



Lifestepp Vinyl Warranty

As a customer when you are purchasing flooring, you are spending the money for quality and beauty. There is not much that comes close to the look and feel of a quality vinyl floor. Having a warranty on the flooring could add peace of mind, but you have to carefully read the instructions. A flooring warranty can be tricky in terms of what is covered and what is not.

Limited Lifetime Lifestepp Vinyl Floor Residential Warranty

Lifestepp Vinyl Residential warranty is covered for limited lifetime from the date of purchase. It means the Lifestepp Vinyl plank will not rip, tear, or permanently indent from normal household use. Will not contain manufacturing defects. The edges of the planks will not curl. It will not bottom up discolour from the underlayment panels, mold or mildew.

15 -year Lifestepp Vinyl Floor Commercial Warranty

Lifestepp Vinyl Floor Commercial Warranty is covered for 15 years from the date of purchase. For light commercial installations such as, retail stores with low traffic, common multi dwelling area or condos this product covers a 15-year warranty for manufacturing related defects. When the manufacturing defect is identified under this warranty, it needs to be reported to the Lifestepp supplier and we will supply new material of the same or similar flooring.

What's Not Included in the Warranty

- This warranty excludes changes to gloss levels adhesive or solvent material are used during installation, noises of all types (creaks, squeaks etc) emanating from the floor and/or subfloor.
- This warranty excludes claims due to differences in the colour and character from display models and literature, as well as differences in colour and character from board to board.
- The warranty excludes claims due to natural lightening or darkening of the engineered hardwood from exposure to light, or to areas which have not darkened due to less exposure to light than surrounding areas.

The warranty does not cover any damages or defects caused by

- Improper installation, care, or maintenance
- Failure of the aggregate base system or the infill system.
- Issues related to the application of adhesives or joining systems.
- Changes resulting from the application of sand or infill, trapped dirt, matted yarns, and compression.
- Burns, cuts, accidents, vandalism, abuse, negligence, or neglect.
- Drainage defects or deficiency on the sub-base and/or its surrounding area.
- Wear or abrasions caused by inadequate sub-base.
- Use of improper footwear.
- Application of improper cleaning materials.
- Use of cleaning chemicals, herbicides, or pesticides.
- Force majeure or natural disaster.
- With any natural product, variations within color and graining will be apparent in hardwoods. Natural visual characteristics are not considered defective if within the scope of hardwood grade.
- Natural hardwood planks will contract and expand with temperature changes and humidity. Separation and spacing may occur between planks and will not be considered damage. Flooring that is damaged due to excess humidity or temperature change will not warrant a claim.
- Changes due to water damage under floors and or flooding of water due to environmental factors and or large masses of water exposure.
- Creaking or squeaking noises are not considered manufacturing defects, but more of an installation error.
- Any floors installed improperly, such as below grade or exposed to outside elements will not be covered.
- Attempting to fix your hardwood at home and damage ensues will not be covered and will void the warranty.
- **Failure to follow installation instructions**
- **Failure to maintain and properly care for the hardwood flooring.**

Installation and Warranty Requirements

- Before installation as a customer, it is important to inspect boxes of the flooring products at delivery. If you find defective planks, do not install, and contact the supplier immediately to begin a claim.
- If room is heated by radiant coils in the subfloor, the temperature of the floor should not exceed 85°F. The subfloor must be level, clean, and free of wax, grease, oil or dust. – If needed, fill any cracks in the subfloor with a Patch or Underlayment.
- Repair any defects in the subfloor. All subfloors must be clean, firm, flat, dry, and smooth.



- You can lay the planks over any solid and stable subfloor material, including plywood, chipboard, old non-creaking flooring boards, hardwood flooring, concrete slabs, PVC or most ceramic tile (avoid heavily embossed tile).
- All Lifestepp Floating systems (click systems) should be running against the floor joists and not with.
- It is essential that the crawl space under wood subfloors is sufficiently ventilated. Remove any obstacles and provide sufficient ventilation.
- Remove existing carpet, baseboards, quarter-rounds, and thresholds, and undercut door jambs, using a piece of flooring material as a guide. Repair all defects in the sub-floor.
- Check that the doors can still open and close after installing the floor. Doors may have to be cut to supply sufficient clearance. The door jambs may need to be adapted to install the floor under them.
- For aesthetic appearance we suggest that you dry-lay the material across the width of the room to ensure that the pieces of the last row are no less than 2" (5cm) wide.
- The floor should be installed from several cartons at the same time, shuffling the planks to insure colour and shade mix. If possible, lay the planks parallel to the source of light. The ideal environment is a temperature of 60°F - 70°F (16°C - 21°C). Climatize the planks minimum 24 hours before installation.
- The layout should be planned so that the edges of the flooring tiles or planks do not sit directly over the top of the underlayment.
- Install flooring after the cabinets are in place. The placement of cabinets or other very heavy objects may interfere with the floating installation system.
- This warranty does not cover the installation of the Lifestepp Vinyl Flooring product. Installation errors are the responsibility of the installer. Installations not done according to the product requirements and recommendations, do not void the product warranty. **Problems or damages with the flooring related to improper installation are not covered.**

General Terms and Conditions for Lifestepp Vinyl Warranty

Lifestepp Vinyl Products is warranted as indicated above in continuous climate-controlled interior environments. The following general terms and conditions apply. If you have questions regarding the warranty information, please contact the retailer, supplier, or Lifestepp Vinyl sales representative. Other casualty events: damage caused by negligence or improper alterations of the original manufactured product. "Abuse" is any use of the flooring that is unreasonable considering the normal and expected uses of Vinyl Flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.

Understand that manufacturer warrants the first quality products will perform properly for the stated warranty period when installed in accordance with Lifestepp Vinyl over approved substrates and underlayment and using the recommended adhesives and seam bonds/sealers. The warranty period, when valid, begins on the date of the original purchase.

Walk-off mats must be placed at all exterior entrances to protect Lifestepp Vinyl from soil, grit, de-icers, asphalt sealers, and other contaminants capable of damaging Lifestepp Vinyl. Suitable walk-off mats should contain both soft and firm fibers to facilitate removal of wet or solid contaminants from shoe soles. An extra set of walk-off mats should be available for each entrance so the mats can be replaced and cleaned weekly during routine maintenance, or more often depending upon site and weather conditions.

This routine will prevent walk-off mats from becoming the source of tracked-on contaminants. Walk-off mats should be large enough to allow adequate soil removal.

These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.

These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.

Material must be checked carefully for defects before and during installation and under sufficient lighting. Products with visible defects must not be installed under any circumstances. The retailer must be informed in writing of such defects within 10 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation Lifestepp Vinyl later and non-warranty related repairs are excluded from coverage.

All implied warranties which may arise by implication of law or application of course of dealing or usage of trade – including but not limited to implied warranties of merchantability or fitness for a particular purpose – are expressly excluded. No warranties, express, implied, statutory, or otherwise, extend beyond expressly set forth in this warranty brochure, and all such warranties are expressly disclaimed.

By implied warranties means warranties that the law presumes to have been given by the seller even though they are not set out in writing. **PLEASE NOTE:** Some provinces do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to the original owner.



Light Commercial Meaning

Lifestepp Vinyl warrants only first quality products for recommended light commercial use such as those suggested. Warranted products will perform properly for the stated warranty period when installed in accordance with Lifestepp Vinyl Installation Guides over approved substrates and underlayment, using the recommended adhesives if applicable. The warranty period, when valid, begins on the date of the original installation.

Light Commercial use is defined as use in environments, which do not experience normal to heavy commercial traffic, such as those outlined in the Application Chart below. **PLEASE NOTE**, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic. For frequent or heavy rolling conditions, click flooring products can be glued down to help reduce the risk of joint separation from rolling load traffic. Our warranty, however, still excludes any problems associated with rolling loads.

The intended applications include privately owned in-house businesses, low traffic area such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered "Light Commercial", please contact Lifestepp Vinyl Representative prior to purchase and installation.

Manufacturing Defects Warranty

Provided that your floor will be free of obvious visible manufacturing lapses. Ensures that your floor will not permanently discolor from water abrasion or moisture if vinyl is waterproof as suggested. Otherwise not. Note this water abrasion from outside source in masses will not be ensured. Provided that your floor will not permanently stain from common household products, in exclude to permanent marker, permanent dyes, finishing stains and or chemicals or products for differ appearances. Ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance. Ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off. Your floor will resist stains from all domestic pets, including vomit, urine or feces.

Waterproof warranty

It applies to Lifestepp Vinyl product itself and does not extend to damage of the subfloor or adhesives. The warranty refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product and does not cover flooding or intentional damage or misuse. Gloss change is not considered wear and is not covered by this warranty. Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered.

The Lifestepp Vinyl Flooring Pet Friendly Warranty

It is recommended accidents of soiling from pets will resist stains during the specific warranty timeframe of selected products. However, accidents need to be cleaned immediately, the stains get stronger when its not cleaned for a longer period of time. The warranty does not cover any damages caused by pets to the sub floor and/or the surrounding structure.

Obligations of Owner

Owner must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing. These warranties apply to Lifestepp Vinyl Flooring when installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit <http://www.lifestepp.com/>. The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed. These warranties apply only to the original owner and the first installation of the product and are non-transferable. The "original owner" is the person stated as the buyer on the purchase document(s). This warranty applies only to first quality Lifestepp Vinyl Flooring purchases.

Limited Warranty

Lifestepp Vinyl will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. Lifestepp Vinyl responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the Lifestepp Vinyl Floor. Material installed with visible defects is considered accepted by the owner.



These warranties do not apply to Lifestepp Vinyl Flooring that has been subject to abnormal use or conditions or abused in any way. Abnormal use or conditions includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire, or other casualty events; damage caused by negligence or improper alterations of the original manufactured product. Abuse is any use of the flooring that is unreasonable considering the normal and expected uses of Lifestepp Vinyl Flooring in a residential or light commercial environment. The feet of furniture must always be covered with appropriate protective material. Chairs, sofas, or furniture with castors must be fitted with soft rubber wheels and placed on an adequate protective mat or be placed in protective castor cups.

These warranties do not apply to OTHER varieties of flooring that has been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to damage from plumbing or appliance leaks, storm, or flood; damage from smoke, fire,

Care And Maintenance Requirement

Proper care and maintenance will help ensure your floor always looks its best. Simply follow our maintenance and prevention steps outlined below. Most damage to new floors is done when moving kitchen and home appliances. Caution should be observed so any heavy objects, particularly kitchen appliances, do not gouge and tear material. When moving heavy objects into place, always use hardboard or underlayment panels to protect floor. Use strips of hardboard under feet of appliances as they are moved into final position. Tilt appliance slightly to remove strips. To further protect against heavy, sharp edged furniture and appliance legs, the use of floor protectors is recommended.

For Best Results:

Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We strongly recommend mats without a latex or rubber backing since these backings may cause permanent discoloration.

When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across the panel. This protects your floor from scuffing and tears. Never slide furniture or appliances directly over your floor. Rolling casters may damage the floor. Therefore, we do not recommend them. If you choose to use them, the double wheel types are the best option.

When using a vacuum cleaner, disengage the beater bar or use the "bare floor" setting to avoid damaging your floor. Highly abrasive scrubbing tools are not recommended as they can damage your floor. Do not use detergents and abrasive cleaners or products. These may leave a dull film on your floor. Paste wax or solvent-based polishes are not recommended. Use floor protectors on furniture to reduce indentation. The heavier the item, the wider the floor protector is needed.

Initial Floor Care:

Remove any dried adhesive residue with a clean white cloth dampened with low odor mineral spirits, carefully following warnings on the container. Sweep, dust mop, or vacuum thoroughly to remove all loose dust, dirt, grit, and debris. Floors installed with adhesive should not be washed for the first four days after installation. This prevents excessive moisture from interfering with the adhesive bond and/or seam treatments. All other floors can be damp mopped immediately.

Daily/Regular Floor Care:

Sweep, dust mop or vacuum thoroughly to remove all loose dust, dirt, grit, and debris. Clean walk-off mats frequently. Wash your floor regularly with properly diluted Vinyl Cleaner concentrate or ready-to-use Vinyl Floor Cleaner trigger spray. Vinyl flooring like other types of smooth floors may become slippery when wet. Allow time for the floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances, or wet feet.

WARRANTY

If you feel that you have a valid reason to use your warranty, you must file a claim with your supplier. When filing, have all your paperwork ready, including paperwork for any tools, adhesives, installation or accessories used to install your flooring. Take pictures and notes about the damage, and then file your claim as soon as possible.