



L.W. MOUNTAIN, INC.

Floor Care and Product Warranty Guide For Commercial Dry-Back LVP

L.W. MOUNTAIN, INC. Commercial Dry-Back Luxury Vinyl Plank Flooring has the following limited warranties:

- 1) **10 Year manufacturing defect warranty**
- 2) **10 Year finish wear-through warranty**

This limited warranty is made subject to the following conditions:

- *The flooring must be used only indoors.*
- *The surface wear must not have occurred as a result on incorrect maintenance or accidents such as damage caused by scratching, impact, and cutting.*
- *The surface wear must be readily visible (approximately 10% of the installed floor). Gloss reduction is not considered surface wear.*
- *The flooring has been installed according to LWM guidelines and using recommended adhesives.*
- *Sub-floor irregularities can cause premature wear and will void the warranty.*
- *Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure from the subfloor are not covered by the warranty.*
- *Labor on material installed with obvious defects is not covered by this warranty*
- *Using non-recommended floor care products may damage the floor and void the warranty.*

WARRANTY EXCLUSIONS

LWM warranties do not cover indentations, scratches, or damages caused by negligence, exposure to extreme heat, dryness or water saturation, accidents, abuse, misuse indentation from stiletto heels, stains as a result of chemical or industrial products, improper installation and maintenance, insufficient protection or improper alternations of the original manufactured product.

This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and /or implied warranties. LWM assumes no liability for incidental or consequential damages. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of defective products.

PREVENTIVE CARE

- Use rugs inside and outside entrances to prevent sand and abrasives from being tracked onto floor. Use soft woven rugs. Clean or replace rugs as needed.
- Apply felt pads on all furniture legs to ease movement and prevent scratches. When moving furniture or appliances, use caution to avoid scratching, indentations, or gouging.
- Use large soft polyurethane or rubber casters versus narrow rigid plastic ones.
- All rolling chairs must have chair mats.
- Maintain relative humidity level between 35%-55% for your good health, your floor and furnishings. In high humidity, the use of air conditioners or dehumidifiers will control the environment. During dry periods, use a humidifier.
- Stiletto high-heels and spiked sport shoes are not recommended on any flooring.

MAINTENANCE

- Wipe up spills quickly to protect floor from excess liquid.
- Sweep or vacuum your floor regularly to prevent dirt, dust and abrasives that can scratch or dull its finish.

NOTE: Vacuum only with a hard floor attachment. A revolving beater brush can hold grit which can damage the finish.

- Clean your floor as needed with any vinyl floor **CLEANER**.
NO WAXES, POLISHES, OIL BASED DETERGENTS OR ABRASIVE CLEANERS SUCH AS STEEL WOOL CLEANERS.
- Spray a light mist onto the floor. Mop floor in a back-and-forth motion in the same direction as strips for best results.
- Never pour water or liquid cleaner directly onto floor surface.

FLOOR CARE TIPS

- Larger pets should have their claws trimmed to avoid scratching floors.
- For more difficult stains, dampen a cloth with mineral spirits and clean mess.
- Avoid long term exposure to direct sunlight. UV protective film applied on windows can help protect your flooring in addition to your energy savings.