

COMMERCIAL DRYBACK LVT/LVP 20-YEAR WARRANTY

EFFECTIVE: FEBRUARY 1, 2018

TEKNOFLOR®

PRODUCTS & COVERAGE

Shannon Specialty Floors warrants that its **TEKNOFLOR® Rare Plank HPD™** Luxury Vinyl Plank (LVP) flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear out through the original decorative pattern, for **20 years** from the date of purchase. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **TEKNOFLOR® Commercial Dryback LVT/LVP Professional Technical and Installation Guide** and the **TEKNOFLOR® Resilient Flooring Care & Maintenance Guide**.

PRE-INSTALLATION

Shannon Specialty Floors warrants that its flooring is free of material defects. Flooring shall be checked by you and/or your installer for visible defects prior to installation. Any pieces that appear to have defects should not be installed. Shannon Specialty Floors will provide replacement material for all visual claims prior to installation and will not be responsible for any labor claim arising from flooring installed with visual defects.

INSTALLATION

Shannon Specialty Floors does not warrant or approve jobsite conditions or flooring installers' workmanship. Substrate or environmental issues and installation errors should be addressed through the flooring contractor who installed the **TEKNOFLOR® Commercial Dryback LVT/LVP** flooring. **TEKNOFLOR®** floors should be installed by professional flooring contractors with experience and demonstrated expertise in installing commercial floors of similar size and complexity. This Limited Warranty covers materials and fair market rate installation costs for 20 years from the date of purchase, provided that such flooring is installed according to the **TEKNOFLOR® Commercial Dryback LVT/LVP Professional Technical and Installation Guide** and only if the flooring is installed using the recommended adhesive. The use of any other adhesive during installation will void the warranty if problems/issues arise as a result of the use of an adhesive other than a recommended adhesive. Please refer to the current installation guide for the type(s) of adhesive(s) that should be used for installation. All other instructions contained in the current Technical and Installation Guide must be followed when installing **TEKNOFLOR® Commercial Dryback LVT/LVP** flooring, or this warranty will be voided. This Guide is revised periodically, and floors must be installed according to the current Guide at the time of installation. Please check our website for the current Guide.

REPLACEMENT/REPAIRS

Shannon Specialty Floors reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Shannon Specialty Floors repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed on or over the affected areas subsequent to the original installation. In addition, this Limited Warranty does not cover any barrier walls, special air handling equipment, any other environmental control or protective measures necessary to be in place to make any repairs or replacement. In the event that Shannon Specialty Floors repairs or replaces any flooring covered under this Limited Warranty, it shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

TERMS FOR WARRANTY

If a defect covered by this Limited Warranty is found and promptly reported to Shannon Specialty Floors within 20 years from the date of purchase, Shannon Specialty Floors will... upon verification of the claim... supply new flooring material of similar color, pattern and quality to replace the defective material(s). Shannon Specialty Floors will also pay fair market-value labor costs to remove and reinstall the flooring in the affected areas. This Limited Warranty does not cover expedited freight costs or other expenses beyond the scope of removal and reinstallation of defective floor covering.

In case of questions regarding the terms of this Limited Warranty, please contact our Shannon Specialty Floors Customer Service Department at (800) 522-9166. Shannon Specialty Floors reserves the right to inspect any jobsite, flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

EXCLUSIONS

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the **TEKNOFLOR® Commercial Dryback LVT/LVP Professional Technical and Installation Guide** for proper installation methods and approved adhesives, and to the **TEKNOFLOR® Resilient Flooring Care & Maintenance Guide** for proper maintenance procedures and cleaning solutions.
- Damage caused by fire, burns, abuse, misuse, flooding, excessive topical or substrate moisture, mildew, spills, scratches, gouges, cuts, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- This Limited Warranty is void if this flooring is not acclimated in a climate-controlled structure consistently maintained at temperatures between 65°F and 85°F (18° - 29°C) and 35% - 65% RH a minimum of 48-72 hours before, all times during, and continuously after installation (depending on adhesive).
- Loss due to loss of time, inconvenience, incidental expenses (such as furniture removal and any other labor and/or material costs) in preparation for covered repairs incurred in the removal or reinstallation of the affected material.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This warranty is in lieu of any other warranties, expressed or implied. Shannon Specialty Floors requires the original receipt to verify date of purchase.

WARRANTY OWNER

This warranty applies only to the original purchaser of first quality flooring and the original installation site but may be transferable one-time only upon a change in ownership of the installation site. Any request for transferability of this warranty must be made in writing to Shannon Specialty Floors by the new owner of the installation site. Shannon Specialty Floors reserves the right to inspect the installation site upon request for a one-time transfer of this warranty. Transferability of this warranty will be voided if any modification has been made to the flooring by the original owner of the installation site or will be made by the new owner or if the new owner intends to use the space of the installation site for a different purpose. In addition, one-time transferability is available only if the new owner agrees in writing to follow the **TEKNOFLOR® Resilient Flooring Care & Maintenance Guide**. Shannon Specialty Floor will NOT pay any labor costs with respect to a claim under a warranty that has been transferred.

Claims under this Limited Warranty must be made in writing to the following email address:

technical@shannonspecialtyfloors.com