



LIMITED WARRANTY

DuraPro Glue Down LVT Flooring Products

Manufacturer warrants its DuraPro LVT (Luxury Vinyl Tile/Plank) flooring products to be free from manufacturing defects and to perform as described under normal use when installed and maintained according to installation and maintenance instructions. This warranty applies to the 2.5mm/20mil glue-down product specification, purchased from an authorized retailer and installed using a Manufacturer-approved adhesive in accordance with installation guidelines.

1. WARRANTY COVERAGE PERIOD

- Residential Warranty
 - Manufacturer provides a **Lifetime Limited Residential Warranty** for the original purchaser.
 - For purposes of this warranty, "Lifetime" is defined as the period during which the original purchaser owns and occupies the residence in which the flooring was installed.
 - Coverage includes:
 - Years 1–2: Material and reasonable labor costs if professionally installed
 - After Year 2: Material replacement only for the lifetime of the product
- Commercial Warranty
 - Manufacturer provides a **10 Year Limited Light Commercial Warranty** from the original date of purchase.
 - Coverage includes:
 - Years 1–2: Material and reasonable labor costs if professionally installed
 - Years 3–5: Material replacement only
 - Years 6–10: Prorated material replacement at 75% of original purchase value
 - Commercial installations must be installed according to installation instructions using a full-spread, Manufacturer-approved adhesive system. Commercial warranty covers light commercial use only.

2. WHAT IS COVERED

- Manufacturer warrants that the flooring, when properly installed and maintained, will:
 - Be free from manufacturing defects
 - Not wear through* the decorative design layer under normal residential use
 - Resist staining from common household substances
 - Not rip or tear under normal use
 - Resist permanent indentations from normal residential use
 - Not curl, lift, or separate at seams when installed with a Manufacturer-approved adhesive in accordance with installation guidelines
 - Resist discoloration caused by mold, mildew, or alkali present in the subfloor

*Wear-through is defined as the complete loss of the decorative design layer due to normal use.

3. WATERPROOF PERFORMANCE

- DuraPro LVT flooring features a waterproof vinyl core.
- When exposed to water, the flooring will not swell, buckle, or lose structural integrity.
- However, this warranty does not cover:
 - Damage to subfloors or surrounding structures
 - Standing water conditions, flooding, plumbing leaks, or other water-related events
 - Moisture issues originating from the subfloor
 - Bond release (adhesive failure) caused by hydrostatic pressure or excessive subfloor moisture

4. PROFESSIONAL INSTALLATION

- Professional installation is defined as installation performed by a qualified flooring installer experienced in glue-down resilient flooring installation, including proper subfloor preparation, adhesive selection, and trowel application.
- Manufacturer does not warrant installer workmanship. Installation-related concerns should be addressed directly with the installer.



5. ADHESIVE REQUIREMENTS

- This 2.5mm/20mil product must be installed using a Manufacturer-approved adhesive suitable for the intended traffic (residential or light commercial).
- Adhesive must be applied using the trowel notch size, spread rate, and open/working time specified in the Installation Guidelines.
- Spray adhesives, contact adhesives, or pressure-sensitive adhesives not specifically approved by Manufacturer for this product are not covered.
- Use of an adhesive other than the Manufacturer-approved adhesive, or installation methods that deviate from the Installation Guidelines, voids this warranty.

6. PRE-INSTALLATION INSPECTION

- The installer and purchaser are responsible for inspecting all flooring prior to installation.
- Flooring installed with visible defects will not be covered under this warranty.

7. ENVIRONMENTAL CONDITIONS

- DuraPro flooring must be installed in interior, climate-controlled environments.
- Flooring cartons should be acclimated to the installation site for at least 48 hours prior to installation.
- Recommended conditions include:
 - Temperature between 65°F and 85°F (18°C–29°C)
 - Relative humidity between 35% and 65%
- These conditions must also be maintained for 48–72 hours following installation while the adhesive cures.
- Failure to maintain these conditions may affect flooring and adhesive performance and void warranty coverage.

8. SUBFLOOR CONDITIONS

- DuraPro flooring must be installed over subfloors that are clean, dry, smooth, flat, and structurally sound, in accordance with installation requirements.
- Subfloor flatness must not vary more than 3/16 inch within a 10-foot radius (or 1/8 inch within a 6-foot radius).
- Concrete subfloors must be tested for moisture and pH prior to installation using industry-standard methods (e.g., calcium chloride testing per ASTM F1869, in-situ relative humidity probes per ASTM F2170, and pH testing per ASTM F710). Installation must not proceed if test results exceed the limits specified in the Installation Guidelines.
- This warranty does not cover damage caused by:
 - Excessive moisture in the subfloor
 - Hydrostatic pressure
 - Alkalinity from concrete slabs
 - Improper subfloor preparation
 - Installation over particleboard, chipboard, or presswood substrates
 - Installation over existing flooring not approved in the Installation Guidelines

9. WHAT MANUFACTURER WILL DO

- If a manufacturing defect occurs within the warranty period, manufacturer will, at its discretion:
 - Repair the affected area
 - Replace defective flooring with the same or comparable product
 - Refund the original purchase price of the defective material
- Replacement products may vary slightly in color, texture, or design due to normal manufacturing variation.
- Replacement material will be warranted for the remaining portion of the original warranty period.

10. WHAT IS NOT COVERED

- This warranty does not cover damage resulting from:
 - Fire, flooding, or prolonged standing water
 - Improper installation or failure to follow installation instructions
 - Use of an adhesive other than the Manufacturer-approved adhesive
 - Installation over particleboard, chipboard, presswood, or other unapproved substrates
 - Abuse, neglect, accidents, or misuse
 - Normal wear and tear, including minor scratches, scuffs, or gloss reduction
 - Heavy rolling loads or concentrated point loads
 - Damage caused by office chairs, castor wheels, rolling loads, or furniture without proper floor protection
 - Sharp objects, spiked heels, or abrasive maintenance tools
 - Flooring installed outdoors or in non-climate-controlled environments
 - Mold or mildew caused by excessive moisture conditions
 - Improper maintenance or use of harsh cleaning chemicals
 - Bond or adhesive failure resulting from improper subfloor preparation, excessive moisture, or hydrostatic pressure
- This warranty does not apply to flooring sold “as is”, irregular products, or products sold without warranty.

11. COLOR AND SHADE VARIATION

- Variations in color, gloss, texture, or pattern between samples, printed materials, and installed flooring are normal characteristics of flooring products and are not considered manufacturing defects.

12. WARRANTY CLAIM PROCESS

- If you believe a defect covered by this warranty exists:
 - Contact the retailer where the flooring was purchased.
 - Provide proof of purchase and product identification.
 - Manufacturer may inspect the flooring to determine the validity of the claim.
- Claims must be reported within 30 days of discovery of the issue.
- Manufacturer reserves the right to inspect the installation prior to authorizing repairs or replacement.

13. PROOF OF PURCHASE

- Proof of purchase must be provided to initiate a warranty claim.
- Acceptable documentation includes:
 - Original sales receipt
 - Product identification or carton label

14. WARRANTY OWNER

- This warranty applies only to the original purchaser and is non-transferable.

15. LIMITATION OF LIABILITY

- Manufacturer’s liability under this warranty is limited to the repair, replacement, or refund of defective material as described above.
- Manufacturer shall not be liable for:
 - Indirect damages
 - Incidental damages
 - Consequential damages
 - Loss of business or profits
- Some jurisdictions do not allow certain exclusions or limitations, so these limitations may not apply in all locations.

16. LEGAL RIGHTS

- This warranty provides specific legal rights. Additional rights may vary depending on jurisdiction.