



# FLOATING FLOOR

## Manufacturer's Warranty

Product Line	Sound-Tec*	Studio 12	Foundations
Wear Layer Size	20 mil	12 mil	6 mil
Residential	Lifetime	20 Years	10 Years
Light Commercial	20 Years	10 Years	3 Years
Heavy Commercial	15 Years	N/A	N/A

\*Includes: Sound-Tec, Sound-Tec Plus, Sound-Tec Tile

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### WEAR LAYER WARRANTY

The protective wear layer of Urban Surfaces flooring is warrantied not to wear through the print film layer to the core during the time specified by the wear layer size and application listed in the chart above.

**Wear Through** (of the finish) is defined as 100% wear layer removal down to the core over 3% of the total flooring installation. Gloss reduction, surface scratches, or surface abrasions are not considered surface wear through.

**Lifetime Wear Warranty** is defined as the expected life of the flooring under normal wear and maintenance for a duration of 25-years.

**Residential** is defined as installations within home-owner occupied single-family home(s).

**Light Commercial** is defined as installations of 3,000 sqft or less which do not have heavy commercial traffic, rolling loads, or where the flooring is not exposed to a heavy commercial maintenance schedule (as defined by Urban Surfaces). Application for the purposes of multi-family, rental homes, or any managed properties are considered light commercial.

**Heavy Commercial** is defined as installations over 3,000 sqft, moderate to heavy traffic; no rolling loads.

### MANUFACTURER'S WARRANTY

Urban Surfaces warrants that Floating Floor products will be free from defects in materials and workmanship for a specified amount of time (see the Warranty Terms section below) from the date of invoice, provided that the material was installed and maintained according to Urban Surfaces installation and maintenance guides. Coverage also includes delaminating, curling, fading, or color loss under normal daily use (as defined by the specific corresponding application environment in the "Wear Layer Warranty" section above) and when properly maintained. It is the responsibility of the installer and owner to carefully inspect all material under sufficient lighting for visual defects and damage prior to installation.

Urban Surfaces will not be responsible for any claim for product originally installed with visual defects. Product installed with visual defect is considered acceptable as is by the installer. Urban Surfaces will not repair, replace, or pay any labor costs for materials with defects that were apparent before or at the time of installation and were installed regardless. Manufacturing defects are covered for the aforementioned time, and claims must be reported within that timeframe for coverage to be in effect.

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**Within 12 Months:** If a defect covered by this limited warranty is reported to Urban Surfaces within 12 months of purchase in accordance with the claims process instruction on [urbansurfaces.com/claims](http://urbansurfaces.com/claims), Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.\* Urban Surfaces will also pay reasonable labor costs if the floor was professionally installed (proof of original invoice required). If the material was sold as "Do-It-Yourself", then no labor cost will be paid by Urban Surfaces. Reasonable labor costs are to be determined by Urban Surfaces based on industry standards not individual installer bids or invoices.

**Within 12-24 Months:** If a defect covered by this limited warranty is reported to Urban Surfaces within 12-24 months of purchase in accordance with the claims process instruction on [urbansurfaces.com/claims](http://urbansurfaces.com/claims), Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.\* Urban surfaces will also pay fifty percent (50%) of reasonable labor costs if the floor was professionally installed (proof of original invoice required). If the material was sold as "Do-It-Yourself", then no labor cost will be paid by Urban Surfaces. Reasonable labor costs are to be determined by Urban Surfaces based on industry standards not individual installer bids or invoices.

**Within 24-36 Months:** If a defect covered by this limited warranty is reported to Urban Surfaces within 24-36 months of purchase in accordance with the claims process instruction on [urbansurfaces.com/claims](http://urbansurfaces.com/claims), Urban Surfaces will supply new material of same or similar grade, color, and pattern to replace the defective area at no charge.\* Urban surfaces will not pay any labor costs.

**After 36 Months:** Wear warranty only. If a defect covered by the limited wear warranty is reported to Urban Surfaces in writing in accordance with the claims process instruction on [urbansurfaces.com/claims](http://urbansurfaces.com/claims) after 36 months of purchase yet still within prescribed warranty period (see wear warranty table for appropriate defect and wear-through warranty terms), Urban Surfaces will prorate the flooring based on the remaining warranty period and original value toward new material of same or similar grade, color, and pattern to replace the defective area.\* Urban surfaces will not pay any labor costs.

\*Only new material from the current product range at the time of the claim will be supplied. If a product that has a claim is no longer in the current range (all current range products can be found at the time of settling the claim), the next closest product of similar color, pattern, and quality will be supplied. Urban Surfaces cannot make special arrangements to manufacture products that have been discontinued or that were originally special ordered. There will be no other form of compensation. Coverage for manufacturing defects is for the first 36 months from the date of the invoice. Thereafter, coverage is for the wear warranty only. Warranty belongs to the original purchaser (defined under the 'Warranty Owner' section).

## WHAT DOES 100% WATERPROOF MEAN?

Floating Floor products will not swell, buckle, or lose structural integrity when exposed to moisture from everyday household spills. Floating Floor flooring will not act as a waterproofing barrier for the subfloor and/or any surrounding structure.

**Standing Water:** Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

**Mold and Mildew:** Although moisture itself will not affect the floor's integrity, it is probable that when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur, particularly if the moisture problem remains undiscovered or unaddressed.

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### Waterproof Exclusions:

All casualty events involving water coming into contact with your floor and failures normally covered by homeowners insurance including, but not limited to damages caused by:

- Standing water from leaky pipes, faucets, sliding glass doors, or household appliances.
- Flooding or standing water from hydrostatic pressure or other casualty events.
- Topical moisture where the liquid has flowed over the edge of the flooring (perimeter, areas where boards are cut, etc.).
- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage and/or odor resulting from mold and mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors (exterior application), in other inappropriate applications (i.e. breezeways, garages, sheds, etc), or frequently exposed to the elements.

### Other Exclusions:

- Recurrent rip, tear, delamination, curling, fading, or other floor covering failure indicating that Urban Surfaces flooring is not suitable for the application and should not have been originally installed in the application. It is the responsibility of the contractor and/or installer to determine the suitability of the flooring for the application prior to installation. Installation in an unsuitable environment is not the responsibility of Urban Surfaces.
- Not following Urban Surfaces installation and maintenance guides.
- Damage caused by chemically reactive material, mold, dye, and stains.
- Damage caused by improper storage and handling prior to installation.
- Water, moisture, or PH imbalances in the subfloor, including but not limited to hydrostatic pressure.
- Casualty events, acts of God/natural hazards, or other damage that would otherwise fall under homeowners/renters insurance coverage.
- Material utilized for any use other than prescribed use as flooring.
- Any abnormal use or misuse as defined by Urban Surfaces.
- Damage caused by any type of rolling chair or caster type wheel. Rolling chairs should have caster type wheels exchanged for wood-safe inline-skate-style wheels 2-inches or larger. A hard surface chair mat is required.
- Damage caused by rolling loads of any type. Floating Floor cannot be subjected to environments with rolling loads, static loads over 500lbs, wheelchairs, hospital beds, or heavy commercial maintenance schedules.
- Damage caused by abuse such as moving appliances across the floor without adequate protection.
- Cuts, scratches, gouges, scuffs, punctures, tears, indentations, chips, and burns.
- Damage caused by pet claws, high heel shoes, spoked or damaged heels, cleats, sports shoes, or pivot points (i.e. seating areas).
- Damage from sand, pebbles, or other abrasive materials.
- Either mechanical or physical abuse and/or accidents.
- Damage from adhesives or tape.
- Damage caused by toys, scooters, skateboards, roller skates, or other recreational items intended for outdoor use.
- Color, shade, pattern, or texture variations between samples or printed/digital color photography and the final product. Single sample chips may be part of a set from a multicolored pattern.
- Differences in dye lots or batch numbers.
- Floors that are donated, factory seconds, close-outs, discontinued, graded "irregular," or otherwise (sold/graded) "as is."
- Flooring sold by Urban Surfaces within the United States of America and exported without the consent of Urban Surfaces.
- Issues caused by installer negligence.
- Moldings or trims of any type.

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- Failure to acclimate Urban Surfaces products per the installation guidelines and maintain acclimation post-installation.

### INSPECTIONS

Urban Surfaces reserves the right to inspect and document the cause for any claim including collecting photographs, samples, documentation of the installation, and any applicable inspection reports as deemed necessary, or this warranty is null and void. Any repairs done prior to completion of inspections by an Urban Surfaces representative will void Manufacturer warranty. If a claim is in question, the services of a third-party floor covering inspection company may be employed. The party found to be responsible will be liable to cover the cost of inspection services.

### REPLACEMENT AND REPAIRS

Urban Surfaces will, at its discretion, repair or replace product meeting the above-listed warranty requirements. Urban Surfaces reserves the right to repair or replace any flooring deemed defective with an installation source of its own choosing. If Urban Surfaces repairs or replaces a floor as a result of a warranty claim, it is the Warranty Owner's responsibility to clear (move), at their own expense, any items placed over the affected areas. Urban Surfaces will not cover charges for moving items, furniture, appliances, or other obstructions to the flooring.

Urban Surfaces will not pay any associated incidental expenses under this limited warranty. In the event that Urban Surfaces repairs a floor, this limited manufacturer's defect and wear warranty shall remain in effect with the start being the purchase date of the original flooring. No additional warranty length or terms will be extended to the flooring repair or replacement. Replacement floor covering may be different in gloss level, shading, texture, etc. Urban Surfaces cannot guarantee, nor be held responsible, to match adjoining flooring due to different dye lots being used.

In the instance where there is a limited amount of square footage defective in a room, hall, area, etc., Urban Surfaces will replace the defective material only. If additional material is requested to accommodate a closer match throughout a room, this material will have to be purchased and installed separately of any warranty repairs or replacement. Additional upgrades beyond warranty repairs outlined in this limited warranty are not the responsibility of Urban Surfaces.

### REFUND POLICY

Urban Surfaces will not refund money for the defective flooring material as part of a floor claim settlement. The only form of compensation shall be a replacement product for defective material and reasonable costs in accordance with the labor description above.

### SPECIAL CIRCUMSTANCES

Urban Surfaces is not liable for extra labor charges stemming from special circumstances (such as night work) or difficult installation locations (such as remote cities). Reasonable labor costs are determined by industry standards, not special circumstances.

### WARRANTY OWNER

**For Residential:** The Warranty Owner is the resident homeowner who is the original purchaser of the flooring from Urban Surfaces or an authorized retailer/dealer, not any subsequent homeowner.

**For Multi-Family and Commercial:** The Warranty Owner shall be the original owner or property management company (if applicable) of the property/building/unit at the time of purchase.

**Non-Transferable:** This limited warranty belongs to the original Warranty

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Owner and is non-transferable. Ownership is not transferable to new owners of property/building/unit or any other property management company. (The "original purchaser" and the "original owner" of the flooring subject to this limited warranty may be referred to as the "Warranty Owner").

#### **WARRANTY SERVICE**

You, the original purchaser, must initiate a claim by contacting your authorized Urban Surfaces retailer or dealer for warranty or claim service. The retailer or dealer is responsible to inspect their installer's workmanship and confirm if the incident is warranted. Please provide a valid proof of purchase from Urban Surfaces, along with photographs that clearly depict the concern and surrounding area. If available, samples should be submitted for testing.

#### **START OF WARRANTY COVERAGE**

Warranty coverage is activated upon receipt of payment at which time it is backdated to the date of invoice. No warranty coverage is active while an invoice remains unpaid or partially paid.

#### **IMPLIED WARRANTIES**

Urban Surfaces does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Urban Surfaces shall not be liable to the consumer or any other person or entity for any incidental, special, or consequential damages arising out of breach of this limited warranty or any implied limited warranty (excluding merchantability).

All implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are hereby limited to the duration of this limited warranty. Some states do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to the purchaser. This warranty gives the purchaser specific legal rights, such rights may vary from state to state. This warranty shall not include loss of time, inconvenience, or incidental expenses incurred.

#### **LEGAL**

Cleaning procedures outlined in this document are recommended for the specified Urban Surfaces products only. Do not use these procedures following or with other cleaning procedures or products.

Ensure your care and maintenance plan follows the requirements outlined by the applicable installation guide and warranty.

Always rinse with plain water following any spot cleaning procedure or the use of a product that is not pH neutral. Research demonstrates that many products sold as D-I-Y ("Do-It-Yourself") spot removal perform poorly and often leave behind a residue. Residues may attract dirt and grime.

Urban Surfaces cannot account for all factors, including environmental, installer negligence, level of foot traffic, type of use, etc. Therefore, it is the responsibility of the product owner to determine and utilize proper care and maintenance for their product, not Urban Surfaces. Damage to the floor covering by abuse or failure to properly maintain and clean the product is not the responsibility of Urban Surfaces. This document is solely intended as general guidelines based on standard household use.

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