



# RIGID CORE VINYL FLOORING LIMITED WARRANTY

## WHAT IS COVERED?

### RESIDENTIAL

For residential installations, AHF Products warrants its regular (first quality) floor products to be free from manufacturing defects for (see applicable products and years below) from the date of purchase; if installed according to the installation instructions and the approved application.

The flooring product:

- Will not wear through\*
- Will not stain from common household stains
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- Will not permanently indent from normal household use.\*\*
- Will not bottom-up discolor from underlayment panels (including lauan), as well as alkali, mold or mildew growth.
- The edges of the flooring will not curl.

### COMMERCIAL

For commercial installations, AHF Products warrants its regular (first quality) floor products are warranted to be free from manufacturing defects and will not wear through the printed image for the term length of the warranty coverage as set forth below in the Limited Warranty Term Length for Applicable Products and Years section, starting from the date of purchase, installed according to the installation instructions and the approved application listing.

### Non-intended Applications

- Anywhere commercial cleaning machines will be used
- Assisted-Living (floating application)
- Large commercial applications (education/institutional, hospital/health care, large retail, office, hospitality)

## WHAT DOES 100% WATERPROOF MEAN?

When exposed to water, Rigid Core is waterproof and will not swell, buckle or lose integrity. If exposure to water occurs, the flooring installation system with, Rigid Core Technology, (full-spread adhesive and locking) will continue to create a secure bond. In the case of standing water or flooding, Rigid Core flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

## WHAT IS THE AHF PRODUCTS PET-FRIENDLY WARRANTY?

When exposed to soiling from pets (domestic dogs and cats), Rigid Core flooring will resist stains during the specific warranty timeframe. However, accidents should be cleaned up immediately, 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 warranty.

### Limited Warranty Term for Applicable products and Years

Use	Lifetime	35-Years	15-Years	10-Years	7-Years
Residential	Bruce® LifeSeal Trending	Bruce® LifeSeal Classic			
Commercial				Bruce® LifeSeal Trending	

## WHAT WILL AHF PRODUCTS DO IF ANY OF THE ABOVE HAPPENS?

### RESIDENTIAL

If any of the above should occur within the specified limited warranty periods for each flooring product, AHF Products will furnish comparable AHF flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at AHF's option. And, if your floor was professionally installed, AHF Products will also pay reasonable labor costs for the direct repairs or replacement.

AHF will replace or repair a floor discolored from mold, mildew, or alkali one time. If the replacement or repair fails in the same manner a second time, AHF will determine the subfloor and/or environmental conditions are causing the mold, mildew, or alkali and are not acceptable for the installation of vinyl tile or plank; therefore, AHF will not repair or replace a second time.

### COMMERCIAL

#### What commercial applications are recommended for AHF Flooring residential products?

Durability, ease of installation and care make many of our residential products great options for light commercial and small commercial applications. When choosing a floor, consider the space where it will be installed and select a wear layer and visual that will withstand to the expected level foot traffic. Guidelines are included below. If you have questions about a specific application, please contact your AHF Flooring representative prior to purchase.

#### Within One Year:

If a defect covered by this limited warranty is reported to AHF in writing within one year of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF will also pay reasonable labor costs.

#### Within Two Years:

If a defect covered by this limited warranty is reported to AHF Products in writing after one year but within two years of purchase, AHF Products will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will also pay fifty percent (50%) of the reasonable labor costs.

#### After Two Years:

If a defect covered by this limited warranty is reported to AHF in writing after two years but within (see applicable products and years below) of purchase, AHF will supply new material of the same or similar grade sufficient to repair or replace the defective material. AHF Products will not pay labor costs. AHF Products will not pay labor costs to repair or replace material with defects that were apparent before or at the time of installation

\* Wear through is defined as loss of the floor design due to normal household use.

\*\* We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

## WHAT IS NOT COVERED BY THIS LIMITED WARRANTY?

- Damage caused by fire, flooding, exposure to standing water or intentional abuse.
- Damage caused by moisture to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the structural integrity or dimensional stability of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur. (One time replacement)
- Flooring that is installed outdoors.
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects.
  - When vacuuming, we recommend using the wand attachment on your vacuum.
- Indentation or damage from improper loads including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors.
- Damage caused by abuse such as moving appliances across the floor without adequate protection. To protect your floor from scuffing and tears when moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it.
- Loss of gloss/scratching.
- Minor color, shade, or texture variations between samples or printed color photography and the actual material.
- Floors that are graded “irregular” or sold “as is” without warranty.

## WHAT IS EXCLUDED FROM THIS LIMITED WARRANTY?

THIS LIMITED WARRANTY CONSTITUTES THE ONLY EXPRESS WARRANTIES FOR THE PRODUCT PURCHASED. None of our installers, retailers, distributors or employees has the authority to alter the obligations, limitations, disclaimers or exclusions under this or any AHF warranty.

AHF PRODUCTS EXCLUDES AND WILL NOT BE LIABLE FOR NOR PAY, TO THE EXTENT PERMITTED BY LAW, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO PERSONAL INJURY; PROPERTY DAMAGE; DAMAGE TO OTHER PROPERTY; LOSS PROFITS; ANY DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING; DIMINUTION IN PROPERTY VALUE; COSTS OF RENT OR MOVEMENT OF FURNITURE; THE REMOVAL OR REPLACEMENT OF CABINETS AND/OR FIXTURES; RETAIL MARKUPS; INSTALLATION OR LABOR PROVIDED BY OTHERS OR SUPPLEMENTAL COSTS INCLUDING, BUT NOT LIMITED TO, RELOCATION DURING THE REPAIR PROCESS (SUCH AS HOTEL, MEALS, OR MOVING AND STORAGE OF FURNITURE COSTS AND/OR OTHER ADDITIONAL EXPENSES), EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF SUCH DAMAGES.

TO THE EXTENT PERMITTED BY LAW AND FOR ALL NON-CONSUMER PRODUCT(S): **ALL WARRANTIES (OTHER THAN OUR LIMITED WARRANTY) INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.** IF ANY IMPLIED WARRANTY ARISES UNDER APPLICABLE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW.

NOTE: THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THE REMEDIES CONTAINED IN THIS LIMITED WARRANTY ARE THE ONLY REMEDIES AVAILABLE FOR BREACH OF THIS WARRANTY.

## WORKMANSHIP

AHF does not warrant the installers' workmanship. Workmanship errors should be addressed to the contractor who installed the floor. Your AHF Rigid Core flooring should be professionally installed by contractors who have demonstrated expertise in installing residential/commercial floors.

## WHAT SHOULD YOU DO IF YOU HAVE A PROBLEM?

We want you to be happy with your AHF floor. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at 1 866 243 2726.

## CONSUMER CLAIMS PROCESS

### *How does AHF sell its products?*

We work with distributors all over the country to make our products widely available. We sell our products to distributors, and distributors sell our products to local retailers and contractors.

### *Steps to Filing a Claim:*

1. Return to your retailer with your original proof of purchase.
  - a. If your floor was installed as part of a new home build, you may use your style selection sheet or your closing documents as your proof of purchase. If your retailer information is not included in these documents, contact your builder.
  - b. If your retailer is out of business, please call 1-866-243-7276 so we may assist you in finding a new retailer.
2. The claim will be evaluated.
  - a. **Distribution Retailers:** Your retailer will need to contact its distributor representative to get the claim filed. The retailer or distributor representative may inspect your flooring or request pictures or uninstalled samples showing the issue.
  - b. **Lowe's, Home Depot, or Direct:** Your retailer will need to call us directly to file the claim. At that time, your sales associate may request pictures or uninstalled samples. An inspection of the flooring in your home may be required.
3. A claim determination is made.
  - a. **Distribution Retailers:** We will send the evaluation of the claim to your retailer's distributor, who will then share the results with your retailer. Your retailer should call you within 48 hours of receiving the determination to inform you of the decision.
    - i. If your claim is approved, please work with your retailer to order new material and schedule the reinstallation, if applicable.
    - ii. If your claim is not approved, you will receive a letter explaining why. You will also receive an inspection report if your home was inspected by a Technical Services Manager or a third-party inspector.
  - b. **Lowe's, Home Depot, or Direct:** The claim determination and any relevant inspection reports will be sent directly to your store. They should contact you within 48 hours to inform you of the decision.

### *Appealing your Claim Determination:*

If you do not agree with your claim determination, please contact our Customer Advocates by calling 1-866-243-2726 and selecting the option for Warranty, or by emailing your concerns to [customeradvocates@ahfproducts.com](mailto:customeradvocates@ahfproducts.com). We will go over any evaluation methods we have used in regards to your claim and determine if there is any additional evaluation needed.

## PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER

AHF Products needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur.

## WARRANTY OWNER

This limited warranty extends only to the original end-user and applies to floors purchased after January 1, 2019.

## CARE INSTRUCTIONS

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

### DO:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash occasionally with a Resilient Floor Cleaner such as Bruce® Multi-Surface cleaner.

### DO NOT:

- Use detergents, abrasive cleaners or “mop and shine” products – they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters as they can damage the floor.
- Use a beater bar when vacuuming because it can visibly damage the floor surface.
- Use highly abrasive scrubbing tools.

## 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.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical (antioxidant) they often contain can permanently stain your floor. We suggest anti-staining vinyl-backed mat or a woven rug that is colorfast.

## IMMEDIATELY AFTER INSTALLATION:

- Maintain a minimum room temperature between 50°F (10°C) and 140°F (60°C) for 48 hours before, during and after installation is completed, then maintain temperatures between 50°F (10°C) and 140°F (60°C) thereafter.
- We recommend that you do not scrub or wash your floor for five days.

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