



## **Innovato Warranty**

### **1. WARRANTIES**

#### **1.1. WEAR WARRANTY**

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

Will not stain from normal household consumable items such as food or beverages

Will not stain from pet (domestic cat or dog) stains, including urine, feces, and vomit, providing it is immediately cleaned upon discovery.

Will not wear through the decorative surface. Scratches, indentation, or reduction in gloss level is not considered wear.

- Will be resistant to damage from normal household spills.
- In its original manufactured conditions will be free from manufacturing defects.

Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

#### **1.2. STRUCTURAL WARRANTY**

We warrant the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, it will be free from manufacturing defects.
- Starting from the date of purchase, but only if no exclusions are applicable and only if all conditions are fulfilled.

#### **1.3. INSTALLATION OVER A RADIANT-HEATED SUBFLOOR WARRANTY**

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over an embedded radiant-heated subfloor, but only if no exclusions are applicable and only if all conditions are fulfilled:

- The radiant heating system must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during, and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system.

- Concrete moisture vapor emissions should not exceed 8 lb. / 3.63 kg (ASTM F1869) / 90 % RH (ASTM F2170) with a PH limit of 9 / max 2.5 % moisture content (CM method).
- Please respect the temperature range in the room before and during the installation as specified in the installation manual, or your warranty will be void.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Acclimation is required of flooring for 48 to 72 hours, between a temperature of 65 and 85 degrees required. Fahrenheit Humidity levels need to be between 35% and 75%.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

#### **1.4 MOISTURE WARRANTY**

We warrant that all vinyl flooring and thermoplastic composite flooring in its original manufactured state to the original purchaser from the date of purchase shall be resistant to damage from mopping or normal household spills. This means planks or tiles will not swell, buckle, or lose integrity. The moisture warranty does not cover flooding, leaking pipes, household mechanical failures, 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.

#### **1.5. PET WARRANTY**

We warrant that the 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 the warranty period. However, accidents should be cleaned up immediately (within 24 hours), as the longer, they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pets is not covered by this.

### **2. GENERAL EXCLUSIONS AND CONDITIONS**

- Damage that occurs by not following relevant installation, care, maintenance, and use instructions of the present warranty and the installation instructions provided.
- Damage occurring due to excessive moisture (for example excessive moisture in a concrete slab, excessive moisture from, flooding, standing water, water underneath, hydrostatic pressure, the flooring, excessive moisture as the result of malfunctioning appliances such as dishwashers, ice makers, refrigerators, sinks, pipes).
- Damage that is caused by spills that are not removed promptly.
- Normal wear and tear of the flooring.
- Damage due to the flooring is installed in an outdoor area, a solarium, a porch, a garage, or areas like all of these.
- Damage arising from improper installation (for example installation on an unlevelled subfloor and installation when there is not sufficient perimeter expansion zone), improper care, improper maintenance, or improper use.
- Damage occurring because the flooring is exposed to extreme temperature ranges as a note in the provided installation manual. (Between 65 and 85 degrees), Acclimation is required for 48 hours
- Damage arising because the flooring is not used under normal conditions.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Damage caused by a natural disaster, flood, fire, tornado, earthquake, etc....).
- Damage caused by vacuum cleaner beater bars or hard plastics, or metal
- caster wheels.
- Flooring that has been damaged or neglected during transportation.
- Scratches, marks, stains, and other damage caused by exposure to "abrasives"
- such as pebbles, grit, sand, high heeled shoes, furniture, etc.
- Damage to click joints or indentation due to heavy rolling loads.
- Damage of planks coming apart at the seams because they have been engaged/disengaged more than three times.
- Damage caused by the collections of dirt and moisture at entrances due to the lack of interior and exterior doormats.

- 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.
- Damage caused by non-compliant casters on furniture. Barrel-type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.
- Advanced Flooring does not warrant adhesion issues. This warranty is the responsibility of the adhesive supplier

### 3. WHAT YOU SHOULD DO IF ANY OF THE ABOVE LISTED PROBLEMS OCCUR

You should notify Advanced Flooring Concepts of the defect within the designated warranty period below. If your notification takes place outside this period, our warranty will not be applicable. To enjoy the

warranty, you are obligated to present:

- A valid proof of purchase in the form of the sales receipt for the flooring related to the installation.
- 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.

**4. General Terms & Conditions for Advanced Flooring Concepts** warranties apply to Advanced Flooring Concepts Luxury Vinyl Flooring when installed and maintained following our most recent installation and maintenance procedures. For the most up-to-date

procedures, please visit [www.advancedflooringc.com](http://www.advancedflooringc.com) The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.

These warranties apply only to the original owner and the first installation of the product and are non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Advanced Flooring Concepts Purchases.

The material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. Color and gloss issues resulting from material added to an existing installation later and non-warranty related repairs are excluded from coverage.

### 5. Replacement & Repairs

If Advanced Flooring Concepts 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.

#### Available Wear Layer Thickness & Warranty

Mil	Residential	Light Commercial	Commercial
6-mil	10 years	3 years	n/a
8-mil	20 years	5 years	n/a
12-mil	30 years	10 years	7 years
20-mil	Life	15 years	10 years