



WARRANTY

Ultrasurface VINYL PLANKS – 4MM VINYL CLICK - WOOD COLLECTION

25 year residential, 5 year commercial

This guarantee is for replacement or refund of the vinyl plank flooring only, no labor (including the cost of labor for installation of the replacement floor) or costs incurred with loss of time, incidental expenses or any other damage. It does not cover damage from improper installation or maintenance, burns, tears, indentations, stains or reduction in gloss level due to normal use and or exterior applications. Gapping, shrinkage squeaks or structural sub floor related issues are not covered under this warranty.

1. Maximum temperature for radiant heated floors should be 85 degrees Fahrenheit.
2. Subfloor imperfections not to exceed 1/8" or the subfloor should be leveled.

Product must be installed in air controlled rooms. Areas that have large swings in temperature will see unusual amounts of movement in the flooring. Rooms that have large windows and expose the flooring to large amounts of sun for long periods of time will see larger amounts of expansion. It is recommended that for these rooms you close drapes or blinds during prolonged sun exposure. Prolonged exposure to direct sun may cause rippling in the floor, these are exclusions from a warranty claim.

Residential Warranty

Our Residential Limited Warranty for vinyl plank means that for twenty (25) years from the date of purchase, your floor will be free from manufacturing defects and will not wear through or permanently stain from common household stains when installed and maintained according to instructions supplied with each carton.

Light Commercial Warranty

Our Commercial Warranty for vinyl plank means that for ten (5) years from the date of purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to instructions supplied with each carton. Improper installation or workmanship should be directed to the contractor who installed the floor.

Claims

This guarantee applies only to the original purchaser and proof of purchase is required for all claims. Claims for wear must show a minimum dime size area. This guarantee is pro-rated based on the amount of time the floor has been installed. If you wish to file a claim under warranty, contact the authorized dealer where the flooring was purchased.



WARRANTY

Exclusive Limited Warranty

Ultrasurface provides a one (1) year Limited Warranty that the luxury vinyl flooring product is free of any manufacturing defects. If such products are found to be defective, Ultrasurface will supply new products of the same or similar style, size, color, grade and gauge for repair or replacement of the defective area. Non defective products that were damaged by improper installation would not constitute a valid claim under this Limited Warranty.

Ultrasurface reserves the right to inspect any claim, request photographs and/or samples prior to approving such claim.

Pre-installation Limited Warranty

Ultrasurface warrants that this product is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. HanHent will not be responsible for any claim for product installed with visual defects.

For more information on this product or to order samples call 86-571-85265001 or visit our website at Ultrasurface.com

EXCLUSIONS TO LIMITED WARRANTY

- Dissatisfaction due to improper installation or maintenance. For additional information for proper installation and maintenance, please review the information on the product packaging.
- Damages resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentations, improper or insufficient maintenance, and lack of proper floor protector.
- Damages or failure of floor to adhere to subfloor resulting from excessive moisture, alkali and / or hydrostatic pressure.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from
- driveways or parking lots.
- Reduction of gloss from use.
- Residential or Commercial installations with heavy wheeled vehicle traffic that permanently indents, or damages the flooring.

This limited warranty is made solely to the original purchaser of Ultrasurface vinyl flooring products and is not transferable under any circumstances. This limited warranty is expressly in lieu of any other expressed warranty whether oral or written. No representative, employee, or agent of Ultrasurface, HanHent, or any other person, is authorized to assume for Ultrasurface or HanHent any additional liability or responsibility in connection with Ultrasurface products.