

# **SPECTRUM FLOORING GLUEDOWN** **LUXURY VINYL PLANK AND TILE** **LIMITED WARRANTY**

(January 2024)

## **ACF-GARDNER coverage and limitations of warranties for Spectrum LVT gluedown flooring planks and tiles.**

The vinyl layer of the floor plank is warranted by ACF-GARDNER not to wear through under normal use of the product for:

<b>DURAMAX45 -</b>	<b>LIFETIME (Residential) and 30 Years (Commercial)</b>
<b>LVT2520 -</b>	<b>LIFETIME (Residential) and 20 Years (Commercial)</b>
<b>LVT2MM -</b>	<b>30 Years (Residential) and 10 Years (Commercial)</b>

Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, ACF-GARDNER will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of Lifetime Limited Warranties”. This warranty is non-transferable and applies only to the original purchaser. This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to ACF-GARDNER’ installation instructions. Proper installation includes but is not limited to the following: a. 2. The flooring must be used only indoors in a climate-controlled area. 3. The flooring must be maintained in accordance with ACF-GARDNER maintenance instructions. 4. This limited warranty does not apply to ACF-GARDNER moldings and trims. 5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

### **Lifetime Limited Structure Warranty**

The floor plank and/or tile is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, ACF-GARDNER will supply new flooring material of similar color, pattern, and quality to replace the defective area. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty. This warranty is not transferable by the purchaser of the floor.

### **Lifetime Limited Structure Warranty Coverage:**

Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty. The Limited Lifetime Residential Wear and Lifetime Limited Structure Warranty do not cover: 1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw. 2. It is normal and expected for there to be color



variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing defect. 3. Manufacturer makes no guarantee that ACF-GARDNER products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc. 4. Noncompliance with installation instructions and maintenance guidelines as recommended by ACF-GARDNER. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece. 5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets. 6. Floor covering installed in inappropriate locations is excluded from this warranty. 7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems. 8. Spectrum LVT gluedown PVC vinyl requires acclimation prior to installation, and, if the floors are not continuously maintained at a reasonable ambient temperature (55-80 degrees), damage incurred may not be covered by your warranty.

### **Lifetime Limited Waterproof Warranty**

The floor plank or tile is warranted to be 100% waterproof and the structural integrity of the floor plank or tile will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). ACF-GARDNER moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor. This Lifetime Limited Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners' insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events. The Limited Waterproof Warranty does not cover: 1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile. 2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture. 3. Flooring that is installed outdoors.

### **Lifetime Limited Pet Proof Warranty**

ACF-GARDNER warrants that your Spectrum Rigid Core SPC luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The Limited Pet Proof Warranty does not cover: • Any urine, feces, or vomit stains other than pet.

### **Terms of Limited Warranties:**

- Within 1 Year: Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, ACF-GARDNER will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- Between Year 1 - 3: Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within three years of purchase, ACF-GARDNER will arrange a credit based on the original purchase of the product or replace the product. ACF-GARDNER will pay 50% of reasonable labor costs.
- Between Year 3 - 10: Claims on defects of this product, as covered by this warranty, that are reported in writing after three years but within ten years of purchase, ACF-GARDNER will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.



• After 10 years: Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, ACF-GARDNER will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.

The commercial warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas: • Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk-off mats required) • Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required) • Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby • Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms • Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

### **WHAT IF YOU NEED FILE A WARRANTY CLAIM**

You (the original purchaser) must complete a claim form (available on our web site) and submit in writing with the following: 1) A valid proof of purchase in the form of a sales receipt or other documents, which establish proof of purchase. 2) A detailed description of the problem and photographs/samples that clearly shows the warranty problem.

mail to ACF-GARDNER, Inc. Attn: Claims Dept, 12 Commerce Road, Fairfield, NJ 07004

Should a defect covered under this warranty be found, the affected area will be repaired to conform to the warranty. If repair is not commercially practical, ACF-GARDNER may, at its sole option, replace the affected resilient or refund the proportional purchase price for the affected area. ACF-GARDNER may also evaluate and possibly reimburse for reasonable labor costs.

