

LUCIDA®
SURFACES

GlueCore™
PRO

LVT FLOORING

Product Information

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- » Care & Maintenance
- » Warranty Information

Part 1. Installation Guide

Thank you for choosing a Lucida product. When properly installed and cared for, your new flooring will be easy to maintain and keep its great look for years.

Please read all the instructions before you begin the installation. Improper installation will void warranty.

WARNING!

Your old Floors may contain Asbestos!

DO NOT SAND, DRY SWEEP, DRY SCRAPE, DRILL, SAW, BEAD-BLAST OR MECHANICALLY CHIP OR PULVERIZE PREVIOUSLY INSTALLED EXISTING RESILIENT FLOORING, BACKING, LINING FELT, ASPHALTIC "CUTBACK" ADHESIVES OR OTHER ADHESIVES, AS THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND/OR CRYSTALLINE SILICA.

- Avoid creating dust when removing existing flooring and adhesive. Inhalation of such dust is a cancer and respiratory tract hazard. Smoking by individuals exposed to asbestos fibers greatly increases the risk of serious bodily harm.

- Unless positively certain that the product is a non-asbestos-containing material, you must presume it contains asbestos. Regulations may require that the material be tested to determine asbestos content and may govern the removal and disposal of material. See current edition of the Resilient Floor Covering Institute (RFCI) publication Recommended Work Practices for Removal of Resilient Floor Coverings for detailed information and instructions on removing all resilient covering structures.

TOOLS REQUIRED:

Tape Measure, 100 lb. Roller, Square Ruler, Chalk Line, Utility Knife

I. GENERAL PREPARATIONS

- Commercial glue down LVT should be stored, installed, and maintained in a climate-controlled indoor location between 65° - 85°F.
- Always check the cartons to assure the pattern number is correct. Work from 2 to 3 cartons at a time, mixing the planks during the installation.
- Inspection of flooring material prior to installation is required. Any defects should be immediately reported to the supplier from which the flooring was purchased before installation. Lucida Surfaces will not be responsible for labor costs to repair or replace material with defects that were apparent before or noticed at the end of an installation.
- Check if subfloor/site conditions comply with the specifications described below. If you are not satisfied, do not install, and contact your supplier.
- Flooring products can be damaged by rough handling before installation. Exercise care when handling and transporting these products. Store, transport and handle the flooring planks in a manner to prevent any damage. Store cartons flat, never on edge.
- Flooring products can be heavy and bulky. Always use proper lifting techniques when handling these products. Whenever possible, make use of material-handling equipment such as dollies or material carts. Never lift more than you can safely handle.
- Ensure that moisture tests have been conducted and that the results do not exceed the acceptable moisture limit for the adhesive used.
- LVT flooring **MUST** be allowed to acclimate

to the temperature and humidity of the room. Leave the closed package in a horizontal position for at least 48 hours prior to installation. Preferred temperature should be 65° - 85°F. If flooring is exposed to temperatures less than 40°F for more than one hour, an additional 4 hours of acclimation is required at the preferred temperature.

- Install the product only after the jobsite has been cleaned and cleared of other trade

apparatus that may damage a finished tile installation.

NOTICE

Commercial glue down LVT is not recommended for: outdoor installations, showers, counter tops.

II. SUBFLOOR INFORMATION

- Careful and correct preparation of the subfloor is a major part of a satisfactory installation. Roughness or unevenness of the subfloor will telegraph through the new floor covering, resulting in an unsightly surface and excessive wear on high spots. The flatness of wood subfloors or underlayments must not exceed on variation of 1/4" in 10 feet (1/2cm in 3 meters).
- All subfloor/underlayment patching must be done with a non-shrinking, water-resistant Portland cement patching compound.
- Never install commercial glue down LVT over residual asphalt-type (cut back) adhesive. It can bleed through the new floor covering. Residual asphalt type adhesive must be completely removed and covered with underlayment.
- Floor must be clean, smooth, flat and dry. Remove all foreign substances such as wax, grease, dirt, construction marks and contaminants, and any substance or chemical that would interfere with a good bond. Avoid using sweeping compounds. Do not install over substrates that have been chemically cleaned.

UNDERFLOOR HEATING NOTICE

Underfloor heating is possible with warm water heating systems. For other underfloor heating systems/mats, check with the underfloor heating manufacturer. Before fitting, please confirm suitability and their guarantee. The temperature

of the floor surface must not exceed 85°F (29.44°C) at any point.

- 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. Moisture emission from subfloor cannot exceed 3 lbs. per 1,000 sq. ft. per 24 hours as measured with the calcium chloride test in accordance with ASTM F1869-04 or ASTM F2170 In-Situ Relative Humidity not to exceed 75%.
- Turn the heat off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors. Failure to turn the heat off may result in significantly shortened working time of the adhesive.
- Make sure that the temperature in the room is at least 65°F (18°C) during installation.
- Floor temperature must not exceed 85°F (30°C).
- Once the installation has been completed, the heating system should be turned on and increased gradually (5 degree increments) until returning to normal operating conditions.
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.
- Failure to strictly follow adhesive manufacturer's guidelines may result in failure and void the warranty.

ELECTRIC HEATING MATS NOTICE

Electric heating mats that are not embedded

into the subfloor are not recommended for use below the floors.

- Using electric heating mats that are not embedded and applied directly underneath the floors could void the warranty for your floor in case of failure.

UNDERLAYMENT REQUIREMENTS

- Particleboard, chipboard, construction-grade plywood, any hardboard and flakeboard are not recommended as underlayment. All have inadequate uniformity, poor dimensional stability and variable surface porosity. Lucida Surfaces will not accept responsibility for adhered installation over these subfloors. In all cases, the underlayment manufacturer or underlayment installer is responsible for all underlayment warranties.
- Cover all exposed edges. Use wood molding or vinyl cove base along all walls, cabinet toe kicks, etc. Use transition strips in doorways or where new flooring joins another floor covering. Caulk along tubs, toilet bowls, etc. Do not wash the floor for 48 hours after installation. After 48 hours, damp mop to remove residual surface dirt.
- Prime floor if needed to prevent over absorption of adhesives, contain dust, and to insure a better bond of the adhesive to the subfloor.
- Panels intended to be used as underlayment should be specifically designed for this purpose. These panels should have a minimum thickness of 1/4". Any panels selected as an underlayment must meet the following criteria:
 1. Be dimensionally stable.
 2. Have a smooth, fully sanded face so the graining or texturing will not show through.
 3. Be resistant to both static and impact indentation.
 4. Be free of any surface components that may cause staining such as plastic fillers, marking inks, sealers, etc.
 5. Be of uniform density, porosity and thickness
 6. Have a written warranty for suitability and performance from the panel manufacturer or have a history of proven performance.

CAUTION

Use only non-staining fasteners with underlayment panels. The procedure of gluing and screwing underlayment panels is not recommended. Solvent based construction adhesives are known to stain vinyl floor coverings. Lucida Surfaces will not take responsibility for discoloration problems due to improper installation.

NOTE

The responsibility of determining if the existing flooring is suitable to be installed over top of with resilient rests solely with installer/flooring contractor on site. If there is any doubt as to suitability, the existing flooring should be removed, or an acceptable underlayment installed over it. Installments over existing resilient flooring may be more susceptible to indentation.

WOOD UNDERLAYMENTS AND SUBFLOORS

- Wood underlayment panels require a double layer construction and must be underlayment grade as specified and warranted by the manufacturer. Always fasten underlayment panels in accordance with the manufacturer's recommendations. Any failure of the underlayment or Lucida Surfaces flooring as a result of the underlayment is NOT the responsibility of Lucida Surfaces. Any porous wood underlayment must be primed. Lucida Surfaces does not recommend installing resilient flooring over wood flooring or subfloors applied directly over concrete or sleeper-construction floors.
- All wood subfloors must be suspended at least 18" above the ground.
- Adequate cross-ventilation must be provided, and the ground surface of a crawl space must be covered with a suitable vapor barrier.
- Wood subfloors directly on concrete or installed over sleeper construction are not satisfactory.
- Wood subfloors must be covered with a minimum 1/4" or heavier underlayment rated

panel to assure successful finished flooring installation.

CONCRETE UNDERLAYMENTS AND SUBFLOORS

- See Grade Levels below. All concrete underlayments require moisture testing.

Grade Levels:

1. **Suspended:** An acceptable suspended floor is a concrete or wood substrate with a minimum of 18" (460mm) of well-ventilated air space beneath it. Lucida Surfaces recommends that a moisture vapor barrier be placed on the ground below the air space.
 2. **On-Grade:** An acceptable on-grade floor is a concrete substrate in direct surface contact with the ground at the surrounding ground level.
 3. **Below-Grade:** An acceptable below-grade floor is a concrete substrate partially or completely in contact with the ground below the average surrounding ground level.
- Concrete subfloors must be dry, smooth and free from dust, solvent, paint, wax, grease, oil, asphalt sealing compounds and other extraneous materials. The surface must be hard and dense, and free from powder or flaking.
 - New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. Curing agents, surface hardeners and other additives may cause adhesive bonding failure. These should be removed by sanding or grinding.
 - All concrete slabs must be checked for moisture before installing material. The final responsibility for determining if the concrete is dry enough for installation

of the flooring lies with the floor covering installer. Commercial glue down LVT must never be installed where excessive moisture emissions may exist. Moisture emission from subfloor cannot exceed 3 lbs. per 1,000 sq. ft. per 24 hours as measured with the calcium chloride test. A result of up to 85% is acceptable per ASTM F2170. Lucida Surfaces will not assume responsibility for floorcovering failure due to hydrostatic pressure or moisture vapor emission.

- Holes, grooves, expansion joints and other depressions must be filled and troweled smooth and feathered even with the surrounding surface.
- Concrete floors with a radiant heating system are satisfactory, provided the temperature of the floor does not exceed 85°F at any point. The heating system should be turned on to eliminate residual moisture.

OTHER ACCEPTABLE UNDERLAYMENTS

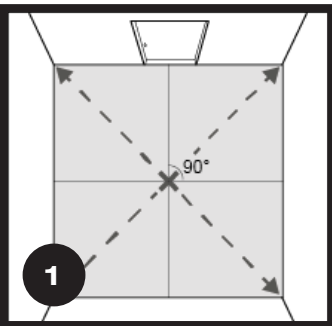
- VCT (well bonded, on and above grade – in absence of waxes or sealers)
- Ceramic (well bonded & properly prepared)
- Terrazzo (well bonded & properly prepared)
- Self-leveling and patching compounds (latex fortified Portland cement based only)
- Resilient floor (no more than 1 layer, well bonded, non-cushioned)

DO NOT INSTALL OVER

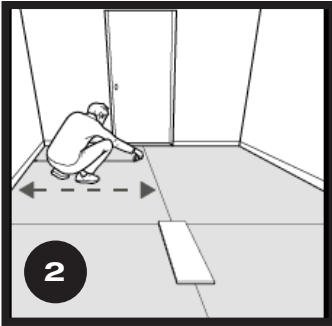
- Any type of carpet.
- Existing cushion-backed vinyl flooring.
- Floating floor of any type, loose lay, and perimeter-fastened sheet vinyl.
- Laminate flooring.
- Cork flooring.

III. INSTALLATION

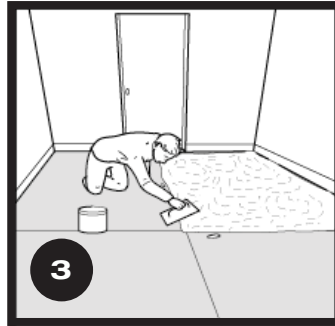
- Remove baseboard, quarter-round moldings, wall base, appliances and furniture from room. For best results, door trim should be under-cut to allow flooring to move freely without being pinched. After preparation work, sweep and vacuum the entire work area to remove all dust and debris.
- As with all tile formats, Commercial glue down LVT flooring should be “balanced” in the work area. Randomize the direction of installation while maintaining proper spacing between end joints.
- Work from at least three cartons at a time and randomize the location of similar tiles.
- Tiles may be laid squarely or laid out diagonally in the work area. In either case, the room must be accurately measured to square off the area and to determine the center point.
- Accurately measure the room to determine the center point. At this point, strike a line at a 90° angle to divide the room into four.
- Measure the distance from the center point to the wall in the direction parallel to the width of the plank. Divide this measurement by the width of a plank. If the last plank installed will be less than half its width, adjust your starting point by half the width of a plank.
- Apply the adhesive in this area following the adhesive manufacturer’s instructions.
- After allowing sufficient open time, begin laying the tile at the intersection of the working lines, starting from the center point and moving out. Be certain this tile is installed squarely on the lines.
- After the first tile is in place, begin laying tiles outward. Press tiles firmly against adjoining tiles and press into the adhesive. Begin stair stepping the tiles into the field area. Maintain the squareness of the installation by keeping tiles along guide lines. Insure that the tiles are firmly bonded to the subfloor by rolling the entire installation with a minimum of 100-pound three-section floor roller.
- In hallways and small spaces, it may be simpler to work lengthwise from one end using a center reference line as a guide.
- Make sure cut edges are always against the wall.
- To properly cut LVT products score the top side of the material with a utility knife. Bend the product and finish the cut through the backside. This will ensure the cleanest cut. It may be necessary to use a heat gun to cut around vertical obstructions. Allow the heated LVT to return to room temperature before installation.



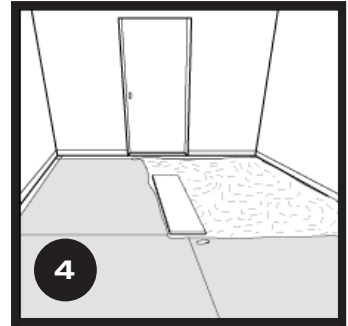
After thoroughly cleaning the subfloor, measure the space to determine the center point of the room. Strike a line at this point. Create a 90° angle to divide the room into four equal parts.



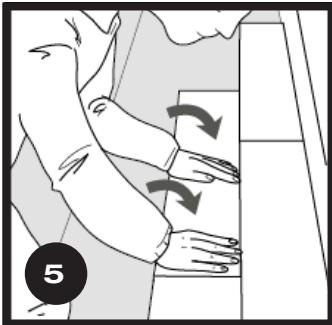
2
Measure the distance from the center to the wall. Divide the measurement by the width of the plank. If less than half the width remains as the border plank, adjust the center point by half the width of a plank.



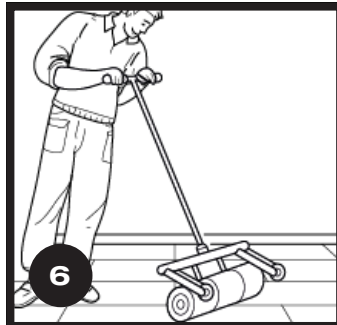
3
Apply adhesive following manufacturer's instructions.



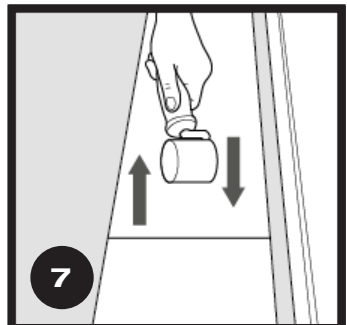
4
After sufficient open time, begin laying the tile from the center point, making sure the tile is squarely on the lines.



5
Press tiles firmly against adjoining tiles and lay row by row or in a pyramid fashion. Press firmly into adhesives.



6
Roll entire installation with a minimum of 100-pound floor roller.



7
Use a resilient flooring hand roller to squeeze out any remaining adhesive in tight spaces.

IV. FINISHING THE INSTALLATION

- Commercial glue down LVT must be rolled with a minimum 100-pound, three-section floor roller immediately after installation
- Roll the flooring in both directions to firmly seat the tile into the adhesive.

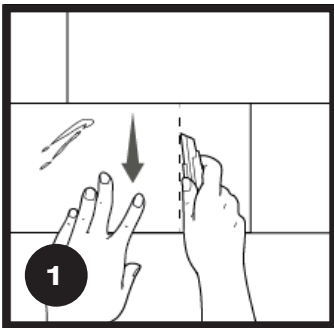
V. DISASSEMBLING

Although the wear surface of commercial glue down LVT is durable, it is not bulletproof. Should an accident occur that damages the surface of the product, a simple repair procedure exists. The key to this process is having ample material available to replace the damaged area(s). This should be considered when placing the original order. Extra tiles and planks should be wrapped in their packaging and stored in an interior, climate-controlled location.

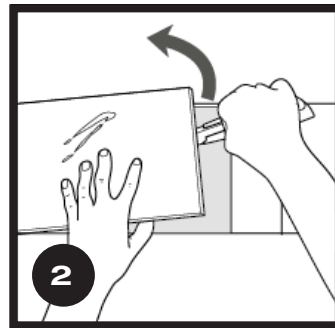
- To remove a tile or plank, gently heat with a hot air blower to allow the material to become more flexible.
- Use a utility knife to cut a line through the middle of the plank.
- Insert a thin 2" wide putty knife in the newly cut line and gently lift up. Be careful not to

damage the surrounding flooring.

- Remove the damaged tile or plank from the floor. When removing a tile, pay attention to the orientation of the embossed arrow on the back of the damaged piece so that the new tile can be installed in the same direction.
- Inspect the subfloor for lumps of residual adhesive, remove and smooth out as necessary.
- Using a 1/32" notched trowel, apply a thick coating of adhesive to the back of the replacement piece. Provide sufficient open time and then position the tile or plank into the repair area.
- Roll evenly with a hand roller and, if necessary, weight the tile or plank for several hours until the adhesive sets.



Using a utility knife, cut a seam lengthwise through the damaged plank.



Insert a thin 2" wide putty knife in the cut line and gently lift up.

VI. ADDITIONAL INSTALLATION RULES

- Use permanent 100% silicone caulk next to bathtubs, showers, sliding doors or similar areas
- For bathroom installations, it is not necessary to remove the toilet. Make relief cuts around the perimeter of the toilet and make sure the vinyl flooring is laying flat before trimming off the excess material.
- Note: if there is ceramic sanitary cove and no place to install trim mold, you can apply caulk around the walls.
- Floor covering subjected to excessive heat and light is subject to thermal degradation. Use appropriate precautions to minimize potential effects on the floor covering.
- Never use tape around the perimeter of the room.
- Never apply Lucida Glue Down tiles to wet adhesive. This could cause permanent bond or wrinkling.
- Do not place heavy items on newly installed floor covering for at least 24 hours after completion of the installation.
- Do not use a trowel for application of pressure sensitive adhesive.
- For Metal door jambs that cannot be undercut, leave an 1/8" expansion gap and caulk with 100% silicone caulking.
- Do not use tape to secure floor protection during construction or renovation. Use ram board or similar to protect the floor.
- DO NOT slide heavy appliances or furniture over or across the flooring. Always lift objects and place them on the flooring or reposition appliances and furniture using professional moving glides or carpet with the pile side down

IMPORTANT

All flooring must be rolled with a minimum 100 lb. roller after installation. Use a hand roller in areas not reached with a 100 lb. roller.

Part 2. CARE & MAINTENANCE GUIDE

This is a comprehensive maintenance guide for GlueCore flooring products from LUCIDA SURFACES. Following this guide is mandatory in order to validate your Exclusive Warranty by LUCIDA SURFACES in both residential and commercial applications. Contact LUCIDA SURFACES regarding any questions or concerns you may have.

BEFORE & AFTER INSTALLATION

LUCIDA SURFACES flooring products were intelligently designed and manufactured to provide robust and low maintenance flooring systems for both residential and commercial applications. Following this guide is mandatory to validate the Exclusive Warranty and to guarantee a satisfactory experience.

- Before and after installation, ensure that your flooring remains within the specified suitable environmental conditions outlined in the installation guide for your product.
- For installations using adhesive wait 5 days before using a wet mop to clean your floors to allow the adhesive to fully bond to the sub floor and flooring.
- Immediately after installation, use a damp cloth to wipe up any excessive adhesive before it is allowed to cure. Adhesive that has dried can be removed using a plastic scraper; do not use sharp or metallic scrapers.
- After installation, dry mop floor using a micro fiber mop pad or appropriate floor vacuum to remove dust particulate from the floor. Spray neutral pH cleaner onto the floor in manageable area (spray mist will dry quickly). Use a micro fiber wet mop pad to mop the floor with cleaner. If pad becomes dirty, be sure to replace the pad with a new micro fiber wet mop pad. Work floor in sections.
- Make sure that the floors are adequately protected during installation if other trades are working within the environment. Damage caused by workers within the installation area

is not covered under warranty.

- It is recommended for residential, and mandatory for commercial applications that a protective floor matting is used in entrances. Do not use rubber backed matting as it is known to discolor all-wear layers and is not covered under warranty.
- Immediately wipe off chemicals that can discolor and damage the flooring.

MAINTENANCE & CLEANING

Cleaning your LUCIDA SURFACES GlueCore Floorings is a breeze as all of our products are manufactured with a robust polyurethane coated wear layer. Please follow the cleaning guide outlined below. Only use cleaners that are provided as examples.

- Only use a neutral PH cleaner to clean your floors such as ZEP Neutral Floor Cleaner or a mild dish detergent similar to Dawn. Use of stronger detergents such as Pine Sol is acceptable provided that the floors are followed up with a rinse to remove any residue. Failure to rinse floors may cause a buildup of detergent and may dull the finish of your floor (which is not covered under warranty). Cleaners only need to be used sparingly; more is not always better.
- Use of abrasive and harsh cleaners such as bleach or solvents will void the wear warranty. Only use mops with non-abrasive fibers to clean Sweep or vacuum daily using soft bristle attachments.
- Clean up spills and excessive liquids immediately.
- Damp mop as needed and use cleaners recommended for vinyl flooring.
- Use proper floor protection devices such as felt protectors under furniture.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. Do not use mats with a latex or rubber backing since these backings can cause permanent discoloration.
- Avoid direct sunlight on LVT flooring as it can cause fading and expansion of vinyl planks.

Use window protection.

- Do not drag or slide heavy objects across the floor
- Surface temperature should not reach 140 degrees from sunlight or bed bug treatment as it would cause expansion of vinyl planks.

PREVENTIVE CARE

- Felt pads must be placed under the legs of all furniture such as couches, tables, and chairs. This will protect your floor from damage and allows furniture to effortlessly glide over the flooring. Damage to the surface of flooring from dragging objects across it is not covered by warranty.
- Heavy furniture and appliances should be equipped with non-staining large surface floor protectors.
- When moving appliances or heavy objects over the flooring, ensure that sliding pads or protective blankets are used as damage caused by appliances is not covered under warranty.
- When moving appliances or heavy furniture it is always wise to lay a plywood panel, or similar, on your floor and “walk” the item across it. This protects your floor from scuffing, gouging and damage.
- Furniture with castors or wheels must swivel easily and be suitable for resilient floors. Do NOT use ball type castors as they can damage the floor. Caster wheeled chairs should have wide, rubber casters. Place protective mats under office chairs.
- Use floor protectors under furniture to reduce indentation. As a general rule of thumb, the heavier the item, the wider the floor protector should be.
- Do not allow standing water to remain on the surface of your flooring. Although your flooring is 100% water proof, standing water can seep into the sub-floor through the seams in the flooring causing issues with the adhesive and mildew within the sub-floor.

Part 3. Warranty Information

Lucida Surfaces® Limited Residential Warranty

25-year for GlueCore™ PRO products.

Lucida Surfaces® LLC ("Lucida") provides the following limited 25 or 5-year residential warranty to the original purchaser for as long as he or she owns the flooring product and uses it under normal conditions: The GlueCore™ PRO surface will not wear through;

The planks will not fade due to sun or electrical light;

The planks will not stain under normal conditions;

The planks will resist damage from moisture due to damp mopping and everyday spills;

The Limited Warranty does not cover discoloration from mold or from flooding, floods, leaking plumbing or appliances, water entering through sliding glass doorways, as well as floor covering failure due to hydrostatic pressure or moisture vapor emission.

This limited warranty is subject to the conditions described in the "Conditions" section below and does not apply if used in any commercial setting.

Lucida Surfaces® Limited 6-Month Manufacturing Warranty

Lucida Surfaces® provides a limited warranty to the original purchaser for six (6) months from the date of purchase covering any manufacturing defects in the flooring product. The Lucida Surfaces® Limited 6-Month Manufacturing Warranty is made subject to the following condition:

This limited warranty does not cover any damage that occurs during shipment or installation.

Lucida Surfaces® Limited Light Commercial Warranty

10-year for GlueCore™ PRO

Lucida Surfaces® provides the following limited light commercial warranty to the original purchaser for 10 years from the date of purchase that:

The GlueCore™ PRO surface will not wear through;

The planks will not fade due to sun or electrical lights; and

The planks will not stain.

This limited warranty is subject to the conditions described in the "Conditions" section below and only applies if used in one of the following commercial areas:

Retail:

Entryways*, Sales Floor/Showroom, Checkout, Breakrooms, Dressing Rooms, Offices, Storage Rooms.

Doctor's Offices:

Entryways*, Lobbies, Waiting Rooms, Hallways, Nurses Stations, Offices, Breakrooms, Storage Rooms.

Hotels:

Entryways*, Lobbies, Hallways, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices.

Business Offices:

Entryways*, Lobbies, Hallways, Offices, Conference/Meeting Rooms, Breakrooms. Restaurants: Entryways*, Lobbies, Hallways, Offices.

Educational:

Entryways*, Lobbies, Hallways, Offices, Classrooms, Storage Rooms, Residence Halls, Common Areas.

Multi-family Housing:

Entryways*, Lobbies, Common Areas, Hallways, Offices, Storage Rooms, Individual Housing Units.

*Walk off mats are required at all entryways

All areas must be assessed prior to installation of flooring to determine if other surface measures need to be taken or conditions addressed, including, but not limited to requirements for static control, state health and building codes, slip resistance, high impact traffic and moisture/water exposure. Other than the specific warranty identified above, Lucida Surfaces® provides no additional warranties and Lucida Surfaces® does not warrant that any of the uses identified above are in compliance with any applicable building, health, inspection, and/or other municipal regulation or codes. Lucida Surfaces® is not responsible for usage that is not in compliance with any regulation or code. Proper assessment of location and usage must be applied. Contact your Lucida Surfaces® representative for questions on performance in specific locations.

The Lucida Surfaces® Limited 25-Year Residential Warranty, Limited 5-Year Residential Warranty and Limited 10-Year Light Commercial Warranty are made subject to the following conditions:

The planks must be installed properly in accordance with Lucida Surfaces® installation instructions. The instructions should be obtained through a retailer or at www.LucidaSurfaces.com. Proper installation includes, but is not limited to, the following:

A moisture test must be performed to determine if excessive moisture exists in the subfloor.

When installing over concrete, a calcium chloride moisture test must be performed. Readings greater than 5 lbs/1,000 sq. ft./24 hours are unacceptable for installation. If a moisture meter is used,

a reading greater than 4.5% is unacceptable.

When installing Lucida Surfaces® in special situation areas such as terrazzo, pier and beam or radiant heating and to also learn how to properly acclimate your floor, please contact our consumer help line at USA - 1.845.877.7008 or Canada - 1.514.587.9926 or visit www.LucidaSurfaces.com to obtain important additional information. The flooring must be used indoors only in a dry, climate-controlled area.

The flooring must be maintained in accordance with Lucida Surfaces® care and maintenance instructions.

Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. Damage resulting from the use of a jet mop, spray mop, or similar wet mop with the flooring is not covered by this limited warranty.

Surface wear must be readily visible (i.e. approximately 1 square inch). Gloss or sheen reduction is not surface wear and is not covered by these limited warranties.

These limited warranties do not apply to water damage, including but not limited to water damage caused by flooding, standing water (water that remains on planks longer than 30 minutes), leaking pipes, mechanical failures, appliance leaks or pet urine.

These limited warranties do not apply to damage caused by water or moisture in the subfloor or underneath the flooring, including but not limited to damage from subfloor hydrostatic pressure (water or moisture under the planks that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being below the floor.

These limited warranties do not apply to moldings.

Installation of flooring that contains any manufacturing defect is not covered by these limited warranties.

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against such claims.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire, flood, moisture intrusion caused by emissions from subfloor, intentional abuse, damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, chairs or other furniture not using proper floor protectors or caster wheels, and cutting from sharp objects, asphalt staining and staining from rubber mats, surface scratches, changes in color or sheen appearance when exposed to a natural light source, exterior application or loss due to inconvenience, loss of time, incidental expenses or consequential damages.
- Minor shading, color or texture differences between samples and delivered product.
- This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

How to Make Claims

Any claim under any of the limited warranties above must be made by contacting your retailer within 30 days after the basis for the claim is detected. In addition, any claim under any of the limited warranties above must be made before the end of the applicable

limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

Lucida Surfaces® Responsibility

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