

# LIMITED WARRANTY

Effective: March 31, 2018

# METROFLOR® LVT

## Products & Coverage

Metroflor warrants that its Metroflor® flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and color, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage/Periods' Chart on the right. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **Metroflor Commercial Dryback LVT/LVP Professional Technical and Installation Guide**.

## Pre-Installation

Metroflor warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Metroflor will not be responsible for any claim for flooring installed with visual defects.

## Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, and only if the flooring was installed using Prevail® Adhesive. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than Prevail Adhesive. Please refer to the current **Metroflor Commercial Dryback LVT/LVP Professional Technical and Installation Guide** for the type(s) of Prevail Adhesive(s) that should be used during installation. All other instructions contained in the current Installation Guide must be followed when installing Metroflor flooring, or this warranty will be voided. Please check metroflorusa.com for the current Guide.

## Replacement/Repairs

Metroflor reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Metroflor repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Metroflor repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

## Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was **not** paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Metroflor Customer Service at (888) 235-6672. Metroflor reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the **Metroflor Commercial Dryback LVT/LVP Professional Technical and Installation Guide** for more details.
- Damage caused by fire, burns, abuse, flooding, moisture, mildew, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is".

Warranted Products	Warranty Coverage / Periods	
	Manufacturing Defect or Wear, Fade or Stain*	
	Residential	Commercial
Group A	Lifetime*	15 Years
Group B	25 Years	8 Years
Group C	15 Years	6 Years
Group D	12 Years	5 Years Light**
Group E	10 Years	5 Years Light**

### \*DEFINITIONS / To Be Covered:

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.

### DEFINITIONS / Groups:

"Group A" (Lifetime Residential\* / 15-Years Commercial)

- |                                         |                                                |
|-----------------------------------------|------------------------------------------------|
| 1. Commonwealth Plank & Tile            | 6. New Haven Plank                             |
| 2. Déjà New                             | 7. Savanna Plank & Tile                        |
| 3. Genesis Dryback 2000 Series Products | 8. Solidity Handscraped Plank                  |
| 4. Island 2 Collection                  | 9. Solidity Slate, Travertine & Tumbled Marble |
| 5. Modera Plank & Tile                  |                                                |

\*With respect to "Group A" products, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

"Group B" (25-Years Residential / 8-Years Commercial)

- |                                         |                         |
|-----------------------------------------|-------------------------|
| 1. Burlington Plank & Tile Plus         | 5. Solidity 30 - Tahoe  |
| 2. Cosmopolitan                         | 6. Toscana Stone        |
| 3. Genesis Dryback 1200 Series Products | 7. Valley Plank & Tile  |
| 4. Island 1 Collection                  | 8. Windsor Plank & Tile |

"Group C" (15-Years Residential / 6-Years Commercial)

Burlington Plank & Tile

"Group D" (12-Years Residential / 5-Years Light Commercial)\*\*

Studio Plus

"Group E" (10-Years Residential / 5-Years Light Commercial)\*\*

- |                         |                              |
|-------------------------|------------------------------|
| 1. American Plank       | 2. Express Plank & Tile Plus |
| 3. Express Plank & Tile |                              |

\*\*For light commercial environments such as private offices, common areas in multiunit dwellings, reception areas and public buildings or businesses which are not subject to frequent or harsh traffic.

**All products sold via the Internet are not covered per the warranty periods set out above, but rather come with a 1-Year Warranty only against Manufacturing Defect, Wear, Fade, and Stain, as defined herein.**

- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.
- Flooring sold via the internet after the 1-year warranty period, as set forth above.
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

## LIMITED WARRANTY (Continued)

Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, express or implied. Please keep your receipt or obtain it from the original purchaser. Metroflor requires the receipt in order to verify date of purchase to help resolve any problems.

## GENERAL CARE & MAINTENANCE

Although Metroflor floors are durable, all floor coverings require some care to look their best and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and the amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed!

### Here are the proper steps for protecting and maintaining your Metroflor floor:

In order to prevent indentations and scratches, provide glass, plastic, felt or other non-staining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces no less than 1" in diameter.

Protect your floor against burns. Burns from the glowing end of cigarettes, matches, or other extremely hot items can damage Metroflor floors.

Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed. Metroflor plank and tile should not be used as a Moisture Reduction System.

Protect your floor from tracked-in dirt and grit particles by using walk-off mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking-in tar or asphalt from driveways, as this can also discolor vinyl. Do not use vinegar, one-step cleaner/polishes or oil soaps on Metroflor products.

All Metroflor floors have a good resistance to stains and are not affected by most common household spills. However, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method or solution to use on a specific stain, contact Metroflor Customer Service at (888) 235-6672.

Do not expose Metroflor floors to direct sunlight for prolonged periods. The use of drapes or blinds is recommended during peak sunlight hours. Prolonged exposure to direct sunlight can result in discoloration, and excessive temperatures might cause tile / plank expansion or delamination.

### Regular adherence to an effective maintenance program should include:

Thorough dirt and grit regulation, prompt removal of spills and stains, and taking measures to protect the floor's surface from heavy furniture, appliances, and other such items (as detailed, above).

The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum Metroflor flooring DAILY, or more frequently if needed.

## Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

### Initial Maintenance Upon Completion of the Installation:

Sweep or vacuum without using the "beater bar" to thoroughly remove dust and debris.

Lightly damp mop with Prevail Neutral Cleaner following instructions on the bottle. Remove any scuffs and excessive soil by careful scrubbing.

Certain types of rubber heel marks may be removed by rubbing with a cloth dampened with mineral spirits.

### Stain Removal:

To remove stubborn spots or stains from Metroflor floors, always begin with mild cleaners, such as Prevail Neutral Cleaner. If this fails to remove the spot or stain, then use mineral spirits. Do not use harsh solvents, such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.

For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing the affected area. Subsequent to this cleaning procedure for stubborn spots and stains, clean the affected area with fresh, clear water to remove any residue. Any damage resulting from use of pure solvents IS NOT covered by this Limited Warranty. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

## MAINTENANCE FOR METROFLOR COMMERCIAL FLOORS

### Routine Commercial Maintenance:

Metroflor floors have excellent durability and a history of performing well in commercial installations, as long as a sound maintenance program is followed. Light, daily sweeping, dust mopping or vacuuming without the "beater bar" will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with Prevail Neutral Cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low-speed buffer with a red scrubbing-polyester or nylon pad. Spray the floor with diluted Prevail Neutral Cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with fresh, clear water or with a wet-vacuum.

Thank you for purchasing Metroflor flooring. If you have further questions, please call us at (888) 235-6672.



For further information, please call Metroflor Customer Service at (888) 235-6672, or visit our website at [metroflorusa.com](http://metroflorusa.com).