

# LUXURY VINYL FLOOR RESIDENTIAL WARRANTY

Effective date July 4, 2022

## General Guidelines

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

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

- Flooring should be one of the last items installed in any new construction or remodel project.
- Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there any doubts to the quality, dimensions or appearance of the vinyl flooring DO NOT INSTALL. Please contact Onn Surfaces as INSTALLATION IS ACCEPTANCE.
- While vinyl flooring is water resistant (or waterproof in some cases), it is not a moisture barrier.
- Store flooring boxes flat and fully supported during shipping and storage.
- Condition the vinyl flooring by storing the vinyl flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 65-80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Avoid direct sunlight exposure to minimize thermal degradation, color fading, and potential adverse effects on vinyl flooring.
- Installations in facilities where walkers and wheelchairs are used (residential and/or extended care) or in facilities with movement of heavy displays, racks, dentist chairs, etc. May exert extreme stress and compromise the surface and locking system resulting in gapping, product separation, bowing, heaving, and expansion in one direction.
- It is the responsibility of the installer/owner to determine if the job site subfloor and

job site conditions are environmentally and structurally acceptable for vinyl floor installation. The manufacturer declines any responsibility for vinyl flooring failure resulting from or related to subfloor, subsurface, job site damage or deficiencies after vinyl flooring has been installed.

- Crawl spaces must be a minimum of 18” (46cm) from the ground to the underside of floor joists. A ground cover of minimum 6 mil black polyethylene film is essential as a vapor barrier with joints lapped 6” (15 cm) and sealed with moisture resistant tape. The crawl space should have a perimeter venting equal to a minimum of 1.5% of the crawl space square footage. These vents should be properly located to foster cross ventilation. Where necessary, local regulations prevail.
- All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: normal living temperature of 65–80°F and relative humidity of 40-55%. This product is not suitable for installation in areas above or below temperatures or relative humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors.
- Do not use underlay products unless recommended by the product manufacturer. Please contact Onn Surfaces for questions about underlay and vinyl flooring installation.

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

### **Warranty Limitations**

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

1. Defects arising from poor installation. This includes:
  - a. Damage arising from sub-floor irregularities, for example excessive unevenness, loose nails or other protrusions.
  - b. Visual surface defects caused by previous floor coverings that should have been removed or covered, for example ceramic or bitumastic tiles, floor-boards, cushioned vinyl, or by failure in the underlayment;
  - c. Seams ‘peaking’ or opening due to use of incorrect adhesive or seaming method.
  - d. Edge-to-edge shade variation.
  - e. Discoloration arising from installation next to a source of excessive heat or visible trowel marks.

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

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

### **Water Resistance**

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

### **Terms of Warranty**

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

This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: novelty shops/boutiques, product display areas, sales floors, showrooms, hair salons, hallways, entryways (walk off mats required).
- Medical offices: waiting rooms, patient rooms, examination rooms, storage rooms, hallways, entryways (walk off mats required).
- Offices: offices, conference/meeting rooms, showrooms, break rooms (walk off mats required).

In the unlikely event that any portion of your floor should fail, with respect to any provisions of this warranty, please contact Onn Surfaces. Labor costs are not included.