

Shoreline
Luxury Vinyl Click



Residential Maintenance & Warranty Guide

Virgin Rigid Plank

Residential Warranty

Pre-Installation Warranty: The product is carefully inspected before leaving the factory, and shipped in sealed packaging to keep the product stable. Please inspect all material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expect. Rigid planks have inherent character that cannot always be fully viewed in a display sample or handset. Samples exposed to ultraviolet light over time can also experience subtle changes.

Lifetime Structural Warranty: The manufacturer warrants that the planks/tiles will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank/tile fails, the manufacturer will repair, replace, or refund the original purchase price of your floor (our option). Should total floor replacement be deemed necessary the manufacturer will do so one time only, and all warranty obligations will be fulfilled at that time. The factory warranties apply only to the original owner and are non-transferable. Contact your Retailer for further details.

Residential Warranty: Lifetime Limited Finish Warranty

Radiant Heat Warranty: It is critical that the floor be installed to the manufacturer's specifications. The surface temperature of the floor should not exceed 80° F. Relative humidity should be maintained at a minimum of 30% to 50%. Hydronic, water-based radiant heat systems must be used (see installation instructions for greater detail). Use of electric mat systems is not authorized.

Exclusions to Warranties

1. Color Variation: Although great care is taken in the production of products, environmental conditions can create small differences between production dates.

2. Ultraviolet Light/Sunlight Exposure: Close blinds or curtains where extreme sunlight hits the floor. A combination of heat and sunlight can cause discoloration, and high surfaces temperature may cause floor expansion (buckling) or delamination.

3. Pre-Installation Inspection of Planks & Tiles: Planks and tiles containing manufacturing defects are eligible for replacement. Return unused planks & tiles to your Retailer for free replacement material. However, material that is subjectively viewed as defective but meets the manufacturer and industry standards for grade will not be replaced. Boards and tiles/planks that are installed when visibly defective will not be eligible for replacement.

4. Improper Installation: Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the rigid floor. Cabinets and built in appliances should never be installed on top of the product.

5. Adverse Environment: Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet claw damage is excluded from this warranty. When moving appliances use proper appliance dollies, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the floor will damage the rigid floor.

6. Structural Moisture: While the product is waterproof, the structure of buildings is not. Structural moisture must be contained to prevent mold and structural damage to the building itself. Warranty excludes damage to furniture, fixtures, walls, subfloors moldings, trims, underlayment, radiant heating systems or anything not related to the flooring product. Any damage resulting from mold and mildew growth is not covered under these warranties.

7. Maintenance: Full compliance with maintenance instructions is required. Vinyl specific spray cleaners must be used. Spills must be wiped up immediately. Use of steam cleaners will damage the floor and invalidate the warranty. Wet mopping of the floor will invalidate warranty.

8. High Traffic Areas: High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential Finish Warranties to apply.

ATTENTION! Flooring subjected to excessive heat and light exposure, is subject to expansion and contraction (thermal degradation). Use appropriate

precautions to minimize potential effects on your virgin rigid plank floor.



This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. The manufacturer will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all products purchased after **December 1, 2019**. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of the product is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the event that warranty service is required, please contact your original retailer to arrange an evaluation of the floor. Should further evaluation be needed, your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to the manufacturer for review.

This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in the courts of the state of California.

Maintenance Guide

1. Use Vinyl Flooring Specific Spray Cleaners

Exclusively: These products are designed to clean and maintain the flooring surface coating.

WEEKLY: Cleaners may be used with a Microfiber Pad on a weekly basis or as needed to thoroughly clean your floors. A canister vacuum with a soft brush attachment should be used to remove dust. Do not use a beater bar.

MONTHLY: Inspect protector pads on furniture and ensure that all walk-off mats are in proper locations.

2. Do not use unauthorized maintenance products:

Do not use oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaner that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

3. Pets: Keep nails well-trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine, fecal matter and vomit should be cleaned up immediately as they can damage the floor.

4. Regular Maintenance Dust Removal: Since the product has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out. Do not use a vacuum with a beater bar.

NOTE: Do not use treated commercial dust-mop or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue.

5. Clean Up All Spills: Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Vinyl Spray Cleaner on a clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately.

6. No Wet Mopping/Steam Cleaners: Do not use string mops, sponge mops, or steam cleaners to clean the flooring.

7. Dent/Scratch Prevention: Even though the product is a durable flooring product, it is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides.

8. High-Traffic Areas: To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove.

9. Appliance Moving: Ensure sufficient floor protection is down to prevent damage to the floor from appliance legs and wheels during appliance moving.

10. Desk Chairs: Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.

11. Climate & Humidity Control: Although very stable, proper climate control is still important to the performance of the product. The product performs best at relative humidity rates between 30% and 50% and temperatures between 50° and 80°F.

NOTE: Leaving a building/structure unoccupied without climate control can lead to damage to the floor from excessive humidity build-up or extremely dry conditions and will void warranty. Both scenarios can damage the floor, cabinets, and furniture.