



## IMAGE HOME WARRANTY GUIDE

### Maintenance and Care Instructions

**Image Home LVP floors** are among the highest performing flooring available, to keep the lasting look and feel of your investment for as long as possible, we recommend that you:

#### DO:

- Wipe up spills as soon as possible. Never use highly abrasive scrubbing tools on the floor.
- Vacuum or dust mop to remove loose dirt or grit. When vacuuming, we recommend using the wand attachment on your vacuum.
- Spot clean with water-based LVP floor cleaner.
- Keep pets' nails trimmed to avoid excess scratching.
- Use chair protectors under furniture and chairs. Protectors made from Teflon are best. (Felt pads are not recommended.)

#### DON'T:

- Flood the floor with water or cleaner.
- Use a steam mop to clean the LVP. (Steam can damage the adhesive on vinyl flooring by making its way between seams, causing moisture damage.)
- Use polishes, and waxes of the "mop and shine" type of products – they may leave residues and or dull your floor.
- Use any abrasive cleaners or scrubbing tools- Never use any of the following products on your floors:
  - ammonia-based cleaners, mineral spirits, acrylic finishes, wax-based products, detergents, bleach, polishes, oil soap, abrasive cleaning soaps, acid materials such as vinegar.
- Use rolling casters as they can damage the floor.
- Drag furniture or appliances across the floor.

#### PROACTIVE PROTECTION FOR YOUR FLOOR:

- When moving appliances or heavy furniture, lay a plywood panel on your floor and "walk" the item across it. This protects your floor from scuffing and tears.
- Use floor protectors on furniture to reduce indentation. As a general rule, the heavier the item, the wider the floor protector that will be needed.
- Place a walk-off mat at outside entrances to reduce the amount of dirt brought into your home. We suggest a non-staining vinyl-backed mat or a woven rug that is colorfast.
- Avoid exposure to long periods of direct sunlight. Close blinds or drapes during peak sunlight hours.

## Warranty Information

**Image Home LVP floors** are warranted to the original purchaser, from date of purchase, when installed in dry interior residential applications as follows:

- The floors will be free from manufacturer defects.
- The decorative surface will not wear through. Wear-through is defined as a complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered.
- Will not stain from common household stains.
- Will not rip or tear from normal household use.
- Seams will not unlock under normal conditions.
- The floor will resist water damage from everyday spills and from cleaning when cared for in accordance with the **Maintenance and Care Instructions**. This DOES NOT extend to damage of the subfloor or adhesives; and refers to topical moisture or 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.

### 10-Year Light Commercial Warranty

- Our 10-year limited light commercial warranty for RigidCore Flooring means that for 10 years, from the date of original purchase, your floor will be free from manufacturing defects and will not wear through when installed and maintained according to the manufacturer's instructions supplied with each carton. This guarantee applies only to the original end-user and proof of purchase is required for all claims. "The Guarantee" is for replacement or refund of the purchased materials only, no labor. Claims for wear must show a minimum dime size area. Excessive water, high-heeled shoes, rolling carts, wheelchairs, furniture, and chairs without protective pads can damage the floor and are not covered by this warranty.

### 25-Year Residential Warranty

**The warranty** is a limited Residential Use Warranty and is subject to the following conditions:

- The floor must be installed and maintained in accordance with the instructions that accompanied the product.
- Surface wear must be visible from a standing position (i.e., cover an area greater than ½ square inch).
- Planks must be checked carefully for material defects before and during installation and under sufficient lighting. Products with visible defects are not covered under this warranty. If you spot what you believe to be a manufacturing defect on a particular plank DO NOT INSTALL IT; please contact your retailer within 15 days of purchase for evaluation and replacement product.
- Subfloors must be structurally sound, solid, stable, level, plumb, and true to a tolerance in place of 3/16" in 10 feet. Cracks and holes must be filled with a cement-based polymer, or equivalent. Any unevenness over 3/16" must be sanded down or leveled. Voids or humps in the subfloor will prevent the planks from locking properly.
- The surface must be clean and free of dirt, oil, glue residue etc. Carpet staples or adhesive residue need to be removed prior to installation.

## WHAT IS NOT COVERED BY THIS WARRANTY

- Improper Installation: Example: use of non-recommended adhesive, improper underlayment or adding additional underlayment, installation on uneven surfaces, plank damage from hitting the edge to hard and causing the ends to crack, not maintaining 3/8 expansion around the perimeter causing flooring to buckle. Installation of cabinets on top of LVP. (LVP is a floating floor and needs to be able to expand and contract.) Installation errors are NOT manufacturing-related conditions.
- Damage caused by fire, flooding, plumbing leaks, exposure to standing water, or intentional abuse.
- Damage caused by moisture to the surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not part of the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture. While moisture will not affect the structure of the plank or tile, when excessive moisture accumulates (and in particular remains undiscovered or unaddressed) mold and/or mildew growth can occur.
- Damage caused by rolling loads or wheelchairs (motorized and non-motorized).
- Damage caused by vacuum cleaner beater bar, rolling caster wheels, and cutting from sharp objects.
- Indentation or damage from improper load distribution including high heels, spiked shoes, rolling loads, chairs, or other furniture not using floor protectors.
- Damage caused by abuse such as moving appliances or heavy furniture across the floor without adequate protection. When moving appliances or heavy furniture, lay a plywood panel on your floor and “walk” the item across it. This protects your floor from scuffing and tears.
- Loss of gloss/scratching.
- Minor color, shade, or texture variations between samples or printed color photography and the actual material.
- Floors that are installed in structures other than owner-occupied or tenant-occupied residences. (Except products that are noted as warranted commercial or limited commercial.)
- Construction or installation-related damage caused after the floor was installed.
- Prolonged exposure to direct sunlight.
- **MSPC** purchased after 4/1/2023 has been sold “as is” with no manufacturer warranty, express or implied.

## Warranty Remedy

If your Image Home floor fails to perform as stated in the applicable Warranty, Image Home will determine whether it will assist in the repair of the defective area or supply new Image Home material of the same color, design, or style if available. If unavailable or discontinued, Image Home reserves the right to select and supply similar Image Home material. Image Home reserves the right to determine if this action is necessary or not.

In the event that you have a warranty claim, it must be made in writing within 30 days of discovering the defect. This warranty covers repair or replacement of affected materials with a value prorated from the time of purchase to the time that the written warranty claim is received by Image Home.

To make a claim, contact your retailer. Proof of purchase is required.

1. If Image Home authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to remove any items from the affected area. Image Home will not credit or reimburse the cost associated with the removal of those items.
2. If a professional installation was paid for when the original floor was installed, Image Home will reimburse reasonable labor costs (up to 100%) based on a detailed statement, for 1 year from installation date. After the 1 year, Image Home will not pay any reimbursement of labor costs.
3. Labor reimbursement will not be considered for installations not adhering to the Image Home installation guide.

#### **Consequential or Incidental Damages:**

IMAGE HOME EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THIS WARRANTY. Image Home will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing defect in the flooring. Some examples of consequential or incidental damages are replacement of subfloor or underlayment, trim moldings, baseboards, painting, disconnecting/reconnecting appliances, fixtures and moving of furniture.

#### **Within One Year:**

If a defect covered by this limited warranty is reported to Image Home in writing within one year of purchase, Image Home will supply new material of the same or similar grade sufficient to repair or replace the defective material. Image Home will also pay reasonable labor costs (if a professional installation was paid for when the original floor was installed.)

#### **After One Year:**

If a defect covered by this warranty is reported to Image Home in writing after one year from the date of purchase, Image Home may supply new material of the same or similar grade sufficient to repair or replace the defective material, up to the 25 years for Residential or 10 years for Light Commercial warranty. All labor costs will be covered by the customer.

This warranty is not transferable. It extends to the original end-consumer. Image Home will not pay labor costs to repair or replace the material with defects that were apparent before or at the time of installation.

#### **LVP Specs**

CARB 93120 Phase 2 Compliant

#### **Warranty Period**

**Residential** : 25 years

**Commercial**: 10 years