



## Laminate Flooring Warranty Information

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vius laminate floors are warranted to the original purchaser, from date of purchase, when installed in dry interior residential applications as follows:

- The floors will be free from manufacturer defects.
- The decorative laminate surface will not wear through.
- The floor will not fade due to sunlight or electrical light.
- The floor will not stain.
- Seams will not unlock under normal use conditions.
- The floor will resist water damage from everyday spills when removed promptly and from cleaning when cared for in accordance with the vius Maintenance and Care Instructions.

### vius Residential Warranty

The vius warranty is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the instructions that accompanied the product. Installation instructions can also be obtained through vius
- This warranty does not cover defects caused by improper sub-floor/surface preparation, improper installation, or an improper application (proper installation is assumed to include a moisture test to ensure excessive moisture does not exist in the subfloor).
- A suitable underlayment must be used for all flooring installations warranted by vius. For installations on concrete sub-floors, below grade level or in moisture-prone areas, a suitable underlayment with moisture barrier must be used to validate the warranty.
- This warranty does not cover damage due to improper installation, cleaning, care or maintenance in a manner contrary to the instructions as provided, physical abuse to or misuse of the product, accidents causing scratching, marring, impact dents or cutting, freight damage, modification, alterations of either chemical or physical characteristics, repair or service of the product other than that performed by an authorized dealer, or any wear or damage caused by acts of God.
- Surface wear must be visible from a standing position (i.e. cover an area greater than ½ square inch). Gloss or sheen reduction is not surface wear and is not covered by this limited warranty.
- This warranty does not apply to water damage caused by flooding, standing water (water remaining on the surface of the floor for longer than 30 minutes), leaking appliances or pipes, pet urine, damage resulting from water underneath the flooring, or other conditions that cause the floor to become saturated with water.
- This warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.
- Planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects are not covered under this warranty. If you spot

what you believe to be a manufacturing defect on a particular plank DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.

### **vius Commercial Use Warranty**

The vius Commercial Use Warranty is a limited warranty to the original purchaser and is subject to the same Terms and Conditions as the vius Residential Warranty. Under the vius Commercial Use Warranty, vius warrants that the floor will not fade due to sun or electrical light, the floor will not stain, and that the decorative laminate surface will not wear through. The vius Commercial Use Warranty is applicable to installations in the following areas without immediate access to street traffic:

- Offices
- Hotel rooms and suites
- Hotel conference and multipurpose rooms
- Retail stores (novelty shops/boutiques)

This warranty is not applicable to installations in heavy commercial areas such as, but not limited to, airports, restaurants, bars, etc. To validate the commercial warranty, the flooring must be professionally installed following vius' installation guidelines and only installed in dry interior areas. In case of doubt about a specific type of location please contact vius.

### **Warranty Terms**

In the event that you have a warranty claim, it must be made in writing within 30 days after the basis for the claim has been detected. To make a claim, contact your retailer. Proof of purchase is required. .

If a claim under the vius Warranty is approved, vius will repair or replace at its option, the affected flooring material. This warranty covers repair and replacement of affected materials only up to a value prorated for the time elapsed since the floor was purchased (no prorating shall apply to products carrying a lifetime warranty). Labor costs related to installation of product containing obvious visual defects are not covered under this warranty. Labor costs for repair and/or replacement of defective material (with respect to latent defects) are covered under this warranty, but will be limited to the smallest quantity of replacement product necessary to remedy the defective planks. Replacement plank(s) will be in the original décor if available and of equal or greater value if the original is not available. Replaced planks are warranted for the remainder of the original warranty period. The above remedy is the customer's sole and exclusive remedy for claims under this warranty. .

vius does not authorize any person to create for it any other obligation or liability in connection with this product. This warranty is not transferable. It extends to the original end-consumer.

vius shall not be liable to the purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty (including merchantability). This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of vius.

## Key Installation Criteria

- If you did not receive installation instructions please contact vius.
- Inspect every plank for damage before installing it.
- Use a vapor barrier when installing over concrete, below grade or in moisture prone areas.
- T-Mouldings must be used in installations that are larger than 36' in plank length or 16' in plank width and are also required to separate rooms.
- Ensure your subfloor meets the flatness specifications (2mm/m or 0.079"/3.28").
- Never tap or force vius laminate floors during installation.
- Leave the required 10mm (3/8") expansion space around the perimeter of the room and all other objects (eg. plumbing, toe-kicks)

## Maintenance and Care Instructions

vius laminate floors are among the highest performing floors available, but they are not indestructible and minor cosmetic scuffing, scratching or denting is normal wear for laminate floors.

To ensure your floors perform well:

- Place walk off mats and area rugs at main traffic entrances and protective pads under furniture legs and caster chairs
- Vacuum or dust mop to remove loose dirt or grit.
- Spot clean with water-based cleaner designed for laminate floors.
- Never flood the floor with water or cleaner; wipe up spills immediately.
- Do not use polishes, waxes or abrasive cleaners.