

## WARRANTY Luxury Vinyl Plank (LVP)

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.

- **District:**
  - The Lions quality flooring LVP products are backed by a **Limited 7-Year Light Commercial Warranty** and **Limited 15-year Residential Warranty** for manufacturing defects as described below.
- **District Pro:**
  - The Lions quality flooring LVP products are backed by a **Limited 10-Year Light Commercial Warranty** and **Limited 15-year Residential Warranty** for manufacturing defects as described below.
- **District Max:**
  - The Lions quality flooring LVP products are backed by a **Limited 10-Year Commercial Warranty** and **Limited 20-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. Minor color shade and or texture variations are normal. 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 (detailed process of claim report Inspection Request Form; Complaint Inspection Report) can be acquired from assigned Lions Floor's account manager or download from our website: <https://www.lionsfloor.com>. All claims must include adhesive manufacturer and type used for installation.

Adhesive used for gluing down Lions Floor LVP products must be warranted for use under resilient LVP



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products. All installation, moisture, PH and jobsite conditions and temperature ranges listed by adhesive manufacturer for adhesive must be followed. All warranty issues due to adhesive failure or misuse will be declined by Lions Floor and must be filed with the adhesive manufacturer. **Follow manufacturers working open time and working temperature range if it differs from Lions Floor installation instructions available at <https://www.lionsfloor.com>.**

Understand that Lions Floor warrants first quality products when installed in accordance with Lions Floor Installation Guide over approved substrates using approved adhesive as listed above and maintained following maintenance guidelines. All underlayment must be Underlayment grade manufactured and warranted by manufacturer for glue down installation of resilient flooring. Most single layer tongue and groove subfloors are **not** underlayment grade and are not warranted for any glue down resilient products.

## WARRANTIES

### a. Wear Warranty:

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative layer. Scratches, indentations, or reduction in gloss level is not considered wear.
- Will not fade, as a result of direct sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled..

### b. Structural Warranty:

We warrant to the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

### c. Moisture Warranty:

We warrant to the original purchaser from the date of purchase that Lions flooring in its original manufactured state, under normal and reasonable use, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks will not swell, buckle, or lose integrity. The moisture warranty does not cover any structural damage caused by flooding, leaking pipes, household mechanical failures, or appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

### Warranty Owner:

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

### Warranty Exceptions:

- Material installed not in accordance with Lions Floor Installation & Maintenance Guide. Use of adhesive, underlayment and floor patching materials that are not warranted for use under resilient LVP products.



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- Damage from improper maintenance or maintenance products. Use of rugs or mats that are not warranted as non-staining. Stains from paint, dyes, chemicals, corrosives, fertilizers and tracked in asphalt stains.
- Damage from moving appliances or heavy furniture without protecting the floor using plywood or hardboard strips under legs and wheels. Damage from pets chewing, digging clawing and urinating accidents.
- Damage caused by appliance or plumbing leaks. Problems caused by excessive moisture in subfloor.
- Damage or discoloration due to rolling rubber wheels, rubber tires, rubber pads and wheeled traffic.
- Damage from radiant heat floors are not included in this Warranty.
- Damage from construction or remodel projects.
- LVP flooring installed on stairs is excluded from warranty.
- Discoloration, fading or other damage due to excessive temperatures or extreme sunlight.
- Subfloor that does not meet gradual variation tolerance of 3/16" in 10' and 1/8" in 6' when measured with a straight edge.
- Rolling chairs without appropriate chair pads.
- Wear from chairs or other furniture without proper floor protectors will void the warranty.
- 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.
- Damage caused by fire or burns, intentional abuse, flooding, construction projects or product installation are not covered by this warranty.
- 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 <https://www.lionsfloor.com>.
- Labor on material installed with obvious defects is not covered by this warranty.
- Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
- Any discoloration or bond failure on Lions Floor products resulting from improper adhesive selection or application is not covered by this warranty.
- Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty.
- Using non-recommended floor care products may damage the floor and void the warranty.

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.<sup>1</sup>

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<sup>1</sup> 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.



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### 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 LVP 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.  <b>WARNING: WHOLESALE SUPERMARKETS OR INDUSTRIAL WAREHOUSE USING PALLET JACKS OR FORKLIFTS ARE EXCLUDED FROM THIS WARRANTY.</b>	Dressing rooms, common areas
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 LVP PRODCUTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS BEYOND THIS WARRANTY.**

## CARE AND CLEANING

With today's advances in vinyl flooring stains and finishes, cleaning vinyl has never been easier. There are other steps you can take to minimize maintenance and maintain the beauty of your vinyl floors. Regular maintenance requires little more than sweeping with a soft bristle broom if your floor includes a beveled edge that could collect debris.

- Clean your floors periodically with a professional vinyl floor cleanser. Lions Floor recommends a P/H Neutral vinyl cleanser, such as Bona®.
- For moderately soiled areas, use a mild solution of isopropyl (rubbing) alcohol and distilled water. Dilute the mixture by mixing one-part alcohol and 2 parts distilled water. For tougher spots, use a higher concentration of isopropyl alcohol and distilled water.
- Avoid using any cleaning agents containing wax, oil, or polish. Left over residue will form a dull film.
- Always spot test in an inconspicuous area.
- Do not use any wood care floor cleaning products on vinyl floors. Self-polishing acrylic waxes can cause the surface to become slippery and appear dull quickly.
- Do not use vinegar as a cleaning solution, its acidic properties will harm the finish.
- Use area rugs both inside and outside doorways to help prevent grit, dirt, and other debris from being tracked onto your floor. Please use a breathable rug pad underneath all throw rugs to prevent scratching.
- Place an area rug in front of the kitchen sink.
- Do not wet mop the floor. Standing water can dull the finish, damage the floor, and leave a discoloring residue.
- Do not use a steam mop of any kind. Damages associated with steam mop use will void warranty coverage.
- Wipe up spills immediately.
- Protect your floor with floor protectors that are made of non-staining felt under the legs of furniture to help prevent scuffing and scratching; Larger pads may be required on bigger objects. Scratching due to insufficient protection is not covered under by the warranty.
- Avoid walking on your vinyl floors with cleats, sports shoes, and high heels. o A 125-pound woman walking in high heels has an impact of 2,000 pounds per square inch. An exposed heel nail can exert up to 8,000 pounds per square inch. This kind of impact can dent any floor surface.
- When moving heavy furniture, do not slide it on the flooring. It is best to pick up the furniture completely to protect the floor from damage.