Place spacers adjacent to each plank joint, and at the beginning and end of each row.

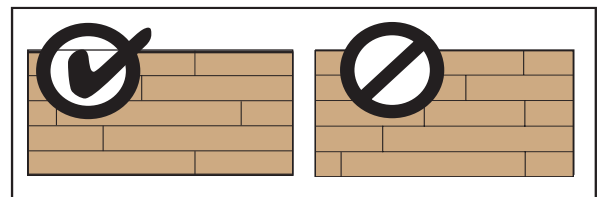


### STEP 3. Apply ADHESIVE

- Spray adhesive or Spread adhesive evenly with the proper trowel as described in manufacturers guidelines. Open time is influenced by substrate porosity and atmospheric conditions (i.e. temperature, humidity, and air movement). For best results maintain adhesive, floor covering, and room at a stable temperature of 65°F – 85°F (18°C - 30°C) continuously for 48 hours before and after installation. Relative humidity must be maintained at adhesive manufacturer recommended levels before and after installation for proper adhesive cure. Flooring is installed when the adhesive has flashed off sufficiently to prevent adhesive transfer to the fingertips, Flooring must be installed within the working time. See adhesive manufacturer Technical Data Sheets / Installation Guidelines for more information.
- **NOTE: Depending on layout/pattern installed, when installing for the first few rows, at the starting wall (non-"CENTER" LAYOUT"), only apply enough adhesive that you can comfortably "reach and lay" into (typically 2' - 3').**
- **When product is installed on flashed off adhesive, it is ok to work off the installed floor allowing more adhesive to be spread.**
- For best results maintain adhesive, floor covering, and room at a stable temperature of 65°F – 85°F (18°C - 30°C) continuously for 48 hours before and after installation. Relative humidity must be maintained at adhesive manufacturer recommended levels before and after installation for proper adhesive cure. Flooring is installed when the adhesive has flashed off sufficiently to prevent adhesive transfer to the fingertips, Flooring must be installed within the working time. See adhesive manufacturer Technical Data Sheets / Installation Guidelines for more information.

### PLACEMENT FOR PLANKS:

- When laying out planks, always stagger end joints from row to row, by at least 8" to ensure a pleasing appearance.
- Work from different cartons of planks to minimize clustering of patterns.  
Pay close attention to avoid "stairstep" or "H-patterns" appearing in the flooring.



- Start with a full plank for the first row, a 1/2 plank for the second row and a full plank for the third row, repeat process until completion.
- Start with a full plank for the first row, a 2/3 plank for the second row and a 1/3 plank for the third row, repeat process until completion.

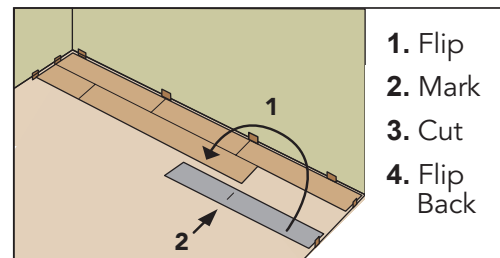
- NOTE:** Pressure sensitive adhesives have a "high grab" feature: take care to place planks accurately as they will not slide into place once laid into the glue and pressure applied.
- If "directional arrows" are printed on the back of the Luxury Vinyl (pic 3) point these arrows in the same direction.
  - When installing planks, stagger or space the end joints a minimum of 8" away from the end joints in the previously installed row.

### STEP 4. CUTTING END-OF-ROW BOARDS:

**IMPORTANT:** The last board in each row must be cut to fit, while still maintaining a proper expansion gap at the walls.

Here's how:

1. Flip the plank over, end-to-end.
2. Lay the flipped board next to the row of planks, and mark it.
3. Cut the plank at the mark maintaining a proper expansion gap at the walls.
4. Flip the plank back over and install as normal.



### FITTING AROUND IRREGULAR SHAPED OBJECTS:

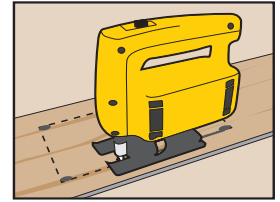
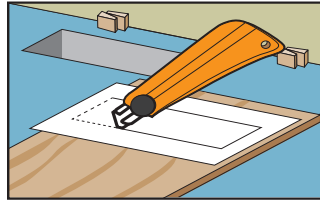
Make a template to fit around pipes or irregular shaped objects. Place the pattern upon the plank and trace. Cut along the trace lines using a jig saw, and install plank.

Note: Be sure to leave the recommended expansion space around all fixed objects, cabinetry and metal door jambs.

## FITTING AROUND IRREGULARLY SHAPED OBJECTS

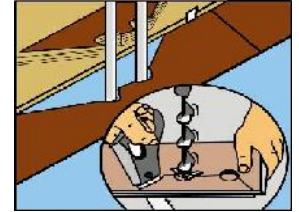
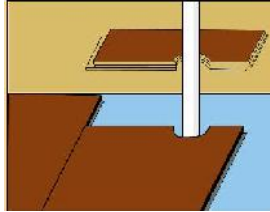
Make a template to fit around pipes or irregular shaped objects. Place the pattern upon the plank and trace. Cut along the trace lines using a utility knife or jig saw, and lay plank.

**Note:** Be sure to leave a proper expansion space around all fixed objects, cabinetry, and metal door jambs.



## PIPES:

If a pipe is passing through the floor, make a hole through the plank 1/2" greater than the diameter of the pipe, cut the plank with a 45° angle towards the hole. Glue the cut-off piece back in position.



## ROLLING / CROSS ROLLING:

To ensure proper adhesive transfer. Use a 75 lb. or 100 lb. sectional roller for rolling and/ or cross rolling the flooring during installation. In areas that cannot be accessed with a large roller use a hand roller. Check bond after 1-2 hours and roll again if required.

## BRINGING THE FLOOR INTO SERVICE

Follow adhesive manufacturer's recommendations for Vinyl-Grip 90, Vinyl-Grip 99 and Silencer Vinyl Spray Adhesive:

- Foot traffic is allowed immediately after installation.
- Always use floor protection to roll heavy items like refrigerators.
- Do not "food mop". Do not begin damp mop maintenance for at least 48 hours after installation is complete.
- If construction is to continue after the floor is installed, sweep the floor and cover with breathable, Kraft type or construction paper to protect from soil and foot traffic.

## STEP 6. TRANSITIONS:

In areas where new floor is ended or meets other types of flooring, such as wood, carpet or ceramic tile, select an appropriate molding to get a professional looking and safe transition.

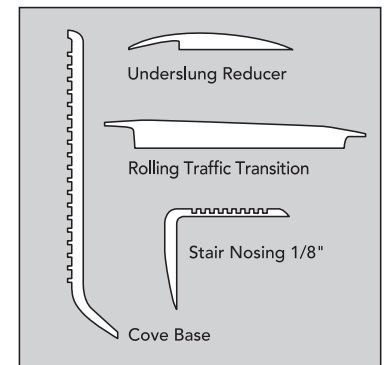
Underslung Reducer (as shown) or a wedged rubber reducer can be used to transition from Luxury Vinyl down to the subfloor.

Stair Nose transitions from floor edge at a step-down; E.g. when the flooring meets at the top of a stairway "going down".

Rolling Traffic Transitions from carpet to the Luxury Vinyl.

Transitions are installed using a "contact cement" application.

Cove Base is used to cover expansion provide a clean look between the wall and the Luxury Vinyl. Cove base is adhered to the wall using "cove base" adhesive.



## REPAIRS

- Save extra tiles from the initial order in the event that installed tiles become damaged and repairs are needed.
- This will ensure lot number and shading compatibility.

## TILE REPLACEMENT:

- Mark the tile you wish to replace, score it diagonally with a utility knife from corner to corner, avoid damage to surrounding tiles.
- Heat the tile from the center outwards using a hair dryer 4 inches from the surface. The tile should be hot to the touch so as to loosen the adhesive and ensure maximum pliability. Next, pry up the tile, re-applying adhesive if necessary.
- Install new tile.

## ADDITIONAL NOTES:

Moisture intrusions from concrete via hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect floor coverings over time. Moisture can also be trapped below the flooring and create mildew or mold.

Each project is unique and different. Installation advice or recommendations are given as a courtesy and not intended to take the place of an installer's visual inspection, expertise or informed judgment, which will override any advice or recommendations given in the Installation Guidelines. The end user / installer on-site is ultimately responsible for ensuring that selected products are appropriate for local conditions and / or the final use of the product.



## CARE AND MAINTENANCE GUIDE

Visade is designed to bring beautiful wood and stone looks to your environment to fit your flooring needs and style, while also providing a solution with easy maintenance.

Created for residential, light and heavy commercial applications, this flooring is extremely durable but still requires care and attention to keep it looking beautiful for years to come.

For day to day cleaning we recommend the floor to be swept and/or vacuumed. The vacuum head must be a felt brush type. Do not use vacuum with beater bars / very hard bristles. This will eliminate fine particles of dirt and grit that act like sandpaper which will scratch and / or dull the surface of your flooring.

Use Bellawood Floor Cleaner to deep clean your whole floor and clean spots and soiled areas.

Reduce the visibility of minor scratches using Bellawood Scratch Away.

DO NOT use cleaning agents containing wax, oil or polish. Leftover residue will form a dull film.

DO NOT use steel wool or scouring pad, as they will scratch the floor.

The use of residential steam mops on this product is allowed. Use at lowest power with a suitable soft pad, do not hold a steam mop on one spot for an extended period of time. Refer to the steam mop's manufacture instructions for proper usage.

This flooring can be dented, gouged and scratched, this can be caused by but is not limited to: dropped objects, damaged shoe heels / soles, abrasive particles, etc. The following steps will help reduce the risk of this kind of damage:

- Floor protectors should always be installed to the bottom of furniture to prevent scratching and marking.
- Minimize abrasive material and dirt by placing mats on both sides of exterior doors and by using area rugs in high-traffic areas.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters.
- Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have been engineered for hard surface floors (casters should be a minimum of 1" wide and at least 2" in diameter).
- Never slide or roll heavy furniture or appliances across the floor.
- If flooring will be exposed to rolling traffic or heavy, appliances protect the flooring with plywood or hard-board panels.
- Remove shoes that are damaged exposing sharp metal, have cleats etc. before walking on the floor.

Your flooring is like other products and is susceptible to fading, with prolonged exposure to sunlight. Use of window coverings, shades or tinting your windows is recommended.

Although the flooring planks are waterproof, you should promptly remove spills using a soft cloth reducing slip hazards.

We love our pets but occasionally accidents happen.

- Cleaning the affected area should begin immediately upon discovery:
- Use absorbent paper tissue to collect as much of the deposited material as possible and properly dispose of it. Remove any existing residue with a suitable disinfecting cleaner.
- Repeat until all residue is removed. Buff dry. Clean, using Bellawood Floor Cleaner.
- The more time that elapses before removal, the more difficult a stain will be to remove.
- Keep pets' nails trimmed.

We recommend the use of NON-RUBBER backed mats that are labeled "colorfast" by the manufacturer. Non-staining, vinyl-backed mats or woven rugs should be used at all door entries from outside to avoid discoloration from asphalt driveways, catch dirt, grit, sand, and other debris to help sustain the flooring.

We also recommend using protective mats around sinks and tubs to catch excess water and debris.

## LIMITED COMMERCIAL WARRANTY

### **VISADE Vinyl Plank Flooring**

#### 1. WHO MAY USE THIS WARRANTY?

Lumber Liquidators, Inc. ("we," "us," and "our") extends this limited warranty only to the consumer who originally purchased the product ("you") and only for residential use. It does not extend to any subsequent owner or other transferee of the product. **THIS LIMITED WARRANTY IS NOT TRANSFERABLE. THE LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL PURCHASER.**

#### 2. LIGHT AND HEAVY COMMERCIAL USES AND THE PERIOD OF COVERAGE

- Light Commercial** Our products are designed for commercial and business uses. The warranty periods for each product are determined by their application and use. Light commercial uses are defined as areas where foot traffic is light to moderate and light to moderate castor chair use where castors are modified using caster chair wheels (soft wide castors specifically for hard surface) or castor chairs are used with castor chair mats designed for hard surface and without the use of heavy chemicals, acids, greases or other such contaminants. Examples of light commercial uses include: professional offices, including lobbies, waiting rooms, hallways; corporate locations such as banks, conference rooms, meeting rooms; small retail stores such as salons, jewelry stores, dressing rooms; applications in apartment lobbies and common areas, and connecting hallways and offices.
- Heavy Commercial** Heavy (or Full) Commercial Areas are areas of use with floors subjected to, moderate to heavy foot traffic and moderate to heavy castor chair use where modified caster chair wheels (soft wide castors specifically for hard surface) or castor chairs are used with castor chair mats, designed for hard surface moderate to heavy traffic. Portable furnishings with casters, rests and hard wheels that concentrate the weight or point loading of the appliance/equipment are excessive heavy use.
- Determination of Application and Use** We shall have the sole right to make the determination of whether an application is for light or heavy commercial uses. For purposes of such determination, we may need to visit the location that relates to the warranty claim for inspection and use. **These limited warranties do not apply to industrial uses. Industrial uses include but are not limited to use in environments with heavy chemicals, acids, greases (including for food) or other such contaminants, and those use in environments with forklift use, industrial plants, uses where extra heavy static and dynamic loads are applied to flooring, and use of casters bearing extra heavy loads on resilient flooring.**

Subject to the requirements listed in Section 5 below, this limited warranty starts on the date of your purchase and lasts for the time period set forth in the chart below for your specific product (the "Warranty Period"):

| Product Identification       | Light Commercial Warranty Duration | Heavy Commercial Warranty Duration |
|------------------------------|------------------------------------|------------------------------------|
| Wear Layer Thickness: 8 mil  | 5 Years                            | N/A                                |
| Wear Layer Thickness: 20 mil | 15 Years                           | 10 Years                           |

If, for any reason, we repair or replace the product, the Warranty Period is not extended. We may change the availability and duration of this limited warranty at our discretion, but any changes will not be retroactive, and shall only apply to products purchased after such changes.

### 3. WHAT DOES THIS WARRANTY COVER?

During the Warranty Period (defined above) and subject to the complete terms of this limited warranty, this limited warranty covers the following product aspects from defects in materials and workmanship of the purchased product (the "product"):

- **Limited Finish Wear Warranty** Finish wear from normal use conditions resulting in the exposure of the decorative layer, subject to the exclusions provided in Section 4 below.
- **Product Structure** The product will be free of manufactured defects in materials and workmanship.
- **Curling** Vinyl peel and stick will be free from edge curling from normal use conditions.
- **Limited Waterproof Warranty** The structural integrity of the product will not be significantly diminished by exposure to water during the Warranty Period under normal use conditions. This limited warranty extends only to topical moisture and topical water exposure. Please note that this warranty relates only to the purchased product itself and does not warrant that your subfloor, or any other items or properties will be safe from water damage because of the installation of this product.
- **Limited Pet Stain Warranty** While the vomit, urine, and feces are still wet (and such wetness is not exceeding twenty-four hours), the product will resist staining and damage caused by the vomit, urine, and feces of domestic cats and dogs that occur during normal use, subject to timely attention under the Installation and Care Requirements (defined and discussed below). Please note that this warranty relates only to the purchased product itself and does not warrant that your subfloor, or any other items or properties will be safe or resistant from these pet stains because of the installation of this product.
- **Delamination** The product will not delaminate under normal use conditions.

### 4. WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any defects or damages due to: (a) failure to strictly follow the Installation and Care Requirements (defined and discussed below) regardless of the installer; (b) transportation; (c) storage; (d) improper use; (e) modifications; (f) unauthorized repair; or (g) external causes such as accidents, abuse, or other actions or events beyond our reasonable control. In addition, this limited warranty does not cover any defects or damages due to the following:

- **Excessive Moisture** Non-structural damages caused by moisture (such as mildew and mold) are excluded. In addition, moisture intrusions from concrete hydrostatic pressure, flooding, or plumbing leaks, along with high levels of alkalinity, can affect surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the product. Damage from such conditions, including to the floor and subfloor, is not covered under this limited warranty.
- **Moisture Protection** This flooring should not be used to seal an existing floor from moisture. This flooring cannot prevent problems associated with, or caused by flooding, excessive moisture, existing moisture, or alkalis in the subfloor or conditions arising from hydrostatic pressure. To be abundantly clear, this limited warranty does not cover damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the product itself. This limited warranty does not cover damage resulting from mold and/or mildew growth due to prolonged exposure to moisture, all casualty events involving water coming in contact with your floor and failures normally covered by insurance, including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances.

- **Site and Environmental Conditions** Defects or damages resulting from: site conditions (such as extreme heat, radiant heat (for some products), or exposure to sand); indentations and scratches (caused by furniture, heavy rolling loads like un-modified wheels on cast-er chairs, castor chairs without protection mats, heavy electric wheel chairs, metal or thin wheels on appliances, tools, grit, heels, toys, etc.); improper maintenance and accidents; misuse and abuse. These items are not covered under this limited warranty.
- **Heat Exposure** This flooring is susceptible to changes in the conditions to which it is exposed including seasonal and environmental factors. Gapping or buckling due to expansion and contraction in extreme temperatures may occur.
- **Gloss Reduction** Fading or loss of gloss (or glaze) is not finish wear and not a product defect covered under this limited warranty.
- **Other Finishes** This limited warranty covers the factory-applied finish only. Applying another finish or sanding (such as in preparation for another finish) may damage the factory-applied finish and voids this limited warranty against finish wear.
- **Exterior Use** This limited warranty does not cover exterior use of the product.
- **Non-Flooring Installations** This limited warranty does not cover use of the products for installations on ceilings or other usages for purposes other than flooring (like furniture or countertops).
- **Visible Defects** As discussed further below in Section 5.C., products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory.
- **Color and Shade Variations** New or replacement flooring may not always match samples, printed color photography (including websites and catalogs), existing flooring or other products (such as cabinets, stair railings, trim and moldings). These variations should be expected. Inspect product before installation claims for color and shade variation will not be accepted after the product is installed.
- **Fading** This limited warranty does not cover fading from exposure to sunlight or discoloration due to use of rubber-backed mats.
- **Odd Lots or AS-IS** An odd lot (or flooring sold AS-IS) is flooring that is discounted because it did not pass our rigorous inspection process and is not covered by this limited warranty.
- **Third-Party Purchases** Except for an authorized transfer in writing by us, this limited warranty does not cover any purchases other than those made directly from Lumber Liquidators in store, online, or by phone.
- **Radiant Heat** Please consult the Installation and Care Requirements regarding whether your particular product may be installed over radiant heat. If you Installation and Care Requirements do not include materials regarding installation over radiant heat, your product is not appropriate for installation over radiant heat and not covered under this limited warranty for such installations. If your Installation and Care Requirements provide instructions for such installation, this limited warranty does not cover those products that are not installed according to the radiant heat manufacturer guidelines or not installed in compliance with the Installation and Care Requirements.
- **Outdoor Installation** Outdoor and partial outdoor installations of the product void this limited warranty and are not covered.
- **Removal and Replacement** This limited warranty does not cover the cost of the removal or replacement of Countertops, cabinets, built-in appliances or other fixtures, installed on top of your floor.

- ***Improper Installation and Maintenance*** This limited warranty does not cover any dissatisfaction or damage due to improper installation or maintenance (but excluding improper installation or maintenance performed by us). This includes any damages caused by any installation (regardless of the source of the installation advice other than directly provided by us) that conflicts with the applicable product installation instructions—for example, damage caused by sub-surface, sub-flooring and jobsite environmental deficiencies, improper transportation, acclimation and storage.

## 5. HOW DO I MAINTAIN THIS WARRANTY DURING THE WARRANTY PERIOD?

To maintain this limited warranty during the Warranty Period, you are obligated to meet all of the following requirements for your use, installation, and maintenance of the product (the “Installation and Care Requirements”). The Installation and Care Requirements must be strictly followed for the limited warranty to remain valid and not be void.

- A. ***Follow the Pre-Installation Requirements.*** Prior to installing a single board, tile, or product, you or the installer must determine that the job-site environment and the sub-surfaces (including subfloor substrate) meet or exceed applicable industry and product standards, including, without limitation, moisture testing and controls. The product installation instructions discuss these standards and are provided in full below. These requirements must be strictly followed.
- B. ***Comply with All Laws.*** In your installation, maintenance, and use of the product you must comply with all laws and regulations, including, without limitation, all applicable environmental and building codes, regulations and laws.
- C. ***Inspect All Products for Visible Defects.*** Products installed with visible defects are not covered under this limited warranty. Accordingly, before installation, you and the installer should examine each product to ensure it is satisfactory. If any products are unacceptable for any reason, it is up to you to determine to use them, hide them in areas like closets, trim off the imperfection, or not install them at all. You should plan on being present during your installation to ensure that all required procedures are completed and products with visible defects are not installed. It is important to inspect individual boards and tiles and to frequently step back to observe the “whole picture” before installation is completed. If quality issues are suspected before or during installation immediately contact the store where your floor was purchased or call us at 1-800-366-4204.
- D. ***Follow the Installation and Care Instructions.*** It is your duty to make sure the installation requirements are strictly followed, including, without limitation, as they relate to the use of moisture barriers, installation tools, and the evaluation of job site conditions and moisture testing. The product’s installation and care manual(s) are provided in this document below, and those terms and provisions are part of this limited warranty.

## 6. WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will provide a Lumber Liquidators’ store credit in the amount of the purchase price paid for the defective portion of the flooring (excluding any installation costs and labor). A store credit is the sole remedy under this warranty and can be used for store product purchases only. Provided, however, we reserve the right, in our sole discretion, to repair or replace such product (or the defective part) free of charge in lieu of a store credit. We will also pay for shipping and handling fees to return the repaired or replacement product to you if we elect to repair or replace the defective product.

There is no guarantee that the same or a similar product to the original flooring will be available at the time a store credit is issued or redeemed.

We reserve the right to investigate, assess, and validate reported claims by, among other things, requesting samples from you for technical analysis and performing an inspection of the flooring and installation location.

## 7. HOW DO YOU OBTAIN WARRANTY SERVICE?

To file a warranty claim during the Warranty Period, you may:

- A. Visit the store where you purchased your floor;
- B. Call us at 1-800-366-4204; or
- C. Email via the "contact us" link at [www.lumberliquidators.com](http://www.lumberliquidators.com)

## 8. WHAT ARE THE LIMITATIONS OF LIABILITY?

**THE REMEDIES DESCRIBED ABOVE IN SECTION 6 ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. NOTWITHSTANDING ANY OTHER PROVISION OR TERM, OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT OR DEFECTIVE PORTION THEREOF.**

**UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT. WITHOUT LIMITING THE FORGOING SENTENCE, LOSSES, DAMAGES OR EXPENSES RELATING TO ANYTHING OTHER THAN THE FLOOR ITSELF ARE NOT COVERED, INCLUDING, WITHOUT LIMITATION, DAMAGES DUE TO ANY DELAYS, LOST PROFITS, LOSS OF BUSINESS, LOSS OF USE OF PREMISES, MISSED TIME FROM WORK, HOTEL STAYS, STORAGE FEES, KENNEL COSTS FOR PETS, REMOVAL OF DEFECTIVE FLOORING, INSTALLATION OF REPLACEMENT FLOORING, OR REMOVAL OR REPLACEMENT OF ITEMS BUILT ON TOP OF ANY FLOORING (FOR EXAMPLE, COUNTERTOPS, CABINETS, BUILT-IN APPLIANCES).**

## 9. TERMS OF DISPUTE RESOLUTION

**NO JOINT OR CLASS ACTIONS:** Neither you nor Lumber Liquidators shall be entitled to join or consolidate claims in arbitration by or against other customers of Lumber Liquidators with respect to other accounts, bring mass, class action, or consolidated claims in arbitration or a court of competent jurisdiction, or arbitrate or litigate any claim as a representative or individual of a class or in a private attorney general capacity. The arbitrator may not consolidate more than one person's claims and may not otherwise preside over any form of a representative or class proceeding.

**ARBITRATION:** The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty. You must use this informal procedure before pursuing any legal remedy in the courts.

Lumber Liquidators and you agree to attempt to resolve any disputes amicably. If, after thirty (30) days we are unable to do so, then you and Lumber Liquidators each agree that any claim or controversy of any sort relating to our agreement, the Products or these limited warranty terms shall be determined by arbitration in the nearest U.S. city to the Lumber Liquidators store where you purchased the products, before one arbitrator. At the option of the first to commence an arbitration, the arbitration shall be administered either by JAMS pursuant to its Streamlined Arbitration Rules and Procedures, or by the American Arbitration Association pursuant to its Commercial Arbitration Rules. The arbitrator shall have no power to add to, delete from or modify these limited warranty terms. Each of us shall have the right to conduct discovery to which we would be entitled had the dispute been resolved in a state court of general jurisdiction in the state of the Lumber Liquidators' store where you purchased the products. Judgment on the arbitrator's award may be entered in any court having jurisdiction. This clause shall not preclude either party from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. The arbitrator may, as part of the award, allocate all or part of the costs of the arbitration, including the fees of the arbitrator and the reasonable attorneys' fees of the prevailing party. The arbitrator shall only have the authority to resolve individual disputes between you and Lumber Liquidators. Notwithstanding the foregoing, in addition to

our rights set forth above, we may initiate proceedings directly in the appropriate court located in the U.S. city nearest the Lumber Liquidators store where you purchased the products in connection with any claim to collect amounts due and owing by you.

## **10. NO OTHER TERMS**

**SAMPLES, DESCRIPTIONS, AND OTHER INFORMATION CONCERNING THE PRODUCT CONTAINED IN CATALOGS, ADVERTISEMENTS, OR OTHER PROMOTIONAL MATERIAL OR STATEMENTS MADE BY SALES REPRESENTATIVES OR DISTRIBUTORS ARE FOR GENERAL INFORMATIONAL PURPOSES ONLY AND ARE NOT BINDING UPON LUMBER LIQUIDATORS. NO SALES REPRESENTATIVES, STORE MANAGERS, ACCOUNT REPRESENTATIVES, OR DISTRIBUTORS SHALL HAVE ANY AUTHORITY WHATSOEVER TO ESTABLISH, EXPAND OR OTHERWISE MODIFY LUMBER LIQUIDATORS' WARRANTIES. THE TERMS OF THIS LIMITED WARRANTY DOCUMENT MAY NOT BE AMENDED EXCEPT THROUGH A WRITTEN AGREEMENT TITLED "AMENDMENT TO LIMITED WARRANTY" AND SIGNED BY AN AUTHORIZED OFFICER OF LUMBER LIQUIDATORS, PROVIDED, HOWEVER, THAT LUMBER LIQUIDATORS MAY GENERALLY MODIFY, CANCEL, UPDATE, OR OTHERWISE CHANGE ITS PROSPECTIVE WARRANTIES FOR FUTURE SALES AT ANY TIME AND FOR ANY REASON.**

## **11. OTHER PROVISIONS**

The section headings provided in this limited warranty are for convenience and informational reference only and shall not affect the interpretation or construction of this limited warranty.

THE PROVISIONS OF THIS LIMITED WARRANTY ARE DEEMED TO BE SEVERABLE AND THE INVALIDITY OR UNENFORCEABILITY OF ONE PROVISION SHALL NOT AFFECT THE VALIDITY OR ENFORCEABILITY OF ANY OTHER PROVISION.

## **12. ADDRESS FOR LUMBER LIQUIDATORS**

Lumber Liquidators, Inc. is located at 4901 Bakers Mill Lane, Richmond, VA 23230.

[HOME](#)