

WARRANTY
WATERPROOF LAMINATE



LIMITED LIFETIME RESIDENTIAL WARRANTY

This Limited Lifetime Residential Warranty covers defects in material and/or workmanship which relate to joint integrity, staining, fading, and wear resistance during normal residential use when written installation and maintenance instructions are followed. In addition, the Hallmark Home Waterproof Laminate Floor system (flooring with sealant) is backed with a Limited Lifetime Waterproof Flooring System Warranty and Pet Wise Warranty.

LIMITED LIFETIME RESIDENTIAL WARRANTY – COVERED FEATURES

- **Dry Guard (Waterproof Flooring System):** The Hallmark Home Waterproof Laminate Floor system will resist moisture damage for 24 hours under normal residential use and may be maintained or sanitized with residential steam mops for the life of the product. This warranty applies to only joints less than 0.01 inches (0.2mm).
- **Color Shield (Fade Resistance):** Hallmark Home Waterproof Laminate Floor will resist fading from exposure to sunlight or artificial light.
- **TrueTouchTexture Performance (Wear Resistance):** The wear layer will not wear through the design layer. "Wear" is defined as completely wearing through the aluminum oxide finish and wear layer, exposing the print layer, provided the products are maintained according to Hallmark Home's care and maintenance instructions.
- **StainDefense (Stain Resistance):** Hallmark Home Waterproof Laminate Floor will resist staining from common household substances.
- **PetWise (Pet-Related Stain Resistance):** The Hallmark Home Waterproof Laminate Floor system will resist moisture damage, including vomit, urine, and feces, from domestic pets.

PRE-INSTALLATION WARRANTY

Each Hallmark waterproof plank is carefully inspected before leaving the factory and shipped in sealed packaging to keep the product stable. We encourage inspection of

the material prior to installation. It is imperative that the homeowner examine 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 ultraviolet light over time can also experience subtle changes.

LIFETIME STRUCTURAL WARRANTY (RESIDENTIAL)

Hallmark's 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 (at our option).^{*} The factory warranties apply only to the original owner and are non-transferable. After a one-time repair or refund (at our option), Hallmark Floors' warranty obligations will be complete and no further warranties will be offered. If a claim is initiated, an inspection by the retailer is required, and a Dealer Inspection Report must be filed with our local distributor.

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% and a maximum of 55%. Hydronic, water-based radiant heat systems must be used (see installation instructions and radiant heat guide for greater detail).

EXCLUSIONS TO WARRANTIES

Color Variation: Although great care is taken in the production of our waterproof flooring, environmental conditions can create small differences between production dates.

Reduced gloss is not classified as wear-through. Proper entry mats or adequately sized transition areas are required at doorways to minimize sand and dust that may damage the flooring.

Pre-Installation Inspection of Planks: Planks containing manufacturing defects are eligible for replacement. Material that is subjectively viewed as defective but meets industry grading standards will not be replaced. Planks that are installed when visibly defective will not be eligible for replacement.

Improper Installation: Failure to follow installation

instructions will invalidate the warranty. Cabinets and built-in appliances must be installed prior to the installation of Hallmark waterproof laminate. Cabinets and built-in appliances should never be installed on top of the Hallmark waterproof laminate. 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 reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice.

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 dollies, glides, or 1/8" Masonite on the floor (shiny side down). Rolling appliances directly across the floor will damage the vinyl floor.

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

Maintenance: Full compliance with maintenance instructions is required.

Other Exclusions: Damage from smoke, fire, floods, storms, improper subflooring or underlayment, hydrostatic pressure, mechanical damage, or circumstances beyond our control are excluded. The Limited Lifetime and DryGuard Waterproof Flooring System warranties do not apply to damage caused by events beyond everyday household spills, including but not limited to flooding, standing water, leaking pipes, mechanical failures, or appliance leaks. The damage to the product must be evident and measure at least 1" square per product unit (plank, accessory, etc.).

PRORATION OF WARRANTY PERIOD

The Limited Lifetime Residential Warranty is prorated according to the following schedule for refund or credit of material:

Limited Lifetime Residential Warranty is prorated according to the following schedule for repair, refund of materials and reasonable labor costs.

- Year 1-2: 100% material and reasonable labor

costs;

- Years 3-5, 100% material only;
- Years 6-9, 75% material only;
- Years 10-15, 50% material only;
- Years 16-25, 25% material only

NO IMPLIED WARRANTIES / SPECIAL DAMAGES
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 DOCUMENT, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. HALLMARK HOME SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL, OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY.

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 you. Except for these rights, the remedies provided under these warranties state the entire limit of Hallmark Home's responsibilities.

MAINTENANCE GUIDE

Use Bona® Pro Series Floor Cleaner, WOCA hardwood, LVT Tile & laminate floor cleaner & Loba universal cleaner: These products are designed to clean and maintain the TrueTouch surface.

Do not use unauthorized maintenance products:
Do not use oil soaps, paste wax, or any cleaners containing lemon oil, citrus oils, tung oil, ammonia, vinegar, silicone, or other petroleum-based solvents. Do not use two-in-one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty. Steam mops, vinegar, and plain water are not recommended.

Regular dust removal: Vacuum regularly with a canister vacuum and a soft brush attachment. Grit and dust left on the floor long-term can be abrasive to the finish. Replace the brush when worn. NOTE: Do not use treated commercial dust-mops or Swiffer-type products as they can contain solvents

that leave a chemical residue.

Clean up spills promptly: Spills can be cleaned up with a moistened, well-wrung soft cloth or sponge. Once the spill is removed, use the appropriate cleaner on a moist towel to remove any remaining residue. All spills must be cleaned up immediately.

Prepare spray cleaner before use: Gently shake the spray bottle to mix cleaning agents (about 30 seconds).

Regular cleaning: Follow instructions on the bottle of Use Bona® Pro Series Floor Cleaner, WOCA hardwood, LVT Tile & laminate floor cleaner & Loba universal cleaner.

Microfiber mop care: Wipe the surface with a terry boot mop or microfiber mop, rubbing in the direction of the grain. Replace the applicator when dirty and launder mop heads regularly.

Using proper products and methods: Use only recommended cleaning products and methods; unauthorized products or wet mopping will void the 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.

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

