

## Luxury Vinyl Sheet (LVS) Warranties and Floor Care

### IMMEDIATELY AFTER INSTALLATION

- Ask your installer about the method used for installation. If “full spread”, keep traffic light during the first 24 hours so adhesive can dry properly.
- If the floor has been seamed, avoid stepping on the seam sealer for 24 hours so it can dry undisturbed.
- Avoid scrubbing or washing the floor for at least three days 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.

### LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

Mannington warrants that the LVS Platinum collection will be free from manufacturing defects for a period of 8 years following the date of purchase, under light commercial use\*, and will not discolor from mold, mildew or alkali.

Correctly constructed wood underfloors are not subject to moisture transmission. The light commercial moisture warranty applies only to floors installed directly 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 use means use in environments which do not have heavy commercial traffic or heavy rolling loads, including art galleries, banks, bookstores, boutiques, coffee shops, dry cleaners, gift shops, hotel rooms, jewelry stores, professional offices (i.e. accountants, lawyers, physicians, dentists and optometrists), photography studios, styling salons, and waiting rooms.

### LIMITED WARRANTY FOR RESIDENTIAL USE

Mannington warrants that the entire LVS collection will be free from manufacturing defects, and for a period of years (indicated below) following the date of purchase, under normal household conditions\*.

	LVS Platinum	LVS Gold	LVS Silver
Warranty Length	Lifetime	Limited 20 year	Limited 10 year
Permanently indent when proper floor protectors are used (refer to section Mannington Floor Care Instructions for additional information)	•	•	•
Rip, tear or gouge	•	•	•
Permanently discolor or fade	•	•	•
Permanently stain from normal household stains or asphalt tracking	•	•	•
Wear through the wearlayer so that the printed pattern or design of the floor is altered	•	•	•
Permanently discolor from mold or mildew growth in the vinyl when installed directly over a concrete subfloor	•	•	•
Discolor from underlayment panels	•	•	•
Permanently scuff from shoe soles	•	•	
Gotta Love it Guarantee	•		

**30-Day Gotta Love It Guarantee** - After your LVS Platinum floor is installed, live with it for 30 days and at the end of that period, if you decide you don't love it for any reason, we'll replace it with a Mannington floor of the same grade or equal value.

\* "Normal household conditions" means those daily activities commonly associated with residential use.

\*\* Consumer is responsible for installation. Mannington will supply material only.

### REMEDIES AVAILABLE TO YOU

If your LVS floor fails to perform as stated in the applicable Limited Warranty, Mannington will, at its option, (i) repair without charge the affected area to conform to the warranty; or (ii) replace the floor without charge with another Mannington LVS floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Mannington will also pay for the professional labor cost to install your replacement floor for the time frame listed per chart below.

	LVS Platinum	LVS Gold	LVS Silver
Labor Warranty if Professionally Installed	10 Years	5 Years	5 Years

If Mannington repairs or replaces a sheet as a result of a warranty claim, you will be required to clear at your expense any items placed over the affected area subsequent to the original installation.

Warranty coverage for a replacement floor will be limited to the remaining time of the original warranty.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

UNDER THE TERMS OF THESE LIMITED WARRANTIES, MANNINGTON WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.

RIP, TEAR, GOUGE IS ONE TIME ONLY AND LIMITED TO OCCUPANT OR HOME OWNER.

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 MANNINGTON 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. or Province to Province in Canada.

### IF YOU HAVE A WARRANTY CLAIM:

Contact the store where you purchased the floor and describe the problem. In many cases, your retailer can provide you with a solution to correct the situation. If you need additional assistance or wish to file a complaint, simply call Mannington Customer Care at 1-800-Floor-Us (1-800-356-6787) or file online at [www.mannington.com](http://www.mannington.com).

Proof of purchase (store receipt) is necessary to verify all warranty claims. Our representatives will provide you with helpful information to address your concerns to walk you through the easy steps necessary to file a claim. We will make every effort to ensure your claim is processed quickly and fairly.

You may write to us at:  
Mannington Mills, Inc.  
Attn: Customer Care  
75 Mannington Mills Road  
Salem, NJ 08079  
Email: [service@mannington.com](mailto:service@mannington.com)

For your reference, fill in the information and keep this sheet handy:

SKU number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Retailer where you purchased your Mannington LVS Floor: \_\_\_\_\_

Store phone number: \_\_\_\_\_

### LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- Mannington's Limited Warranties apply only to floors purchased after March 30, 2020. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to "seconds" or "mill trial" grade products.
- The Limited Warranties apply to residential use only and do not cover any commercial use.
- 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. This warranty does not cover labor costs on non-professionally installed floors or on floors installed with obvious visible defects. Be sure to discuss installation matters with your installer.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - o loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - o damage resulting from failure to follow floor care instructions.
  - o scuffs, scratches, cuts, or damage or discoloration from carpet dyes, fertilizer or other chemicals.
  - o damage caused by burns, flooding, fires and other accidents.
  - o damage caused by abuse (i.e. dragging appliances, heavy or sharp objects across the floor without proper protection).
  - o damage caused by vacuum cleaner beater bars or caster wheels.
  - o use of mats that are labeled "non-staining."
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- 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. Nonstaining felt protectors are also acceptable. Make sure any metal protectors are rust-proof. Replace your narrow dome furniture rests with wide-bearing ones.
- The Limited Warranties do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
- The Limited Warranties do not cover discoloration from mold or mildew growth in the vinyl caused by excessive moisture resulting from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.
- If your floor is replaced because of discoloration or staining from underlayment panels, mold or mildew growth or asphalt tracking, the replacement floor will not be warranted against future discoloration or staining.

## RFCI STAND ALONE STATEMENT REGARDING MOLD AND MILDEW

Issues concerning mold and mildew are gaining increased attention from both residential and commercial property owners, as well as the public at large. In virtually all situations, if there is a mold issue, there is an excessive moisture issue. In order to prevent, control, or remediate mold and mildew, one must first identify, evaluate and eliminate the source of excessive moisture.

Prior to removing an existing floor following the RFCI Recommended Work Practices for Removal of Resilient Coverings (unless state or local law requires other measures) or installing a new floor, if there are visible indications of mold or mildew or the presence of a strong musty odor in the area where the flooring is to be removed or installed, the source of the problem should be identified and corrected before proceeding with the flooring work. Visible signs of mold or mildew, such as discoloration, can indicate the presence of mold or mildew on the subfloor, on the underlayment, on the back of the flooring and sometimes on the floor surface. If mold or mildew is discovered during the removal or installation of flooring, all flooring work should stop until the mold or mildew problem (and any related moisture problem) has been addressed. Before installing the new flooring, make sure the underlayment and/or subfloor is allowed to thoroughly dry and that any residual effect of excessive moisture, mold or structural damage has been corrected.

To deal with mold and mildew issues, you should refer to the U.S. Environmental Protection Agency (EPA) guidelines that address mold and mildew. Depending on the mold or mildew condition present, those remediation options range from cleanup measures using gloves and biocide to hiring a professional mold and mildew remediation contractor to address the condition. Resilient flooring, because it is relatively nonporous, allows any mold and mildew on the flooring surfaces to be easily cleaned. Remediation measures may require structural repairs such as replacing underlayment and/or subfloor contaminated with mold or mildew as a result of prolonged exposure to moisture.

The EPA mold guidelines are contained in two publications:

“A Brief Guide To Mold, Moisture and Your Home” (EPA 402-K-02- 003) and “Mold Remediation in Schools and Commercial Buildings” (EPA 402-K-01-001). Appendix B of the “Mold Remediation in Schools and Commercial Buildings” publication describes potential health effects from exposure to mold, such as allergic and asthma reactions and irritation to eyes, skin, nose and throat. These publications can be located on the EPA’s website at [www.epa.gov/iaq/molds/](http://www.epa.gov/iaq/molds/).

## MANNINGTON FLOOR CARE INSTRUCTIONS

- Use doormats outside each entrance to your home to prevent dirt, sand, grit and other substances such as oil, asphalt and driveway sealer from being tracked onto your floor.
- To minimize potential staining from asphalt tracking, we suggest you use latex-based driveway sealer on your driveway.
- Close your curtains or blinds where extreme sunlight hits the floor. A combination of heat and sunlight causes most home furnishings to fade or discolor.
- 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. Nonstaining felt protectors are also acceptable. 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 the heavy objects are equipped with wheels or rollers.
- Sweep your floor regularly (at least once per week).
- Prevent stains by wiping up spills immediately.
- Occasional mopping is recommended when dirt builds up and sweeping alone is not sufficient. Use a solution of clear, non-sudsy ammonia in one gallon of warm water. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required but if time permits, rinsing will provide the best care.
- Floors with NatureForm®, NatureForm Optix™ and NatureForm HD® visuals are low-gloss floors; use polish or “mop and shine” products only if you wish to make the floor shiny.

After several applications of polish for a high-shine floor, an occasional stripping and reapplication of polish may be necessary. We recommend the use of a heavy duty cleaner and stripper. After thorough cleaning, rinsing and drying, we recommend applying high-gloss polish to restore the shine. Do not use wax. Do not buff. High traffic areas may require more than one application of polish. Allow polish to dry "tack-free" between coats.

For complete instructions regarding the proper use of Mannington floor care products, refer to the package labels.

Caution: Resilient floors can be slippery when they become wet. Use extreme caution when walking on a wet floor.

The overall stain resistance of our Mannington Resilient™ floors 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.

Stain/Problem	Recommendation
Food, Beverages	If a substance is gummy, scrape off with a dull knife. Clean using Mannington UltraClean™ 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 UltraClean 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 Mannington Customer Care at 1-800-FLOOR-US (1-800-356-6787) or visit us at <a href="http://www.mannington.com">www.mannington.com</a> for advice.
Rust	Clean using 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 solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water and a soft pad or soft bristle brush. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care. 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 Mannington UltraClean and a soft nylon pad or soft bristle brush. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.*
CAUTION:	*Please follow directions 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 Mannington Customer Care at 1-800-FLOOR-US (1-800-356-6787).

**Be sure to register your new floor at [Mannington.com](http://Mannington.com)/Register for a chance to win \$100 and for proper warranty coverage.**