



Residential Maintenance & Warranty Guide

Luxury & Premium 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. 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:

Hallmarks Luxury & Premium 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 Floors will repair, or refund the original purchase price of your floor (our option)*. The factory warranties apply only to the original owner and are non-transferable.

Residential Limited lifetime Finish Warranties:

Our UV Ceramic Surface Guardian Finishes are extremely durable and carry the following warranties:

LUXURY VINYL PLANK & TILE:

- Town & Country Plank 2mm: 25 year finish / Lifetime Structural. 5 year commercial finish/ 10 year commercial structural.
- Castle & Cottage Plank 2mm: 25 year finish / Lifetime Structural. 7 year commercial finish/ 10 year commercial structural.
- El Dorado Plank 3mm: Lifetime finish/ Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.
- Sierra Madre 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.
- Times Square 4mm: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.

PREMIUM VINYL PLANK Waterproof & Hygienic

- Polaris 5.5mm: Lifetime finish/ Lifetime Structural. 5 year commercial finish/ 10 year commercial structural.
- Courtier 5.5mm: 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 Floors' specifications. The surface temperature of the floor should not exceed 80° F. Relative humidity should be maintained at a minimum of 30 to 55%. 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 either floated or installed using Hallmark 1 primer and Hallmark 3 Adhesive.

Exclusions to Warranties

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

2. Ultraviolet Light/Sunlight Exposure: Close blinds or curtains where extreme sunlight hits the floor. A combination of heat and sunlight can cause discoloration and excessive temperatures may cause floor expansion (buckling) or delamination.

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 industry grading standards will not be replaced. Tiles/planks that are installed when visibly defective will not be eligible for replacement.


4. Improper Installation: Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances must be installed prior to the installation of EZ-Loc vinyl floor. Cabinets and built in appliances should never be installed on top of the EZ-Loc vinyl floor. Vinyl flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance installation, tile and countertop installation.

NOTE: Glue Down product warranty remains in tact. However, in the unlikely event that the floor experiences problems, Hallmark Floors will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice.

5. Adverse Environment: Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, or claw damage is excluded from this warranty. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the floor will damage the vinyl floor.

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. Maintenance: Full compliance with maintenance instructions is required. Hallmark TrueMark Wood and LVT Cleaner be used.

 **ATTENTION:** Luxury & Premium vinyl flooring is subject to expansion and contraction (thermal degradation) when exposed to excessive heat and light. Use appropriate precautions to minimize potential effects on your luxury or premium vinyl floor.

8. Internet Purchases: Hallmark Floors 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 Floors 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 or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Hallmark Floors Luxury Vinyl products purchased after January 1, 2016. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the event that warranty service is required, please contact your original Hallmark Hardwoods retailer to arrange an evaluation of the floor. Should further evaluation be needed your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to Hallmark Floors Inc. for review.

This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in in the courts of the state of California, County of San Bernardino.

Hallmark Surface Guardian & Surface Guardian Pro

The Luxury & Premium collections from Hallmark Floors are finished with a ceramic bead UV coating. The UV Coatings protect the vinyl wear layer and give it a more lustrous wood look finish.

Town & Country, Castle & Cottage and Polaris (PVP): Contain Surface Guardian with the strength and beauty of ceramic bead UV coatings.

El Dorado, Sierra Madre, San Simeon, Hermosa Stone, and Times Square, Courtier (PVP): Contain Surface Guardian Pro, offer the same strength and beauty of ceramic bead UV coatings. Additionally they have Nanocontrol anti microbial additives that inhibit the growth of bacteria. The construction of these products is also ortho phthalate free.

Maintenance Guide

1. Use Hallmark Trueclean Hardwood & LVT Cleaner

Exclusively: These products are designed to clean and maintain the Surface Guardian finish.

2. Do not use unauthorized maintenance Products: Such as oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

3. Use Surface Guardian Refresh – Optional: For shine retention, traffic patterns and minor surface scratches.

4. Pets: Keep nails well trimmed and paws free of dirt, gravel, grease, oil, and other staining agents. Pet urine and vomit should be cleaned up immediately.

5. Regular Maintenance Dust Removal:

Since Luxury & Premium 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.



6. 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



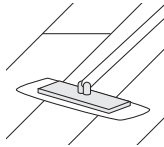
clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately.

7. Shake spray bottle Trueclean® Wood & LVT Cleaner:
Before use, gently shake the bottle to make sure the cleaning agents are well mixed. (30 seconds avg.)

8. 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 micro fiber applicator head. The microfiber mop head must be moistened with water and a well wrung out before applying the cleaner.



9. Wipe the surface with Hallmark terry boot mop: Rub micro fiber mop with direction of the grain. When the applicator is showing dirt replace with a clean one as needed and launder boot mop heads after every use.



10. No steam cleaners. Do not use steam cleaners on Hallmark or Premium Vinyl Floors. Heat from steam cleaners can damage the floor.

11. Dent/Scratch Prevention: While tougher than wood, Vinyl flooring is still susceptible to dents and scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides. 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.

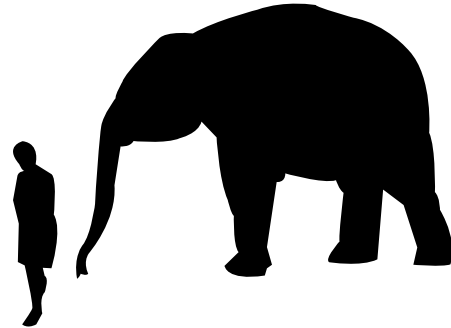
Please note scratches are not covered under warranty.

Available on Amazon or EZ Glide website.

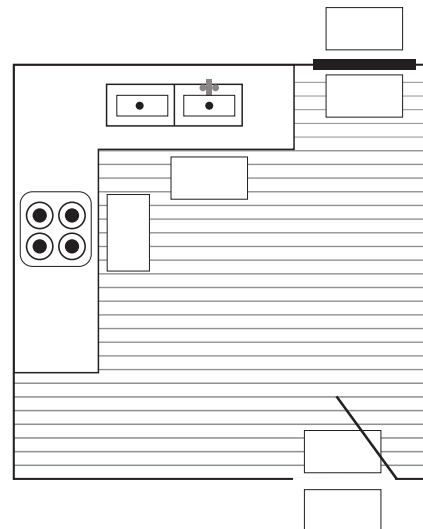


12. High Heel Shoes: High-heel shoes can damage a vinyl floor. It is important to keep the tips in good repair.

WHICH PUTS GREATER FORCE ON A FLOOR?



13. 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. Also place mats at the kitchen sink and, stove. *Please note scratches are not covered under warranty.*



14. Rug Backers & Pads: Rugs with solid rubber backs should not be used as they cannot breath and could discolor or make the surface of the floor more slippery. Jute back rugs can scratch a floor unless a rug pad is in place underneath. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish.




Super-Lock

Anchor Grip

Super Loc & Anchor Grip are provided by Rug Pad USA and can be purchased online at www.rugpadusa.com 800 565-6011.

15. Moving Kitchen Appliances: Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved this can create dent trails in the wood floor. To prevent such damage use Glide N Guard protectors. These glides are widely available on line for between \$20.00 and \$30.00.



FRIGIDAIRE

GLIDE GUARD

FLOOR PROTECTORS

FRIGIDAIRE P/N 93001

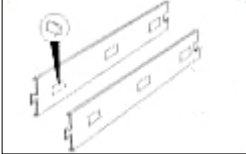
EASE APPLIANCE MOVEMENT through the utilization of space age plastics

FLOOR PROTECTION for today's expensive hardwood, ceramic and vinyl floors

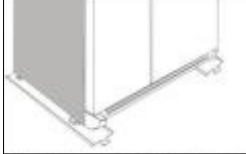
EASY TO USE with interlocking pieces and lip rails

ADJUSTABLE for use with refrigerators, stoves, washers, dryers or freezers


ADD ON ACCESSORY SALES by the Appliance Salesman, Technician or delivery personnel



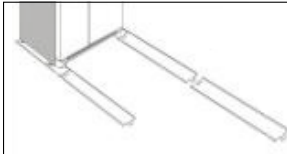
Cut the strip into 6 pieces of equal size. Apply 3 pieces to the back of 2 of the sliders as illustrated



Move the appliance on top of the sliders. Being careful not to damage the floor covering.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.

Ultraviolet Light & Color Changes in Floor: Hallmark Floors luxury & premium 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: Hallmark Floors luxury & premium 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 color variation. The intent of our product is to mimic nature as closely as possible.

Style: Hallmark Floors Luxury & Premium Vinyl has the right style, species, texture, gloss level, board width and length and tile size to fit any décor.

16. Desk Chairs: Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.



Characteristics of your Hallmark Luxury/Premium Vinyl Floor:

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

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.



Hallmark Floors®

2018.V1

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