

WARRANTY

LVT-SPC Residential/Commercial Limited Product Warranty:

These limited warranties are subject to the Warranty Terms and Conditions provided in this document. These limited warranties are in lieu of all other express warranties. General Terms: The limited warranties, as defined below, apply when your XL Flooring Luxury Vinyl (LVT) flooring is installed in accordance with XL Flooring LVT installation instructions and is treated with proper care and maintenance under normal residential and light commercial use.

Manufacturing Defect Warranty:

XL Flooring warrants that our collection of Luxury Vinyl Tiles and Planks will be free from manufacturing defects for a period of one (1) year from the date of purchase. Implied warranties are limited to the same duration. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the preceding limitation may not apply to you. If such defect occurs, upon verification of the defect by XL Flooring, we, at our sole discretion, will repair or replace the affected area of installed flooring.

Wear Warranty:

XL Flooring warrants that the installed product will not wear through to the printed film layer, under normal use as follows:

- Residential Wear: covered for a period of 10 years from the date of purchase.
- Commercial Wear: covered for a period of 5 years from the date of purchase.
- The standard general terms, exclusions and limitations expressed elsewhere in this warranty document also apply.

WARRANTY TERMS AND CONDITIONS

- Your sole and exclusive remedy under these limited warranties for any and all losses or damages resulting from defective LVT shall be the repair or replacement of the LVT in the affected area, as determined by XL Flooring in its sole discretion, or, to the extent permitted by law. XL Flooring may elect to refund up to 100% of the cost of the any defective LVT product.
- XL Flooring requires the original sales receipt or other documentation as proof of warranty coverage and the date of purchase. Year duration warranties are defined as the period of time that the original purchaser of the LVT chooses to keep the LVT on the floor at the original installation site.
- If replacement is approved by XL Flooring as the appropriate remedy, we will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, XL Flooring reserves the right to select and supply similar XL Flooring materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out. Claimants who received a replacement floor pursuant to the Wear Warranty and these Terms and Conditions may not claim again and no additional replacement floors will be supplied.
- If refund of the original cost of the defective LVT is approved by XL Flooring as the appropriate remedy for a claim against warranty, XL Flooring will refund a percentage of the original cost depending on the amount of time elapsed since the date of purchase according to the following schedule, subject to the applicable time period for each warranty:
 - Within 1-year - 100%
 - Within 2-5 years - 50%
 - Within 5-10 years - 25%.

PRODUCT WARRANTY

- If replacement is approved by XL Flooring as the appropriate remedy, we will pay the reasonable costs of professional labor within the approved labor charges put forth by XL Flooring, provided that the labor used to install the replacement flooring is performed according to XL Flooring guidelines and standard industry practices. Labor must also be provided by a certified professional flooring installer.
- Labor will be paid according to the following schedule, subject to the applicable time period for each warranty:
 - Within the first 2 years: Up to a dollar value of \$2.00 per square foot of flooring laid.
 - Within years 3-4: Up to a dollar value of \$1.00 per square foot of flooring laid.
 - We do not warranty installation labor beyond 4 years of purchase

This warranty does not cover or apply to XL Flooring Luxury Vinyl LVT when:

- installed with obvious manufacturing defects.
- not properly acclimated according to the XL Flooring Installation Guidelines.
- improperly installed or not professionally installed according to currently published XL Flooring installation guidelines and accepted industry practices
- installed in areas not intended for solid vinyl plank or tile.
- damaged by improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- damaged from accidents, casualty events, abuse or improper usage (including pet damage including but not limited to chewing, digging, and clawing). Accidents, abuse and improper usage include, but are not limited to, damage caused by casters on furniture, rotating beater bars on vacuum cleaners, narrow tipped heels, burns, cigarette burns, cuts, scratches, gouges, indentations, cuts, impact from heavy and/or sharp objects.
- containing stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats; always use mats recommended for Luxury Vinyl Flooring and identified as "non-staining"
- damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage.
- installed over unstable (installed over particleboard, chip wood or pressboard) or improperly prepared sub-floors, wet/cold floor and over radiant-heated floor in excess of 85°F. different from samples or printed material in shade, color or embossing.

Other Limitations:

1. This warranty is not transferable. 2. Subject to applicable law, in no event will XL Flooring be liable for incidental or consequential damages, whether in contract, warranty, negligence, strict liability or otherwise. XL Flooring's maximum aggregate liability under these limited warranties shall be the amount you paid for the LVT. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. 3. XL Flooring will not pay for the loss of time, inconvenience or other incidental or consequential expenses or damages associated with repair or replacement of the LVT under this warranty. 4. XL Flooring reserves the right to inspect any flooring and installation deemed to be suspect to manufacturing defects. 5. No representative, employee, or agent of XL Flooring is authorized to modify or change the warranty statements made in this document.



INSTALLATION INSTRUCTIONS

03.09.2022

INSTALLATION & MAINTENANCE GUIDELINES herein are highly important. To all purchasers of the product, installers and end-users; any deviation from the instructions and recommendations in this installation guide may result in voiding the product warranty.

BEFORE YOU BEGIN

- Make sure you have the latest installation guideline to ensure up to date information by referring to the revision date. Installation documents can be found at www.xlflooring.ca.
- Adherence to installation guideline is mandatory to validate warranty.
- Flooring products must be acclimatized for at least 7 days prior installation in the installation area that meets the SUITABLE ENVIRONMENT guideline.
- Flooring products must be installed on a surface that meets the SUITABLE SURFACES guideline.
- In the rare event of visually defective material, XL FLOORING will not be responsible of the installation of material with visual defects. It is the responsibility of the installer to visually approve material before it is installed.
- XL FLOORING will not be held responsible for the installation of an incorrect product. It is the responsibility of the installer and the end user to double check that the product to be installed is from the correct product collection and the correct color.

SUITABLE ENVIRONMENT

- Rigidclick is intended for indoor use only.
- The temperature variation during its occupied use is assumed to remain between 16°C and 40°C.
- During installation the installation area must be climate controlled at a temperature between 18°C and 25°C with the product given 7 days to acclimatize to the installation area.

SUITABLE SURFACES - Adequate sub-floor preparation is necessary to ensure a successful installation.

- Sub-floor must be lightly textured, porous, and well-bonded. The sub-floor must be dry, smooth, level, clean, and dust-free, with a tolerance not exceeding more than 1/8" in a 6' span.
- All sub-floor and leveling patch must be done with a non-shrinking, water-resistant Portland cement patching compound.
- Holes, grooves, expansion joints, and other depressions must be filled with a Portland cement-based leveling compound and troweled smooth and feathered even to the surrounding surface.
- If installing on a concrete slab, it must be dry, clean, and well-cured (cured for at least 6 weeks prior to installation). Concrete must be free from dust, powder, flaking, solvent, paint, wax, grease, oil, and other erroneous compounds
- Installing on wood and wood composite panels (plywood, OSB, flake board, and particle board) can be used provided they are smooth, flat, structurally sound, and free of deflection.
- It is acceptable to install over an existing ceramic tile provided it be made smooth by applying a water-resistant Portland cement overlay such as patching or leveling compound to smooth out grout joints.
- Moisture in the sub-floor will not damage the flooring, but excessive moisture may cause mold or mildew in the sub-floor and surrounding structures, so ensure that the subfloor is free of excess moisture.
- XL Flooring SPC can be installed over existing non-cushioned resilient flooring, ceramic tile, and existing wood floors, as long as the floors are clean, level, well bonded to the sub-floor and free of cupping and deflection.

WARNING: DO NOT REMOVE OLD RESILIENT FLOORING. THESE PRODUCTS MAY CONTAIN EITHER ASBESTOS FIBERS OR CRYSTALLINE SILICA, WHICH CAN BE HARMFUL TO YOUR HEALTH. PLEASE HAVE OLD FLOORING TESTED FOR ASBESTOS PRIOR TO REMOVAL. NEVER SCRAPE ADHESIVE RESIDUE THAT MAY CONTAIN ASBESTOS. NEVER USE LIQUID CHEMICALS TO REMOVE OLD ADHESIVE. SOLVENTS OR OTHER ABRASIVE CHEMICALS USED TO CLEAN THE SUB-FLOOR CAN DAMAGE THE BACKING OF THE LUXURY VINYL PLANKS OR TILES IF NOT PROPERLY REMOVED.

RADIANT HEATED FLOORS & SUN ROOMS - SPC can be installed over concrete embedded radiant heated floors.

- Flooring must be installed using an embedded hydronic radiant heat system or electric radiant heat system that utilize embedded cables within the subfloor.
- Radiant heat systems must be covered by a self-leveling concrete and separated by the flooring at a minimum of 1/2".
- Radiant heat must not exceed 29°C.

TOOLS & SUPPLIES - You will need a few tools to ensure a successful installation:

1. Measuring: straight edge, framing square, tape measure.
2. Cutting: exacto knife, laminate cutter, miter saw, or table saw
3. Installing: spacers, tapping block, rubber mallet, and rubber or steal seam roller.
4. Safety: safety glasses, and a NIOSH approved dust mask for use with a power saw.

CUTTING PLANKS & TILES

- SPC can be scored and snapped using a high quality sharp utility knife.
- SPC can be cut using a laminate cutter.
- Power saws (circular saw, table saw, miter saw, or jigsaw) can be used to cut the product, but planks should always be cut away from the installation area in a well-ventilated space in order to prevent debris from affecting the installation site.
- Always wear safety glasses and a NIOSH approved dust mask when using a power saw.

INSTALLATION - XL Floorings SPC is engineered to be installed utilizing the floating installation method.

- Do not install cabinets or fixed objects on top of SPC flooring.
 - Verify locking profile prior to installation, checking for debris or damage.
 - Can be installed up to 100' by 100' before needing a transition.
 - It is highly recommended to sort through at least 25% of your flooring material by categorizing each visual variation into its own pile to ensure a successful "blend" of the flooring. Failure to do this crucial step may result in an unsatisfactory installation as certain areas may contain more of one image variation than another.
- BEFORE BEGINNING INSTALLATION ENSURE THAT SUITABLE ENVIRONMENT AND SUITABLE SURFACES GUIDELINES HAVE BEEN MET. NEGLECTING TO MEET GUIDELINES MAY RESULT IN A VOIDED WARRANTY.

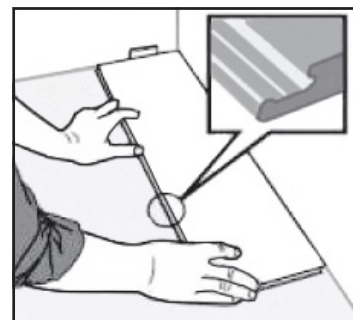
PLANNING YOUR INSTALLATION

- Determine the direction you want the flooring to run. Typically the length of plank flooring will run with the length of the room or the length of the floor plan.
- It is important to plan ahead in order to avoid narrow plank widths or short plank lengths near walls and doors. Using the width of the room, calculate how many full boards will fit into the area, and how much space remains that will need to be covered by partial planks (width of room in inches ÷ width of plank in inches = number of rows). Do the same calculation for the length of the room (length of room in inches ÷ length of plank in inches = number of planks). Adjust the starting plank as necessary to avoid a narrow row of planks along a wall or door.
- Based on the above calculations, if the width of the planks along the last row is less than 25% of the width of a full plank, then begin the first row using planks that are cut down to reduce the width of the first row, thus increasing the width of the last row.
- If the last plank (fill piece) in each row is shorter than 8" in length, then adjust the starting point accordingly. This is necessary in order to achieve the correct staggered effect and to maintain structural integrity of the product.
- Planks should be installed randomly, staggering the end joints, no less than 8" from the previous row end joints. Stagger the joints at a minimum of 8" apart.
- XL recommends a 1/4" (6mm) expansion gap around the entire perimeter of the installation, any transitions to adjacent flooring materials, door frames, and heating vents.

Installing With The UNILIN 2G Locking System

XL Floorings SPC utilizes a 2G angle-tap locking system by UNILIN, where planks are angled into the locking system then dropped into place.

1. Working from left to right, begin installation at the left hand corner of the installation area, lay down the first plank with the inserting tongue of the plank facing the walls. Place spacers around the wall facing edges of the plank to prevent the expansion gap from closing during installation.
2. Install the second plank by angling the inserting tongue of the end joint at a 25° angle into the receiving tongue end joint of the first plank, dropping the second plank into place. The second plank should easily be angled in and dropped into place with minimal pressure. Tap the end joint of the second plank with a rubber mallet and tapping block to ensure it is locked into place. Insert spacers along the wall edge of the plank to retain the expansion gap during installation. Continue in this manner for the entire first row.
3. At the end of a row, use a rubber mallet and pull bar and tap the end joint of the final plank into the previous plank to lock it into place.
4. To start the second row, you may use the remainder of the last plank from the first row, if it's longer than 8", otherwise cut a new plank at a desired length to achieve a staggered effect throughout the installation. To ensure structural integrity, it is mandatory to always stagger the end joints from row to row by at least 8".



5. Insert the planks long edge of the inserting sided tongue into the previous row of installed planks and drop it into place. Slide the plank toward the end of the previous row. Insert a spacer to retain a 1/4" expansion gap off the wall or wall plate. Next use a rubber mallet and tapping block on the long edge of the plank to ensure a tight fit of the locking system.
6. Continue to lock the long edge of planks into the previous row by inserting the tongue of the plank at an angle and dropping it into place. Slide the plank down towards the end of the previously installed plank until the inserting tongue just touches the receiving tongue of the previous plank. Using a rubber mallet and tapping block, tap the long edge of the plank to ensure a tight fit. Next, use the rubber mallet and tapping block to lock the end joints together. The gap on the end joint should easily close. Continue laying down planks in this fashion until the row is complete.
7. Use a rubber mallet and pull bar to lock the end joint of the final plank in the row. Make sure a spacer is used at the beginning of row to prevent the whole row from shifting and closing the expansion gap.
8. On the final row, follow the same procedures, but use a pull bar and rubber mallet to tap the long edges of the planks to securely lock it in place.
9. Continue with recommended installation method until installation is complete.

Use a mitre saw for cutting intricate pieces to fit around door jams and cabinets. For disassembly, tilt an entire row up and disconnect it from the previous row. Then disconnect each plank by sliding it out horizontally.

AFTER INSTALLATION

- Sweep regularly to remove surface grit and dust. Use a damp cloth or mop to clean up any dirt and footprints. All spills should be cleaned up immediately.
- Never use polish, abrasive cleaners, or scouring agents as they might dull or distort the finish. High heels can damage floors.
- Use protective pads under furniture. Do not use rubber or metal pads. Felt pads are highly recommended.
- Use doormats as entrance ways to protect the floor. Avoid using rubber backed rugs as they may stain the flooring.
- It's a good idea to save a couple of boxes of flooring in case of accidental damage. Planks can be repaired or replaced.
- If other trades are in the work area, a floor protector is highly recommended to help protect the finish of the floor.
- Furniture & appliances: When moving heavy furniture or appliances place a hard surface between the item and the floor and roll or slide the item on it. DO NOT roll or slide them across the floor without this protection. When possible lift the object being careful to avoid injury. Furniture glides may cause damage to your flooring.

