

# MEDLEY XL

## WARRANTY | LUXURY VINYL

### **LIFETIME RESIDENTIAL WEAR / 15 YEAR COMMERCIAL / 15 YEAR MULTI-FAMILY WARRANTY**

#### **EXCLUSIVE LIMITED WARRANTY**

The Manufacturer warrants that Medley XL Luxury Vinyl Flooring is free from visual or manufacturing defects. If the flooring is found to be defective, The Manufacturer will supply new Product of the same or similar style, size, color, grade, and gauge to repair or replace the defective area and will pay reasonable labor costs provided the flooring is professionally installed and maintained according to the installation instructions provided. Products that are non-defective but are damaged during an improper installation would not constitute a valid claim as defined by this limited warranty. The Manufacturer reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring only and not transferrable.

#### **PRE-INSTALLATION VISUAL WARRANTY**

The Manufacturer warrants that this product is free from visual defects. All product purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. The Manufacturer will not be responsible for reimbursing labor charges on any claim for visually defective product installed.

If a problem occurs during the installation of the flooring, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact The Manufacturer immediately. Any costs caused by continued installation after the problem is reported will not be covered by The Manufacturer.

#### **LIFETIME LIMITED WEAR WARRANTY / 15 YEAR COMMERCIAL WARRANTY / 15 YEAR MULTI-FAMILY WARRANTY**

Medley XL Luxury Vinyl flooring is protected with a wear layer. The Manufacturer warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The term for Medley XL wear Limited Warranty will appear on the insert of the product purchased. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

#### **WATERPROOF LIMITED WARRANTY**

Medley XL Luxury Vinyl flooring are warranted to be 100% waterproof. The structural performance of the flooring will not be adversely impacted by exposure to water for the life of the product.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure. The limited warranty also excludes damage caused by water or moisture in the subfloor or underneath the flooring such as but not limited to subfloor hydrostatic pressure or other circumstances that result in water or moisture being under the floor. As long as water does not flow over the edge of the surface of the floor (edges of the room, cut boards, etc), water will evaporate before passing through the click joint between the planks to the subfloor or damage the planks. Water must be removed within 48 hours.

If the flooring is structurally damaged and the cause is determined to be by exposure to water, The Manufacturer will arrange a credit subject to the terms as described below in the "Terms of Lifetime Limited Warranty" section. For commercial installations, Medley XL flooring damage caused by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

#### **WATERPROOF LIMITED WARRANTY DOES NOT COVER:**

1. Any damage to structures that are not part of this luxury vinyl flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems, or anything that is not the flooring.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

## **SOUND SOLUTIONS PAD**

Medley XL flooring is warranted to be free of manufacturing defects and to be structurally sound with or without underlayment pad. If underlayment pad is installed, Medley XL Luxury Vinyl is structurally warranted only when using The Manufacturer's specially designed Sound Solutions Underlayment. The use of any other pad will void the Structural Integrity warranty and retain the manufacturing defects warranty.

## **TERMS OF LIMITED LIFETIME WARRANTIES**

Claims reported on material defects of Medley XL flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 5 years of use will not pay labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages.

This warranty is in lieu of any other warranties expressed or implied.

This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

## **LIMITED WARRANTY EXCLUSIONS AND CONDITIONS**

- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or "as-is" goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate sub-flooring preparation as described in the Owners Manual.
- Warranty does not apply to floors with alkalis in the sub-floor or conditions arising from hydrostatic pressure or flooding.
- Warranty does not apply to damages or failure of the floor to adhere to the subfloor resulting from excessive moisture, alkali and/or hydrostatic pressure.
- Warranty coverage does not apply to construction-related damage.
- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to product sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by the use of steam cleaners.
- Warranty does not apply to damage that results from not following floor maintenance instructions.
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damages caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- Warranty does not apply to discoloration from heat or sunlight.
- *"Wear-Through" means complete loss of the wear layer so that the printed pattern or design of the floor is altered.*
- *"Commercial use" means daily activities commonly associated with a commercial environment. Hill Rom Beds are not recommended.*
- *"Residential use" means daily activities commonly associated with residential use.*

## **INSTALLATION OVER RADIANT HEAT SUBFLOORS**

The Manufacturer warrants to you (the original purchaser) that Medley XL Luxury Vinyl flooring may be installed over water-based radiant-heated sub-floors provided the surface temperature of the system does not exceed 85° F.

**IMPORTANT:** Due to the speed of sudden temperature changes, which has potential to negatively affect vinyl flooring construction, it is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Only radiant heating system using water is acceptable.

Before installing over newly constructed radiant heat systems, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heat system. Then set the thermostat to a comfortable room temperature for the installation. It is recommended that the radiant heat be applied in a gradual manner after installing the flooring. Refer to the radiant heat system's manufacturer recommendations for additional guidance.

## **PET WARRANTY**

Medley XL is warranted to resist stains caused by pet soiling from domestic dogs and cats during the specific warranty time frame. The pet stains include urine, feces, and vomit. Resisting stains means that your floor has the ability to minimize or hold out permanent stains under the conditions stated. Pet accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pet soiling is not covered by this warranty.

Please follow our maintenance procedures for cleaning the affected areas. This warranty does not cover soiling and staining caused by any other pet type besides those stated above.

***Contact your flooring retailer with questions or concerns regarding your flooring purchase.***