



Millennium Series™—Vinyl Wear Warranty and Floor Care

IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 48 hours after installation. Spot clean the floor, avoiding all seams. Clean any adhesive residue with a clean, white cloth dampened with mineral spirits*

CAUTION: *Mineral spirits are flammable liquids. Please follow precautions listed on the container.

30-YEAR LIMITED LIGHT COMMERCIAL

WEAR WARRANTY FOR :

Millennium Series™

Knoa's Flooring warrants that your Millennium Series vinyl will be free from manufacturing defects and for a period of 30 years following the date of purchase on receipt from an authorized flooring retailer, under light commercial use*, will not: Wear Out - Fade - Stain - Delaminate - Yellow from rubber-backed mats labeled non-staining. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.)

Correctly constructed wood underfloor are not subject to moisture transmission. The light commercial warranty applies only to floors installed directly by glue down on concrete subfloors. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered.

*Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light commercial contact any of the Knoa's Flooring distribution centers.

Definitions for Applications in terms of LVT:

<u>Residential</u>	<u>Light Commercial</u>	<u>Commercial**</u>
Kitchen	Small Restaurant	Large Restaurant
Bedroom	Small Retail Shop	Large Retail
Dining Room	Waiting Rooms	School Classrooms
Rec. Rooms	Trade Booths	Large Office
Foyers		Nurses' Station
Bathroom		Bathroom
		Assisted Living

**We recommend using a heavy commercial floor covering instead for these locations.

The 30 year Limited Light Commercial Wear Warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Knoa's Flooring installation instructions. Proper installation includes, but is not limited to the following:

A.) A moisture test must be performed to determine if excessive moisture exists in the subfloor.

B.) When installing over concrete, concrete should be tested for moisture prior to installation using the Anhydrous Calcium Chloride test method, a non-invasive moisture meter, or a pin/probe meter. When using a Calcium Chloride Test, the result must not exceed 3 lbs. per 1000 sq. ft. in a 24 hour period.

C.) A polyethylene film vapor barrier must not be used over wood subfloors. Moisture readings of wood subfloors must not exceed 11% throughout the entire installation.

D.) If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000

+/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.

- The flooring must be used only indoors in a dry, climate controlled area.
- The flooring must be maintained in accordance with Knoa's Flooring maintenance instructions.
- This limited warranty does not apply to water damage of any kind.
- 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 (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture being under the floor.
- This limited warranty does not apply to Knoa's Flooring moldings and trims.
- Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

Warranty Coverage:

Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability

of material prior to installation. Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labor for repair will be covered by this warranty.

The Limited Wear Warranty does not cover:

- Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.

2. Conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation as referred to our Vinyl Installation Guidelines.
4. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
5. Manufacturer makes no guarantee that Knoa's Flooring products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
6. Inherent variations that are consistent with those of a natural product to include pattern, color, and granule size do not indicate defective material.
7. Although Millennium Series is not susceptible to damage from moisture, excessive subfloor damage is an ideal breeding ground for mold, mildew and fungus. The Limited Warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.
8. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
9. Floor covering installed in inappropriate locations is excluded from this warranty.
10. These Limited Warranties above do not cover discoloration from heat or sunlight. This is normal and is not a manufacturing flaw. Area rugs and large furniture will block light exposure and cause uneven coloration. To minimize this, furnishings and floor coverings should be moved periodically, and blinds/shutters to be shut if over exposure is suspected to prevent sunlight exposure.
11. Staining from use of mats not labeled non-staining. Avoid rubber-backed mats and rugs, as the backing may discolor your floor. Staining from non-consumable food and drink items.
12. Damage caused by burns, flooding, fires and other accidents
13. Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection)
14. Damage caused by caster wheels or vacuum cleaner beater bar.
15. Failure to support furniture with floor protectors made of

non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest flat on the floor.

16. These Limited Warranties above do not apply to "seconds" or "off-goods" grade products only to the original purchaser and the original installation site, and are not transferable. Must have proof of receipt from an authorized flooring dealer.

17. Under no circumstances will Knoa's Flooring be responsible for any loss of time, inconvenience, expenses, costs or other consequential damages caused by or resulting directly or indirectly from a problem about which a claim was made.

Additional Conditions

Knoa's Flooring limited warranty protections applies to floors purchased on or after January 1st, 2015. Proof of purchase is necessary to verify all warranty claims.

- The Limited Warranties do not apply to "seconds" or "off-goods" grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation as referred on our website.
- The Limited Warranties do not cover construction related damage.

Exclusions

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, KNOA'S FLOORING WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. None of our installers, retailers, distributors or employees has authority to alter the obligations, limitations, disclaimers or exclusions under any of our warranties. Note: Some States or Provinces do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES. Note: Some States or Provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY KNOA'S FLOORING COVERING THIS PRODUCT. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S.

KNOAS FLOORING FLOOR CARE INSTRUCTIONS LIGHT COMMERCIAL MAINTENANCE PROCEDURES

Initial Maintenance and Preparation for Light Commercial Traffic :

- Do not wet wash, machine scrub, or strip the floor for at least four days after installation. This is to prevent excess moisture from interfering with the adhesive bond.
- Sweep, dust mop or vacuum thoroughly to remove all loose dust, dirt, grit and debris.
- Remove any dried adhesive residue with a clean, white cloth dampened with mineral spirits, carefully following warnings on container.
- Damp mop the floor with a properly diluted (pH 6 to 8) detergent solution i.e., commercial resilient floor cleaner.
- If necessary machine scrub the floor with a properly diluted neutral detergent commercial resilient floor cleaner and with an appropriate scrubbing pad (red for light scrub, blue/green for a deep scrub) or equivalent brushes.
- Thoroughly rinse the entire floor with fresh, clean water. Remove rinse water and allow it to dry completely.
- Use doormats outside each entrance to your home to prevent dirt, sand, grit or other substances such as oil, asphalt and driveway sealer from being tracked onto your floor. Use mats labeled non-staining on your floor.
- To minimize staining from asphalt tracking, we suggest you use latex-based driveway sealer on your driveway.
- Support furniture with wide-bearing, non-staining floor protectors. The protectors should be at least one inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all movable furniture. Make sure any metal protectors are rust-proof. Replace your narrow dome furniture rests with wide-bearing ones.
- If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly or even if heavy objects are equipped with wheels or rollers.
- Prevent stains by wiping up spills immediately.
- Do not use soap or detergent products as they will leave a dulling film.
- Peak Series is a low-gloss floor; use polish or "mop and shine" products only if you wish to make the floor shiny.
- **Caution:** Millennium Series floors can be slippery when they become wet. Use extreme caution when walking on a wet floor.

The overall stain resistance of our Millennium Series is excellent and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

- Start with first step listed.
- Only do steps necessary to resolve the problem.
- Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain.
- Rinse with clean water and allow area to dry between steps.
- If stain removal causes a change in gloss level, apply polish per recommended guidelines.

Stain/ Problem	Recommendation
Food, Beverages	If a substance is gummy scrape off with a dull knife. Clean using resilient floor cleaner and a soft nylon pad or soft bristle brush. Saturate a clean white cloth with bleach* solution cover stain and allow to stand for no more than 1 hour.
Tar, Oil, Asphalt, Paint (Oil Based)	Scrape excess substance off with a dull knife. Clean using resilient floor cleaner and a soft nylon pad or soft bristle brush.
Scuffs, Marks, Scratches	Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.**
Minor Cuts, Burns	Limit traffic over damaged area, cover with masking tape, contact your retailer or Knoa's Customer Care for advice.
Rust	Clean using a heavy duty cleaner and stripper and a soft nylon pad or soft bristle brush. Saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than 1 hour.
Lipstick, Antiseptics	Scrape off excess with dull knife. Clean using a resilient floor cleaner for vinyl's and wipe with a soft pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol. **If more cleaning is necessary, saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than one hour.
Crayon, Ink, Hair Dye, Permanent Marker	Clean using a resilient floor cleaner for vinyl's and wipe with a soft pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.*
CAUTION:	*Please follow direction listed on the container. ** Lighter fluid, painter's naphtha and isopropyl alcohol are flammable liquids. Please follow precautions listed on the container.

For items not covered by the chart, call Knoa's Flooring Customer Care at 1-888-456-8118.