

Viking Lakeshore XPC Warranty

Lifetime Residential Warranty 10 Year Limited Light Commercial Warranty

Effective Date: 1/01/2024

Viking warrants the product will not wear through the finish due to normal foot traffic and that it will retain its structural integrity for the applicable warranty period when installed, cared, and maintained according to instructions. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible defects. The limited warranty is not transferrable.

The decorative layer of vinyl floor is resistant to color changes but not immune to change. Exposure to light will affect the appearance of the floor. Viking does not warrant against appearance changes in the planks.

Definitions:

“Residential use” means that the original purchaser owns and resides in the home where the product was installed. If there is a question as to the type of use that is considered “residential,” please contact your customer service representative prior to purchase and installation. PLEASE NOTE Residential warranty excludes coverage for ball bearing caster wheels and rolling loads due to the unusual characteristics of this type of wheel traffic. A double wheel caster is included under normal traffic.

“Light Commercial use” means conditions and foot traffic which moderately impact the flooring. The following areas are approved for on or above grade installation of Viking resilient products: Condominiums, doctor/dental offices, lounge (excluding service area), office conference rooms, professional offices, retail sales floors.

“Wear through” is defined as complete loss of the wear layer. Gloss reduction is not considered wear and is not covered by this warranty

“Waterproof” applies to the product itself and does not extend to damage of the subfloor or adhesives; and refers to topical moisture or topical water exposure. It does not cover moisture or water coming from below/underneath the product, and does not cover flooding or intentional damage or misuse.

LIFETIME LIMITED RESIDENTIAL WATERPROOF WARRANTY

The flooring is warranted to be 100% waterproof and the structural integrity of the floor piece will not be significantly diminished by exposure to topical moisture for the life of the product. While topical moisture will not affect the floor’s integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). The manufacturer moisture warranty excludes damage resulting from mold (and/or) mildew growth due to prolonged exposure to moisture. While moisture will not affect the floor’s integrity, excessive subfloor moisture or hydrostatic pressure can pose a significant risk to the structural integrity of the installation. As the moisture attempts to escape an encapsulated space it can cause plank warping and/or disengagement of the product. If the floor piece is penetrated resulting from exposure to topical moisture, the manufacturer will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of Lifetime Limited Warranties.” This lifetime limited waterproof warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the flooring piece.
2. All casualty events involving water normally covered by homeowners' insurance, included, but not limited to leaky or burst pipes, appliances, and or plumbing fixtures; flooding or standing water of any cause.

LIFETIME LIMITED RESIDENTIAL WEAR WARRANTY

The wear surface of the vinyl floors are warranted to not wear through under normal use for the life of the original purchaser of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surfaces scratches are not considered surface wear. If 100% vinyl layer wear-through is determined to have occurred, the manufacturer will arrange a prorated credit based on the terms outline below in the section headed "Terms of Lifetime Limited Warranties."

TERMS OF LIFETIME LIMITED RESIDENTIAL WEAR WARRANTIES

Within Ten (10) Years: Claim on defects of this product as covered by this warranty that is reported within ten (10) years of purchase, the manufacturer will arrange a credit based on the original purchase of the product or replace the product. After Ten (10) Years: Claims on defects of the product, as covered by this warranty, that are reported in writing after ten (10) years of purchase, the manufacturer will arrange material or credit sufficient to repair the defective area of floor. All residential wear warranties are made subject to the following conditions:

1. This warranty is non-transferable and only applies to the original purchaser and only when in compliance with all stated or implied conditions.
2. The floor must be installed properly and according to the manufacturer Installation Guidelines.
3. The floor must be maintained in accordance with the manufacturer Residential Care and Cleaning Guide.
4. The floor is installed entirely inside a dry, climate-controlled environment that maintains a continual temperature according to that specific product's installation guidelines.
5. Residential use applies to single tenant buildings and the units of individual tenants within a building.

Areas shared by multiple tenants are covered by commercial warranties. The residential wear warranties do not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or protectors, or any intentional or unintentional misuse of the product. Loss of finish gloss over time is consistent with normal wear and tear and is not a product flaw.
2. It is normal and expected for there to be color variations with exposure to UV light and/or sunlight. Color inconsistency between samples, replacement product, or illustrations and actual product is not a manufacturing flaw.
3. The manufacturer makes no guarantee that this product will match or coordinate with customer furnishings, trim, cabinetry, railing, or any other decorative products.

4. Instances of noncompliance with installation instructions and care and cleaning guidelines. The manufacturer cannot assume responsibility for the suitability of the material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application.
5. Cracking, warping, soiling, fading, improper care or abuse caused by items such as roller skates, golf shoes, or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Installation of flooring that contains any manufacturing defects is not covered by this limited warranty.
8. Indoor spaces converted from outdoor spaces, unless compliant with all applicable guidelines for indoor installation, this may include, but is not limited to, decks, patios, garages, and disconnected buildings.
9. Scratching or indentation in areas exposed to rolling traffic, pivot areas, unprotected furniture legs, or furniture and items of excessive weight.
10. Dissatisfaction due to inappropriate maintenance or improper installation.
11. Labor or installation materials of any kind. The warranty covers the finished flooring material only. This limited warranty does not apply to moldings, trim, or underlayment.
12. Discoloration due to use of rubber-backed mats, mats of any kind, solvent-based polishes or cleaners, or asphalt residue.
13. Damage to the product resulting from a prolonged failure to properly report suspected issues with the floor within 48 hours of discovery of such issues.

10 YEAR LIMITED COMMERCIAL WEAR WARRANTY

The finish of the floor piece is warranted by the manufacturer not to wear through under normal commercial use for a period of ten (10) years from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. (Gloss reduction or surfaces scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating systems. If 100% vinyl layer wear through is determined to have occurred, the manufacturer will arrange a pro-rated credit based on the terms outline below in the section headed "terms". This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: novelty shops/boutiques, product display areas, sales floors, showrooms, hair salons, hallways, entryways (walk off mats required)
- Medical Offices: waiting rooms, patient rooms, examination rooms, storage rooms, hallways, entryways (walk off mats required)
- Hotels: guest rooms, conference/meeting rooms, lobby, hallways Offices and
- Restaurants: offices, conference/meeting rooms, showrooms, restaurant floors, break rooms
Institutional: classrooms, training rooms, meeting rooms, commons areas, residence halls, hallways All commercial wear warranties are made subject to the following conditions:

1. The floor must be installed properly and according to the installation instructions.
2. The flooring must be used only indoors in a dry, climate-controlled area.
3. The floor must be maintained in accordance with the manufacturer Care and Cleaning Guide.

4. Installation of flooring material that contains any manufacturing defects is not covered by this limited warranty.
5. This limited warranty does not apply to moldings, trim, or underlayment.

TERMS OF 10 YEAR LIMITED COMMERCIAL WARRANTY

Within Five (5) Years: Claim on defects of this product as covered by this warranty that is reported within five (5) years of purchase, the manufacturer will arrange a credit based on the original purchase of the product or replace the product.

After Five (5) Years: Claims on defects of the product, as covered by this warranty, that are reported in writing after five (5) years of purchase, the manufacturer will arrange material or credit sufficient to repair the defective area of floor.

This warranty is subject to the following conditions:

- Viking warrants the only first quality products
- The warranty period, when valid, begins on the date of the original installation.
- The flooring must be installed properly in accordance with the manufacturer's installation instructions and for its intended purpose as flooring. This product must be installed over approved substrates and underlayments and use the recommended adhesives
- Installation requirements include, but not limited to, subfloor moisture content limits, flatness, soundness, stability, and proper environmental acclimation to acceptable living conditions.
- The flooring must be maintained in accordance with the Viking care and maintenance instructions.
- This limited warranty applies only to defects which were not visible before or during installation of the flooring. It is the responsibility of the installer/end user to confirm the received material is free of any obvious visible conditions that may be detrimental to the appearance and/or performance of the product.
- Minor color, shade and/or texture variations are normal. Viking does not warrant against variations between samples, photos or models, replacement material and the installed flooring. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition "unacceptable," the manufacturer should be informed immediately.
- If a manufacturing-related defect should arise after installation and within the specified limited warranty period, Viking will replace or repair a floor – our option – one time with a comparable product. If the replacement or repair fails in the same manner a second time, we conclude the site conditions may not be acceptable for the installation of the flooring.

- Viking reserves the right to inspect any claims and have samples removed for analysis. We must be given a reasonable opportunity to inspect the floor prior which should be no less than thirty (30) days after the problem is reported.

What is NOT Covered by this Warranty:

- Product sold by the manufacturer as other than “first quality.”
- Improper Installation: Material installed not in accordance with Viking Residential Installation Guide Click/Residential Installation Guide – Glue Down, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate are not warranted. Installing four tile/plank corners together is not recommended for click products and therefore will not be warranted. Installation errors are not manufacturing related conditions. Viking does not warrant installer workmanship.
- Viking will not pay for labor costs to repair or replace material with visible conditions that were apparent before installation.
- This warranty does not cover noise related issues including, but not limited to, squeaks, popping, etc.
- Damages resulting from improper or inadequate maintenance
- Product deformity that is not measurable or that is only visible under certain light or from a certain angle is not considered a defect. Visible defects should be evaluated by their visibility from a standing position in normal lighting.
- Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
- Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect floor by using plywood or hard board runways when moving heavy objects and also when using an appliance dolly, heavy objects equipped with wheels or rollers, including two and four-wheel carts etc.)
- Damage resulting from accidents, casualty events, abuse or improper usage (including pet related damage, such as chewing, digging, clawing, etc.). Accidents, abuse and improper usage are defined as, but are not limited to damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
- Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
- Damage caused by flooding, prolonged stay of standing water, appliances, or plumbing leaks.
- Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85 ° F (29°C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.
- Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor including pH levels outside the Viking Click or Glue Down Installation Guidelines.
- Discoloration caused by use of latex or rubber-backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
- Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
- Damage caused by remodel or construction related activities.

- Flooring installed on stairs is excluded from warranty coverage.
- Installation of residential product in a commercial environment. Viking recommends installation of commercially warranted product only in a commercial setting.
- This warranty does not include damage due to improper installation or maintenance, alkalis in the subfloor or conditions arising from hydrostatic pressure, burns, tears, indentations, stains, or reduction in gloss due to normal use and or exterior applications.

Consequential or Incidental Damages

Viking EXCLUDES AND WILL NOT PAY CONSEQUENTIAL OR INCIDENTAL DAMAGES UNDER THESE WARRANTIES. By this we mean that Viking will not credit or pay for any loss, expense, or damage other than to the flooring itself that may result from a manufacturing related defects in the flooring. Some examples of consequential or incidental damages are: replacement of subfloors or underlayments, trim moldings, hotel fees, disconnecting / reconnecting appliances or fixtures as well as moving of furniture.

Some states do not allow the exclusion of or limitations if incidental or consequential damages so that above limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may have other legal rights, which vary from state to state. This warranty is in lieu of any other warranties expressed or implied. This warranty service is available only by notice to Viking through the dealer/distributor from whom the purchase was made.

NOTE: If your floor is replaced because of discoloration due to “bottom up staining” or mold or mildew growth or asphalt/nonasphalt staining, this is considered a site-related condition and the replacement floor will not be warranted against future discoloration or staining.