

WARRANTY Laminate

Lions Floor products are covered by a warranty period from the date of purchase by an installer or end user against defects in materials, workmanship and conform to product specifications, provided installation, maintenance and use falls within Lions Floor's recommended installation instructions.

The Lions quality flooring Laminate products are backed by a **Limited 5-Year Commercial Warranty** and **Limited 25-year Residential Warranty** for manufacturing defects as described below.

Keep proof of your purchase in the form of an invoice, bill or statement from a Lions Floor retailer/contractor that shows date and price paid, including labor.

Pre-Installation:

Lions Floor warrants that its flooring is free of visual defects. Customer or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Lions Floor will not be responsible for any claim for products installed with visual defects.

Installation:

This Limited Warranty covers material costs provided that such flooring is installed complying with Lions Floor's Installation & Maintenance Guide available at <https://www.lionsfloor.com>.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found within the warranty period, upon verification of the defect, Lions Floor will authorize repair or replacement of the affected area without charge, with flooring of equal value and/or quality.

Claim of defect **must be presented in writing** and the piece of defective item shall be presented for investigation. Our claim report (Inspection Request Form; Complaint Inspection Report) can be obtained from assigned Lions Floor's account manager or download from our website: <https://www.lionsfloor.com>.

WARRANTIES

a. Lifetime Structural Warranty:

Lions Floor's warranty commitment is to provide quality Laminate flooring that is free from manufacturing defects in milling and lamination for the lifetime of the product.

b. Finish Warranties:

Lions Floor's products are covered under these finish warranties only when cleaned and maintained per Lions Floor's Care & Maintenance Guide available at <https://www.lionsfloor.com>. Gloss reduction is not considered wear through and is not covered under this warranty.

c. Residential Finish Warranty:

Lions Floor's warrants that, under normal residential conditions and with proper cleaning and maintenance as prescribed in the Care & Maintenance Guide, the printed layer on Lions Floor's flooring products will not



WE STRIVE FOR QUALITY

wear through to raw wood in any single area for 10 years from the date of purchase, will not wear through to raw wood over an area consisting of 10% or more of the total installed area for a period of 15 years from the date of purchase, and will not wear through to raw wood over an area consisting of 20% or more of the total installed area for a period of 25 years from the date of purchase.

d. Light Commercial Finish Warranty:

Lions Floor further warrants that, under normal commercial conditions and with proper maintenance as prescribed by the Lions Floor Care & Maintenance Guide, the finish on Lions Floor’s flooring products will not wear through to raw wood in any single area for 5 years from the date of purchase. Light Commercial areas are defined as public or commercial spaces with light to moderate traffic and infrequent liquid spills, and do not include food preparation, food service or public dining areas, areas where people form lines such as in front of cash registers, areas where furniture is frequently moved such as auditoriums and restaurants, areas where wheelchairs and other rolling equipment or furniture are used, or high traffic areas such as classrooms and near elevator doors.

These warranties are only for the original retail purchaser of the flooring. No warranties are transferable. Lions Floor reserves the right to verify and inspect all warranty claims prior to deciding on the appropriate course of action, and such inspection may require more than one visit to the site. Warranty claims may be inspected by company personnel or Certified Flooring Inspectors at our option. Defect claims may require the removal of samples for analysis. Responsibility for replacement costs of materials will be determined after cause and analysis is made. Lions Floor will repair and/or replace any material deemed defective at our option. If the defective flooring is unable to be repaired in a reasonable number of attempts, Lions Floor will reimburse the original purchaser the purchase price of the flooring for the defective portion of the floor.

Warranty Owner:

This Limited Warranty applies from the date of purchase and only to the original owner of the floor.

Warranty Expectations:

1. Wear from chairs or other furniture without proper floor protectors will void the warranty.
2. Indentations, scratches or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
3. Damage caused by fire or burns, intentional abuse, flooding, construction projects or installation are not covered by this warranty.
4. Dissatisfaction or damage due to improper installation or installation contrary to Lions Floor recommendations will void the warranty. Installation instructions are available on our website:
5. Labor on material installed with obvious defects, will not covered by this warranty.
6. Labor costs on repair or replacement of material, not professionally installed, are not covered by this warranty.
7. Any discoloration or bond failure on Lions Floor products resulting from improper adhesive selection or application will not covered by this warranty.
8. If, prior to installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at job site between 24 ~ 48 hours and, if post-installation, flooring is not continuously maintained at same temperature, this warranty is void.
9. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor will not be covered by this warranty.
10. Using non-recommended floor care products may damage the floor and void the warranty.



WE STRIVE FOR QUALITY

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. LIONS FLOOR WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.

THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF LIONS FLOOR.¹

Light Commercial Defined

Lions Floor warrants only first quality products for recommended light commercial use such as those outlined in the below Light Commercial Application Chart. Lions Floor’s laminate products will perform as warranted for the stated warranty period only if the same are installed and maintained in compliance with the Lions Floor Installation & Maintenance Guide, using the recommended adhesives if applicable.

- Light Commercial use is defined as use in environments, that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial Application Chart below. PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic.
- The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered “Light Commercial”, please contact Lions Floor Technical Services prior to purchase and installation.
- Lions Floor is not responsible for usage that is not in compliance with any regulation or code.

Light Commercial Application Chart

Commercial Building Type	Examples of Business Type	Recommended Application Areas
Healthcare	Medical Clinics, Retirement Centers, Doctors’ Offices, Hospice, Assisted Living	All non-required “Clean Room” Areas – corridors, patient rooms, lobbies, waiting rooms, cafeterias, exam rooms, common areas
Corporate	Banks, professional offices, including law firms, accounting firms, etc.	Offices, hallways, lobbies, reception areas, bathrooms, break rooms, conference rooms
Retail	Retail Stores, main street, boutiques, art galleries, bookstores, coffee shops, dry cleaners, gift shops, jewelry stores, beauty salons, barber shops. WARNING: WHOLESALE	Dressing rooms, common areas

¹ By implied warranties Lions Floor means warranties that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.



WE STRIVE FOR QUALITY

	SUPERMARKETS OR INDUSTRIAL WAREHOUSE USING PALLET JACKS OR FORKLIFTS ARE EXCLUDED FROM THIS WARRANTY.	
Multi-Family Housing	Apartments, Condos, Military Housing	Rooms, common areas
Hospitality	Hotel, motel, restaurants	Hallways excluding commercial kitchens
Education	Daycare, preschool, elementary, secondary learning, universities, libraries	Dorms, commons areas, cafeterias, auditoriums, excluding gymnasiums

THIS WARRANTY CONSTITUTES THE ENTIRE EXPRESS WARRANTY OF LIONS FLOOR LAMINATE PRODUCTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS BEYOND THIS WARRANTY.

CARE AND CLEANING

Preventative Maintenance

- Prevent indentations and scratches by using non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least 1” in diameter. Periodically clean protectors to remove grit that may become embedded and cause scratching.
- Place walk-off mats at entrances. Mats should have a non-rubberized backing and be labeled as non-staining.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters.
- Keep pets’ nails trimmed.
- Remove shoes with cleats, spikes, or pointed high heels before walking on the floor.

Cleaning

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Clean your floors periodically with a professional vinyl floor cleanser. Lions Floor recommends a P/H Neutral vinyl cleanser, such as Bona®.
- For everyday cleaning, a damp mop moistened with warm water will suffice. Keep pets’ nails trimmed
- **DO NOT USE A STEAM MOP**

NOTE: Always read the cautionary information on all cleaners prior to use.

IMPORTANT: Never push, pull, or drag furniture, appliances, or other items across the floor. Always lift and carry furniture or heavy items.