

Residential Maintenance & Warranty Guide

Luxury Vinyl Flooring



Warranty

Pre-Installation Warranty: Each Hallmark Luxury Vinyl Plank is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any planks or tiles that are defective should be set aside and they will be replaced free of charge. Vinyl planks have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light over time can also experience subtle changes.

Lifetime Structural Warranty: Hallmark Luxury Vinyl warrants that the planks/tiles will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank/tile fails, Hallmark Luxury Vinyl will repair, replace, or refund the original purchase price of your floor (our option). The factory warranties apply only to the original owner and are non-transferable.

Finish & Structural Warranties: Our UV Ceramic Surface Guardian Finishes are extremely durable and carry the following warranties:

Town & Country Plank 2mm: 25 year finish / Lifetime Structural. 5 year commercial finish/ 10 year commercial structural.

El Dorado Plank 3mm: Lifetime finish/ Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.

San Simeon Plank 4mm: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.

Hermosa Stone 4mm: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.

Radiant Heat Warranty: It is critical that the floor be installed to Hallmark Hardwoods' specifications. The surface temperature of the floor should not exceed 85° F. Relative humidity should be maintained at a minimum of 35 to 40%. Hydronic, water-based radiant heat systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed using the floating installation method.

Exclusions to Warranties

1. Color Variation: Although great care is taken in the production of our Luxury Vinyl Product environmental conditions can create small differences between production dates.

2. Ultraviolet Light/Sunlight Exposure: Subtle changes will occur (patina) when wood is exposed to UV rays from sunlight or florescent and incandescent bulbs. Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence.

3. Pre-Installation Inspection of Planks & Tiles: Planks and tiles containing manufacturing defects are eligible for replacement. Return unused planks & tiles for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Luxury Vinyl's and industry standards for grade will not be replaced. Boards and tiles that are installed when visibly defective will not be eligible for replacement.

4. Adverse Environment: Damage created by moisture, sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet claw damage is excluded from this warranty.

5. Maintenance: Full compliance with maintenance instructions is required. Bona Kemi Stone, Tile & Laminate Cleaner must be used. Spills must be wiped up immediately.

6. High Traffic Areas:High traffic areas may experience finish wear through. More than 10% of the total surface area must be effected for the Residential & Commercial Finish Warranties to apply.

7. Internet Purchases: Hallmark Luxury Vinyl does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report. NOTE: See Hallmark Luxury Vinyl website for full internet selling policy at www.hallmarkfloors.com

This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, mold, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Luxury Vinyl will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Hallmark Luxury Vinyl products purchased after January 1, 2012. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Hardwoods Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original Hallmark Luxury Vinyl retailer to arrange an evaluation of the floor.

Maintenance Guide

1. Regular Maintenance Dust Removal: Since Luxury Vinyl flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out.



NOTE: Do not use treated commercial dust-mop or swifter-type products because they can contain petroleum-based solvents that can leave a chemical residue

2. Clean Up All Spills: Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Hallmark Trueclean wood and lvt cleaner on clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately.



3. Regular Cleaning: Follow the instructions on the bottle of Hallmark Trueclean. The cleaner can be sprayed on the head of the Trueclean System or directly to the floor in a fine mist. This mop system consists of a terry cloth boot that covers an applicator head. The terry boot must be moistened with water and well wrung out before applying the cleaner.

4. Scuff Removal: Use Trueclean wood and lvt cleaner and a red scotch bright pad to remove scuff from surface of plank or tile. Use light pressure on the pad with scuff moistened with the cleaner. Do not remove scuffs using dry pad.

5. Dent Prevention: While tougher than wood Vinyl flooring is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Double barrel coaster wheels should replace hard rubber or metal wheels. *High-heel shoes can damage a vinyl floor. It is important to keep the tips in good repair.*

6. High-Traffic Areas: To minimize scuffing and scratching, some additional precautions can be taken. Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Place mats at the kitchen sink and, if you prefer, in front of the stove as well.

7. Solvent Based Cleaners: Do not use any solvent based cleaners; paint thinner, acetone, etc. on Luxury Vinyl floors.

NOTE: Do not use rugs with rubber backs. The rubber does not breathe and can make your floor slippery or damage the finish. Vinyl mesh pads, which are designed to keep rugs from moving should be used. Do not lay jute-back or sisal-type rugs on the vinyl floor without protective backer on rugs to prevent damage to the finish.

Characteristics of your Hallmark Luxury Vinyl Floor

Climate & Humidity Control: Although very stable proper climate control is still important to the performance of Luxury Vinyl. Vinyl flooring performs best at relative humidity rates between 30 and 50% and temperatures between 50 and 80F.

NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.

Ultraviolet Light & Color Changes in Floor: Hallmark Luxury Vinyl is very color stable, however large amounts of unfiltered UV light can create color changes over time. Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize any changes in color.

Natural Visual Characteristics: Our luxury vinyl floors are created to showcase the natural beauty of wood, tile & stone. As such, the planks or tiles will contain natural appearing mineral deposits/streaking, and both closed and filled knots. Boards include an array of light and dark portions depending if the wood comes from the inner (heartwood) or outer (sapwood) section of the tree. The intent of our product is to mimic nature as closely as possible.

Style: At Hallmark Luxury Vinyl we have the right style, species, texture, gloss level, board width and length and tile size to fit any décor. Please ask your dealer about our four product collections, Town & Country, El Dorado, San Simeon and Hermosa Stone.

