

allure® LVT CLICK LIMITED WARRANTY

Effective: November 1, 2017

Products and Coverage

Aspecta BV warrants that its **allure** flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and colour, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage/Periods' Chart on the right. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **allure** Installation and Maintenance Manual.

Pre-Installation

Aspecta BV warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Aspecta BV will not be responsible for any claim for flooring installed with visual defects.

Installation

This Limited Warranty covers materials and fair market-value labour if professional installation was paid for when the flooring was originally installed. All instructions contained in the current Installation Manual must be followed when installing **allure** flooring, or this warranty will be voided. Please check www.allure-innovations.com for the current Manual.

Replacement/Repairs

Aspecta BV reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Aspecta BV repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Aspecta BV repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Aspecta BV will supply new flooring material of similar colour, pattern and quality to replace the defective area. Aspecta BV will also pay fair market-value labour if professional installation was paid for when the flooring was originally installed. Labour costs are covered on a sliding scale, from 100 % in year 1 to 10 % in year 10, with no coverage thereafter. Labour costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact Aspecta BV Customer Service at Aspecta BV phone +31 (0) 88 1662500. Aspecta BV reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects



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Limited Warranty (Continued)

- Surface scratches or scuffing
- Changes in colour or sheen from exposure to sunlight or due to use of rubberbacked mats
- Exterior applications
- Loss of gloss
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered product
- Flooring sold as irregulars or trial grade materials or “as is”
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 19°C and 30°C [65°F and 85°F]) at job site between 24 and 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature
- Flooring sold via the internet after the 1-year warranty period as set forth in the chart within this Limited Warranty
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labour and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental, economic or consequential damages

Some jurisdictions do not allow the exclusion or limitation of incidental, economic or consequential damages so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from country to country.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Aspectra BV requires the receipt in order to verify date of purchase to help resolve any problems.

Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

Maintenance for allure LVT Click commercial floors

Routine Commercial Maintenance: **allure** LVT Click floors have excellent durability and a history of performing well in commercial installations as long as a sound maintenance program is followed. Light daily sweeping, dust mopping or vacuuming without the “beater bar” will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with Neutral Vinyl Cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low speed buffer with a red scrubbing polyester or nylon pad. Spray the floor with diluted Neutral Vinyl Cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with clear water or with a wet-vacuum.

allure® LVT CLICK DEFINITIONS

WARRANTY COVERAGE/PERIODS		
Warranted Products	Manufacturing Defect or Wear, Fade or Stain*	
	Residential	Commercial
Group A	Lifetime*	5-Years Full
Group B	Lifetime*	10-Year Light
Group C	Lifetime*	5-Year Light
Group D	25-Year Residential	None

*DEFINITIONS / To Be Covered:

“Wear“ must be through the wear layer to the degree that the printed pattern is affected or altered.

“Fade“ must be to the degree that the floor is permanently discoloured. “Stain“ must be from normal household cleaning agents, chemicals or routine care and maintenance.

DEFINITIONS / Groups:

“Group A”

(Lifetime Residential* / 5-Years Commercial Full)

- 5,0mm thickness/0,5mm wear layer with Ceramic Bead Finish

*With respect to “Group A” products, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

“Group B”

(Lifetime Residential* / 10-Years Commercial Light)**

- 5,0mm thickness/0,3mm wear layer with Ceramic Bead Finish

*With respect to “Group B” products, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

“Group C”

(Lifetime Residential* / 5-Years Commercial Light)**

- 4,0 mm thickness/0,3 mm wear layer with Fibre Glass and Ceramic Bead Finish

*With respect to “Group C” products, the terms of this Limited Warranty will apply for the lifetime of the flooring products, subject to normal residential use.

“Group D”

(25-Years Residential/No commercial warranty)

**With respect to Groups B and C: For light commercial environments such as private offices, common areas in multiunit dwellings, reception areas and public buildings or businesses which are not subject to frequent and harsh traffic.

Thank you for purchasing **allure** LVT Click flooring. If you have further questions, please visit our website at www.allure-innovations.com.

Aspecta BV

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The Easiest Floor Ever!