



## WARRANTY | Glue Down Luxury Vinyl 2mm - 12MIL

### **15 YEAR RESIDENTIAL / 5 YEAR LIGHT COMMERCIAL**

#### 15 YEAR RESIDENTIAL WARRANTY

Resolve warrants 15 years of Residential use from the date of original purchase, the Luxury Vinyl Glue Down product:

- Will be free of manufacturing defects.
- Will not stain from normal household consumable items such as food or drinks.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear).

#### 5 YEAR LIGHT COMMERCIAL

Will be free of manufacturing defects.

- Will not stain from normal household consumable items such as food or drinks.
- Will not fade as a result of direct sunlight or normal indoor lighting.
- Will not wear through the decorative surface (scratches or loss of gloss is not considered wear).

#### WARRANTY OWNER

This warranty extends only to the original purchasing end-user. Resolve's warranties are non-transferable.

#### Approved for use in:

- Residential applications (exclusions: heavy rolling traffic such as hospital beds or electric wheelchairs)
- Multi-Family applications - (entry foyers, common areas, residential units - exclusions: heavy rolling traffic such as hospital beds or electric wheelchairs)
- Light Commercial applications (light traffic areas of business offices and boutique shops)
- Commercial applications (moderate traffic areas of business offices, boutique shops, stores, entry foyers, areas with moderate rolling loads)

## Not approved for use in:

- Areas of heavy rolling loads (such as: hospital beds, electric wheelchairs)
- Heavier traffic areas, entry foyers, or any area where food is prepared, or objects are rolled or drug around.
- Industrial Applications

## Acceptable Applications

Private Residence – Any Room, including “wet rooms” (Bathrooms, Kitchen, Mudroom) (excluding saunas or steam rooms)

Multi-Family Housing – Apartments, Condominiums, Military Housing – Any room including common areas.

Corporate - Banks, Professional Offices, including Accountants, Lawyers, etc. - Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms

Retail - Retail Stores, Boutiques, Art Galleries, Bookstores, Coffee Shops, Gift Shops, Beauty Salons

Hospitality - Hotels and Restaurants (excludes Commercial Kitchens and areas of Heavy Rolling Loads)

Education - Daycare, Preschools, Libraries, Dorm Rooms, Auditoriums, Common Areas (excludes Gymnasiums)

***Important: Contact your Resolve Flooring Representative or retailer for questions about acceptable installation applications.***

## RADIANT HEATED FLOORING

Resolve Glue Down Luxury Vinyl is only approved over hydronic (water) radiant heat systems. Radiant heated floors should never exceed 85 degrees Fahrenheit. It is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer’s warranty. Only radiant heating systems using water are acceptable.

## LIMITATIONS AND EXCLUSIONS

Resolve 2mm LVP must be installed in accordance with Resolve’s installation instructions. Moisture testing must be performed and documented for all installations on concrete substrates. Acceptable test methods are ASTM F-1869 or ASTM F-2170.

## **Resolve does not extend its warranty to any of the following:**

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, grain raising, checking, edge fracturing, splintering, chipping, end lifting, swelling, shrinking, cupping and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, incorrect installation practice or repairs.
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding or natural disasters.
- Improper workmanship or installation not in accordance with Resolve's installation instructions.
- Damage caused by caster wheels (A chair mat or rug is required where caster wheels are being used), wheelchairs, electric wheelchairs, heavy rolling loads, vacuum cleaners, over saturated wet mops and steam cleaners.
- Construction related damage.
- Failure to provide adduced furniture support with floor protectors that are at least 1 1/2" in diameter.
- Changes in color due to aging, over exposure to sunlight or ultraviolet (UV) rays are not considered a defect.
- Failure to allow adequate expansion space of at least 1/4" around the entire perimeter of the installation and all fixed/vertical objects.
- Damages due to negated expansion space from heavy objects, moldings or doorways obstructing normal expansion and contraction of the planks (i.e. kitchen cabinets, kitchen islands, door casings/jambes, entrance and exit doors, moldings/trim installed tight to the surface of the finished floor)
- This warranty does NOT cover any claims related to exposure to excessive moisture
  - Adverse reactions due to vapor pressure/emissions from the subfloor. Water damage from excessive moisture in a concrete slab, hydrostatic pressure, flooding caused by ice makers, refrigerators, sinks, dishwashers, leaking pipes, flooding, standing water, spills when not promptly removed; household mechanical failures, damage caused by water underneath the flooring, including damage from sub floor hydrostatic pressure of other conditions that result in water being below the flooring or natural disaster.
- Dimensional change due to high moisture, vapor emissions, extreme temperatures (below 32\* or above 110\*), improper flooring acclimation or over exposure to direct sunlight.
- Floors installed over electric radiant heated subfloors, will void all warranty coverage.
- Installation over hydronic radiant floor heating with a surface temperature in excess of 85 degrees F.
- Abuse, neglect, abnormal use or misuse, application of solvents, corrosives, or other chemicals, etc. improper cleaning or maintenance product.
- Discoloration from rugs or rubber backed floor mats

- Damage caused by vacuum with a beater bar (rotating bristle brush).
- Flooring installed over improperly prepared or unstable subfloor.
- Installation in areas with sustained temperatures below 60° F or above 85° F - Installation in areas where temperature regularly falls below 50° F or goes above 104° F
- Installation in outdoor areas, sun rooms, solariums, porches, garages or other areas subject to excessive moisture or extremes of temperature.
- Installation of flooring with any known manufacturing defect.

### Filing a Claim

In order to file a claim under this warranty, contact your Resolve Flooring authorized retailer or supplier within 30 days following the date of discovery or detection of the issue. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service. A claim form must be filled out to file a claim.

If your Resolve Luxury Vinyl Glue down fails to perform as stated in the applicable warranty period, Resolve will, at its option either repair without charge the affected area to conform to the warranty; OR replace the floor without charge with another floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Resolve will pay for the professional labor cost to install your replacement floor. If Resolve repairs or replaces a plank/tile, you will be required to clear at your expense, any items placed over the affected area subsequent to the original installation. Warranty coverage for the replacement panel will be limited to the remaining time of the original warranty.

### Right for Inspection

Resolve reserves the right to inspect the installed LVP planks by an accredited professional flooring inspector (NICFI, IFCII, CFIU, FCITS), and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to inspection will void any right to claim against this warranty.

### Disclaimer

Resolve flooring disclaims liability for incidental and consequential damages including downtime, loss of use of flooring/facilities/equipment, loss of profit or revenue. breach of any express or implied warranty and disclaims all other express or implied warranties, including any implied warranty of merchantability, or warranty of fitness for a particular purpose, with respect to this product. The above remedies are the customer's sole and exclusive remedies for claims on this product.

This Warranty is dated 3/1/2024.