

LIMITED WARRANTY FOR VITL DRYBACK (GLUE DOWN) LUXURY VINYL TILE

Warranty by Wear Layer

Wear Layer Thickness	6 mil	8 mil	12 mil	20 mil	20 mil
Residential	10 Years	15 Years	25 Years	Lifetime	Lifetime
Light Commercial	–	5 Years	10 Years	15 Years	20 Years

Commercial	–	–	5 Years	10 Years	10 Years
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I. Scope of Application

This Limited Warranty is offered by VITL and is applicable worldwide. This warranty applies to VITL Luxury Vinyl Tile Dryback (glue down) flooring, purchased from an authorized dealer. Light Commercial and Commercial areas are defined as areas that do not experience heavy commercial traffic, such as those outlined in the Light Commercial and Commercial application tables below:

Examples of Business Type Light Commercial Use	All non-required “clean room” areas – offices, lobbies, waiting rooms, exam rooms, common areas
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Professional offices, doctors' offices	All non-required "clean room" areas – offices, lobbies, waiting rooms, exam rooms, common areas
Offices, banks	Offices, hallways, lobbies, reception areas, bathrooms, break rooms, conference rooms (excluding entryway and in front of bank tellers – use mats in those areas)
Boutiques, retail stores, art galleries, bookstores, dry cleaners, gift shops, jewelry stores, beauty salons, barber shops	Dressing rooms, restrooms, entire store (excluding entryway and in front of cash register – use mats in those areas)

Multi-family housing, apartments, condominiums, military housing	Residential and common areas (excluding common area bathrooms)
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Examples of Business Type Commercial Use	Warranted Application
Coffee shops	Entire store (excluding entryway and in front of cash register – use mats in those areas)

Hotels, motels, restaurants	Guest rooms, lobbies, hallways, elevator areas (excluding entryway and in front of cash register or check-in counter – use mats in those areas)
Day-care, school, universities, libraries	Dormitories, common areas, cafeterias, classrooms, auditoriums, libraries (excluding gymnasiums)
Multi-family housing, apartments, condominiums, military housing	Common area bathrooms

Medical clinics, retirement centers, hospice centers, assisted living	All non-required “clean room” areas – corridors, patient rooms, lobbies, waiting rooms, cafeterias, exam rooms, common areas
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II. Warranties

a. Wear Warranty

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

- Will not wear through the decorative surface. Scratches, indentation or reduction in gloss level are not considered wear.
- Will not fade as a result of exposure to 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, and are offered for a period as defined above in the “Warranty by Wear Layer” table.

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, and are offered for a period as defined above in the “Warranty by Wear Layer” table.

c. Warranty for Installation Over a Radiant-Heated Subfloor

We warrant to the original purchaser, starting from the date of purchase, that the floor can be installed over a radiant-heated subfloor, but only if no exclusions are applicable, and the floor is installed and maintained in accordance with the VITL Installation Instructions for Dryback (Glue-Down) Resilient Flooring Without a Locking Mechanism. Those Instructions include the following requirements, among others that must also be met:

- The radiant heat system must incorporate electronic temperature controls in all heating zones that restrict the operating temperature to never allow the temperature of the installed floor to exceed 85°F in any area.
- The system design must evenly distribute the heat across the entire floor area, such that the surface temperature of the floor never varies more than 3°F at any point in time across the surface of the heated flooring.
- Radiant heat system heating elements must be embedded in the subfloor and have a minimum of 1/2" separation from the flooring product.
- Electric heating mats that are not embedded into the subfloor are not recommended for use underneath the flooring and will void this warranty.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity for at least 14 days to force any residual moisture from the subfloor.
- For wood subfloors, check and document the moisture content of the subfloor prior to installation using a pin-type moisture meter. Wood subfloor moisture readings should not exceed 8% in any location.
- For concrete or gypcrete subfloors, conduct and document Calcium Chloride Tests per ASTM F1869 prior to installation. Test results must not exceed 2.0 lbs. per 1000 square feet per 24 hours.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Make sure that the temperature in the room is at least 65°F (18°C) during installation.
- Once the installation has been completed, the heating system should be turned on and increased gradually (in 5°F increments per day) until returning to normal operating conditions.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.
- Rugs, mattresses, exercise mats, pet beds, furniture without legs, or other insulating products that cover the floor will trap heat and increase the

temperature of the floor, which can result in damage that is not covered under this Warranty.

d. Moisture Warranty

We warrant to the original purchaser from the date of purchase that VITL flooring in its original manufactured state, under normal and reasonable use, when properly installed according to the VITL Installation Instructions for Dryback (Glue-Down) Resilient Flooring 4 Without a Locking Mechanism, 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.

III. Exclusions & Conditions

a. General Exclusions & Conditions

The following is NOT covered under this Warranty:

- Damage arising from not following the product's installation, care, maintenance and use instructions as set forth in this Warranty and the VITL Installation Instructions for Dryback (Glue-Down) Resilient Flooring Without a Locking Mechanism. Examples of improper installation include but are not limited to: installation on a subfloor that is not flat per required tolerances, or installation before normal occupancy conditions have not been established.
- Damage arising because the flooring is exposed to temperatures less than 55°F (13°C) or greater than 85°F (30°C).
- Damage caused by exposure to excessive moisture (for example, excessive moisture in a concrete slab, excessive moisture from hydrostatic pressure, flooding, standing water, water underneath the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage caused by spills or liquids remaining on or under the floor for longer than 24 hours.
- Normal wear and tear of the flooring, normal changes in color, gloss, grain pattern and tone (this is normal for flooring as it ages).
- Damage arising because the flooring is not used under normal conditions (for example installed in an outdoor area, a solarium, an open porch, or similar area).
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by fire or burns.
- Differences in aspect, color, gloss, grain pattern and tone from the reference flooring sample in, for example, the store or showroom.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains and other damage caused by exposure to sharp objects or abrasives such as pebbles, grit, sand, high heeled shoes, furniture, vacuum cleaner beater bars, hard plastic or metal caster wheels, etc.
- Indentations or damage due to heavy rolling loads.

- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.
- Damage caused by walking with spiked or stiletto-heeled shoes and damage caused by shoes having heeltaps or sharp objects protruding from the sole such as rocks, exposed nails and gravel.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4" hard board) on your floor and the item gently "walked" across it. Carpet or cardboard is not adequate to prevent surface indentation, scratches or roller marks on the floor.
- Damage caused by rolling chairs. In areas with rolling chairs (e.g. desk chairs, conference room chairs, dentists' or doctors' treatment stools/chairs), a protective mat must be used under the chair or stool at all times.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor.
- Damage caused by hard narrow furniture rollers. Hard narrow rollers must be replaced with wide rubber rollers.
- Fading caused by excessive exposure to direct sunlight or due to use of rubber backed mats.

This warranty is valid only to the original purchaser. It is not transferable and only applicable to the first installation of the flooring. The affected area must be visible and cover an area bigger than one square inch. This warranty does not apply to any products designated as B grade, cabin grades, closeouts, seconds, factory special, non-standard items and flooring sold "as is". It is the responsibility of the purchaser and the installer, whether they are professionals or a do-it-yourselfers, to inspect all flooring and flooring accessories before installation. If during inspection the purchaser or the installer knows/discovers, or can reasonably be supposed to know/discover (for example when the defect is visible), that the

flooring has a visible manufacturing issue, do not install the flooring. Please immediately contact the retailer from which the flooring was purchased. No claims will be accepted for installed flooring in cases where the purchaser or installer knew/discovered, or can reasonably be supposed to have known/discovered, that there was something wrong with it. In such cases we only warrant the portion of the flooring that has not been installed yet.

We do not allow or authorize any other person or entity to alter the obligations and limitations in this warranty. This warranty is the complete and exclusive expression of our warranty and is in lieu of all other express and/or statutory warranties. Any implied warranties, including but not limited to the implied warranties, merchantability and fitness for a particular purpose are limited to this express warranty. However, some jurisdictions do not allow exclusion or limitation on how an implied warranty lasts, so the above limitation or exclusion may not apply to you. We expressly exclude and will not pay consequential or incidental damages under this warranty. By this we mean for example loss, expense, inconvenience or damages, other than to the flooring itself, that may result from a defect in the flooring. However, some jurisdictions do not allow exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. We reserve the right to inspect the flooring and to remove samples for additional evaluation, if we consider this necessary. Any attempt to repair or replace the flooring without our consent will void this warranty.

The failure of either party to enforce any of the provisions of this warranty agreement shall not be construed as a waiver of such provision or a waiver of the right of any party thereafter to enforce each and every provision. This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction. We will always respect these other rights. No implied warranties extend beyond the term of this written warranty.

IV. What you should do if you believe there is a problem with your flooring

You should notify the original dealer of the defect within 30 calendar days after you know/discover the defect and within the validity period of this warranty. Your dealer can answer your questions and, if necessary, start to process a claim. If your notification takes place outside this period, this warranty will not be applicable. In order to enjoy the warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring and other accessories related to the installation which may affect the installation quality such as but not limited to adhesive, molding, underlay, moisture barrier, molding, etc.
- A detailed description of the defect and/or a photograph or sample of the flooring that clearly shows the defect. Provide additional information requested by the factory to understand the root cause of the issue.

V. What we will do

If we honor a claim under this Warranty, we will – at our sole discretion – repair or replace the defective material or we will refund the price of the flooring. If the flooring was originally installed by a certified professional installer and there is a justified claim within the first 36 months from the date of the original purchase, we will also pay reasonable labor costs to perform the repair or replacement. This repair or replacement or refund will be a pro-rated percentage cost of the flooring and labor cost. This percentage is determined by the number of years remaining

on the warranty and the length of the warranty. For example, if the claim is made 3 years after purchase on flooring warranted for 15 years, then 80% (12/15th) of the flooring cost will be considered.

For Lifetime Limited Warranty products, the pro-rated warranty will apply for the first 30 years after the date of purchase. After those 30 years and until 50 years, the repair, replacement or refund will be maximum 5% of the original flooring purchase amount.

This warranty is limited to the designs, colors, structures and styles available at the time of repair or replacement. If the original is no longer available, we have the right to substitute another design, color, structure and style that is similar to the original and that has a similar value. We will always try to take into account the wishes of the customer.