

# Venetian Flooring Vinyl Flooring Warranty

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## WARRANTY REQUIREMENTS

Quality of installation affects the longevity of Mira Nova Vinyl Planking. Installation defect is not covered under Venetian Flooring's warranty. Venetian Flooring's limited residential warranty guarantees that

- The floor edges won't curl
- The floor seams won't open
- The floor will stay bonded if installed with an suitable permanent adhesive
- The floor will not crack over underlayment joints

## 25-YEAR PLUS LIMITED RESIDENTIAL WARRANTY

For 25 years from the date of purchase, your floor:

- Will not rip, tear or gouge from normal household use. (Movement of large appliances requires special handling).
- Will not permanently indent when proper floor protectors are used
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the product
- Will not wear through for the lifetime of the product\*

The heavier the item, the wider the floor protectors should be.

\* Wear-through is defined as loss of the floor design due

## How to submit a claim

In case of a manufacturer defect, please contact your retail dealer immediately. Original sales receipt must be present at time of claim.

## What is NOT covered by this warranty?

Damage caused by fire, flooding or intentional abuse.

Damage caused by vacuum cleaner beater bar, caster wheels, spiked heel shoes, and cutting from sharp objects.

Loss of gloss/scratching.

Minor color, shade or texture variations between samples or printed color photography and the actual material.

Construction or installation related damage

Installation defects

Dissatisfaction due to improper maintenance

Damage caused by improper furniture rests and floor protectors, and moving appliances across the floor without adequate protection.

– When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.

Discoloration or damage caused by adhesives or floor care products not recommended by Venetian Flooring.

Floors that are installed in other than owner occupied or tenant occupied residences

## Warranty Definitions

Wear or wear-through means loss of the floor design due to normal household use

Normal household use means common daily activities in the home

Manufacturing defect means a visual or construction deficiency resulting from the manufacturing process

## **7-YEAR LIMITED LIGHT COMMERCIAL WARRANTY**

### **What is covered and for how long?**

The Venetian Flooring 7 year limited light commercial warranty means that for 7 years from the date of purchase, the floor listed above:

- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoe soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

### **Terms**

**Within Five Years:** If a defect covered by this warranty is reported to Venetian Flooring in writing within five years of purchase, Venetian Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Venetian Flooring will also pay 50% of the reasonable labor costs..

**Within Ten Years:** If a defect covered by this warranty is reported to Venetian Flooring in writing after five years but within ten years of purchase, Venetian Flooring will supply new material of the same or similar grade sufficient to repair or replace the defective material. Venetian Flooring will not cover labor costs.

If a defect covered by this warranty is reported to Venetian Flooring in writing, Venetian Flooring will provide a one-time only replacement of the floor per unit, and not for multiple complaints of the same nature, for the lifetime of the floor.

### **Exclusions:**

The following are not covered by this warranty:

- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels, spike shoes
- Rolling loads, chairs, or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to, for example
- Moisture, alkaline or hydrostatic pressure from the subfloor
- Inappropriate end-user activities
- Damage caused by fire, flooding or intentional abuse.

### **WARRANTY OWNER**

This warranty extends only to the original end-user.

## **CARE AND MAINTENANCE**

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below.

**CAUTION:** Most damage to new floors is done when moving kitchen appliances. Caution should be observed so any heavy objects, particularly kitchen appliances, do not gouge and tear material. When you are moving heavy objects into place, always use hardboard or underlayment panels to protect floor. Use strips of hardboard under feet of

appliances as they are moved into final position. Tilt appliance slightly to remove strips. To further protect against heavy, sharp-edged furniture and appliance legs, the use of floor protectors is recommended. Your Venetian Flooring retailer can help select the right protectors.

### **Caring for Your Floor**

- Sweep regularly to remove surface grit and dust. Use a damp cloth or mop to clean up any dirt and footprints but avoid using excessive moisture. All spills should be cleaned up immediately. CAUTION: Planks are slippery when wet.
- Do not use a wet spray micro fiber mop. Never use wax, polish, abrasive cleaners or scouring agents as they may dull or distort the finish.
- High heels can damage floors.
- Use protective pads under furniture. Use doormats at entrance ways to protect floor from discoloring.
- Do not allow pets with unclipped nails to scratch or damage the floor.
- Avoid exposure to direct sunlight for prolonged periods of time. Use drapes or blinds to minimize direct sunlight during peak sunlight hours.
- It's a good idea to save a few planks in case of accidental damage. Planks can be replaced or repaired by a flooring professional.

### **Proactive protection for your floor**

When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears. Never slide furniture or appliances directly over your floor.

Use floor protectors, such as Venetian Flooring Floor Protectors, on furniture to reduce indentation. The heavier the item, the wider the floor protector needed.

Do not use rolling casters. They can damage the floor.

Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings can cause permanent discoloration.