



PRIMO FLORZ

warranty information

Reserve Limited Warranty

Residential Warranty: **Lifetime**
Light Commercial Warranty: **6 Years**

Products

North American Primo Flooring LLC. warrants the Reserve Collection to be free from manufacturing defects for a specified length of time from the date of purchase as set forth in this warranty.

Replacement/Repairs

North American Primo Flooring LLC. reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If North American Primo Flooring LLC. repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear any items, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that North American Primo Flooring LLC. repairs a floor, both customer and North American Primo Flooring LLC. agree that such floor is only eligible to be repaired or replaced one time.

Coverage

This warranty covers manufacturing defects, delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential or light commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions of manufacturer.

Terms for Warranty

- ❖ Within One Year— If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will also pay reasonable labor costs, up to a maximum of \$2 per square foot including take up and install, if professional installation was paid for when the floor was originally installed.
- ❖ Within Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will also pay fifty percent of reasonable labor costs, up to a maximum of \$1 per square foot including take up and install, if professional installation was paid for when the floor was originally installed.
- ❖ After Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified below, as applicable, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will not pay labor costs. In case of questions regarding the terms for warranty, please contact our North American Primo Flooring LLC. Information Center at # (281) 766-1600.

Exclusions

The following are not covered by this warranty:

- ❖ Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims.
- ❖ We will not accept shading claims for an overall white floor with touching white planks or tiles.
- ❖ Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar or other cleaning equipment, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- ❖ Minor shading, color or texture differences between samples and delivered product.
- ❖ This warranty is void if prior to installation, North American Primo Flooring LLC products are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and if post-installation, North American Primo Flooring LLC

products are not continuously maintained at such temperature. This exclusion means that climate control systems must be continuously in working order to properly cool, heat, dehumidify, and all other functions or your warranty is void.

Warranty Owner

This Warranty applies only to a resident homeowner who is the original purchaser of the North American Primo Flooring LLC product or the original light commercial purchaser, not to any subsequent homeowner/purchaser. For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Implied Warranties

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. North American Primo Flooring LLC. does not grant any person or entity the authority to create for it any obligation or liability in connection with this product. North American Primo Flooring LLC. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Estate Collection Glue Down Limited Warranty

Residential Warranty: **Lifetime**
Commercial Warranty: **30 Years**

Products

North American Primo Flooring LLC. warrants the Estate Glue Down Collection to be free from manufacturing defects for a specified length of time from the date of purchase as set forth in this warranty.

Replacement/Repairs

North American Primo Flooring LLC. reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If North American Primo Flooring LLC. repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear any items, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that North American Primo Flooring LLC. repairs a floor, both customer and North American Primo Flooring LLC. agree that such floor is only eligible to be repaired or replaced one time.

Coverage

This warranty covers manufacturing defects, delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential or commercial use, provided the flooring covered by this warranty is installed and maintained according to the instructions of manufacturer.

Terms for Warranty

- ❖ Within One Year— If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will also pay reasonable labor costs, up to a maximum of \$2 per square foot including take up and install, if professional installation was paid for when the floor was originally installed.
- ❖ Within Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will also pay fifty percent of reasonable labor costs, up to a maximum of \$1 per square foot including take up and install, if professional installation was paid for when the floor was originally installed.
- ❖ After Two Years — If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified below, as applicable, North American Primo Flooring LLC. will supply new flooring material of similar color, pattern and quality to replace the defective area. North American Primo Flooring LLC. will not pay labor costs. In case of questions regarding the terms for warranty, please contact our North American Primo Flooring LLC. Information Center at # (281) 766-1600.

Exclusions

The following are not covered by this warranty:

- ❖ Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims.
- ❖ We will not accept shading claims for an overall white floor with touching white planks or tiles.
- ❖ Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar or other cleaning equipment, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- ❖ Minor shading, color or texture differences between samples and delivered product.
- ❖ This warranty is void if prior to installation, North American Primo Flooring LLC. products are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and if post-installation, Diamond

Living, LLC products are not continuously maintained at such temperature. This exclusion means that climate control systems must be continuously in working order to properly cool, heat, dehumidify, and all other functions or your warranty is void.

Warranty Owner

This Warranty applies only to a resident homeowner who is the original purchaser of the North American Primo Flooring LLC. product or the original light commercial purchaser, not to any subsequent homeowner/purchaser. For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Implied Warranties

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. North American Primo Flooring LLC. does not grant any person or entity the authority to create for it any obligation or liability in connection with this product. North American Primo Flooring LLC. shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including an implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from State to State.

Rigid Core Vinyl Collections Warranty

CARE INSTRUCTIONS:

To keep the lasting shine and fresh feel of your investment for as long as possible, we recommend that you:

Do

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on any resilient floor.
- Wash your floor occasionally with an approved Floor Cleaner.
- Use only an approved polish to return your floor's original shine if it begins to dull over time.

Don't

- Use detergents, abrasive cleaners or "mop and shine" products –they may leave a dull film on your floor.
- Use paste wax or solvent-based polishes.
- Use rolling casters, as they can damage the floor.
- Use a beater bar when vacuuming, because it can visibly damage the floor's surface.
- Use highly abrasive scrubbing tools.

Proactive protection for your floor

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector needed.
- Be careful with rolling casters. They can damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel type is the best option.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We do not recommend the use of rubber- or latex-backed mats (except where noted) because the chemical

(antioxidant) used to keep the backing from becoming brittle can permanently stain your floor. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast. Most of these products are identified “colorfast” by the manufacturer.

Immediately after installation

- Maintain a minimum room temperature between 65 and 85 degrees Fahrenheit for 48 hours after installation is completed.
- We recommend that you do not scrub or wash your floor for five days.

5-YEAR LIMITED LIGHT COMMERCIAL WARRANTY

- Product Line(s): Luxury Vinyl Plank Collection
- What is covered and for how long?
- For commercial installations any product core over 3.7mm is warranted to be free from manufacturing defects and will not wear through the printed image for 5 years from the date of purchase, if installed according to the Luxury Vinyl Plank Collection installation instructions (found on our website) and the Luxury Vinyl Plank collection approved application has been completed and emailed to North American Primo Flooring LLC. at customer@napflc.com. Both documents are available on the North American Primo Flooring LLC. website, www.napflc.com.

If a defect covered by this warranty is reported to North American Primo Flooring LLC. in writing within 5 years of purchase, North American Primo Flooring LLC. will supply new material of the same or similar grade sufficient to repair or replace the defective material.

LIFETIME LIMITED RESIDENTIAL WARRANTY

What is covered and for how long?

The North American Primo Flooring LLC. lifetime limited warranty for North American Primo Flooring LLC. Luxury Plank® flooring means that for the life of the floor, the products:

- Will not wear through*
- Will not contain manufacturing defects
- Will not rip or tear from normal household use
- The edges of the flooring will not curl

What will North American Primo Flooring LLC. do if any of the above happens?

If any of the above should occur within the warranty periods specified above for each flooring product, North American Primo Flooring LLC. will furnish comparable North American Primo Flooring LLC. flooring of similar color, pattern, and quality, for either the repair of the defective area or the replacement of the floor, at our option. And, if your floor was professionally installed, for any defect reported:

In the first year North American Primo Flooring LLC. will also pay reasonable labor costs for the direct repairs or replacement of the flooring only.

In the second year North American Primo Flooring LLC. will also pay 50% of reasonable labor costs for the direct repairs or replacement of the flooring only.

In the third year North American Primo Flooring LLC. will also pay 25% of reasonable labor costs for the direct repairs or replacement of the flooring only.

After the third year North American Primo Flooring LLC. will not pay any labor cost.

North American Primo Flooring LLC. will not pay for the following cost including but not limited to removal or tear out of old or damaged product, any cost associated with moving of cabinets, furniture, walls, doors, paint, rugs, etc.

What is not covered by this warranty?

- Damage caused by fire, flooding or intentional abuse.
- Damage caused by vacuum cleaner beater bar, caster wheels, and cutting from sharp objects.
 - When vacuuming, we recommend using the wand attachment on your vacuum.
 - Because rolling casters can damage the floor, we do not recommend them.
- Loss of gloss/scratching.
 - If some dulling occurs over time, depending on the amount of traffic, care and maintenance the floor receives, restore the floor's shine, use an approved Low Gloss Floor Finish.
- Minor color, shade or texture variations between samples or printed color photography and the actual material.
- Floors that are not graded "regular."
- Floors that are installed in other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted light commercial.)
- Construction or installation-related damage.
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by North American Primo Flooring LLC. one time. (repair or replacement (in square footage or value) of 50% of the North American Primo Flooring LLC. Luxury Plank purchased material terminates this warranty and relieves North American Primo Flooring LLC. of any future liability of any and all types relating to this purchase)
- Floors damaged by excessive moisture from sources such as flooding.
- Installation defects and installations caused by not using the recommended North American Primo Flooring LLC. products. Both parties agree that any finding of this cause of damage by an independent certified inspector terminates warranty.
- Damage caused by abuse such as moving appliances across the floor without adequate protection,
- Floors discolored from moisture or underlayment panels after having been repaired or replaced by North American Primo Flooring LLC. one time. (repair or replacement (in square footage or value) of 50% of the Diamond

Living Luxury Plank purchased material terminates this warranty and relieves North American Primo Flooring LLC. of any future liability of any and all types relating to this purchase)

- Floors damaged by excessive moisture from sources such as flooding.
 - Installation defects and installations caused by not using the recommended North American Primo Flooring LLC. products. Both parties agree that any finding of this cause of damage by an independent certified inspector terminates warranty.
 - Damage caused by abuse such as moving appliances across the floor without adequate protection.
- When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.

What is excluded from this warranty?

North American Primo Flooring LLC. excludes and will not pay incidental or consequential damages under this warranty. By this we mean any loss, expense, or damage other than to the flooring itself that may result from a defect in the flooring. No implied warranties extend beyond the terms of this written warranty.

Please note: Some jurisdictions do not allow exclusion or limitations of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Also note: This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

† We recommend using floor protectors. As a general rule of thumb, the heavier the item, the wider the floor protectors should be.

* Wear-through is defined as loss of the floor design due to normal household use.

What should you do if you have a problem?

We want you to be happy with your North American Primo Flooring LLC. floor. If you're not, call your retail store. They can answer your questions and, if necessary, start to process a claim. If you have further questions, please call us at (336)-781-3816.

PLEASE KEEP YOUR RECEIPT OR OBTAIN IT FROM THE ORIGINAL PURCHASER. North American Primo Flooring LLC. needs the receipt in order to verify date and proof of purchase to resolve any problems that may occur. This warranty applies to floors purchased after January 1, 2013.

How vinyl flooring can be damaged by moisture in your slab (cupping, locking system failure, peaking, etc.)

One advantage to vinyl flooring is its ability to resist water saturation, but this is when exposure time is limited. Extended exposure to water causes vinyl flooring materials to warp and curl at the edges.

What does waterproof mean?

While the definition for waterproof is straight forward, the concept behind it is not. Currently, there is no established industry standard for flooring to classify it as waterproof.

Waterproof means impervious to water, not allowing fluid to pass through or impenetrable. Water-resistant means able to resist the penetration of water to some degree but not entirely. Water-repellent is defined as not easily penetrated by water, especially because of being treated for such a purpose with a surface coating.

Two things that are virtually impossible to block are air and moisture vapor. Moisture vapor often comes from below the floor, where it can condense and turn to water. This occurrence cannot be prevented by waterproof flooring.

The condition of your slab matters

Adhesives, floating floors, and grout or cementitious bonds are 3 common flooring materials that can run the risk of causing moisture-related problems. Moisture control is often one of the most crucial, yet most overlooked, elements of any floor's success over time. Responsible moisture control (having accurate moisture measurements) starts with the concrete slab.

As concrete dries, water vapor from the original concrete mixture exits the slab, creating small capillary networks. These pathways remain open until properly sealed and can be the path of least resistance when water pressure builds up against a concrete contact point. While newer high-strength concretes can resist higher levels of pressure than older mixtures, they still can be susceptible if cracks form or hydrostatic pressure builds high enough.

The age of the slab is going to be important to understanding what is going on. Slabs poured BEFORE the late-80's may not have plastic sheeting underneath it. Slabs from the 70's and earlier DEFINITELY do not have plastic underneath it.

Concrete is POROUS. It is a RIGID sponge. It loves to grab water from the bottom and syphon it to the top and allow it to release into the home. This usually does not cause issues UNLESS you 'cap' it with something like solid flooring. Now the water has nowhere to go but sit underneath the vinyl. That is when you find out that hydrostatic pressure or some external factor of incoming moisture is destroying your flooring system.

Hydrostatic Pressure: What It Is and What It Is not

Hydrostatic pressure is a term that is often used when excess moisture has created problems with concrete slabs and connected flooring systems. However, it is not as generic a term as people in the industry often think.

At its simplest, hydrostatic pressure is the pressure created by standing or resting (“static”) water (“hydro”). It is a natural force that can move rocks, buckle walls, and cause havoc with your concrete. That same relentless pressure can impact your floors too.

While concrete is a relatively solid material when dry, it is not technically solid in the same way that stainless steel is. It is not impervious to moisture.

Poor drainage may cause water to collect against a concrete foundation. Sites cut into a hillside or in the natural path of drainage stand a greater risk of having the “hillside side/water side” be affected by hydrostatic pressure if adequate steps to redirect the water (and the subsequent pressure that might build up as it accumulates) are not taken.

What Hydrostatic Pressure Is not?

Hydrostatic pressure is a term often used rather generically to explain any moisture problem that occurs in a concrete slab, but several other sources of moisture could equally be responsible for water intrusion or moisture-related flooring issues.

Rain, snow, groundwater, leaks, increasing water content, and sprinkler systems are all potential sources of free water. Any moisture the slab does not need is moisture that can undermine your flooring installation.

Only identifying the correct source of excess moisture will make proper remediation possible. Other possibilities include:

- **Water Supply Sources**
Sprinklers, plumbing, city mains, and other water supply lines may be a source of moisture if they break or if a joint failure. If this occurs in a location with poor drainage or very dense soil, the water may end up in extended contact with the concrete and increase its internal moisture content, or relative humidity (RH). The pressure formed by a burst pipe is technically a type of hydraulic (or a mechanical force) pressure.
- **Inadequate Installation**
Obviously, we want to believe that every concrete and flooring professional is fully educated in his or her trade and uses the strictest standards to be sure each job is completed correctly. Unfortunately, the high level of flooring failure costs annually suggests that there is more to be learned. Some installation culprits that can result in excess concrete slab moisture may include a [vapor retarder](#) with insufficient or poor “perm” (permeability) rating, insufficient site evaluation or geotechnical survey to identify natural water sources, excessive [troweling](#) that prematurely seals the slab surface, or surface membranes applied before the slab was [adequately dry](#).
- **Improperly Dried Concrete**
In cases where flooring failure is attributed to excess moisture, it is important to be sure that the slab was adequately dry before flooring was installed. Calcium Chloride test or RH testing should ALWAYS be done before installing any flooring system.

Ultimately, if hydrostatic pressure is the culprit, the only way to correct it is to eliminate the pressure of standing water. Accurate and comprehensive moisture testing and site evaluation can indicate the true source of concrete moisture intrusion to ensure proper and lasting remedies.

The most widely recognized moisture testing standards are:

1. ASTM F1869 (Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride)
2. ASTM F2170 (Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs Using in situ Probes)

Excess moisture can be indicated in several ways including cupping, peaking, molding, mildewing, seeing efflorescence (white residue) on the concrete floor, or the floor over the concrete is blistering or peeling away.

If this moisture is not mitigated, over time, excessive moisture/hydrostatic pressure will cause rigid core flooring to peak especially at the joints where the locking systems connect. A brief illustration to explain this very important point: Water vapor will always travel to the point of least resistance or where pressure can be released. This is usually at the locking system or on the edges of a product but not always. Imagine steam venting from a tea kettle. It will always travel to the point of release or least pressure. Over time, water vapor forcing its way through the point of least resistance will shape your flooring to the point of no longer being functional. Once again, usually at a locking system joint because this is where water vapor will constantly vent.

This constant pressure shapes your flooring until your locking system and flooring system are no longer functional. Constant pressure and moisture are how Spanish ship builders shaped huge Spanish oak trees into curved planks to make large wooden vessels. No vinyl flooring can prevent this type of warping over time. Thus, it is not covered by your warranty and is not a manufacturing defect. It is an installation/environmental issue.