

MASLAND CONTRACT LUXURY VINYL TILE WARRANTY

Masland Contract offers this warranty for our Luxury Vinyl Tile products. Masland Contract's LVT products are covered by a warranty period from the date of purchase by the original end user for manufacturing and performance defects.

Warranty	.2 (8mil)	.3 (12mil)	.5 (20mil)
Commercial	0	10 year	10 year
Light Commercial	5 year	15 year	15 year

The limited warranty period is valid under the following conditions: (1) The luxury vinyl tile is installed by Masland Contract authorized professionals in accordance with Masland Contract's current installation specifications; (2) The luxury vinyl tile is installed using Masland Contract adhesive or Tab Lock system, if applicable; (3) The luxury vinyl tile is maintained in accordance with the Masland Contract Care recommendations. The standard two-year limited warranty, as stated in Masland Contract's Terms and Conditions shall be in effect if these procedures are not followed. **Installation specifications and carpet care recommendations can be obtained from your flooring contractor or on the Masland Contract website at www.maslandcontract.com.*

PRE-INSTALLATION:

Masland Contract warrants that its luxury vinyl tile 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. Masland Contract will not be responsible for any claim for products installed with visual defects.

EXCLUSIONS: This warranty does not cover appearance issues, damage to the tile, or installation issues that are not the result of a manufacturing defect. Examples, without limitations, include:

1. Failure to use Masland Contract adhesive or Tab Lock system, if applicable
2. Dissatisfaction or damage due to improper installation or maintenance
3. Damage caused by vacuum beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture
4. Loss of gloss
5. Cuts from sharp objects, surface scratches or scuffing
6. Damage caused by a fire or burns, intentional abuse, flooding, construction, or installation
7. Outdoor installation or use other than conventional floor covering
8. Abnormal use or abuse (roller skates, golf spikes, ski boots, etc.)
9. Use of improper cleaning agents or maintenance methods as defined by the Masland Contract cleaning and maintenance guide
10. Damage due to unsatisfactory transit or improper storage
11. Minor shading, color, or texture differences between samples, printed photographs or illustrations, and delivered product
12. Fading due to exposure to excessive sunlight or other lighting, or environmental conditions including ozone fade
13. Acts of God

*This flooring product MUST be acclimated at job site. If prior to installation, this flooring is not acclimated to room temperature (65 degrees F to 85 degrees F) at job site for a minimum of 48 hours and, if post installation, flooring is not continuously maintained at such temperature, this warranty is void.

REMEDY: If the luxury vinyl tile product fails to perform as stated above, Masland Contract will resolve the issue at its discretion to conform to the warranty. At no charge for labor, materials, or freight, Masland Contract will perform the following corrective actions: (1) Repair the affected area or; (2) Replace the affected area with same product or comparable product or; (3) Refund the full purchase price of the product that is affected if replacement is not possible or practical. It shall be at Masland Contract's sole discretion and determination as to which corrective action(s) should be taken. The liability is limited to repair, replace, or refund and does not include the cost of moving furniture, partitions, or equipment placed over the tile subsequent to the completion of the original installation.

LIMITATIONS: Incidental and consequential damages are not the responsibility of Masland Contract, and, to the extent permitted by law, are hereby excluded as to both property damage and personal injury.

PROPER CARE:

- Keep traffic to a minimum during the first 24 hours to allow the adhesive time to harden. Then open to light foot traffic for the next 24 hours. Normal foot traffic can be allowed after 48 hours.
- Furniture should not be placed on the floor for 24 hours so the adhesive has adequate time to dry.
- Always move heavy furniture and appliances with care to avoid scratching and gouging floor.
- Do not wet wash, scrub, or strip the floor for a minimum of 7 days following installation.
- Resilient flooring, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing.

REGULAR CARE:

- Maintain room temperature between 65 degrees F and 85 degrees F
- Use appropriate wide floor protectors under tables, chairs, and heavy furniture to avoid damage.
- Place walk off mats at all entrances to protect floor from outdoor elements
- Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. Avoid cleaners that contain abrasives or solvents which can damage the floor.
- Remove excess water from floor
- Use blinds or curtains to limit direct sunlight
- Use a cloth or soft surface cleaner
- Remove stain-forming and/or aggressive substances immediately

NOTIFICATION OF CLAIMS AGAINST WARRANTY

All claims under this warranty must be submitted in writing to: Masland Contract, P. O. Box 11467, Mobile, AL 36671.

OBLIGATIONS OF WARRANTOR

Masland Contract will, within ten working days of receipt of claim, designate a representative to inspect the standard performance and evaluate the warranty claim.

DISCLAIMER OF WARRANTIES

The manufacturer warrants solely the manufacturing defects set forth in this warranty. EXCEPT AS EXPRESSLY STATED HEREIN, THE MANUFACTURER'S GOODS ARE SOLD WITHOUT WARRANTY. THE MANUFACTURER EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. These warranties apply only in the United States and Canada.

