



RESILIENT / PROSERIES LUXURY VINYL FLOORING

LIMITED WARRANTY

Daltile® warrants its Proseries Luxury Vinyl Flooring (LVF) listed in Table 1, for defects in material and/or workmanship which relate to joint integrity, manufacturing defects, staining, waterproofing, and wear in accordance with the terms of this warranty and during the stated period of the warranty. The “period of the warranty” shall mean the following:

DALTILE LVF LIMITED WARRANTY DETAILS (TABLE 1)

Wear Layer	Installation	Pet Protection Stain Resistance	(Limited) Residential	(Limited) Multifamily	(Limited) Light Commercial	(Limited) Commercial	(Limited) Heavy Commercial
6 Mil	Flexible Glue Down	Yes	15 Yrs	2 Yrs			
8 Mil	Flexible Glue Down	Yes	20 Yrs	3 Yrs			
8 Mil	Flexible Glue Down w/Pad	Yes	20 Yrs	3 Yrs			
12 Mil	Flexible Glue Down	Yes	25 Yrs	10 Yrs	7 Yrs		
20 Mil	Flexible Glue Down	Yes	Lifetime	15 Yrs	15 Yrs	15 Yrs	
30 Mil	Flexible Glue Down	Yes	Lifetime	30 Yrs	30 Yrs	20 Yrs	10 Yrs
12 Mil	Rigid Click	Yes	30 Yrs	10 Yrs	7 Yrs		
20 Mil	Rigid Click	Yes	Lifetime	15 Yrs	15 Yrs	15 Yrs	

WARRANTIES

JOINT INTEGRITY

Daltile warrants that its LVF products that include Uniclic® locking system as stated in table 1, will not fail during the period of the warranty.

MANUFACTURING DEFECT

Daltile warrants that during the period of the warranty, its LVF products as stated in table 1, will be free from manufacturing defects.

STAINING

Daltile warrants that during the period of the warranty, its LVF products as stated in table 1, will resist staining. “Stain resistance” is the ability of your Daltile LVF to resist permanent stains from common household products, excluding permanent markers, permanent dyes and finishing stains.

PET PROTECTION

Daltile warrants that during the period of the warranty, its LVF products as stated in table 1, will resist stains from all domestic pets, including vomit, urine, or feces. “Stain resistance” is the ability to resist permanent stains.

WEAR RESISTANCE

Daltile warrants that during the period of the warranty, its LVF products wear layer as stated in table 1 will not wear through the wear layer under normal household conditions*.

WATERPROOF

Daltile warrants that during the period of the warranty, its LVF products as stated in table 1, will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water**.

ROLLING LOADS

Rolling loads—such as chairs with casters, hospital beds, wheelchairs, pallet jacks, or other heavy wheeled equipment—can present challenges for rigid click-floating vinyl floors. The installation method of click flooring may cause the locking system to shift, separate, or even warp over time under heavy or repeated rolling loads. Consequently, to ensure longevity and maintain both appearance and structural stability rigid click-floating vinyl floors are not recommended for areas subject to substantial rolling traffic; instead flexible glue down vinyl flooring is recommended.



* Wearing through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss change is not considered wear and is not covered by this warranty.

** The Waterproof Warranty applies to the Daltile 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 water or moisture coming from below/underneath the product and does not cover flooding or intentional damage or misuse.

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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.

Daltile LVF products (Table 1) are 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 Customer Service, your retailer or Daltile sales representative.

1. These warranties apply to Daltile LVF products (Table 1) when installed and maintained in accordance with our most recent installation and maintenance procedures. For the most up-to-date procedures, please visit daltile.com/LVF. The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.
2. 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 Daltile LVF products (Table 1) purchases.

GENERAL TERMS AND EXCLUSIONS

Within One Year: If a defect covered by this warranty is reported to Daltile within one year of purchase, Daltile will supply new material of similar color, pattern, and quality to replace the defective material; Daltile will also pay reasonable labor costs if original material was professionally installed.

Within Two Years: If a defect covered by this warranty is reported to Daltile within two years of purchase, Daltile will supply new material of similar color, pattern, and quality to replace the defective material; Daltile will also pay 50% of reasonable

labor cost if original material was professionally installed.

After Two Years: If a defect covered by this warranty is reported to Daltile after two years of purchase, and the warranty period is still in effect, Daltile will supply new material of similar color, pattern, and quality to replace the defective material on a prorated basis calculated from the time of invoice to the time of claim.

1. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of Daltile LVF products (Table 1). Material installed with visible defects is considered accepted.
2. Open joints of 0.01 inches (0.2mm) or less are not considered a defect under the joint integrity warranty. Joints compromised by improper installation, lack of continuous climate control, or obstructions creating pinch points are specifically excluded by this warranty.
3. These warranties do not apply to Daltile LVF products (Table 1) that have been subject to abnormal use or conditions or abused in any way. "Abnormal use or conditions" includes but is not limited to scratching, impact or cutting, 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 Daltile LVF products as per Table 1 indicates.
4. Indentation is not warranted. The feet of furniture and machinery 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.



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- The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements, or anything not related to the DalTile LVF products (Table 1). Also, any damage resulting from mold and mildew growth is not covered under these warranties.
- For the pet protection warranty to remain in effect (as per Table 1), clean any affected area immediately. Any scratching and/or staining resulting from urine, feces, or vomit from anything other than a domestic pet is not covered under this warranty.
- Walk-off mats must be placed at all exterior entrances to protect DalTile LVF products (Table 1) from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging DalTile LVF products (Table 1). 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 cold (Above 104F or Below 50F) 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 sunlight to avoid heating of flooring product. Excessive direct sunlight will deform the product.
- These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is trans-mitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.
- These warranties do not apply to installations in outdoor areas, 3 season rooms, sunrooms, solariums, porches, garages or other areas subject to excessive moisture or extremes of temperature.
- 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 15 days. After this time has elapsed, no further claims will be accepted. Color and gloss issues resulting from material added to an existing installation at a later date and no warranty related repairs are excluded from coverage.
- Substrate defects are not covered under this warranty.
- These warranties do not apply to improper workmanship or installation not in accordance with the manufacturer's installation instructions.
- Installation under heavy rolling loads such as Hill-Rom beds requires approved adhesive for conditions.
- Scratch and scuffs are not warranted.

APPLICATIONS CATEGORIES

Residential – residential units such as single-family homes, condominium units and other privately owned units. Residential warranties do not cover common areas in condo complexes such as corridors or amenity spaces.

Multifamily – Units of apartments or rental facilities such as student housing, assisted living and apartment complexes. This does not include common areas such as corridors or amenity spaces.



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Light Commercial – Light commercial spaces are areas with light traffic, such as small shops or retail areas, business offices or other areas with traffic not considered to be heavy. Heavier traffic areas such as salons, large restaurants or areas with rolling loads are not covered by this light commercial warranty.

Commercial – This includes areas such as foyers, grocery stores, large restaurants, corridors and common areas in multifamily complexes, educational institutions, gyms, and healthcare facilities. This commercial warranty also covers light commercial use.

Heavy Commercial – Areas considered heavy commercial would have use of pallet jacks and heavy rolling loads, such as loading docks, marine facilities and healthcare facilities with Hill-Rom or Stryker beds. Heavy commercial warranties include all lower warranties such as commercial and light commercial. Customer must submit notice of all claims under these warranties to the retailer within the specified warranty period. Claims must be submitted in writing.

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 THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED.

By implied warranties DalTile 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.