



Luxury Vinyl Plank- Limited Warranties

2.5 mm Dry back Product:

Wear Layer 22 mil

- Lifetime limited residential structural and wear through warranty
- 20 years limited heavy commercial and wear through warranty

5 mm Loose Lay and SPC Products:

Wear Layer 20 mil

- Lifetime limited residential structural and wear through warranty
- 10 years limited heavy commercial and wear through warranty

4.5 mm SPC Click Product:

Wear layer 12 mil

- 25 years Limited residential wear through warranty
- 7 years limited heavy commercial and wear through warranty

5.5 mm SPC Click Product

Wear layer 20 mil

- Lifetime limited residential structural and wear through warranty
- 20 Years Light Commercial

This means for each use of warranty period the floors:

- Will not wear through
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from normal and commercial use when properly installed
- Will not permanently indent from normal household and commercial use when proper precautions are followed
- Will not bottom-up discolor from use of proper underlayment and then use of proper adhesive
- The edges of the floor will not curl when properly installed and subfloor is properly prepared according to installation instructions

Warranty exclusions:

- Damage through incorrect installation
- Damage through incorrect care and maintenance
- Damage from floods, insect infestations or natural disasters
- Damage from water or moisture trapped underneath the floor
- Damage from high traffic that is not representative of a residential or commercial application
- Stains or mechanical damage to the surface cause by incorrect treatment, use or storage, and especially high heel shoes, furniture, stones or pets
- For all LVP products except for the SPC room temperature should always be maintained between 18-27°C. The planks would deform to, for example cupping if above 27°C and disengaging below 10°C.
- You should never pin down a click-lock floor because it is a **floating floor** designed to expand and contract with temperature and humidity changes. Pinning it prevents this natural movement.

Proactive protection for your floors:

- When moving heavy appliances/heavy furniture, lay plywood or hard panels on your floor and walk the item across it. This will protect against potential scuff and damage.
- Used floor protectors on furniture to reduce indentations. As a rule of thumb heavier items require the wider protection.
- Use caution with rolling casters. They can and will damage the floor. Check installation and maintenance information for clarification of what is and what is not acceptable.
- Do not walk on the floor with stiletto heeled shoes or other sharp heeled shoes as they will damage the floor
- Always use walk off mats at outside entrances in order to reduce the amount of dirt brought into the home. We do not recommend the use of rubber, latex or coco mats as they can permanently stain your floor. We suggest the use of non-staining vinyl black mats or woven rugs that are colorfast and identify as such by the manufacturer.

INSTALLATION

This limited warranty covers products and reasonable labor costs (as determined by Traffix Flooring, at its sole discretion) provided a professional installer was used and paid when the product was originally installed, and provided further that such product was installed in accordance with installation instructions. These instructions are located inside each box. They can also be obtained by contacting the retailer or by visiting Traffix Flooring website www.TraffixFlooring.ca.

REPLACEMENT AND REPAIRS

Traffix Flooring reserves the right to repair any product or use its own installer to replace it. If Traffix Flooring repairs or replaces a product as a result of a warranty claim, the consumer is required to remove, store and replace all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. Traffix Flooring recommends that appropriate replacement stock of the product be kept if needed for future repair or replacement.

If a defect covered by this warranty appears during the warranty period, Traffix Flooring will, at its sole discretion, repair or replace the defective product according to this warranty. The replacement product is warranted for the remainder of the original warranty period.

WARRANTY COVERAGE

Residential warranties only apply to products intended for installation in non-commercial, owner-occupied, residential premises (single-family homes, condominiums, townhouses, etc.). Residential rental units fall under the commercial warranty only.

Commercial warranties apply to areas that are considered as having light and moderate traffic including private offices, boutiques, bistros, hotel guest rooms, meeting rooms, multi-housing common areas and hallways.

Traffix Flooring defines "Light Commercial" as smaller retail environments, spas/salons, small owner-occupied medical or work offices, etc. and residential spaces within commercial buildings with very light foot traffic including hotel guest rooms, living areas within multi-family housing, or student housing.

Traffix Flooring defines "Commercial" as public space areas within commercial buildings or any property used for business activities that are normally exposed to heavy foot traffic. Traffix Flooring will determine in its sole discretion whether a particular use qualifies as Light Commercial or Commercial. Examples include corridors, lobbies, restaurants, and elevator cabs, areas within commercial businesses like retail stores, malls, office/multi-use buildings, schools, hospitals, lodging, airports, etc.

MANUFACTURING DEFECTS WARRANTY – Years 1 – 10 From Purchase

Traffix Flooring hereby warrants to the original owner that the LVT products shown above will be free from defects in material and workmanship for a specified period from date of invoice, provided such products are professionally installed and maintained in accordance with the instructions published by Traffix Flooring.

Within One Year: If a manufacturing defect covered by this warranty is reported to Traffix Flooring within one year of purchase, Traffix Flooring will replace the defective product with a comparable running line material of similar color, pattern and quality; Traffix Flooring will also pay reasonable labor costs to replace the defective material.

Within Two Years: If a manufacturing defect covered by this warranty is reported to Traffix Flooring between years 1 and 2 from purchase, Traffix Flooring will replace the defective product with a comparable running line material of similar color, pattern and quality; Traffix Flooring will also pay 50% of reasonable labor costs to replace the defective material.

Year 3 – 10: If a manufacturing defect covered by this warranty is reported to Traffix Flooring between years 3 and 10 from purchase, Traffix Flooring will replace the defective product with a comparable running line material of similar color, pattern and quality; Traffix Flooring will replace the defective material only.

Traffix Flooring hereby warrants to the original owner that the LVT products shown above will not wear through to the print decorative layer from normal commercial foot traffic and/or loads, for the period noted from date of original invoice.

Wear" is defined as completely wearing through the Traffix Flooring LVT's urethane finish and wear layer, and exposing the print layer, provided the products are receiving regular commercial maintenance and being used in commercial areas.

LIMITATIONS - THIS WARRANTY DOES NOT COVER

Without limiting the generality of the foregoing , SUCH WARRANTIES DO NOT COVER:

1. Installers' workmanship or failure to properly acclimate or prepare or protect floor covering. (Workmanship errors should be addressed to the contractor who installed the floor. These warranties do not cover flooring product that has not been professionally installed.);
2. Failure to protect the floor covering before, during or after installation from scratches or other trades;
3. Minor shading, color or texture between products and samples or photographs;
4. Material installed with obvious defects. Installation is considered acceptance;
5. Damage caused by adhesives other than those recommended by Traffix Flooring;
6. Dissatisfaction, problems or damage to the extent caused by installation and/or maintenance other than as recommended by Traffix Flooring;
7. Damage due to accidents, gouges, scuffs, scratches, indentations or excessive point loads;
8. Damage from high heels, spike heels or inappropriate chair casters or glides;
9. Inappropriate end-users' activities or excessive usage outside normal traffic or loads;
10. Discoloration due to UV light and/or heat sources;
11. Discoloration from underlayment panels, mold, mildew, rubber-backed mats, asphalt or deicer tracking;
12. Dissatisfaction, problems or damage due to irregularities caused by subfloor, including but not limited to moisture, alkalinity, or hydrostatic pressure in subfloor;
13. "Seconds," "sub-standards," "irregulars," or "off- goods" which are sold by Traffix Flooring strictly on an "as-is" basis.
14. If Buyer's order is for or includes goods ("Articles") made by another manufacturer, Buyer acknowledges that Traffix Flooring is not the manufacturer of such Articles and therefore Traffix Flooring makes no warranties for third-party product;

15. Diminished gloss level, which is not defined as wear through;
16. Removal of wear layer as a result of improper cleaning agents, equipment or methods or failure to properly maintain or protect resilient flooring from damage is specifically excluded from Traffic Flooring wear warranties;
17. Damage to product that has been re-installed in a second location;
18. Failure of Click LVT in excessively wet and high moisture areas (such as bathrooms).
19. You should never pin down a click-lock floor because it is a **floating floor** designed to expand and contract with temperature and humidity changes. Pinning it prevents this natural movement.

What Happens If You Pin It

- **Buckling:** Boards push upward. They form unsightly ridges.
- **Gapping:** Joints pull apart. Large gaps appear between planks.
- **Breaking:** Locking mechanisms snap. The floor gets ruined.
- **Squeaking:** Planks rub together. The floor becomes noisy.

Common Ways People Accidentally Pin Floors

- **Heavy Cabinets:** Installing kitchen islands on top. Planks get trapped.
- **Wall Molding:** Nailing baseboards directly into flooring. Planks cannot slide.
- **Tight Perimeters:** Leaving no expansion gap at walls. Planks hit drywall.
- **Transitions:** Screwing door transition strips into planks. Planks get locked down.

Proper Installation Rules

- **Leave Gaps:** Maintain a 1/4-inch to 1/2-inch perimeter gap.
- **Fasten Trim correctly:** Nail baseboards only into the wall.
- **Float Islands:** Install heavy cabinetry before laying floors.