

# Loft Collection SPC Warranties and Floor Care

## IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 24 hours after installation.

## LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

AlProduct warrants that your Loft Collection SPC will be free from manufacturing defects, will not wear out and for a period of 6 years following the date of purchase, under light commercial use\*, will not discolor from mold, mildew or alkali.

\*Light 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 humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light commercial contact AlProduct Installation Services or the local AlProduct Distributor.

Definitions for Applications in terms of LVT:

Residential	Light Commercial*	Commercial**
Kitchen	Small Restaurant	Large Restaurant
Bedroom	Small Retail Shop	Large Retail
Dining Room	Waiting Rooms	School Classrooms
Rec. Rooms	Trade Rooms	Large Office
Foyers		Nurses' Station
Bathroom		Bathroom
		Assisted Living
		Hair Salon - working area

\*\*We recommend AlProduct Industrial for these locations

## LIMITED WARRANTY FOR RESIDENTIAL USE

AlProduct warrants that Loft Collection SPC will be free from manufacturing defects, and for the period of 15 years following the date of the purchase, under normal household conditions\*, will not: wear-out, fade, stain, delaminate, gap\*\*.

\*Normal household conditions mean the daily activities commonly associated with residential use and includes that the floor will not stain from urine, vomit or feces.

\*\*A gap is defined as: A gap bigger than the thickness of a business card (>10 mils) and longer than the short side of a business card (<2").

## REMEDIES AVAILABLE TO YOU

If your Loft Collection SPC fails to perform as stated in the applicable Limited Warranty, AlProduct 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 floor of equal value and or quality. If your floor was installed by a professional flooring contractor hired by you, AlProduct will also pay for the professional labor cost to install your replacement floor. If AlProduct repairs or replaces a plank or tile, 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 panel will be limited to the remaining time of the original warranty.

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

## IF YOU HAVE A WARRANTY CLAIM:

Contact the dealer or distributor 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 AlProduct Customer Care at 202-882-7700 or file online at [www.alproductus.com](http://www.alproductus.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 and 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:  
info@aproductus.com

For easy reference, fill in the following information and keep this sheet handy with receipt.

Pattern, Color Name and Number: \_\_\_\_\_

Date when purchased: \_\_\_\_\_

Store Name & Location: \_\_\_\_\_

## LOFT COLLECTION SPC LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- AIProduct limited warranty protection applies to floors purchased on or after February 1, 2020. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties:
  - Do not apply to “seconds” or “off-goods” grade products.
  - Apply only to the original purchaser and the original installation site, and are not transferable.
  - 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.
  - Do not cover construction related damage.
  - Do not cover conditions caused by improper use or maintenance, such as:
    - Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance
    - Damage resulting from failure to follow floor care instructions as outlined in this warranty
    - Scuffs, scratches, cuts
    - Damage or discoloration from carpet dyes, fertilizers, or other chemicals
    - Staining from use of mats not labeled non-staining
    - Damage caused by burns, flooding, fires and other accidents
- Damaged caused by abuse (i.e. dragging heavy 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.
- Excess heat and light over time can cause home furnishings to fade and discolor. If product fades or discolors beyond allowable specification tolerances, product will be repaired or replaced. For further information, please see the AIProduct Instructions on this warranty.
- Do not cover variations of color, shade, or texture of the floor you purchase from those shown on samples, photographs, or literature.
- For purposes of the Limited Warranty for Residential use, “wear out” means complete loss of the ALVT wear layer so that the printed pattern or design of the floor is altered.
- Although Loft Collection SPC is not susceptible to damage from moisture, excessive subfloor moisture can be a breeding ground for mold, mildew and fungus. The Limited Warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.
- UNDER THE TERMS OF THESE LIMITED WARRANTIES, AI PRODUCT 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.
- EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY AIProduct COVERING THIS PRODUCT.
- 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.

## AIPRODUCT 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 Loft Collection SPC installation from exposure to direct sunlight. A combination of heat and sunlight can cause most home furnishings to fade or discolor. 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 and excessive temperatures may cause floor expansion (which may cause buckling).
- 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. Non-staining felt protectors are also acceptable. Casters 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, 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 heavy objects are equipped with wheels or rollers.
- Sweep your floor regularly (at least once per week).
- Prevent stains by wiping up spills immediately.
- 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 AIProduct Award Series® Heavy Duty Cleaner and Stripper. After thorough cleaning, rinsing and drying, we recommend applying
- AIProduct Award Series® 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 AIProduct floor care products, refer to the package labels. Caution: Floors can be slippery when they become wet. Use extreme caution when walking on a wet floor. The overall stain resistance of Loft Collection SPC 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.

- Start with first step listed.
- Only do steps necessary to resolve the problem.
- Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain.
- Rinse with clean water and allow area to dry between steps.
- If stain removal causes a change in gloss level, apply polish per recommended guidelines.

### Maintenance Chart

Stain/Problem	Recommendation
Food, Beverages	If a substance is gummy, scrape off with a dull knife. Clean using Aproduct 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 Aproduct for advice.

**Maintenance Chart (continued)**

<b>Stain/Problem</b>	<b>Recommendation</b>
Rust	Clean using mineral spirits 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.
Lipstick, Antiseptics	Scrape off excess with dull knife. Clean using mineral spirits soft pad or soft bristle brush. 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 mineral spirits 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. **
Fading, or Discoloration, Thermal Expansion	To limit amount of heat directed on the floor, close curtain or blinds where extreme sunlight hits floor or thermal UV film may be applied.