

Metropolis SPC Water Proof Flooring Warranty

Pre-Installation Visual Limited Warranty

Metropolis water proof flooring products are free from visual defects. All product purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. We will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed.

If a problem occurs during the installation of the planks and tiles, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor immediately. Any costs caused by continued installation after the problem is reported will not be covered.

Heat Warranty

Metropolis SPC Flooring will take up to 180 degree direct sunlight exposure and will not shrink.

Heavy Furniture/Impact Compliant

Metropolis SPC Flooring is made to endure impacts up to 2,000 PSI

Wear Limited Warranty

Metropolis products warrants that there will be no wear-through of the wear layer for the number of years indicated for the specific product. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. The term for your specific product wear Limited Warranty will appear on the insert of the product you purchased. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions and Owner's manual.

Specific wear warranties are:

Wear Layer	Residential (years)	Commercial (years)
12 mil	Lifetime	10Year
20 mil	Lifetime	15year

Waterproof Limited Warranty

Metropolis product warrants that floors to be 100% waterproof. The structural performance of the planks or tiles, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the life of the product.

Waterproof Limited Warranty does not cover:

1. Any damage to structures that are not part of the installed LVT flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor or anything that is not the tile or plank.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

MAINTENANCE AND CARE LIMITED WARRANTY

Once the floor has been installed, vacuum or use a dust mop to clear the floor of any loose dirt or residual dust or debris. The floor can be wiped with neutral pH cleaners or water. Furniture should have felt pads attached to the feet to avoid scratching the floor. Heavy appliances or furniture should sit on non-staining large surface flooring protectors. When furniture has castors or wheels on the feet, they must be suitable for resilient floors, large surface non-staining, and swivel easily. Do not use ball-type castors because they can damage the floor. Office chairs with castor wheels should be equipped with wide, rubber castors and protective mats under the chairs. Protective mats should be non-staining as rubber mats may discolor the floor. All furniture pieces should have floor protectors under them. Walk-off mats should be used in entrances to help prevent dirt from being carried onto the floor. The product should never be exposed to temperatures exceeding 180 degrees. Avoid exposure to long periods of direct sunlight. Blinds or drapes should be closed during peak daylight. Exposure to excessive heat and light can thermally degrade or change in discoloration. Regularly sweep or vacuum the floor to remove dirt and dust. Do not use a vacuum with a beater bar to vacuum the floor as this can cause floor scratches. Do not use hard bottomed electric brooms without padding as they can scratch the floor we do not recommend the use of any type of **steam cleaner** on our floors. The concern with these types of cleaners is that they generate too much moisture and heat. If adhesive was used the resulting moisture and heat can be enough to break down the adhesive. Peaked and swelled edges occur with steam cleaners.

If pet urine contacts the floor, it should be cleaned in a timely manner. If the floor is not cleaned and the urine removed, it may dull the finish. Liquid spills and any wet areas should also be cleaned in a timely manner. The floor can be damp mopped with clean warm water and a dilute floor cleaner as needed. Do not use harsh cleaners or chemicals, abrasive scrubbing pads, abrasive tools, or abrasive cleaners as they can scratch the floor. Do not use detergents and do not use floor shining products types on the floor. Petroleum-based products can stain the surface of your vinyl floor. These include materials like asphalt driveway sealer and engine motor oil, among others. All of the above complaints that are determined to be from a consumer misuse of products will be denied.

