FLOOR FACTORY

Before you start installation of this flooring product, please thoroughly read these Owner/Purchaser/Installer Responsibilities and Installation Instructions: By starting the installation of your **FLOOR FACTORY** floor installation,you are agreeing that you?have read and understand all Owner/Purchaser/Installer requirements and responsibilities?and are aware that deviating from the instructions and recommendations in this installation?guide may result in voiding the product's warranty.

- It is the sole responsibility on the Owner/Purchaser/Installer, prior to installation,to verify that the area/environment planned for installation is suitable for FLOOR FACTORY flooring and meets all local building codes and that all subflooring is dry, sound, flat and clean and meets or exceeds all industry standards; as well as the recommendations listed herein. The manufacturer and distributor accept no responsibility for product failure extending from or related to failure to meet job area/environment and subflooring requirements.
- The Owner/Purchaser/Installer assumes full responsibility for the final inspection of this product. Inspection should be done prior to installation and should include: color, factory finish,milling and/or locking system damages. If the product is not acceptable,**DO NOT** install it. Contact your supplier immediately for assistance.This FLOOR FACTORY flooring warranty **DOES NOT** cover materials with visible defects after they are installed.
- This product may be installed over a radiant heating system, the system **must** an imbedded type (circulating or electric)and be a minimum of 1/2"(12mm)below the subfloor installation surface and never indirect contact with the FLOOR FACTORY floor. Temperature must **never** exceed 90°F(32°C)and changes in temperature settings must be gradual. It is the responsibility of Owner/Purchaser/Installer to confirm the suitability of the radiant heating system for use with this product. The selection and use of any radiant heating system is the choice and sole responsibility of the Owner/Purchaser/Installer.
- Certain condominium and other multi-unit type building associations and/or owners may have floor covering acoustic performance requirements that may exceed the acoustic performance levels of this product, thereby requiring that a supplemental acoustical underlayment is required. If required by your condo association, this product may be installed over a supplemental layer of 3mm or 6mm acoustic cork underlayment. When installing this product in condominiums or other multi-unit type buildings, it is the sole responsibility of the Owner/Purchaser/Installer to ascertain if this product meets their acoustic performance requirements prior to its installation.

IMPORTANT HEALTH WARNING to installers when removing EXISTING resilient flooring:

If you wish to remove previously installed resilient flooring, please note the following: **Your existing resilient flooring**, backing, lining felt, asphalt cut-back adhesives or other adhesives **MAY** contain asbestos fibers and/or crystalline silica. **DO NOT** grind, chip, sand, dill, saw, bead-blast or pulverize this material in any way; either by hand or by machine. Avoid creating dust when working in contact with these materials. The inhalation of dust from these materials is a known cancer and respiratory tract hazard. The wearing of an approved dust mask suitable for this type of dust is recommended. Unless you are absolutely certain that the resilient flooring you are removing is a non-asbestos material, you must assume that it contains asbestos. Local regulations may require that the material be tested by an approved laboratory or agency for asbestos content and, if confirmed, regulated removal/disposal of the material may be required. For more information, please refer to the current edition of the Resilient Floor Covering Institute (RFCI) publication:"Recommended Work Practices for Removal of Resilient Floor Coverings"(www.fci.com)

Installation tool and accessory requirements:

Before starting to install your FLOOR FACTORY floor, ensure you have all the necessary and correct tools, equipment and accessories, including:

- Work gloves
- Broom and dust pan
- Rubber mallet
- Safety glasses
- Tapping block
- 10mm(3/8")spacers or shims

- Tape measure
- Straightedge or ruler
- Pencil
- Chalk-line &chalk (string-line)
- Saw(miter,chop,hand,circular or jig type)
- Utility knife &sharp blades

Before you start the installation of your FLOOR FACTORY flooring you must do the following:

- When calculating flooring square footage requirements, allow for 5%to 10% for waste,cuts,future needs and replacements. If installing a diagonal, formal or other special pattern or smaller rooms,allow for 10% to 20% additional materials.
- Tiles and planks do not require acclimation prior to installation as long as they have been stored within the following temperature range: 60°to 90°F(15°to32°C) a minimum of 3 days prior to installation.

Preparation of your subfloor:

- Floating installations may be made over most subfloors including: Concrete,plywood,OSB,ceramic/porcelain tile,smooth stone,marble,granite,and linoleum. If you are installing over an existing floor, the existing floors must be securely attached (nailed or glued)to the subfloor and be smooth and flat. When installing over an existing wood or laminate plank floor, the new FLOOR FACTORY floor must be?installed at 90°to the rows in the existing floor.
- Wooden subfloors: plywood,OSB or boards must be flat. High and low areas exceeding 1/8"per 6' or 3/16"in 10'must be corrected. Sand down high areas,fill low areas.
- Concrete: most concrete subfloors (slabs) are not flat and must be leveled before installation.In all cases, verify the subfloor using an 8' long straightedge to locate high and low areas. Low areas should be filled with a self-leveling compound per manufacturer's recommendations. Voids and bumps in the subfloor may prevent your floor's locking system from locking securely and may damage or weaken the locking system.

Sweep or vacuum your subfloor immediately prior to installation ensuring there is no debris or grit on the subfloor, as it will interfere with proper product installation. Verify your subfloor is dry and clean. Check to ensure your subfloor is completely smooth. Nail and screw heads must be countersunk. Sand any protrusions including joints/seams between subfloor sheets. Check your subfloor structure to ensure there are secure nails or screws every 12" (30cm) along the joists and 6"(15cm) along bearing supports and seams. This will help to avoid squeaks and warping of the subfloor.You must replace any delaminated, swollen, or damaged subfloor sections.

NOTE: Avoid installation over subloors with excessive flex or deflection.The installation of FLOOR FACTORY flooring will not reduce any flex or deflections in the subfloor. Excessive subfloor deflection may damage the locking system and cause it to fail.

FLOOR FACTORYflooring may be installed over existing ceramic tiles. If tiles are uneven, skim coat the grout lines with a floor leveling compound and fill or repair any damaged or cracked tiles.

New subfloor installation:

Install the subfloor perpendicular to floor joists in staggered rows so that joints between adjacent sheets do not line up. 3/4”(19mm) plywood is recommended for 16"and 19.2"center joists. For floors with joists exceeding 19.2" centers, a minimum subfloor thickness of 1-1/4"(32mm) is recommended. Nail or screw the subflooring every 6" (150mm) along joists to avoid squeaking and warping of the subfloor.

INSTALLATION INSTRUCTIONS

This product includes an attached thermo-acoustic under-pad:

The attached pad provides the following benefits: It will reduce footfall noise transfer to rooms that are below and adjacent to the area where the floor is installed. Additionally, in basement and on-grade concrete slab installations,it will provide a thermal break from the slab and provide you with a warmer floor.

Use of a supplemental acoustic underpad:

If required by your condo association, this product may be installed over a supplemental layer of 3mm or 6mm acoustic cork underlayment. Do not install this product over other types of underpads,soft,rough, non-lat,uneven or other non-approved surfaces,doing so will damage the locking system and void the product warranty.

Wall jamb &doorway preparation:

Remove all trim, baseboards and quarter rounds. Identify the m on their reverse side for reinstallation. Remove doorway thresholds,which may or may not require reinstallation. For doorcasings you will need to notch the bottom of the casing with a saw or chisel so that the FLOOR FACTORY can slide freely beneath it. To make a straight cut easily, lay a handsaw flat on a piece of scrap flooring as a guide.

Commercial installation &glue-down installations:

For commercial installations,the FLOOR FACTORY floor must be glued down using an approved full-spread vinyl floor adhesive. In all cases, follow adhesive manufacturer's instructions. The following adhesives are approved for use with this product:

- TAYLOR Signature Series Dynamic2098
- TAYLOR2091 Tuff-Grip: Transitional adhesive,it is releasable for 2-3 days then permanent
- TAYLOR MS+Resilient: Permanent
- MAPEI ECO-360: When wetlay it is permanent; Dry lay is releasable
- MAPEI Ultrabond ECO 810: Wetlay it is permanent; dry lay it is pressure sensitive
- DRITAC 5000 Firm Set: Pressure sensitive
- DRITAC ECO-5500: Pressure sensitive
- TEC Vinyl Composition Tile Adhesive #7047495023

Basement area installations:

FLOOR FACTORY flooring is not a waterproofing system, any pre-existing moisture water infiltration or flooding problems should be corrected prior to installation. Do not install over concrete slabs with a historyof being wet or damp,keeping in mind that a slab that appears dry now,may be wet or damp seasonally. If installation is over new concrete,it must be a minimum of 60 days old and be fully cured.

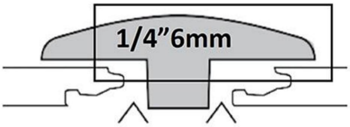
Installation in high &low temperature areas including: solariums,cottages,cabins,3 season rooms and unheated area installations:

This product may be successfully installed in these types of areas by gluing the product down using one of the above approved adhesives. Follow the adhesive manufacturer's instructions. The use of any other type of adhesive in these types of conditions is not permitted and will void the product warranty. Follow all adhesive manufacturer's instructions.

Glue-down installation area temperature limitations must not exceed the following temperature range on a year-round basis: 0°F to 90°F(-18°C to 32℃), installation in areas where the temperature will exceed this range will void the product warranty.

IMPORTANT general tips for installing FLOOR FACTORY floors:

Figure 1：T-Moldings



- Planks and tiles of the same product series and thickness are compatible and may be installed (click-locked) together for a smooth,seamless installation between each floor area in residential installations. Commercial installations require the use of transition moldings between installation areas, refer to **figure 1**

Squeaks are caused when the subfloor separates from the joist or moves.This happens when there are temperature and humidity changes or when new construction"settles". When the subfloor moves up and down on a pulled nail or incompletely set screw, it causes the subfloor to squeak. FLOOR FACTORY flooring may be installed over existing ceramic tiles. If tiles are uneven,skim coat the grout lines with afloor leveling compound and fill or repair any damaged or cracked tiles. Carefully inspect your subfloor and replace any nails that are not completely secure. Close adherence to installation instructions can minimize the risk of squeaks; however, there is no guarantee or warranty that your floor will not squeak.

- Note:It is recommended that your subfloor is screwed down rather than nailed down.

Color variation in different dye lots should be evenly distributed in your room. To achieve this, draw planks or tiles from a minimum of 3 boxes and multiple pallets at a time. Set aside any planks and tiles that have blemishes for use in less visible areas. Plank and tile design variation should also be distributed evenly throughout your room to ensure that planks or tiles with a similar design are not adjacent to one another. Install usable cut pieces in closets, adjacent to walls or in other less visible areas. Pay special attention not to have any end joints line up,end joints must be a minimum of 6" (5cm) apart. Verify locking profile is free of any contamination including: debris, grit, milking chaff or other material; remove any contamination before installing. Also verify that the locking profile was not damaged during shipping or handling. Any pieces with damaged profiles should not be installed in main traffic areas; discard or install in a closet or non-traffic area. Cut any damaged or chipped section from planks or tiles and use these trimmed planks or tiles for the ends of rows.

- The preferred method of cutting planks or tiles is to use a sharp utility knife; when using this method, you must make a deep score and snap off the end of the plank or tile. Note that you must also cut the attached under-pad as well as the same point where you scored the topside of the plank or tile.
- If you are installing the floor over a crawl space, the crawl space must be a minimum of 18"high and have a plastic vapor barrier installed that completely covers the soil; additionally,the crawlspace must be adequately ventilated.
- Do not tap directly on the ends or the sides of planks or tiles. When using a tapping block, only tap on the long sides of planks or tiles to ensure rows fit tightly. If you need to remove a plank or tile,carefully lift up the plank or tile you wish to remove, as well as the previously installed plank or tile and slide it out laterally so not to damage the locking mechanism.
- Do not install lengthwise across distances that exceed 80 feet (24M) or widthwise across distances that exceed 40 feet(12M) if the distances exceeds these limitations, separate the area using a T-molding or install the product by glue-down

method as previously discussed.

- It is recommended that adjoining hallways, rooms and other areas are separated by using a T-molding type transition trim. **Refer to Figure 1 on trim.**
- Room and product temperatures must be between 60° F and 90° F (15° C and 32° C) when installing FLOOR FACTORY flooring. When installing in areas where temperatures will exceed these limitations, the floor should be glued down using one of the above noted approved adhesives.

Getting started:

- Decide on the installation pattern you want your FLOOR FACTORY floor to have. Set up your starting line for the first row by measuring the width of the FLOOR FACTORY plank or tile. Add 10mm(3/8") to this number and mark the floor at each end of your starting wall, approximately 6" (15cm) away from the corners.Snap a line along the wall where you wish to start.This will ensure your first row is straight, even if your wall isn't.

Check to make sure there will be approximately 10mm(3/8") between the edge of your first row of planks or tiles and the wall. This space allows for slight expansion of the FLOOR FACTORY and will be covered by the baseboard /quarter-round. If there is too much space in any place along the wall, you will have to move your chalk-line in. If there is too little space at any point along the wall, however, you may have to trim some of the planks or tiles in the first row.

Layout first row of planks or tiles, the side with the narrow tongue (male) should be facing the wall. Lock the ends of the planks or tiles together by inserting the next plank into previous plank or tile at a+1-20°angle. First plank should start 10mm (3/8") from the wall. Cut the last plank to finish 10mm (3/8")from opposite wall. **Refer to Step1 of Figure3 on the next page.**

- We recommend you use temporary 10mm(3/8") shims to keep the floor away from the walls, as the floor will shift during installation due to it being a floating floor Place the shims every 2 to 3 feet (60-90cm) along the starting wall, plus at the end of each of the starting rows so planks or tiles do not shift when clicked into place.

Installing 1st row: work from left to right, carefully inserting the ends of one plank into the next,cutting the last plank so there is a 10mm (3/8") gap once locked into place. Complete the entire length of the1st row; if the waste from the piece is 6"(150mm) or longer, it may be used to start the next row.

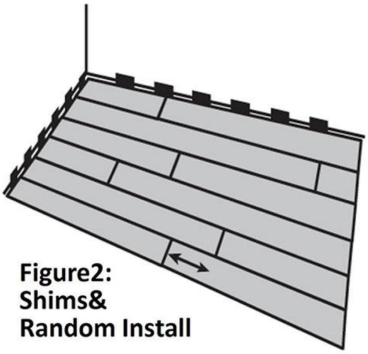


Figure2: Shims& Random Install

- Important note: Mark your cut on the last plank or tile and use a saw or sharp utility knife to cut it. If you need to remove and replace any planks or tiles during installation, carefully lift and slide out the planks or tiles to avoid damaging the end locking profile.
- When installing 2nd and subsequent rows: install from left to right. When possible,start the next row using the left over cut piece of the last piece of the previous row. Place a 10mm(3/8") shim between the wall and the end of the first planking the 2nd row. Starting on the left side, start the 2nd row by installing the first plank or tile into the previous row securely.Insert the end of the 2nd plank or tile into the end of the 1st plank or tile at a +1-20° angle, there should be a slight gap of 3/16"(4mm) on the long side of the boards from the 1st row. Lower the plank or tile to lock the ends together. Next,gently lift up the 2nd plank or tile of the 2nd row at+1-15°and gently push/slide and lower the tongue (male) into the groove of the 1st row. Before moving onto the 3rd plank or tile, check that both the end and side of the 2nd plank or tile and fully closed and tight. **Refer to Figure 3.**

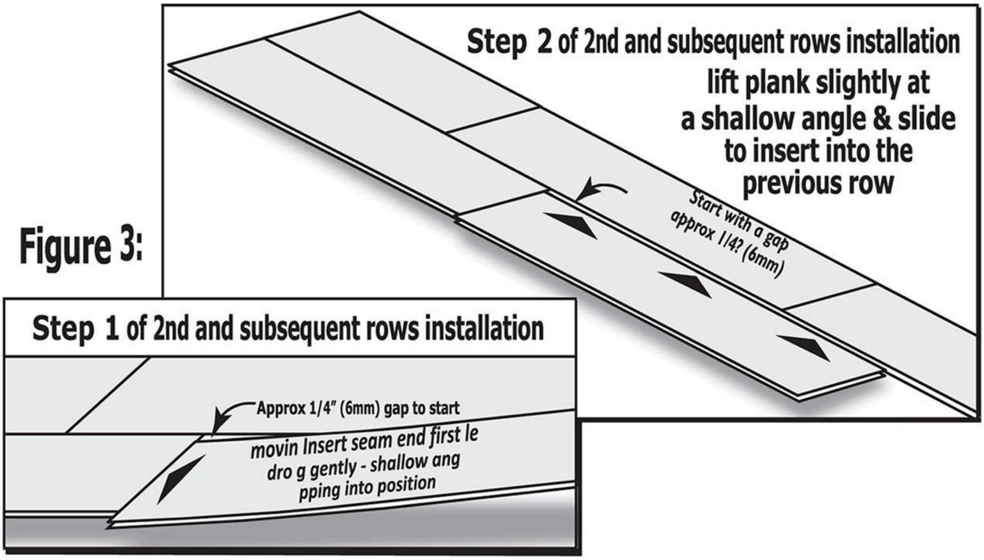
NOTE: The 100% correct installation of the 1st and 2nd rows is very important. Once these 2 rows are fully installed, verify that all of the ends of the planks or tiles are perfectly aligned and that all of the long seams and 100% fully closed. Correct any alignment issues or small gaps before continuing the installation.

- Continue installing the remaining planks or tiles of the 3rd and subsequent rows in the same manner, cutting the last plank so there is a 10mm (3/8") gap once locked into place. Note: end joints between planks or tiles should never be closer together than 6"(15cm) apart. **Refer to figure 2.**
- Use the last cut piece from each row to start the next row. Install each row completely.
- To avoid having the end seams lining up and patterns forming, trim the left end of the starting plank or tile so that the first end seam does not align with the previous 6 rows. This will give your floor a more attractive appearance. **Refer to figure 2.**
- Inspect the floor and verify the floor is perfectly straight and that all sides and ends of planks or tiles are fully clicked together and all seams /joints are fully closed and locked together. Lift and reinstall any areas where planks or tiles are not fully clicked and locked together. Also verify you are satistfied with each plank's appearance, condition and quality.
- Continue to install the floor in sections of 5 completerows. After each 5rows, again inspect the floor as outlined above.

- Before installing last row, again verify the entire floor for any gaps, errors or shifting. Ensure there is a minimum10mm(3/8")gap around the entire floor's perimeter; this includes all walls, door jambs, posts, heating ducts, plumbing, cabinets, stairways, railings and any other vertical surface or obstruction.
- Measure and cut the last planks or tiles to fit so that there is a minimum 10mm (3/8")gap along the last wall.

Remove all temporary shims,sweep & vacuum immediately. Follow the instructions for care and maintenance as recommended in this guide. If there is other construction planned, cover the floor with adequate protection to avoid incidental damage.

Figure 3:


Step 2 of 2nd and subsequent rows installation
lift plank slightly at a shallow angle & slide to insert into the previous row
Start with a gap approx 1/4? (6mm)
Step 1 of 2nd and subsequent rows installation
Approx 1/4" (6mm) gap to start
movin Insert seam end first le
dro g gently - shallow ang
pping into position

Maintenance of your FLOOR FACTORY floor:

- Regular vacuuming and periodic cleaning of your FLOOR FACTORY floor will protect its beauty and lasting finish. More frequent attention is recommended in high traffic areas, as well as near exterior and garage entrances.For a thorough cleaning,use specially formulated vinyl and hardwood flooring cleaning products and a micro-fiber mop available at most hardware and flooring retailers. Use as per manufacturer's recommendations. You may also damp mop your FLOOR FACTORY floor using warm water with a small amount of dish-washing or other mild liquid soap.
- Do not use cleaning products which contain surfactants or which leave a residue. Use of these products will leave a dull film on your floor and may void products warranty. Before using any cleaning product, test it first on a small, less visible area of the floor.
- Place small non-slip mats or rugs at all exterior or garage entrances to the home to protect the floor from dirty shoes, boots etc. This will remove loose dirt and debris from shoes. Clean rugs and mats on a regular basis. For nonslip area rugs, consult a reputable floor covering vendor.

Do not use polishing products.The use of these products may leave a dull residue and may void your warranty.

- Do not use abrasive products, bathroom cleaning products,ammonia based products,wax based polishes/cleaners,acrylic finishes,acidic or vinegar based solutions,oil soaps, detergents, chlorine based products, bleach, solvents or any type or polishes. The use of these products may permanently damage the finish of your floor and may void the warranty.
- Keep your pets nails trimmed, especially larger dogs, as their nails may scratch the floor. Note that pet nails from medium to larger sized dogs may leave minor marks on the surface of this floor due to the floor's finish abrading the pets nails; this is normal is not considered as damage to the floor.
- Clean spills immediately to prevent them from running between the cracks. Small spills should be cleaned up with a lightly dampened cloth and a small amount of dish-washing soap. Do not roll or slide furniture or appliances with castors across the floor. Castors may damage the floor's finish. Carefully and safely lift and move the object into place. To minimize possible wear and damage,felted furniture leg coasters are recommended under furniture legs. Install felt floor protectors under furniture legs to avoid scuffing or scratching. Clean or replace protectors on a regular basis to remove built up grit that may have become embedded. Chairs with castors must be fitted with only barrel(roller)type castors and have a protective mat or carpet placed under the chair in the area where the chair moves.
- High heels with missing heel lifts can cause denting to FLOOR FACTORY floors. Damage resulting from any footwear is specifically excluded from this warranty.
- Minor damage or gaps can be repaired using vinyl seam sealer available from your local hardware or flooring supplier. Follow manufacturer's instructions. Save all leftover planks or tiles for unforeseen needs of plank replacement in the event of damage.

Important facts

- Do not install this floor over any type of soft underlay like foam, carpet or other soft, rough, uneven or non-flat surfaces.

-Direct exposure to sunlight from large windows and patio doors can cause the surface of the floor to exceed the product installation temperature limitations; in south to west exposure rooms with multiple and/or large windows or patio doors, it may be necessary to install blinds or drapes. Rapid temperature change (heat from direct sunlight)may cause floor to temporarily expand in these areas.

- FLOOR FACTORY floors are designed for indoor use only and are not approved for any type of exterior use; installation outdoors will void product warranty.

We wish you many years of enjoyment with your new floor and offer our most sincere thanks for choosing our product.

FLOOR FACTORY FLOORING LIMITED WARRANTY:

This product carries a limited 20YEAR residential warranty and 5YEAR limited light commercial warranty.

This warranty is subject to the procedures, recommendations,limitations, disclaimers and exclusions mentioned herein and in the general information, installation limitations and warranty sections of this document. FLOOR FACTORY flooring products carry a limited residential and limited light commercial warranty against manufacturer and workmanship defects when used under normal conditions and installed in accordance with Manufacturer/Distributor's installation instructions to the original Owner/Purchaser/Installer of the product, as long as they continuously own the home or commercial location where the product is installed for the period of the warranty. Note that you must retain an original label of the product purchased which denotes your warranty duration, as well as the UPC code and your original receipt of purchase. This warranty is not transferable. Manufacturer/Distributor's warranty and liability does not extend beyond the FLOOR FACTORY flooring strips and is limited to a maximum value of the original purchase price of the FLOOR FACTORY flooring. Warranty is limited to repair or replacement of the FLOOR FACTORY strips at the sole option of the Manufacturer/ Distributor. The warranty does not include labor and installation costs. Claim compensation, if approved and /or authorized is limited to the specific area which the Manufacturer/ Distributor deems to be valid under the claim.

Product warranty use and limitation definitions are:

- Residential warranty is limited to dweller owned and occupied single family homes that are owned during the warranty period.
- Light commercial warranty is limited to locations that are owned by the purchaser during the warranty period.
- Light commercial locations are defined as follows: low-traffic boutique type retail outlets, professional and commercial offices, waiting rooms, retirement residences and similar areas.
- Rented residential homes, apartments and other types of residential rental units are considered light commercial areas.
- Usage limitations are further defined herein.
- This warranty does not cover and specifically excludes such damages as: indentations, scratches, dents, pet damages and stains caused by normal wear and tear, sheen loss in high traffic areas,erosion,pebbles,stones,sand,all other abrasives, in adequate protection, mold, mildew, bacteria, lack of maintenance, weather conditions, fire, water, natural disasters, excessive heat, heating and air-conditioning systems, accident, improper installation or handling, cleaning, negligence or other causes not attributed to manufacturing or workmanship defects or failure to adhere to and follow all the manufacturer's instructions for installation and maintenance and incorrect or insufficient maintenance. Any modification to the product other than as outlined in the manufacturer's installation instructions will render the warranty null and void.
- This warranty excludes variances in, loss of sheen and changes to gloss levels.
- This warranty excludes noises of all types (creaks, squeaks etc) emanating from the floor and/or subfloor.
- This warranty excludes floors which have been installed in a floating manner in areas without adequate temperature control and/or when temperature has not been maintained within 60°F and 90°F(15°C and 32°C) throughout the entire year.
- Expansion of the floor caused by sunlight and/or excessive temperatures is not considered a defect under this warranty.
- This warranty excludes claims due to differences in the color and character from display models, physical samples, web-site/literature/advertising images,as well as differences in color and character from plank to plank, except as noted herein.
- The warranty excludes claims due to natural changes in color from exposure to light, or to areas which have not changed in color due to less exposure to light than surrounding areas.

This warranty explicitly excludes products sold "as is".

- Color & manufacturing flaws up to 5% are not considered as manufacturer's defects under this warranty.
- Damages to the floor caused by chairs with castors of any type are specifically excluded from this warranty.
- Damages to the floor caused by appliances and other types of large or heavy objects are specifically excluded from this warranty.
- The original Owner/Purchaser/Installer is responsible for correct installation, maintenance and cleaning of the FLOOR FACTORY flooring in accordance with the included?instructions.

This warranty specifically excludes claims for damages attributed to in-floor (radiant) heating systems, or damages caused by

heat released by or escaping from heating ducts, sunlight, heating vents or electric baseboards and hot water heating system registers and in all cases where temperatures have exceeded 90°F(32℃).
The Manufacturer/Distributor warrants to the original user that the wear-layer on this product will not wear through nor separate from the flooring during the warranty period
when installed and used under normal residential use in accordance with the terms, installation instructions, limitations and conditions herein.

Should this floor fail to live up to the provisions of this warranty, the Manufacturer/Distributor, at its sole option, to the original purchaser/home owner, will repair or replace the area it deems to qualify under the warranty claim at no cost to the original purchaser/home owner with the same or similar product. If the repair or replacement by a same or similar product cannot provide areas on able and satisfactory claim resolution, the Manufacturer/Distributor, at its sole option may elect to provide to the original purchaser/home owner are fund of the original price of the materials for the affected area only.This warranty is the entire and sole statement of warranty for the product and replaces any and all previous warranties, written, spoken, implied or otherwise. No implied warranties exist beyond the terms and conditions of this warranty, the Manufacturer/Distributor assumes no legal liability for any and all actual incidental and/or consequential damages, however, some states and provinces do not permit the exclusion or limitation of incidental and/or consequential damages,as such,this exclusion may not apply to you.This like all warranties gives you specific legal rights; in addition, you may also have other rights that vary from state to state. To file a warranty claim, first contact the original dealer where the FLOOR FACTORY floor was purchased. If the dealer cannot resolve the problem or claim to your satisfaction, submit your warranty claim in writing within the warranty period as noted on original packaging. Note that the Manufacturer/Distributor reserves the right to visit or have its agent visit the premise where the product claim originates to inspect the product in dispute and to remove samples for verification and technical analysis. Failure to provide reasonable access to the installation area or to provide requested information and/or documentation may result in denial of the claim.

All warranty claims must be made through the dealer that you purchased your floor from. All claims must include a complete copy of the original purchase receipt, installation documentation and information, site photographs and other information that may be requested by your dealer, the distributor and/or the manufacturer.