

Warranty

Pre-Installation Warranty:

Each Hallmark waterproof Plank is carefully inspected before leaving the factory, shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any planks or tiles that are defective should be set aside. Waterproof planks have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light over time can also experience subtle changes.

Lifetime Structural Warranty [Residential]:

Hallmarks Waterproof Flooring warrants that the planks/tiles will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank/tile fails, Hallmark Floors will repair, or refund the original purchase price of your floor (our option)*. The factory warranties apply only to the original owner and are non-transferable.

After a one time replacement, or refund (our option) Hallmark Floors' warranty obligations will be complete and no further warranties will be offered. If a claim needs to be started, an inspection by the retailer is required, and a Dealer Inspection Report filed with our local distributor.

Courtier Warranty:

Courtier 5.5mm: Lifetime Finish/Lifetime Structural. 10 Year Commercial Finish/ 20 Year Commercial Structural.

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 Fiber Thermics mats authorized for use under click together vinyl with IXPE Pad.

Exclusions to Warranties

1. Color Variation: Although great care is taken in the production of our waterproof flooring, 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.

Material that is subjectively viewed as defective but meets industry grading standards will not be replaced. Planks / tiles 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 must be installed prior to the installation of EZ-Loc vinyl floor. Cabinets and built in appliances should never be installed on top of the EZ-Loc vinyl floor. Waterproof flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation. NOTE: In the unlikely event that the floor experiences problems, Hallmark Floors will not pay for the removal or re installation 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, 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 directly across the floor will damage the vinyl floor.

6. 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.

7. Maintenance: Full compliance with maintenance instructions is required.

Maintenance Guide

1. Use Bona® Pro Series Floor Cleaner: This product is designed to clean and maintain the Surface Guardian finish.

2. Do not use unauthorized maintenance Products: Such as oil soaps, paste wax, or other cleaners containing, lemon oil, water, vinegar, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

3. Pets: Keep nails well trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine and vomit should be cleaned up immediately.

4. Regular Maintenance Dust Removal: Since waterproof flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out. NOTE: Do not use treated commercial dust-mop or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue.

5. Clean Up All Spills: Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed,

appropriate cleaner on a moist, towel to remove all remaining residue. All spills must be cleaned up immediately.

6. Shake spray bottle floor cleaner: Before use, gently shake the bottle to make sure the cleaning agents are well mixed. (30 seconds avg.)

7. Regular Cleaning: Follow the instructions on the bottle of Bona® Pro Series Cleaner.

8. Wipe the surface with a terry boot mop: Rub micro fiber mop with direction of the grain. When the applicator is showing dirt replace with a clean one as needed and launder boot mop heads after every use.

Do not use unauthorized products: oil soaps, paste wax, or other cleaners containing lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Steam mops, vinager, water, etc. Use of these products invalidates the product warranty.

ATTENTION: Waterproof 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 waterproof floor.

9. Internet Purchases: Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer 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.

When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Hallmark Floors waterproof products purchased after January 1, 2016. It is valid for the original purchaser/resident only and is non-transferable. 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 event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor. Should further evaluation be needed your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to Hallmark Floors Inc. for review. This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in the courts of the state of California, County of San Bernardino.

Hallmark Surface Guardian & Surface Guardian Pro

The waterproof collections from Hallmark Floors are finished with a ceramic bead UV coating. The UV Coatings protect the vinyl wear layer and give it a more lustrous wood look finish.

Courtier: Contains Surface Guardian Pro, offer the same strength and beauty of ceramic bead UV coatings. The construction of these products is also ortho phthalate free.

10. No steam cleaners. Do not use steam cleaners on Hallmark Floors. Heat from steam cleaners can damage the floor.

11. Dent/Scratch Prevention: While tougher than wood, waterproof flooring is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides. Double barrel coaster wheels should replace hard rubber or metal wheels. High-heel shoes can damage a vinyl floor. It is important to keep the tips in good repair.

Scratches are not covered under warranty.

12. High-Traffic Areas: To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place mats at the kitchen sink and, stove.

13. Moving Kitchen Appliances: Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved this can create dent trails in the floor. To prevent such damage use Glide N Guard protectors.

14. Desk Chairs: Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.

Characteristics of your Hallmark Courtier Floor:

Climate & Humidity Control: Although very stable, proper climate control is still important to the performance of waterproof flooring. Waterproof flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50°F and 80°F. NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.

Ultraviolet Light & Color Changes in Floor: Hallmark Floors waterproof flooring is very color stable, however large amounts of unfiltered UV light can create color changes over time. Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize any changes in color.

Natural Visual Characteristics: Hallmark Floors waterproof floors are created to showcase the natural beauty of wood, tile & stone. As such, the planks or tiles will contain natural appearing mineral deposits/streaking, and color variation. The intent of our product is to mimic nature as closely as possible.