

# VORTIS LVP/LVT

## Warranties 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.

### **Effective on Purchases Made On/After April 22, 2025**

We are pleased to offer the following warranty programs on our LVP/LVT products as outlined below. The warranty programs apply only when the required installation methods and floor maintenance procedures are followed. Our warranty program also assumes that proper temperature conditions are maintained within the structure as set forth in the installation guidelines.

### NORMAL ENVIRONMENTAL CONDITIONS

Our **LVP/LVT** warranty program is only extended to LVP/LVT Floors maintained in Normal Environmental Conditions, which are defined herein as and met when heating and ventilating systems are designed and working to maintain an interior temperature between 65 and 80 degrees Fahrenheit year-round for the life of the installation. These Normal Environmental Conditions must be met to ensure the optimal dimensional performance of our LVP/LVT products. Failure to comply with these Normal Environmental Conditions and the required manufacturer installation guidelines will void the applicable warranty.

This LVP/LVT warranty **excludes** any damages resulting from, caused by, or contributed to, in any way, improper environmental conditions, improper installation, indentations, scratches, lack of proper maintenance, UV light, fertilizer stains, chemical burns, chemical etching, stains, paint contamination, rolling loads, wheelchairs, use of unauthorized cleaning products, misuse, negligence, accidents, pets, spiked/high heeled shoes, shoes not under proper repair, erosion, pebbles, sand, other abrasives, damage caused by fire, flooding or intentional abuse, and/or failure to protect the flooring material during move in and/or other construction activities in the immediate/adjacent area.

### **LIMITED LIFETIME WARRANTY FOR RESIDENTIAL USE**

We warrant that our LVP/LVT Flooring will be free from manufacturing defects, will meet all established industrial quality standards specified for each product category and the number of years specified below following the date of the purchase, under normal household conditions, will not wear out, fade, stain or yellow from rubber backed mats labeled non-staining.

Normal household conditions mean the daily activities commonly associated with residential use.

The temperature of the room must be maintained between 65°F and 80°F.

### **LIMITED 10-YEAR WARRANTY FOR MEDIUM COMMERCIAL USE**

Vortis warrants that your Cascade Collection LVP/LVT flooring will be free from manufacturing defects, will meet all established industrial quality standards specified for each product category, and for a period of ten (10) years following the date of purchase (under normal commercial use) will not discolor from mold, mildew or alkali, and will not wear through as long as preventive and regular maintenance is performed in accordance with our LVP/LVT maintenance procedures.

Correctly constructed wood subfloors are not subject to moisture transmission. The commercial 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/or water infiltrating through sliding glass doors and/or windows is not covered.

This commercial warranty program is nontransferable and extends **ONLY** to the original purchaser(s) of the Cascade Collection LVP/LVT Flooring.

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 relative humidity are controlled and maintained to the requirements set forth in the installation guidelines.

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**Note: Cascade Collection LVP/LVT is installed as a glue down flooring system, it cannot be floated. This system when used in commercial applications will be susceptible to damage from rolling/dragging loads. Consideration must be given to the intended application.**

Claims for surface wear must result from surface wear that is readily visible and cover at least one full square inch of the surface area. Gloss reduction is **NOT** considered surface wear.

### **CASCADE COLLECTION LVP/LVT LIMITED WARRANTY EXCLUSIONS AND CONDITIONS**

- Our Limited Warranty protections apply to floors purchased on or after **April 22, 2025**. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties do not apply to “seconds”, “off goods”, or “as-is” grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site and are non-transferable.
- The Limited Warranties do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate subflooring or improper subfloor preparation as referred to in our installation guidelines.
- The Limited Warranties do not cover construction related damage of any/all kinds.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - Loss of gloss or build-up dulling film due to lack of maintenance or improper maintenance
  - Damage resulting from failure to follow floor care instructions as outlined in this warranty
  - Scruffs, scratches, cuts, dings, dents, and/or any/all pet related damage
  - Using wax, polish, oil soap, renovators/rejuvenators, diluted urethane cleaners, citrus cleaner's caustic agents etc.
  - Damage caused by burns, flooding, fires and any/all non-manufacturing related damage
  - Staining from use of mats not labeled non-staining, dyes, paint, fertilizer, food, health care products, etc.
  - Damage caused by abuse (i.e. dragging/rolling heavy and/or sharp objects across the floor without proper protection)
  - Damage caused by caster wheels or vacuum cleaner beater bars
  - 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.

**The Limited Warranties do not cover discoloration or expansion from heat or sunlight. A combination of heat and sunlight can cause most home furnishings to fade, discolor, or be susceptible to thermal expansion. Prolonged direct sunlight can result in discoloration and excessive temperatures may cause the floor to expand (which may cause cupping, buckling and/or end joint peaking). For further information please see the following Floor Care Instructions on this warranty.**

- The Limited Warranties do not cover construction related damage.
- For purposes of the Limited Warranty for Residential use, “wear out” means complete loss of the Vortis LVP/LVT wear layer so that the printed pattern or design of the floor is altered.
- The Limited Warranties do not cover variations of color, shade, or texture of the floor you purchase from those shown on samples, photographs, or literature.
- Although Vortis LVP/LVT is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus. The Limited Warranties do not cover discoloration from mold, mildew, fungus or from flooding, leaking plumbing or appliances, water entering through sliding glass doors, windows, skylights, or similar conditions.

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

**Note:** Some states or provinces do not allow the exclusion or 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 and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS/IMPLIED WARRANTIES MADE BY VORTIS COVERING THIS PRODUCT.

**Note:** This warranty gives you specific legal rights, and you may have other rights, which vary from state to state, in the U.S. or province to province in Canada.

### CASCADE COLLECTION LVP/LVT FLOOR CARE INSTRUCTIONS

- 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.
- **Close your curtains or blinds where extreme sunlight hits the floor. Like with all floor coverings protect the finished Cascade Collection LVP/LVT installation from exposure to direct sunlight. A combination of heat and sunlight can cause most home furnishings to fade, discolor, or be susceptible to thermal expansion. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours the use of blinds or drapes is recommended. Prolonged direct sunlight can result in discoloration. Excessive temperatures may cause floor expansion (which can/will result in cupping, buckling, and/or end joint peaking).**
- 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. Attach non-staining felt protectors to the bottom of the hard plastic furniture protectors. Casters should be comprised of a semi-firm non marring rubber 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, protect the floor by placing 1/8" to 3/16" thick X 4' X 8' hardboard panel runways. Always use runways even if you have an appliance dolly or even if heavy objects are equipped with wheels or rollers.
- Sweep and/or vacuum your floor as needed, but no less than once a week. **Note: Do Not use a vacuum with a beater bar attachment. Do Not use steam cleaning devices. We recommend using a canister type of vacuum with semi-firm to firm rubber wheels, along with a semi-firm China bristle attachment.**
- Prevent stains by wiping up spills immediately.
- Occasionally mopping with a Rinse-Free pH Neutral Cleaner (ONLY) is recommended when dirt builds up and sweeping and vacuuming alone is not sufficient. Follow the guidelines given on the bottle. Do not use soap or detergent products as they will leave a dull film and/or can/will chemically etch the surface of the floor, which will Not be covered under any/all applicable warranties offered with the flooring. Do not use steel wool or scouring powder and/or pads as they will scratch the floor.

Caution: Cascade Collection LVP/LVT Floors can be slippery when they become wet. Use extreme caution when walking on a wet floor.