



Flooring Solutions Beyond the Expected



## AVA DSGN, SNSE, SPRK COMMERCIAL PRODUCT WARRANTY

### General Terms

AVA® Commercial Luxury Vinyl by Novalis® Innovative Flooring, when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

This warranty document covers AVA® Commercial Luxury Vinyl by Novalis® Innovative Flooring when installed and applied in commercial applications. For residential dwelling product warranty and multiple unit installations such as multi-family housing and multi-use facilities, please refer to the appropriate warranty documents. Novalis International reserves the right to classify each installation as residential, light commercial or commercial. This warranty statement does not cover Novalis™ High Performance Core and Rigid Core products, please refer to the relevant warranty documents for complete information and coverage of those product lines. Novalis warranties cover the cost of material for the period of the warranty as listed below; labor coverage is subject to separate terms outlined in Labor Coverage Terms. Labor will be paid as outlined below.

### Manufacturing Defect Warranty

Novalis International warrants that the AVA® Commercial Luxury Vinyl Collection of solid vinyl planks and tiles will be free from manufacturing defects for a period of 1 (one) year from the date of purchase. If such defect occurs, upon verification of the defect by Novalis, Novalis will authorize repair or replacement of the affected area of installed flooring.

### Wear Warranty Periods for AVA® Commercial Luxury Vinyl Products:

<u>Product</u>	<u>Residential</u>	<u>Light Commercial</u>	<u>Commercial</u>
STYL	10 years	3 years	N/A
STYL Clic	10 years	3 years	N/A
SNSE, DSGN, SPRK	Lifetime	10 years	5 years
DSGN Loose Lay (LLT)	Lifetime	10 years	10 Years
DSGN clic	Lifetime	10 years	10 Years (Wear Only)

### Wear Warranty:

Novalis International warrants that the installed product will not wear through to the printed film layer, stain or fade under normal household use for a period of time as defined above. Wear through is defined herein that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning.

- Novalis will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Novalis reserves the right to select and supply similar Novalis materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out, fading and staining. Claimants who received settlement may not claim again and no additional replacement floors will be supplied.
- Alternatively a refund of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase:
  - Within 1-2 years - 100%
  - Within 3-4 years - 70%
  - Year 5 until the end of specified wear warranty term – 50%



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### Labor Coverage Terms:

The costs of professional labor will be reimbursed within the approved labor charges put forth by Novalis International, provided that the installation has been performed according to Novalis International Installation guidelines, standard industry practices, and use of approved installation materials including but not limited to proper subfloor materials, Novalis recommended adhesive(s), Novalis recommended underlayment(s) and accessories. Labor must also be provided by a professional flooring installer with certifiable credentials and/or references, and will be paid according to the following schedule:

- |                            |   |
|----------------------------|---|
| ○ Within the first 2 years | 100% of labor for reinstall / repair      |
| ○ Within years 3-4         | 70% of labor for reinstall / repair       |
| ○ Years 5-6                | 50% of labor costs for reinstall / repair |
| ○ Year 6-10                | No labor reimbursement provided           |

### General Terms

Novalis reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. Novalis International at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation.

D.I.Y products, cash and carry sales, closeouts, seconds and other discounted materials and internet sales are not covered under this warranty.

AVA LVT/P Guidelines for Commercial Use as described in AVA Commercial Use Designations Bulletins DS201A, SN101A and SP501A will be in effect for this warranty. Novalis International reserves the right to classify each installation regarding use according to this published bulletin.

### Warranty Limitations

- This warranty is not transferable and applies only to the original purchaser.
- Manufacturing defect must be reported within 30 days of first notice of defect in installed area.
- This warranty covers only properly installed and maintained floors, according to Novalis installation guidelines and accepted industry practices and does not cover flooring installed in areas not intended for solid vinyl plank or tile.
- Novalis branded and/or recommended products must be used for installing Novalis flooring; use of products not specifically designed for use with solid vinyl flooring will void warranty coverage.
- Novalis will not pay for the loss of time, inconvenience or other consequential or incidental damages or expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.
- This warranty does not cover the exclusions indicated on the package.
- Novalis reserves the right of final judgment and may refuse claims in certain instances and reserves the right to modify or withdraw the warranty at any time.
- For products sold as "Do-It-Yourself" products, cash and carry sales, internet sales, seconds or off-quality goods no labor costs will be provided as part of this warranty.
- Internet sales, closeouts, items sold as seconds or other off-quality designation are not covered under this warranty.
- Materials installed with obvious manufacturing defects are not covered. Visual defects greater than 1cm are considered identifiable. Labor costs will not be covered when materials with visual defects greater than or equal to 1 cm are installed; replacement material only will be provided.



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- Damage to the locking mechanism caused by excessive deflection in the substrate, improper underlayments installed underneath the flooring, from improper rolling loads and direct contact from castor wheels, dynamic pressures and loads from electric wheel chairs is not covered.
- Products that have not been properly acclimated according to the Novalis Installation Guidelines.
- NovaClic floating flooring products installed with adhesives.
- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, heavy rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects. Furniture, appliances and movable fixtures should have a plastic or nylon protector at least 2" in diameter; chair casters / wheels should be a minimum of 2" in diameter and not be metal-type or narrower than 1" in width. Chair mats and protectors shall be used under office chairs including use in residential settings.
- Cuts, scratches, gouges and indentations, punctures caused by sharp objects, narrow wheels, metal furniture glides, etc. Non-rubber walk-off mats are to be used at all egress points and shall be of sufficient depth and width to capture grit, dirt and abrasive debris.
- Damage caused by burns, flooding, fires and other disasters.
- Staining or changes in color caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation; fading or staining caused by use of rubber mats. Non-rubber walk-off mats are to be used at all egress points and shall be of sufficient depth and width to capture grit, dirt and abrasive debris and allow for removal of foreign material before contact with vinyl flooring.
- Flooring issues, conditions, damage or defects caused by improper installation techniques, floors not installed per Novalis Installation Guidelines, use of adhesives not supplied under the Novalis Brand or incorrect application of adhesives, improper underlayments or underlayments not specifically recommended in writing by Novalis or branded by Novalis, inadequate subfloors or subfloor preparation, flooring installed against standard accepted industry practices.
- Performance of Novalis products over foam-type, rubber, cork, or other compressible type underlayments, including integrity of the NovaClic locking mechanisms. Guarantees of performance should be provided by the manufacturer who states their product is suitable for use with Luxury Vinyl Flooring.
- Problems or damage due to excessive moisture and/or alkalinity in sub floor including discoloration or bond release of the structure of the flooring. Product structural damage from excessive exposure to water caused by flooding, plumbing and appliance leaks, water leakage from doors, windows or roof leaks. Standing water on flooring should be mopped or wet-vacuumed up immediately upon notice of the spill.
- Damage from or growth of mold and mildew caused by excessive moisture in the environment or substrate that has been trapped under the flooring; including flooring installed outdoors or subjected to prolonged water exposure.
- Flooring installed in areas not intended for solid vinyl plank or tile.
- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radiant-heated floor in excess of 85°F; 80°F for High Performance (HPC) and Rigid Core(HDC) products.
- Hazing or finish related issues caused by grout when used with Novalis groutable tiles.
- Different from samples or printed material in shade, color, glossing or embossing texture.

No person, representative, employee, or agent not employed by Novalis International, LTD. is authorized to modify or change the warranty statements made in this document.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To file a claim contact your retailer or for other information you may contact KRS Inc. at 262.798.8900 or [info@krsinc.com](mailto:info@krsinc.com). Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity.



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### **Novalis Adhesive Standard Letter of Warranty**

NOVALIS branded flooring installation adhesives are covered by a standard performance warranty, provided that current Novalis branded label and Product Data instructions have been followed, and that all substrate preparations, moisture and pH tests, and installation procedures comply with the standards set by Novalis International, applicable ASTM F-710, RFCI and the floor covering manufacturers' guidelines. Testing for concrete substrate moisture is required to be done in accordance with the latest edition of ASTM F2170, as described in the product specifications.

If these procedures and guidelines have been followed, and substrate moisture and pH test results fall into the specified ranges, a performance warranty shall apply and is as follows:

### **NOVALIS BRANDED LIMITED WARRANTY**

If an installation failure occurs within 1 year from the date of installation as a direct result of the use of defective Novalis branded adhesive, Novalis International will pay for equivalent floor covering and adhesive materials and for reasonable labor costs to repair or replace the failed portion of the installation as determined by Novalis at its sole discretion. Novalis specifically excludes any other warranty, express or implied, including merchantability and fitness for particular purpose extending beyond the term of this written warranty and is not liable for any other damages or losses including consequential or incidental damages. The Warranty covers only the adhesive bond and does not include responsibility for effects to the applied floor coverings due to exposure to conditions for which they were not designed.

For this warranty to be valid, Novalis branded adhesive products should be used only for their stated purpose, only with products manufactured and branded by Novalis International, LTD., and within one year of their date of manufacture and be applied in accordance with Novalis' application instructions. Any other products used in conjunction with Novalis branded products are required to be certified compatible with the Novalis International products.

This warranty does not cover improper installation of the floor covering material or defective floor covering material; installation problems associated with: substrate imperfections; staining due to mold, mildew or bacterial growth, or any other discoloration of the flooring; excessive moisture or pH levels (be sure to perform tests first and take corrective measures before installation); improper maintenance; differences in color between flooring products and samples or photographs; indentation from improper loading including high heels, spiked shoes, rolling loads, chairs or other furniture not using floor protectors; failure of the flooring to adhere to the substrate due to, for example, moisture, alkaline or hydrostatic pressure from the substrate; or inappropriate end-user activities. Claimant is required to maintain written documentation of substrate moisture and pH testing.

Novalis International will not warranty adhesives on substrates where silicates have been applied or entrained or where adhesive cleaners or removers have been applied. Warranties for defective or dimensionally unstable floor covering, substrates and underlayment are covered elsewhere in this Commercial Warranty document. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. To file a claim contact your retailer or for other information you may contact Novalis International toll free at 866-668-2547.

### **Other Conditions and Exclusions Not Covered by this Warranty are:**

- Installation of vinyl materials not specifically manufactured by Novalis, tested for compatibility and registered for use with Novalis branded adhesives with the manufacturer.
- Installations on substrates that were not properly tested and prepared as instructed.
- Problems with installations due to the use of silicates or other unapproved sealers or curing additives on the substrate.



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- Installations over substrates where hydrostatic pressure exists, or moisture readings are higher than specified for adhesive product.
- Installations over substrates with a surface pH test above that specified for the adhesive product.
- Failure of claimant to have records of moisture and alkalinity testing taken prior to the installation.
- Installation failures due to outside sources of water, such as where outside grade is above substrate, moisture or ground water intrusion caused by faulty (or lack of) a vapor retarder under the concrete per ASTM E1745, sprinklers soaking ground at the building foundation, overflow drains not directed away from the foundation, flooding or other natural disasters or weather conditions.
- Installations taken up or replaced prior to inspection by authorized Novalis branded personnel.
- Problems with floor covering installations on chemically cleaned substrates, or from the use of improper cleaning methods.
- Failure of leveling or patch compounds of any kind.
- Damage caused by expansion joints or other structural areas.