Isabel Series– LVT Tiles 18'' x 18''

25 YEARS RESIDENTIAL LIMITED WARRANTY – WEAR LAYER 0.3mm
6 YEARS LIGHT COMMERCIAL LIMITED WARRANTY – WEAR LAYER 0.3mm

This limited warranty or parts thereof are subject to exclusions and limitations.

For the original purchaser, TECHNOFIX FLOORING PRODUCTS PLANKS AND TILES are warranted against any manufacturing defect and pattern wear, when subjected to normal residential wear and tear and when properly installed and maintained as directed by Technofix Flooring Products Inc. Under this warranty, Technofix Flooring Products inc. undertakes to repair or at its option, supply replacement products, with patterns, colors and quality similar to the defective products or at its option, compensate the original purchaser according to the residual value of the product and in relation to the warranty period. The original purchaser must provide the original purchase invoice.

In order for the residential and light commercial limited warranty to remain valid and in effect, the installation of vinyl tiles and planks from Produits de Couvre-Planchers TechnoFix Inc. must be carried out on the substrate under temperature and humidity conditions similar to those that will prevail when the building is in service. These conditions must be maintained for at least 72 hours before any measurements are taken; otherwise, this limited warranty will be void. This includes, but is not limited to:

- A moisture assessment test, gypsum, and other materials that may be present in the substrate, conducted in accordance with ASTM F2659-23.
- Indoor ventilation and heating systems (HVAC) operating under controlled conditions.

Temporary heating and ventilation systems are not designed for constant temperature management and cannot reduce atmospheric humidity. As a result, using such systems does not provide temperature and humidity conditions similar to those that would prevail when the building is in service and invalidates this limited warranty. See the WARNING section for information on irreversible damage caused by the use of such systems and additional precautions.

RESIDENTIAL LIMITED WARRANTY
Residential warranties only apply to products intended for installation in non-commercial, owner-occupied, residential premises (single-family homes, condominiums, townhouses, cottage, etc.). Residential rental units fall under the commercial warranty only.

COMMERCIAL LIMITED WARRANTY
Commercial warranties apply to areas that are considered as having light and moderate traffic including private offices, boutiques, residential rental units, hotel guest rooms and hallways, meeting rooms, multi-housing common areas and hallways.

If a manufacturing defect is found, you should immediately stop installation, notify the retailer in writing, and submit proof of purchase, a detailed description of the defect, a sample or photo, if possible.
This warranty DOES NOT COVER the following cases:

1. Any use other than an interior residential or light commercial application.
2. Labor and material costs for the removal of tiles and the installation of replacement tiles.
3. Installation fee and labor cost, for the initial installation and/or for any replacement fee that occur, that has not been sold and/or coming from a third party and not by an authorized dealer of Produits de Couvre-Planchers TechnoFix Inc.
4. Color and gloss variations resulting from normal use or adding products to an existing installation.

5. Any installed planks and tiles with visible defects and manufacturing defect.
6. Damage, discolouration or bond release from underlayment hydrostatic pressure or excessive moisture and appliance leaks.
7. Dissatisfaction due to improper installation, maintenance or irregularities cause by subfloor and/or underlayment
8. Damage caused by: stains, scuffs, scratches, nicks, punctures, tears and burns.
9. Accidental discolouration due to : Carpet dyes, paint, asphalt paver residue, garage coating or a covering product or inadequate chemical products.
10. Use without proper floor protection devices under furniture.
11. Damage from falling objects, damage caused by dragging objects or furniture, neglect, high-heel shoes, pebbles or abrasive materials, and improper maintenance.
12. Surface damage or tiles discolouration due to extended and/or direct UV exposure.
13. Intended abusive use.
14. Installation where material was not installed with TechnoFix Flooring Products Inc. recommended adhesive in accordance with specifications and recommended usage.
15. Damage caused by improper maintenance.
16. Tiles and planks installed on an OSB (oriented strand board) substrate.
17. Tiles and planks installed under temperature and humidity conditions that are not similar to those that would prevail when the building is in service.
18. Use of temporary ventilation and heating systems during and after installation.

SUBSTRATE & SURFACE PREPARATION

For all installations of Technofix Inc. flooring products on a concrete substrate, the substrate must be prepared in accordance with ASTM F710 standards, including but not limited to the following. Failure to comply may result in the warranty being voided by Produits de Couvre-Planchers Technofix Inc.

• Flooring installers are not responsible for resolving moisture or alkalinity issues detected in the concrete, as they have no control over site conditions.

• Flooring installers must perform spot checks before beginning the installation of flooring products and report to the builder if these checks indicate potentially problematic conditions.

• The builder must conduct additional testing and initiate drying procedures to resolve any moisture/alkalinity issues before requesting the flooring installer to proceed with their work.

• Concrete floors must be dry, clean, smooth, and straight. They must be free of any foreign substances that could prevent adhesion, including dust, dirt, solvents, paint, wax, oil, grease, adhesive residues and removers, incompatible sealers, fire retardants, fungicides, release agents, alkaline salts, excessive carbonation, laitance, mold, curing compounds, sealers, hardeners, or parting compounds.

• Fill all surface cracks, grooves, depressions, control joints, and fixed joints with moisture-resistant patching and self-leveling compounds to allow full curing and correct any uneven areas before applying adhesive.

• The substrate, adhesive, and flooring must be acclimated in an enclosed building where the HVAC system is operational, maintaining a temperature between 18°C and 32°C (65°F to 90°F) and a relative humidity between 30% and 65% for at least 72 hours before, during, and after installation.

• The alkalinity (pH) level of the concrete must be between 7.0 and must not exceed 10.0. An alkalinity level below 7.0 or exceeding 10.0 may affect the adhesive, the flooring, or both.

• When installing over radiant heated subfloors, turn off the heating system for 24 hours before, during, and after installation. Failure to do so may shorten the adhesive's working time. When turning the radiant heating back on, gradually increase the temperature, ensuring it does not rise more than 5 degrees per hour, up to a maximum of 26°C (79°F).

WARNING:

- Concrete must be placed in strict compliance with applicable standards and specifications. An intact vapor barrier must be present beneath the concrete (see ASTM E1745), and the concrete must be fully cured (at least 45 days) with no hydrostatic pressure.

- Temporary heating and ventilation systems do not provide adequate stabilization of the concrete slab and cannot reduce atmospheric humidity, which will inevitably cause permanent damage to the flooring and adhesive, such as:
- Expansion of the planks
- Shrinkage of the planks
- Reduced adhesive bond, causing planks to lift

Precautions to Always Take:
In addition to controlling humidity and temperature before, during, and after flooring installation, additional precautions must be taken to prevent permanent damage to the flooring and adhesive **and** to avoid voiding the limited warranty:

- Thoroughly clean any plaster and paint residues from the substrate.
- Windows and doors must be installed and remain closed at all times, and fenestration must be properly protected from daylight (sun exposure).
- Maintain both floor and ambient temperatures above 18°C (65°F).
- The installer must use a **soft-coated roller (75 lbs or more)** in both directions of the planks/tiles within a maximum of **72 hours** after installation.
  Failure to take these precautions may result in **shrinkage, expansion, and/or warping of the planks or tiles**, which is **not covered** under the limited warranty.

No other express warranties are provided. Repair or replacement of defective tiles is your sole and exclusive remedy. Under no circumstances shall Produits de Couvre-Planchers Technofix Inc. be held liable for any indirect, incidental, or consequential damages or costs of any kind or value, regardless of the expense.

January 2025