



# RESILIENT / PROSERIES LUXURY VINYL FLOORING

## WELLSRIDGE™ LIMITED WARRANTY

Daltile® warrants Wellsridge Luxury Vinyl Flooring 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:

### Wellsridge Luxury Vinyl Flooring Limited Warranty Periods

Thickness	Wear Layer	Installation	Residential Warranty	Light Commercial Warranty
6.0 mm	20 Mil	Click w/ Pad Attached	Limited Lifetime	15 Years (Limited)

## WARRANTIES

### JOINT INTEGRITY

Daltile warrants that during the period of the warranty, the Uniclic® locking system contained in Wellsridge Luxury Vinyl Flooring will not fail.

### MANUFACTURING DEFECT

Daltile warrants that during the period of the warranty, Wellsridge Luxury Vinyl Flooring will be free from manufacturing defects.

### STAINING

Daltile warrants that during the period of the warranty, Wellsridge Luxury Vinyl Flooring will resist staining. "Stain resistance" is the ability of your Wellsridge floor to resist permanent stains.

### PET PROTECTION

Daltile warrants that during the period of the warranty, Wellsridge Luxury Vinyl Flooring will resist scratching and stains from all domestic pets, including vomit, urine, or feces. "Stain resistance" is the ability of your Wellsridge Luxury Vinyl Flooring to resist permanent stains. "Scratch protection" is the ability of your Wellsridge Luxury Vinyl Flooring to resisting scratching from domestic pets.

### WEAR RESISTANCE

Daltile warrants that during the period of the warranty, Wellsridge Luxury Vinyl Flooring wear layer will not wear through the design layer.

## WATERPROOF

Daltile warrants that during the period of the warranty, Wellsridge Luxury Vinyl Flooring will be 100% waterproof and the structural integrity of the floor will not be significantly diminished by exposure to water.

## 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.

Wellsridge Luxury Vinyl Flooring is 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 Wellsridge Luxury Vinyl Flooring 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](http://daltile.com/LVF). The original owner agrees to provide proof of compliance with recommended installation and maintenance procedures when a claim is filed.



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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 Wellsridge Luxury Vinyl Flooring purchases.

### GENERAL TERMS AND EXCLUSIONS

1. DalTile will, at its option, repair or replace product not meeting the above listed warranties. When replacement of the flooring is made, only new material from the current product range at the time of the claim will be supplied by the distributor or retailer. There will be no other form of compensation. Responsibility under this warranty only applies to hidden defects that were not visible before or during the installation of the Wellsridge Luxury Vinyl Floor. 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 Wellsridge Luxury Vinyl Flooring that has been subject to abnormal use or conditions or abused in any way. “Abnormal use or conditions” includes but is not limited to 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 Wellsridge Luxury Vinyl Flooring in a residential or light commercial environment. The feet of furniture 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.

4. The waterproof warranty excludes damage to furniture, fixtures, walls, subfloors, moldings, trims, underlayments, radiant heating elements, or anything not related to the Wellsridge Luxury Vinyl Flooring. Also, any damage resulting from mold and mildew growth is not covered under these warranties.

5. For the pet protection warranty to remain in effect, 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.

6. Walk-off mats must be placed at all exterior entrances to protect Wellsridge Luxury Vinyl Flooring from soil, grit, deicers, asphalt sealers, and other contaminants capable of damaging Wellsridge Luxury Vinyl Flooring. 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.

7. These warranties do not apply to damage from exposure to extreme heat or sunlight exposure, dryness, or stains as a result of chemical or industrial products (other than recommended cleaning products). Windows coverings should be used during periods of intense sunlight to avoid intense heating of flooring product.

8. These warranties exclude damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor.



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## WELLSRIDGE™ LIMITED WARRANTY

9. 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 nonwarranty related repairs are excluded from coverage.

10. 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.

# RESILIENT / PROSERIES LUXURY VINYL FLOORING

## WELLSRIDGE™ CARE GUIDE



### CARING & CLEANING

#### PREVENTATIVE MAINTENANCE

- Prevent indentations and scratches by using non-staining floor protectors on the legs of chairs, appliances and all heavy furniture. Floor protectors should be at least 1" in diameter. Periodically clean protectors to remove grit that may become embedded and cause scratching.
- Replace plastic or metal chair casters with rubber, and keep casters clean.
- Place walk-off mats at entrances. Mats should have a non-rubberized backing and be labeled as nonstaining.
- We recommend the use of a hard surface (non-studded), non-rubber chair mat to protect your floor from office chairs with casters. Light, rolling furniture should be outfitted with broad-surface, non-staining casters that have been engineered for hard surface floors. Such casters should be a minimum of 1" (2.5 cm) wide and at least 2" (5.1 cm) in diameter.
- Keep pets' nails trimmed.

- Remove shoes with cleats, spikes, or pointed high heels before walking on the floor.

#### CLEANING

- Sweep the floor regularly with a soft bristle broom to remove loose dirt.
- Wash the floor with non-abrasive, neutral PH floor cleaner approved for vinyl floors.
- For every day cleaning, a mop moistened with warm water will suffice.

#### CLEANING AGENTS TO AVOID

- Detergent based cleaners
- Abrasive or mop and shine products
- Ammonia or bleaches
- Vacuum cleaner with a rotating beater bar engaged

**NOTE:** Always read the cautionary information on all cleaners prior to use.

**IMPORTANT:** Never push, pull or drag furniture, appliances or other items across the floor. Always lift and carry furniture or heavy items.

**PURE RIGID COMPOSITE LUXURY VINYL  
WARRANTY GUIDE  
REVISED 02.28.2020**

**PRODUCTS UNDER WARRANTY & APPLICABILITY**

**PURE:** Residential [Duration: Lifetime], Light Commercial [Duration: 10 Year]

**NOTICE**

Beauflor<sup>®</sup> recommends that its PURE Rigid Composite Luxury Vinyl Flooring products (LVF) be professionally installed. If not, no labor costs would be included should there be a valid claim.

The owner is responsible for final inspection of the product before installation. If the owner hires a third party to install the product, the owner is responsible for that party's judgment. Prior to installation, please ensure that the product received is the correct style and color as well as to the customer's satisfaction. If there are any doubts, do not install the flooring and contact the retailer. Beauflor will not be held responsible for any costs relating to the installation of unsatisfactory or incorrect product. Products already installed will be deemed acceptable by the owner or installer and will not be considered for warranty. This warranty is subject to exclusions and limitations.

**OVERVIEW**

This general warranty or parts thereof are subject to exclusions and limitations.

This warranty applies only to the original purchaser, to product in its original installation, is prorated and is not transferable. The original purchaser must keep the original receipt as proof of purchase. If a problem appears which is covered by this warranty, the original purchaser must contact the retailer within thirty (30) days of detecting the issue to describe the problem.

Beauflor reserves the right at any time to modify or discontinue any of its products and will not be liable as a result of any such change. If the original product is no longer available, Beauflor may substitute with a reasonably comparable product.

Before installing, the product should be laid out, blending the planks/tiles from several boxes to determine optimum appearance. Beauflor is not responsible for labor costs to replace visibly defective product after installation.

No person other than a Beauflor claims department representative is authorized to accept or refuse a warranty claim. No person is authorized to waive or modify the terms of this warranty. Beauflor reserves the right to designate a representative to inspect the flooring and remove samples for analysis prior to accepting or refusing any claim. No repairs, except for urgent ones, may be made until after such inspection or until Beauflor indicates that such inspection is not required.

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**INSTALLATION**

This limited warranty covers products and reasonable labor costs (as determined by Beauflor, at its sole discretion) provided a professional installer was used and paid when the product was originally installed, and provided further that such product was installed in accordance with Beauflor's installation instructions using Beauflor installation sundries. These instructions can be obtained by contacting the retailer or by visiting Beauflor's website at [www.beauflor.us](http://www.beauflor.us).

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## REPLACEMENT AND REPAIR

Beauflor reserves the right to repair any product or use its own installer to replace it. If Beauflor repairs or replaces a product as a result of a warranty claim, the consumer is required to remove, store and replace all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are the consumer's responsibility. Beauflor recommends that appropriate replacement stock of the product be kept if needed for future repair or replacement.

If a defect covered by this warranty appears during the warranty period, Beauflor will, at its sole discretion, repair or replace the defective product according to the proration chart found in this document. The replacement product is warranted for the remainder of the original warranty period.

## WARRANTY COVERAGE

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### RESIDENTIAL

Residential warranties only apply to products intended for installation in non-commercial, owner-occupied, residential premises (single-family homes, condominiums, townhouses, etc.). Residential rental units fall under the commercial warranty only.

1. **MANUFACTURING DEFECTS** Beauflor warrants to the original purchaser that, if properly installed, the product will remain free of manufacturing defects for the indicated period of time as specified in this document, starting from the date of the original purchase. The product is manufactured according to the floor covering industry's standards and tolerances in quality variation. This warranty is subject to exclusions and limitations.
2. **WEAR, STAIN AND FADE** Beauflor warrants to the original purchaser that, if properly installed and maintained, the product will not wear, stain or fade from normal household use for the indicated period of time as specified in this document, starting from the date of the original purchase. This warranty is subject to exclusions and limitations.
  - a. **Definitions:**
    - i. "Wear" must be through the wear layer to the degree that the printed pattern is altered over an area greater than 2 square inches. Loss of Gloss or texture is not considered wear.
    - ii. "Fade" must be to the degree that the flooring is permanently discolored. Fading due to exposure, direct or indirect, to sunlight is excluded.
    - iii. "Stain" is defined as a permanent change in color of the surface of the product caused by food, beverages, and recommended cleaners as indicated in Beauflor's care and maintenance guide
    - iv. "Normal Household Use" are common daily activities in the home.
3. **WATERPROOF** Beauflor warrants to the original purchaser that, if properly installed and maintained, the product will remain waterproof, for the indicated period time as specified in this document, starting from the date of the original purchase and its structural integrity will not be significantly diminished by topical exposure to water. The product's integrity will not be affected by moisture. However, it is probable that mold or mildew growth can occur when excessive moisture flows over the edge of the flooring surface onto the sub-floor or into other surrounding structures/building materials or where there is standing water. The product is not a moisture barrier.

This limited warranty excludes damage from mold and mildew growth due to prolonged exposure to moisture, damage to surrounding structures such as, but not limited to, subfloors, walls, fixtures, furniture, underlayment, trims or subfloor heating systems. This limited warranty does not apply to damage caused by water or moisture in the subfloor or underneath the flooring including, but not limited to, damage from subfloor hydrostatic pressure or other conditions that result in water or moisture under the floor. This warranty is subject to exclusions and limitations.

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## LIGHT COMMERCIAL

Light Commercial warranties apply to dry, commercial areas that experience foot traffic only (no rolling loads).

4. **MANUFACTURING DEFECTS** Beauflor warrants to the original purchaser that, if properly installed, the product will remain free of manufacturing defects for the indicated period of time as specified in this document, starting from the date of the original purchase. The product is manufactured according to the floor covering industry's standards and tolerances in quality variation. This warranty is subject to exclusions and limitations.
5. **WEAR** Beauflor warrants to the original purchaser that, if properly installed and maintained, the product will not wear, stain or fade from normal use for the indicated period time as specified in this document, starting from the date of the original purchase. This warranty is subject to exclusions and limitations.
  - a. Definitions:
    - i. "Wear" must be through the wear layer to the degree that the printed pattern is altered over an area greater than 2 square inches. Loss of Gloss or texture is not considered wear.

## LIMITATIONS, TERMS AND CONDITIONS

For any questions regarding the warranty information, the consumer may contact the retailer. The following limitations, terms and conditions apply to this warranty:

1. **Installation.** Failure to follow the provided installation instructions may void the warranty. Damage resulting from improper storage, handling or installation is not covered by this warranty as well as damage resulting from poor or defective workmanship. The products must never be installed outdoors. Cabinets or kitchen islands must not be installed on floating floors.
2. **Visible defects.** Before and during installation, the product must be inspected under sufficient lighting to detect any visible defects. Under no circumstance should defective products be installed. Beauflor will not be held liable for labor costs related to the removal of these defective products. Any defective product must be put aside and the retailer must be informed in writing within thirty (30) days, after which no further claim will be accepted. Beauflor reserves the right to refuse a claim if the percentage of the defective product is less than 5% of total install. Color and gloss variations resulting from adding products to an existing installation are not covered by this warranty.
3. **Abnormal use.** This warranty does not cover products that have been put through abnormal use or conditions or abused in any way. This includes, but is not limited to, damage from falling objects, damage caused by dragging objects or furniture, neglect, high heel shoes, pebbles or abrasive materials, and improper maintenance. To prevent such damage, any spill should be wiped up immediately, pet's nails should be kept trimmed, floor protectors should be installed under the legs of the furniture, and suitable mats should be used at all entryways.
4. **Accidents and natural disasters.** This warranty does not cover any accidental damage to the product or any natural disasters that may damage the flooring. This includes, but is not limited to, damage from fire and smoke, floods, earthquakes, storms, broken pipes or any other plumbing related failures.
5. **Climate.** This warranty does not cover damage to the product resulting from exposure to extreme heat or cold nor from extremely humid or dry conditions. Exposure to such conditions will void this warranty. Temperature levels must be maintained between 55 °F and 85 °F (12.8 °C and 29.4 °C) at all times. Flooring must be protected from direct sunlight exposure. Beauflor recommends using UV protective film, blinds or curtains in all windows that provide direct sunlight to ensure that the products are not overheated. Floor coverings exposed to excessive heat are subject to thermal expansion which may lead to buckling or peaking. Beauflor will not be held liable for any claims or damages arising out of or related to the failure of the installation when the flooring is exposed to direct sunlight
6. **Subfloor and underlayment.** Problems resulting from improper subfloors or underlayment may void this warranty. Damages or noise (squeaking) resulting from excessive subfloor deflection, improper joist assembly, irregular subfloor or subfloors with voids are not covered by this warranty. This warranty does not cover

damage from water or moisture trapped underneath the floor. Humidity tests on wooden and concrete subfloors must be undertaken before installing the product. The maximum allowable humidity level for a wooden subfloor is 14% using a proper moisture meter. Concrete subfloors shall have a minimum compressive strength of 3500 psi. Moisture vapor emission rate should not exceed 5 lb/1000 sq. ft. (2.27 kg/92.9 sq. m)/24 hours per ASTM F1869. When using the ASTM F2170 test method, the internal relative humidity should not exceed 80%, and the pH level should be between 7 and 9.

7. **Care and maintenance.** Failure to properly maintain and care for the product may result in voiding this warranty. Cleaning with inappropriate cleaners will void this warranty. The product must never be waxed nor polished. Surface scratches are not covered by this warranty.
8. **Second quality and clear-outs.** Only first quality goods are covered by this warranty. Product sold as second quality or as part of a promotion is considered sold "AS IS" and is not covered by this warranty

#### WARRANTY PRORATION

Unless otherwise noted, all warranties are prorated.

	Lifetime Limited	30 Year Limited	25 Year Limited	15 Year Limited	10 Year Limited	5 Year Limited
	Coverage	Coverage	Coverage	Coverage	Coverage	Coverage
Year: 1-5	100%	100%	100%	100%	100%	100%
Year: 6-10	75%	75%	75%	50%	50%	--
Year: 11-15	50%	50%	40%	25%	--	--
Year: 16-20	35%	25%	20%	--	--	--
Year: 21-25	25%	10%	10%	--	--	--
Year: 26-30	10%	5%	--	--	--	--
Year: 31+	5%	--	--	--	--	--

#### LIMITATION OF IMPLIED WARRANTY

TO THE EXTENT PERMITTED BY LAW, ALL WARRANTIES (EXPRESSED OR IMPLIED) OTHER THAN OUR LIMITED WARRANTIES ARE DISCLAIMED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE INCLUDING ACTS OF GOD/FORCE MAJEURE, ACTS OF TERRORISM, DAMAGE CAUSED BY VERMIN, INSECT INFESTATION, FIRE, FLOOD OR ANY OTHER ACT OR CIRCUMSTANCE BEYOND REASONABLE CONTROL.

IF ANY IMPLIED WARRANTY ARISES UNDER STATE LAW, ANY AND ALL IMPLIED WARRANTIES (INCLUDING ANY WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY, TO THE EXTENT ALLOWED BY LAW. BEAUFLOREXCLUDES ANY LIABILITY FOR LOST PROFITS, INCONVENIENCE, OR ANY OTHER INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES. REPLACEMENT OF AFFECTED FLOORING WITH SIMILAR STYLE AND COLOR IS THE FULL EXTENT OF BEAUFLORE OBLIGATION UNDER OUR LIMITED WARRANTIES.

IN NO EVENT SHALL BEAUFLORE BE LIABLE FOR INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, NO MATTER THE CAUSE. SOME STATES DO NOT ALLOW LIMITATIONS OR DISCLAIMERS AS TO IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR DISCLAIMERS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW LIMITATIONS ON THE TIME AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THESE LIMITED WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE.

## HOMEOWNER OBLIGATIONS

To maintain warranty coverage and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks/tiles of the product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the flooring is installed according to Beauflor Installation Instructions.
- Keep a list of cleaners used to maintain the flooring.

### BEAUFLOR USA, LLC

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Please contact your retailer, or visit our website at [www.beauflor.us](http://www.beauflor.us) for the most up-to-date version of this document as it may have been revised and updated since this printed version.

Care and Maintenance and Installation Instructions can also be found on our website at [www.beauflor.us](http://www.beauflor.us), or you may contact your retailer for the most up-to-date versions.