



## **EVERSTEP LIMITED COMMERCIAL WARRANTIES**

EverStep Luxury Vinyl Flooring (LVF) products were created with our end user in mind. Our mission is to provide you with quality luxury vinyl flooring that meets your commercial design and performance needs. Our Luxury Vinyl Flooring and Installation Accessories are subject to rigorous manufacturing audits, independent laboratory testing and third-party certifications. Not all warranties apply to all products – refer to the warranty schedule to determine your warranty coverage.

EverStep offers a variety of products to suit your Luxury Floor Covering needs. A successful installation begins with specifying the appropriate product for the end use. If you have any questions regarding EverStep products contact EverStep at 844-296-4669.

The following conditions and definitions apply to all EverStep Commercial Warranties: These limited prorated warranties extend to the original purchaser from the date of invoice and are non-transferable. All warranties are applicable to the initial installation of EverStep flooring only. These warranties are applicable to first quality goods and do not apply to discounted products.

**LIMITED WEAR:** EverStep products are warranted against abrasive wear when installed and maintained in accordance with EverStep's most recent installation and maintenance guidelines available at [www.everstepflooring.com](http://www.everstepflooring.com). Wear is defined as removal of the wear layer or pattern from normal foot traffic only. Surface scratches, changes in shading, diminished gloss or sheen or not considered wear through. Indentations from rolling loads or pivot points are specifically excluded.

**LIMITED 2 YEAR MANUFACTURING DEFECT:** EverStep Luxury Vinyl Flooring is warranted against Manufacturing Defects for a period of 2 years. A manufacturing defect is defined as an exception that occurred during the manufacturing process that was not evident at the time of production.

**LIMITED WATERPROOF:** Select EverStep products are warranted against damage from topical moisture. Although topical moisture will not compromise the structural integrity of EverStep LVF; it is not a moisture barrier. EverStep LVF should not be installed in excessively wet or exterior environments. Plumbing or appliance leaks, casualty events, floods, hydrostatic pressure or conditions that allow moisture to become trapped underneath the LVF are specifically excluded. EverStep is not responsible for damage related to excessive moisture, mold or mildew growth.

**JOINT INTEGRITY:** Select EverStep products are warranted for joint integrity when installed using EverStep brand underlayment. EverStep warrants the joint integrity of select products will not fail when properly engaged during installation when installed in interior environments with continuous year-round climate control. Joint integrity is defined as the locking mechanism will

remain engaged during the service life of the product. Locking mechanisms damaged during installation, or due to heavy rolling loads are excluded. Installation guidelines for substrate, underlayment, expansion space, radiant floor heat and ambient environmental conditions must be strictly adhered to for joint integrity coverage.

## **WARRANTY SCHEDULE**

<b>DURA CHOICE III</b>	<b>- 15 YEAR LIMITED WEAR, WATERPROOF WARRANTIES. 2 YEAR LIMITED MANUFACTURING DEFECT WARRANTY</b>
<b>HERCULES PRO</b>	<b>- 20 YEAR LIMITED WEAR, WATERPROOF WARRANTIES 2 YEAR LIMITED MANUFACTURING DEFECT WARRANTY</b>
<b>FLEX FIT II</b>	<b>- 15 YEAR LIMITED WEAR, WATERPROOF WARRANTIES 2 YEAR LIMITED MANUFACTURING DEFECT WARRANTY</b>
<b>CLOUD NINE PRO II</b>	<b>- 25 YEAR LIMITED WEAR, WATERPROOF, JOINT INTEGRITY 2 YEAR LIMITED MANUFACTURING DEFECT WARRANTY</b>

**WARRANTY CONDITIONS:** Prior to installation the Contractor and Installer are responsible for insuring installation site conditions are suitable for installation of LVF. Contractor and Installer should inspect LVF for color, quality and gloss under adequate lighting prior to installation. Installation is considered acceptance. Professional installation costs will not be reimbursed for material installed with obvious defects. Should you have questions regarding the quality prior to installation, contact EverStep flooring at 844-296-4669.

EverStep will at its option, repair or replace product that does not meet applicable product standards in the affected area only. There will be no financial reimbursement. If replacement is required, EverStep will furnish new material from the current product line available at the time of the claim. Only reasonable professional labor costs will be considered for reimbursement. Warranties do not cover labor costs of non-professionally installed floors. EverStep accepts no responsibility for installer workmanship or site related conditions.

**CARE:** Only pH neutral cleaners specially formulated for use with LVF should be used to clean EverStep LVF. Do not flood mop EverStep LVF. Warranties do not cover damage resulting from improper cleaning agents or methods, failure to take appropriate measures to protect flooring. Appropriate care includes regularly scheduled maintenance, the use of non-rubber backed non-staining walk-off mats, clean transition mats at all exterior entrance, the use of window covering during periods of peak or intense sunlight, the use of flat gliders under furnishings, continuous use of HVAC for climate control and the use of chair pads. EverStep warranties do not cover staining or discoloration from improper cleaning agents, abrasives, corrosives, residues, dyes, asphalt sealers, de-icing agents, substrate or underlayment stains, or other corrosive agents that compromise the wear layer or structural integrity of the flooring.

**WARRANTY EXCLUSIONS:** Damage from moisture intrusion, alkali, mold, mildew, improper installation, improper maintenance, hydrostatic pressure, appliance/plumbing leaks, flooding, weather related, and all other casualty events are specifically excluded. Indentation from improper loading, spike or athletic footwear, narrow heels, furnishings, rolling loads or wheel chairs (motorized or non-motorized) are specifically excluded. This warranty specifically excludes damage due to chemical or industrial products, excessive heat and/or heat generating

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