

# STAINMASTER<sup>®</sup> BRAND

## SHEET VINYL FLOORING



### LIMITED WARRANTY GUIDE

#### DETAILS & DEFINITIONS OF LIMITED WARRANTIES

Warranties as defined below ensure that your STAINMASTER<sup>®</sup> Sheet Vinyl floor will perform properly for the stated warranty period when installed in accordance with STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance Guide over approved substrates and underlayments using the recommended adhesives and bond/seam sealers with proper care and maintenance.

##### **MANUFACTURING DEFECTS LIMITED WARRANTY**

Ensures that your floor will be free of manufacturing defects.

##### **CONTRACT & EXPANSION RESISTANT LIMITED WARRANTY**

Ensures that your floor will not contract or expand, excluding areas of extreme localized temperature variations.

##### **CURL-CRACK-RIP-TEAR-GOUGE RESISTANT LIMITED WARRANTY**

Ensures that your floor will not curl, crack, rip, tear or gouge from normal household use<sup>1</sup> and proper maintenance.

##### **MOISTURE RESISTANT LIMITED WARRANTY**

Ensures that your floor will not permanently discolor from moisture.

##### **MOLD & MILDEW RESISTANT LIMITED WARRANTY**

Ensures that your floor will not be affected by mold and/or mildew<sup>2</sup>.

##### **SCUFF RESISTANT LIMITED WARRANTY**

Ensures that your floor will not permanently scuff from shoe soles.

##### **HOUSEHOLD STAIN RESISTANT LIMITED WARRANTY**

Ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.

##### **YELLOWING STAIN RESISTANT LIMITED WARRANTY**

Ensures that your floor will not permanently stain or yellow from foot traffic, including asphalt track off<sup>3</sup>.

NOTE: Gloss reduction is not considered wear and is not covered by this warranty.

##### **WEAR RESISTANCE LIMITED WARRANTY**

Ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance<sup>4</sup>.

##### **ANTIMICROBIAL PROTECTED PRODUCT**

Warrants that the antimicrobial product protection on the top surface will not wash off from proper care and cleaning. Antimicrobial product protection is effective against certain common bacteria that cause stains, odors, and product degradation. The antimicrobial properties do not protect users or others against bacteria, viruses, germs, or other disease organisms. Lowe's and the manufacturer disclaim liability for any sickness or death caused by microbes on the flooring surface or any associated medical expenses.

1 Normal household use is defined as common daily activities in the home, excluding pet damage such as chewing, digging, clawing, etc.

2 A floor discolored due to mold or mildew growth will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

3 A floor discolored due to asphalt track off will be replaced only one time. If the replacement floor fails in the same manner, the site conditions may not be acceptable for the installation of sheet vinyl.

4 Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered.

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### STAINMASTER<sup>®</sup> RESIDENTIAL & COMMERCIAL LIMITED WARRANTY CHART

	LIMITED RESIDENTIAL WARRANTY PERIOD	MANUFACTURING DEFECTS LIMITED WARRANTY	CONTRACT & EXPANSION RESISTANT LIMITED WARRANTY	CURL- CRACK-RIP- TEAR- GOUGE RESISTANT LIMITED WARRANTY	MOISTURE RESISTANT LIMITED WARRANTY	MOLD & MILDEW RESISTANT LIMITED WARRANTY	HOUSEHOLD STAIN RESISTANT LIMITED WARRANTY	WEAR RESISTANCE LIMITED WARRANTY	YELLOWING STAIN RESISTANT WARRANTY	SCUFF RESISTANT LIMITED WARRANTY	PET SHIELD LIMITED WARRANTY	BUILT-IN ANTIMICROBIAL TECHNOLOGY	LIGHT COMMERCIAL LIMITED WARRANTY
STAINMASTER <sup>®</sup> 125 mil	Lifetime	•	•	•	•	•	•	•	•	•	•	•	•
STAINMASTER <sup>®</sup> 100 mil	Lifetime	•	•	•	•	•	•	•	•	•	•	•	•

These limited warranties only extend to the original owner and are not transferable. The “original owner” is the person stated as the buyer on the purchase document(s).

Residential use is defined as: use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence. If there is a question as to the type of use that is considered “residential,” please contact STAINMASTER Support Team prior to purchase and installation. PLEASE NOTE that Residential warranty exclusions with respect to caster and rolling loads are due to the unusual characteristics of this type of wheel traffic.

Please see “Light Commercial Defined” section for 125 mil products including light commercial warranty along with Residential warranty.

In order to maintain and protect your coverage under the terms of these warranties, it is the Homeowner’s obligation to adhere to the following:

1. Know which warranties apply to your particular vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your Lowe’s store that shows the date and price you paid for the vinyl flooring (including labor). You must submit notice of all claims under these warranties to STAINMASTER<sup>®</sup> Support Team within the specified warranty period. Claims must be submitted in writing. You agree to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.
3. Understand that manufacturer warrants that first quality products — which are used only for recommended Residential and Light Commercial use — will perform properly for the stated warranty period when installed in accordance with STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance guide over approved substrates and underlayments using the recommended adhesives and seam bonds/sealers. The warranty period, when valid, begins on the date of the original installation.
4. Use manufacturer recommended adhesives and seam bonds/sealers when installing vinyl flooring.
5. Ensure vinyl flooring is installed in an environment that maintains a temperature range between 65° and 85° Fahrenheit (18° and 29° Celsius) before, during and after installation.
6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. STAINMASTER<sup>®</sup> floorings receive extensive testing and visual examination to assure your shipped floor is first quality. It is the responsibility of the installer/ end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/ or performance of the product.

Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with Lowe’s prior to installation. If Lowe’s determines the condition “unacceptable,” the manufacturer should be informed immediately.

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7. Support furniture with wide, weight-bearing, smooth, non-staining plastic floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter and rest flat on the floor. The heavier the item, the wider the floor protector should be. Felt pads should be inspected periodically and maintained to remove imbedded material to avoid abrasion. Make sure any metal protectors are rust proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.  
Chair mats designed for hard surface floors are required under all chairs and stools with casters.
8. Walk-off mats must be placed at all exterior entrances to protect STAINMASTER<sup>®</sup> Sheet Vinyl Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging STAINMASTER<sup>®</sup> Sheet Vinyl Flooring. 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. This warranty does not cover damage from failure to have proper walk-off mats.
9. 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). Window coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.
10. Perform proper cleaning and maintenance regularly and as needed. See STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance Guide for details.

### Residential Limited Warranty Antimicrobial Product Protection Details

Antimicrobial product protection that is built in to inhibit growth of bacteria that may affect the flooring is limited to the top surface of the product only. In the event of a warranty claim, Lowe's may examine the product and determine the extent to which the protection has been diminished. Antimicrobial product protection is effective against certain common bacteria that may cause product degradation. The antimicrobial product protection does not protect users against bacteria, viruses, germs or other disease organisms. Lowe's and manufacturer disclaims liability for any sickness or death caused by microbes on the flooring surface or any associated medical expenses.

### WARRANTY REMEDY

If your STAINMASTER<sup>®</sup> Sheet Vinyl fails to perform as stated in the applicable STAINMASTER<sup>®</sup> Limited Warranty Guide, manufacturer, or an authorized representative, will determine whether it will assist in the repair of the defective area or supply new STAINMASTER<sup>®</sup> material of the same color, design, or grade if available. If unavailable or discontinued, manufacturer reserves the right to select and supply similar manufacturer material. At times, it may be necessary to contract a Certified Inspector to determine unknown causes; manufacturer reserves the right to determine if this action is necessary or not.

1. If manufacturer authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. Manufacturer will not credit or reimburse cost associated with the removal of those items.
2. Manufacturer will reimburse reasonable labor costs based on a detailed statement if professional installation was paid for when the original floor was installed pursuant to the LIMITED WARRANTY PRORATION table below.
3. Labor reimbursement will not be considered for installations not adhering to the STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance Guide\*.
4. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty. If there is a question as to what is considered "reasonable cost," please contact your local Lowe's store.

\* The STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance Guide is reviewed on a regular basis, and floors must be installed according to the Installation Guide recommendations that are current and available at the time of installation.



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### CONSEQUENTIAL OR INCIDENTAL DAMAGES

MANUFACTURER EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE LIMITED WARRANTIES. By this we mean that neither manufacturer nor Lowe's will credit or pay for any loss, expense, or damage other than to the flooring itself that may result from manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, disconnecting/reconnecting appliances or fixtures as well as moving of furniture.

NOTE: If your floor is replaced because of discoloration due to "bottom up staining," mold or mildew growth or asphalt/non-asphalt tracking, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.

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. MANUFACTURER AND RETAILER DISCLAIM LIABILITY FOR ANY SICKNESS OR DEATH CAUSED BY MICROBES ON THE FLOORING SURFACE OR ANY ASSOCIATED MEDICAL EXPENSES. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. NEITHER MANUFACTURER NOR RETAILER WILL BE LIABLE FOR ANY CONSEQUENTIAL OR INDIRECT DAMAGES. By implied warranties, manufacturer 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 states 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.

For details on how to file a claim, please refer to our "How to File a Claim" section.

### LIGHT COMMERCIAL DEFINED

Manufacturer warrants only first quality products for recommended light commercial use, defined as environments which do not experience normal to heavy commercial traffic such as those outlined in the Application Chart shown below.

Products will perform as warranted for the stated period when installed in accordance with STAINMASTER® Installation Guides over approved substrates and underlayments, using the recommended adhesives if applicable. The warranty period, when valid, begins on the date of the original installation.

PLEASE NOTE, warranty exclusions apply with respect to casters and other rolling loads due to the unusual characteristics of this type of wheeled traffic. Our warranty, however, still excludes any problems associated with rolling loads.

The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops.

COMMERCIAL BUILDING TYPE	EXAMPLES OF COMMERCIAL BUSINESS TYPE	RECOMMENDED APPLICATION AREAS
HEALTHCARE	Med Clinics, Retirement Centers, Doctors' Offices, Hospice, Assisted Living	All Non-required "Clean Room" Areas—Corridors, Patient Rooms, Lobbies, Waiting Rooms, Cafeterias, Exam Rooms, Common Areas
CORPORATE	Banks, Professional Offices, including Accountants, Lawyers, etc.	Offices, Hallways, Lobbies, Reception Areas, Bathrooms, Break Rooms, Conference Rooms
RETAIL	Retail Stores, Main Street, Boutiques, Art Galleries, Bookstores, Coffee Shops, Dry Cleaners, Gift Shops, Jewelry Stores, Beauty Salons, Barber Shops	Dressing Rooms, Entire Store
MULTI-FAMILY HOUSING	Apartments, Condos, Military Housing	Any Rooms, including Common Areas
HOSPITALITY	Hotel, Motel, Restaurants	Guest Rooms, Lobbies, Hallways (excluding Commercial Kitchens)
EDUCATION	Daycare, Preschool, Elementary and Secondary Learning, Universities, Libraries	Dorms, Common Areas, Cafeterias, Classrooms, Auditoriums, Libraries (excluding Gymnasiums)

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### WHAT IS NOT COVERED BY THIS WARRANTY

1. Loose lay installation of more than 25 square yards and more than one seam.
2. Improper Installation: Material installed not in accordance with the STAINMASTER<sup>®</sup> Sheet Vinyl Installation Care and Maintenance Guide, including any and all problems caused by the use of non-recommended adhesive or seam bonds/sealer, underlayment and/or preparation of the substrate are not warranted. Installation errors are not manufacturing related conditions. Manufacturer does not warrant installer workmanship.
3. Manufacturer will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
4. Improper maintenance which results in loss of gloss or buildup of a dulling film. This includes damage caused by steam mops.
5. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
6. Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect the floor by using plywood or hardboard runways when moving heavy objects, using appliance dollies, or using devices equipped with wheels or rollers including two and four wheel carts).
7. Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, including chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but not limited to, damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
8. Damage caused by rolling loads or wheelchairs (motorized and non-motorized).
9. Damage caused by appliance or plumbing leaks.
10. Radiant heat must not exceed 85 °F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
11. Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including ph levels outside the STAINMASTER<sup>®</sup> installation guidelines.
12. Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as "nonstaining."
13. Damage caused by remodel or construction related activities.
14. Discoloration caused by asphalt walk off traffic on products without a polyurethane lacquer (these products will not be warranted under our Yellowing Stain Resistant Warranty).
15. Discoloration caused by wheeled traffic.
16. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
17. Flooring installed on stairs is excluded from warranty coverage.
18. Installation of residential product in a commercial environment. Manufacturer recommends installation of commercially warranted product only in commercial settings.

### HOW TO FILE A CLAIM

If you find a defect or other matter covered by any of the limited warranties described previously, promptly notify the STAINMASTER Support Team at 1- 800-438-7668. They will review and, if necessary, file a claim with the manufacturer and help to answer any questions you may have.

### WHAT YOU'LL NEED

Proof of your purchase in the form of a bill, invoice or statement from your Lowe's retail store that shows the product purchased, date purchased, and price paid for the vinyl flooring (including labor). For professional installation costs to be considered, proof of payment for such installation is required.

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### MANUFACTURER RESIDENTIAL LIMITED WARRANTY PRORATION

Material and reasonable labor if professionally installed:

1st Year 100%	11th Year 80%
2nd Year 100%	12th Year 70%
3rd Year 100%	13th Year 60%
4th Year 100%	14th Year 50%
5th Year 100%	15th Year 40%
6th Year 100%	16th Year 30%
7th Year 100%	17th Year 25%
8th Year 90%	18th Year 20%
9th Year 90%	19th Year 15%
10th Year 90%	20th Year 10%

### MANUFACTURER LIGHT COMMERCIAL LIMITED WARRANTY PRORATION

Material and reasonable labor if professionally installed:

10 Year Limited Warranty
1st Year 100% Material / 100% Labor
2nd Year 100% Material / 50% Labor
3+ Years 100% Material