



commercial luxury vinyl  
maintenance & warranty

# Warranty

**Pre-Installation Warranty:** Planks/Tiles containing manufacturing defects are eligible for replacement. Return unused planks/tiles for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for quality, visuals, and color will not be replaced (see item 4 under exclusions). Inspect all materials carefully prior to installation. Warranties do not cover materials with visible defects once they are installed. Installation constitutes acceptance. Each Hallmark Floors plank/tile is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. Wood and vinyl materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience change.

**Range 10-20 year Structural Warranty:** Hallmark Floors warrants that the boards/planks will remain free from manufacturing defects for the indicated period in a commercial application, for as long as the original owner/ occupant is in commercial space. In the unlikely event that any structural aspect of the plank/tile fails, Hallmark Luxury Vinyl will repair, replace, or refund the original purchase price of your floor (our option). The factory warranties apply only to the original owner/occupant of the space and are nontransferable.

**Radiant Heat Warranty:** It is critical that the floor be installed to Hallmark Floors' specifications. The surface temperature of the floor should not exceed 80° F. Relative humidity should be maintained at a minimum of 30 to 55%. Hydronic, water-based radiant heat systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. For glue-down application Hallmark 3 (hard set adhesive) pressure sensitive releasable adhesives not suitable for use with radiant heat. Hallmark LVT & PVP with EZ Loc can also be used over radiant heat.

**Finish & Structural Warranties:** Our Surface Guardian® finishes are extremely durable and carry the following warranties:

## Luxury Vinyl: Maintenance Systems:

Town & Country 2mm	EN 31 Commercial Moderate	5 Year Commercial Finish 10 Year Commercial Structural
Castle & Cottage 2mm	EN 32 Commercial General	7 Year Commercial Finish 10 Year Commercial Structural
El Dorado 3mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural
Sierra Madre 3mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural
San Simeon 4mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural
Hermosa Stone 3mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural
Times Square 3mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural

## Premium Vinyl:

Polaris 5.5mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural
Courtier 5.5mm	EN 32 Commercial General	10 Year Commercial Finish 20 Year Commercial Structural

## PVC Free:

Voayger	3mm EN 32 Commercial General	10 Year Commercial Finish 10 Year Commercial Structural
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# Warranty List



# Exclusions to Warranties

**1. Color /Gloss Level Variation:** Although great care is taken in the production of our Luxury & Premium Vinyl, environmental conditions can create small differences between production dates.

**2. Ultraviolet Light/Sunlight Exposure:** Close blinds or curtains where extreme sunlight hits the floor. A combination of heat and sunlight can cause discoloration and excessive temperatures may cause floor expansion (buckling) or delamination.

**3. Pre-Installation Inspection of Planks & Tiles:** Planks and tiles containing manufacturing defects are eligible for replacement. Return unused planks & tiles for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floor and industry quality standards will not be replaced. Boards and tiles/ planks that are installed when visibly defective will not be eligible for replacement.

**4. Improper Installation:** Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the vinyl floor. Cabinets and built in appliances should not be installed on top of the vinyl floor. Luxury Vinyl & Premium Vinyl flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation. NOTE: Product warranty remains in tact. However, in the unlikely event that the floor experiences problems, Hallmark Floors will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice.

**5. Adverse Environment:** Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet urine, vomit, or claw damage is excluded from this warranty. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances or heavy load bearing carts with small wheels directly across the floor will damage the vinyl floor.

**6. Maintenance:** Full compliance with maintenance instructions is required. Hallmark Truclean wood and lvt cleaner must be used. Spills must be wiped up immediately.

**7. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be effected for the Residential & Commercial Finish Warranties to apply.

**8. Internet Purchases:** Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized dealer/distributor, and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report. NOTE: See Hallmark Floors website for full internet selling policy at [www.hallmarkfloors.com](http://www.hallmarkfloors.com)

**9. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Commercial Finish Warranties to apply.



**ATTENTION:** Luxury & Premium vinyl flooring is subject to expansion and contraction (thermal degradation) when exposed to excessive heat and light. Use appropriate precautions to minimize potential effects on your Luxury Vinyl, Premium Vinyl floor, and PVC Free Floor. The Luxury Vinyl & Premium Vinyl collections from Hallmark

The Luxury Vinyl, Premium Vinyl, and PVC Free collections from Hallmark Floors are finished Surface Guardian Pro, a factory applied UV coating. Additionally they have Nanocontrol anti microbial additives that inhibit the growth of bacteria. The construction of these products is also ortho phthalate free.

This warranty is limited to commercial use. When unauthorized maintenance products are used the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, mold, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Luxury Vinyl will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time. This commercial warranty applies to all Hallmark Floors products purchased after July 1, 2017. It is valid for the original purchaser only and is nontransferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor.

## Maintenance



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### Maintenance Systems:

Hallmark Floors offers three levels of maintenance care:

- Traditional: Moderate/general use light to general.
- ABC top coat system: Restaurants, environments where surface spills are more common.
- Traditional medical/institutional cleaning and polishing systems.

**Refer to [www.hallmarkfloors.com](http://www.hallmarkfloors.com) for the latest, updated information.**

# Maintenance

Moderate/general use light to general.

Maintenance for Hallmark Luxury Vinyl Commercial Floors Hallmark's Surface Guardian Pro Finish provides excellent durability and performs well in commercial applications as long as a consistent maintenance program is followed. Daily sweeping, vacuuming (without the beater bar) or dust mopping will prevent the build up of dirt and grit from being ground into the surface of the finish. Walk off mats should be used to control the amount of dirt or grit that reaches the floor. Light mopping will also cut down on the amount of dirt build up and remove spills and stains that might occur. The amount of traffic will dictate the frequency of cleaning. Clean your floor with Trueclean Wood and LVT Cleaner to achieve the best results. If the floor is in high traffic areas and becomes very dirty, a low speed buffer with a white or nylon pad and TrueClean can be used. Once buffing is complete, remove all dirty residue with a final cleaning using Trueclean Wood and LVT Cleaner.

## Heavier Usage Areas - ABC Top Coat System:

Additional polyurethane can be applied to the floor, sealing all the seams, and adding a coat of ceramic enhanced polyurethane on the surface. Ideal for areas where more wet spills are encountered.

MANUFACTURER	CLEANER	HEAVY DUTY CLEANING	STRIPPER	LOW GLOSS POLYURETHANE FINISH
Hallmark Floors	TrueClean	Basic Coatings Squeaky Clean & Dirt Dragon	Basic Coatings Squeaky Clean & Dirt Dragon	ABC Recoat System

## Hallmark Surface Guardian Polyurethane Advantages

- Lower maintenance costs
- TrueClean can be used with a mop or low speed buffer
- Surface Guardian Refresh non acrylic formula more durable
- Hallmark Floors Remove, for removal of acrylic polishes should they have been used
- Hallmark ABC Recoat System (any acrylic polishes must be removed) for an additional low maintenance coat of ceramic fortified polyurethane. More durable and less maintenance than acrylic finishes/polishes
- Can be cleaned regularly with Basic Coatings Dirt Dragon machine
- See application instructions for ABC Recoat System

## Traditional medical/institutional cleaning and polishing systems.

MANUFACTURER	CLEANER	HEAVY DUTY CLEANING	STRIPPER	HIGH GLOSS ACRYLIC POLISH	LOW GLOSS ACRYLIC POLISH
<b>Eco Lab</b> 800 352-5326 ecolab.com	Bright Neutral		Bright Speed	1. Stratus 2. Polaris	Prevent
<b>Hilway Direct</b> 877 356-6748 hilway.com	Natural Cleaner	Hilway Direct Plus		Floor Finish Gloss	1. Floor Finish Matte 2. Floor Finish Satin
<b>XL North</b> 888 530-2259 xlnorth.com	XL APC	XL Cleaner/ Maintainer	XL APC	XL 25	XL Matte
<b>Betco</b> 1 877 856-5954 betco.com	PH7 Ultra	AF 315	Best Scrub	Hard as Nails	Betco Matte

- **Competing products that do not have UV Polyurethane require the use of the above products**
- **Traditional maintenance systems can be used on Hallmark PP5 PVC Free Vinyl if so desired**
- **All acrylic polishes must be removed to recoat with ABC Recoat System**





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