



Residential Warranties and Floor Care

LIMITED LIFETIME WARRANTY

The manufacturer warrants that your Lifetime Luxury Flooring will be free from manufacturing defects for the life of the product, when used under normal household conditions*.

*"Normal household conditions" means those daily activities commonly associated with residential use and maintained according to National Floorcovering Alliance maintenance procedures.

REMEDIES AVAILABLE TO YOU

If your floor fails to perform as stated in the applicable Limited Warranty, the manufacturer will, at its option, (i) repair without charge the affected product to conform to the warranty; (ii) replace the affected product without charge with the same product or a product of equal value and/or quality. If your Lifetime Luxury Flooring was installed by a NFA (National Floor Covering Alliance) professional flooring contractor, the manufacturer will also pay for the professional labor cost to install your replacement. The removal or replacement of cabinets, appliances or other fixtures will not be paid.

Replacement products are warranted hereunder only for the remaining time of the original warranty and are not warranted to match with your existing floor.

Flooring that fails to perform as stated in the Limited Lifetime Warranty will be repaired or replaced only one time.

These are your exclusive remedies under the limited warranties set forth above.

Under the terms of these limited warranties, the manufacturer nor the NFA will not be liable for indirect, special, incidental, consequential, or other damages of any kind, no matter what the cause.

Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

The Limited Warranties set forth herein apply only to flooring purchased after June 1, 2013. Proof of purchase is necessary to verify all warranty claims.

- The Limited Warranties do not apply to "seconds," "off goods," economy grade, cabin grade or shop grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular subflooring or improper sub-floor preparation; or by the failure to follow manufacturer's installation guidelines, which are included with all products.
- The Limited Warranties do not cover gapping of planks if a hardwood product is purchased.
- The Limited Warranties do not cover construction related damage.

- The Limited Warranties do not cover planks, tiles, or carpets that have been installed with obvious visual defects.
- The Limited Warranties do not cover noises, such as popping, crackling, or squeaking.
- The Limited Warranties do not cover damage caused by insects.

The Limited Warranties do not cover conditions caused by improper use or maintenance;

- damage resulting from failure to follow floor care instructions.
 - marks, scuffs, scratches, gouges, dents or cuts, including without limitation, those caused by pets.
 - damage caused by burns, flooding, fires and other accidents.
 - damage caused by abuse (i.e. dragging objects across the floor without proper protection)
 - wear caused by pebbles, sand and other abrasives.
 - damage caused by caster wheels or vacuum cleaner beater bars.
 - use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as "non-staining."
 - failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
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- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
 - The limited Warranties do not cover variations of color, shades or texture of the floor you purchase from those shown on samples or photographs.
 - Use of Lifetime Luxury hard surface flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor's finish. This condition, known as "checking," is not covered by the Limited Warranties.
 - The Limited Lifetime Subfloor Bond Warranty does not apply unless the subfloor is visually dry at the time of installation and does not have a history of moisture problems.

IF YOU HAVE A WARRANTY CLAIM

Contact your NFA Lifetime Luxury Flooring retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

The NFA retailer will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. The retailer will make every effort to ensure that your claim is processed quickly and fairly.

LIFETIME LUXURY FLOORING CARE INSTRUCTIONS

LIFETIME LUXURY HARDWOOD FLOOR CARE INSTRUCTIONS

- Wood flooring performs best in climate-controlled interior environments. A permanent HVAC unit should be operational in order to provide consistent room temperature between 60° and 80°F (16° to 27°C) and a humidity level of 35% to 50% Temperature and humidity should be controlled for the life of the flooring.
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
- Remove spills promptly using a soft cloth and cleaning products recommended by NFA.

- Never mop or flood your floor with water or other products. This can severely damage the flooring.
- Do not use oil soaps, liquid or past wax products or other household cleaners that contain lemon oil, tung oil or ammonia.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and UV rays accelerates the oxidation and aging of hardwood and fabrics. This causes the stain and/or hardwood to fade and/or change color. We recommend you rearrange rugs or furniture periodically so the floor ages evenly.
- Your floor will wear more evenly if you use area rugs in heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.).
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.

LIFETIME LUXURY LAMINATE FLOOR CARE INSTRUCTIONS

- Sweep or vacuum the floor regularly with to remove dirt and grit that can scratch or dull the floor finish.
- Use a damp cloth to blot up spills as soon as they happen. Never allow liquids to stand on your floor. For tough spots, such as ink, paint, tar, etc. use acetone/nail polish remover on a clean white cloth, then wipe the area with a damp cloth to remove any remaining residue. Periodically clean the floor with cleaning products made specifically for laminate floor care recommended by your National Floorcovering Alliance retailer.
- If you do not have a recommended floor cleaner available, do not wash or wet mop the floor with soap, water, oil-soap detergent, or any other liquid cleaning material. This could cause swelling, warping, delaminating, and joint-line separation, and void the warranty.
- Do not use steel wool, abrasive cleaners, or strong ammoniated or chlorinated type cleaners.
- Do not use any type of buffing or polishing machine on your laminate floors.
- For spots such as candle wax or chewing gum, harden the spot with ice and then gently scrape with a plastic scraper, such as a credit card. Be careful not to scratch the flooring surface. Wipe clean with a damp cloth.

LIFETIME LUXURY VINYL FLOOR CARE INSTRUCTIONS

- Vacuum or sweep your vinyl floor prior to mopping. Use a National Floorcovering Alliance dealer recommended vinyl floor cleaner to keep your floor looking its best.
- If a recommended cleaner is not readily available, mop your vinyl floor with a 50/50 mixture of hot water and vinegar or hot water and ammonia.
- Avoid using harsh cleaners, which can damage the surface of the vinyl, or detergents that leave a sticky residue behind. Ivory dish soap is one of the mildest on the market and it doesn't leave a residue. Allow the soapy water to sit on the floor for a couple of minutes to loosen the dirt, and then wipe it dry with a clean cloth.

LIFETIME LUXURY TILE FLOOR CARE INSTRUCTIONS

- Sweep or vacuum your tile floor before cleaning.
- Ceramic and Porcelain tile floors should be damp-mopped using a National Floor Covering Alliance retailer recommended grout and tile cleaner.
- For heavier soil, spot clean the floor with a sponge or clean cloth using the same recommended cleaner.
- If you do not have a tile cleaner available, Mop the floor with warm water and a vinegar solution. Mix 1/2 cup vinegar with a gallon of water and proceed to mop as usual.

LIFETIME LUXURY STONE FLOOR CARE INSTRUCTIONS

- Sweep or vacuum loose debris off the stone tile flooring.
- Mop with a stone floor cleaner recommended by your National Floorcovering Alliance retailer.
- If you do not have a recommended cleaner available, mop with hot water. Rinse the mop off and dip it back into the bucket every so often to keep it warm and wet.
- Add a mild liquid dish soap to the bucket of water, if necessary, to remove heavy soil or sticky residue. Make sure to go back over the tiles with clean water afterward to wash any soap residue away.
- Stone tile flooring is porous, meaning it's prone to soaking up residue from spills and soil. It's also quite fragile--cleaners that are acidic, like vinegar, may destroy tiles. Avoid abrasive cleaners or any ammonia-based cleaners. These products will dull the floor's luster. This means that practicing careful prevention to keep your stone tile floor clean is worth the effort. Wipe up any spills immediately, and give the stone tile a quick sweep and dust mop at least once a week.

LIFETIME LUXURY CARPET FLOOR CARE INSTRUCTIONS

Carpet fibers are designed to hide soil and reflect light. Consequently, soil in carpet is not as visible as it is on smooth flooring where soil remains on the surface and is easily seen. The ability of today's carpet fibers to hide soiling is a positive feature for most consumers. However, the lack of apparent soiling does not eliminate the need for regular cleaning. Soil can damage the fibers permanently if allowed to remain in the pile.

Even with carpet's ability to resist soiling and stains, a regular maintenance program extends the life and appearance of your carpet. Specific carpet care information is available from your Lifetime Luxury Flooring NFA retailer.

The Carpet and Rug Institute (CRI) recommends vacuuming areas often that receive the most traffic, such as hallways, stairs, and exterior entryways in the home. Ideally, vacuum all floor coverings a minimum of once a week, and the high-traffic areas more often, based on the usage. If you have pets, you may need to vacuum some areas daily. Removing loose soil while it remains on the carpet's surface is important so that it is not walked into the carpet pile. Use a vacuum cleaner that effectively removes soil and minimizes generating dust from the filter and around the machine while keeping the carpet looking good.

CLEANING

Daily vacuuming is the most important cleaning activity, but restorative cleaning must be performed to remove stubborn or embedded soil. The Carpet and Rug Institute recommends that carpet be cleaned using a restorative cleaning method every 12 months before soiling shows. **Use a cleaning method recommended by your NFA retailer to maintain your warranty.**

Professional Cleaning Services should be considered before your carpet and rugs begin to show soil. Letting carpet and rugs become excessively soiled will make cleaning more difficult and shorten the carpet's useful life.

SPOT CLEANING

Step one: absorb the spill

- Blot liquids with a dry, white absorbent cloth or plain white paper towels (no prints or colors). Use of a printed or colored material may transfer ink or dye to your damp carpet.
- Start at the outside of the spot and continue toward the center to prevent the stain from spreading. Continue step one until the area is barely damp. Semisolids, like food spills, may need to be scooped up with a spoon. Solid, dried bits can be vacuumed up. Warning: do not scrub or use a brush. Scrubbing and brushes can damage the carpet. Fraying and texture change is the likely result.

Step two: treat the spot or stain

- Use a CRI [Seal of Approval](#) carpet cleaning product. Though these have been laboratory tested, you should still pretest any cleaner on a scrap of carpet or in a hidden area of your carpet.
- Follow the product's directions carefully. Apply a small amount of the cleaner to a white cloth and work in gently, from the edges to the center. Blot; don't scrub. Never use a brush. You may need to do this several times to remove the spot.

When cleaning stains and spills, don't become overzealous. Mix the cleaning solutions according to the directions. In truth, more is not better. Don't use too much water; try to keep the carpet as dry as possible. And always remember to pretest the product on an inconspicuous spot of carpet.

What if you don't have a National Floorcovering Alliance CRI-approved carpet cleaner handy? Try one of these homemade remedies:

- Use plain water. Surprisingly, water often works better than untested carpet cleaners do.
- Use a detergent solution. Mix 1/4 teaspoon of a clear (nonbleach, nonlanolin) dishwashing liquid with one cup of warm water. Never use laundry detergent; it may contain bleach or simply be too harsh.
- Use a white vinegar solution. Mix one cup white (not red wine or cider) vinegar with 1 cup of water. White vinegar (5 percent acetic acid) is sometimes effective on tannins (weak vegetable dyes found in tea and coffee), and it leaves no residue. However, be careful because acids can set some other dye stains.