

Although Beaulieu® Luxury Vinyl Flooring (LVF) is durable, all floor coverings require some care to look their best; many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will show scuffs, scratches, dirt and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and the amount of care provided. Proper selection when choosing the type and style of floor will help prevent maintenance related problems after installation.

INITIAL MAINTENANCE (within 24 hours of installation)

For dry back (glue-down) vinyl products:

- Adhesive should be given ample time to cure and create a bond between the substrate and the vinyl flooring. Ensure that the post-installation room temperature is properly set and allow proper drying time according to the adhesive manufacturer's instructions before walking or placing furniture and appliances on your new floor.
- Sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral spirits is fine for this.
- Do not wash/mop the floor for at least 48 hours after installation. After this time has passed, the floor can be damp mopped with a solution of a pH neutral resilient floor cleaner or ammonia and water (four (4) parts water to one (1) part ammonia). Remove any scuffs and excessive soil by careful scrubbing with recommended solution and a soft absorbent cloth.

For all types of vinyl products:

- Sweep or vacuum thoroughly.
- Be careful when placing furniture and appliances over your new floor. For heavy items, it is recommended to use smooth furniture sliders or move furniture over sheets of plywood or hardboard to prevent damage to your new flooring.
- Check the condition of all the casters or rollers on your furniture before setting them on your floor. Replace any worn ones.
- Protect your vinyl floor by covering furniture legs with felt protectors.

PROPER STEPS FOR MAINTAINING YOUR BEAULIEU LUXURY VINYL FLOORING

- Regular adherence to an effective maintenance program should include thorough dirt and grit removal by sweeping, dust mopping or vacuuming daily. It should be noted that the use of brush roller agitation on vacuums is not recommended.
- Promptly remove spills. Regular damp mopping using a pH neutral resilient floor cleaner is recommended or a solution of ammonia and water (four (4) parts water to one (1) part ammonia). Always test cleaners in an inconspicuous area or an unused sample before using on flooring. Abrasive cleaners should never be used on Beaulieu LVF products. **Do not use vinegar, one-step cleaner/polishes or oil soaps on Beaulieu LVF products.**
- Do not flood the floor or subject to frequent standing water, or use in high moisture areas. Flood mopping, hosing and frequent spills can loosen adhesive.
- Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage Beaulieu LVF floors.
- In order to prevent indentations and scratches, provide plastic or other non-staining cups with flat under surfaces not less than 2" (5 cm) width for the legs of all furniture or appliances. On smaller diameter chair legs, use non-staining protectors that are the same size as the chair leg.

Furniture with casters should have three (3) to five (5) wheels. The casters should be made of a non-staining surface and be a minimum of 3/4" (1.9 cm) wide. Chair pad protectors are required.

- Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all entryways/entrances. This will collect tracked-in dirt, sand and pebbles, as well as to absorb moisture. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Avoid the use of stiletto heels on your floor as they can cause permanent damage. All Beaulieu LVF has a good resistance to stains, and is not affected by most common household spills; however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. Please refer to the stain removal chart below.
- **Avoid exposure to direct sunlight for prolonged periods. Beaulieu requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not overheated due to this exposure.** This type of exposure can induce expansion which may cause buckling. Floor covering exposed to excessive heat and light is subject to thermal degradation. **Flooring that cannot be protected from direct sunlight is required to be installed with adhesive.** Failure to install this LVF with Beaulieu approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied; the end user shall assume full responsibility for any failure of the flooring, and Beaulieu shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- Post-installation temperatures should be maintained between 65 °F – 85 °F (18.3 °C – 29.4 °C).

STAIN REMOVAL CHART

- **Ink, iodine, mercurochrome, coffee, alcohol, fruit juice, ketchup, vinegar, mustard, blood, urine, vomit, excrement, povidone-iodine (Betadine).** Immediately rub stain with a white cloth dampened in solution of bleach and water (20 parts water and one (1) part bleach) or use water and ammonia (four (4) parts water to one (1) part ammonia). Let set for one (1) minute. Rinse with cold/clean water.
- **Rust, grass, dye.** Immediately rub stain with soft nylon cleaning sponge dampened in alcohol (isopropyl). Thoroughly rinse with cold/clean water.
- **Asphalt, tar, grease, oil, wax, chewing gum, nail polish, alkalis, lacquer, paint, rubber.** If needed, remove soiled material with a plastic spatula. Immediately wipe with a white cloth dampened in full strength resilient pH neutral floor cleaner or mineral spirits. Thoroughly rinse with cold/clean water.
- **Diluted acids, drain cleaner, harsh soaps or detergents.** Immediately remove spill with a clean damp cloth folding frequently. Thoroughly rinse with cold/clean water. After removing liquid spills, use a full strength resilient pH neutral cleaner.
- **Burns (cigarettes, matches, etc.).** Remove charred/blackened area with small stiff putty knife or spatula; once removed, apply vinyl seaming liquid to repair.

HOMEOWNER OBLIGATIONS

To maintain the coverage under the terms of these warranties and ensure fast and easy warranty service, the homeowner is responsible for the following:

- Keep five (5) planks/tiles of the LVF product after installation for testing purposes.
- Keep and be able to provide the original sales receipt or documentation illustrating proof of purchase and installation date of the product.
- Make sure the flooring is installed according to Beaulieu Installation Instructions.

- Keep a list of products used to clean your flooring.



Luxury Vinyl Products Limited Warranty

Products

Beaulieu warrants its Luxury Vinyl Flooring products (LVF) to be free from manufacturing defects for the length of time specified below from the original date of purchase.

Installation

This limited warranty covers materials and reasonable labor costs (as determined by Beaulieu at its sole discretion) provided a professional installer was used and paid when the LVF was originally installed, and provided further, such LVF was installed in accordance with the Beaulieu Installation Instructions. For Installation Instructions contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

Replacement/Repairs

Beaulieu reserves the right to repair any LVF and/or use its own installer for replacement LVF product. If Beaulieu repairs or replaces a LVF product as a result of a warranty claim, you are required to remove, store and re-install all fixtures, furnishings and any items placed over the affected areas subsequent to the original installation. These costs are your responsibility. We recommend that appropriate replacement stock be kept of the LVF product if needed for future product repair or replacement.

Coverage

This limited warranty covers manufacturing defects, and loss of original pattern and color due to staining, fading or wear; provided that the LVF covered by this limited warranty is (i) installed and maintained according to the Beaulieu Installation Instructions and (ii) subject only to normal residential, light commercial use and/or commercial use, as further detailed for any individual warranties for a specific LVF product as noted below.

Residential warranties apply to products installed in non-commercial owner occupied residential premises (single family homes, condominiums, town houses, etc.). Residential rental units fall under the commercial or light commercial warranty only.

Terms for Warranty

Within Two Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased within two years of purchase; Beaulieu will supply new LVF material to replace the defective area. Beaulieu will also pay reasonable labor costs if professional installation was used and paid when the LVF was originally installed.

Within Three Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased after two years but within three years of purchase, Beaulieu will supply new LVF material to replace the defective area. Beaulieu will also pay fifty percent of reasonable labor costs if professional installation was used and paid when the LVF was originally installed.

After Three Years – If a defect covered by this limited warranty is found and reported in writing to the authorized Beaulieu retailer from which the LVF was purchased after three years of purchase but within the warranty period specified below, as applicable, Beaulieu will supply new LVF material to replace the defective area. Beaulieu will not pay labor costs, or any other costs whatsoever.

If you have questions regarding the terms of this limited warranty, please contact Beaulieu Technical Services at 800-944-2840 or tek.services@beaulieugroup.com.

If a claim arises, it must be submitted to Beaulieu in writing by the Beaulieu authorized retailer within a reasonable time after the alleged defect or issue that is the subject of the claim is discovered by the original purchaser. A Beaulieu claim form must be used and must identify Beaulieu's invoice number, lot number, invoice date, the LVF product collection, and a description of the installation sundries, a detailed description of the alleged defect, and the exact address and location within the address of the installed LVF product. Beaulieu reserves the right to inspect and/or test the LVF product, as Beaulieu determines at its sole discretion, in the event of a claim. If Beaulieu determines replacement LVF product is necessary, and the identical LVF product is not available, Beaulieu will, at its sole discretion, provide a LVF product of comparable quality, color and value. In the event that Beaulieu repairs a LVF product, this limited warranty shall remain in effect with respect to such repaired LVF product. The above described remedies are your sole and exclusive remedies for claims under this limited warranty.

Conditions and Exclusions

The residential limited warranty is not transferable and applies only to the original purchaser of the Beaulieu LVF product, not to any subsequent owner or user of such product, regardless of how such ownership or use arises. The commercial limited warranty is not transferable and applies only to the original purchaser of the Beaulieu LVF product, not to any subsequent owners or users of such product, regardless of how such ownership or use arises. Copies of the original sales receipt must be maintained. This limited warranty applies only where the affected area is visible and covers an area greater than one square inch. The following issues are not covered by this limited warranty:

- Claims arising out of scratches and dirt.
- Shading claims for an overall white product that touches white planks or tiles.
- Damage caused by improper installation (including but not limited to improper adhesives, improper subfloor preparation as outlined in the Beaulieu LVF Installation Instructions), exposure to extreme heat, freight, accidents, intentional abuse, misuse, improper care and maintenance, vacuum cleaner beater bar, indentations, improper rolling loads, use of chairs or other furniture without proper floor protectors or caster wheels, cuts, surface scratches, impact, changes in color or sheen appearance when exposed to a natural light source, subfloor conditions, fire or smoke damage, flooding caused by natural disaster, water intrusion, exterior application or modification, alterations, repair or service by a non-authorized third party, or construction related damage.
- Minor shading, color or texture differences between samples and delivered product, all of which will be determined at Beaulieu's sole discretion.
- Damage arising out of the use of Beaulieu LVF products to seal an existing subfloor from moisture, as Beaulieu LVF products will not inhibit the growth of mold associated with or caused by flooding, excessive moisture, hydrostatic pressure or alkalis found within a subfloor.
- Damage resulting from high heels.
- LVF products used for athletic playing surfaces or any type of recreational activity.
- LVF that has been cut or altered; or any installation of the wrong style, color or with visible defects. Visible defects include but are not limited to: shading, surface sheen, squareness, and product color.

- Labor is excluded on products installed with visible defects.
- Discoloration or expansion from heat or sunlight. Avoid exposure to long periods of direct sunlight. Beaulieu requires the use of UV protective film, blinds, curtains or shades to assure that LVF products are protected from sun and are not over heated due to this exposure. This type of exposure can cause expansion which may cause buckling or delamination. Flooring that cannot be protected from direct sunlight is required to be installed with adhesive to maintain this warranty. Failure to install this LVF flooring with Beaulieu approved adhesive when such flooring will be exposed to direct sunlight voids all warranties, express or implied, the end user shall assume full responsibility for any failure of the flooring, and Beaulieu shall be released from any claims, damages, or liabilities whatsoever arising out of or related to the failure to install the flooring with approved adhesive when the flooring is exposed to direct sunlight.
- This limited warranty is void if (i) prior to installation, Beaulieu LVF products are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, or (ii) post-installation, Beaulieu LVF products are not continuously maintained between a temperature of 55°F and 85°F.

BEAULIEU DOES NOT GRANT TO ANY PERSON OR ENTITY THE AUTHORITY TO CREATE FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. THIS LIMITED WARRANTY IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. BEAULIEU SHALL NOT BE LIABLE TO YOU OR ANY OTHER PERSON OR ENTITY FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST PROFITS OR USE OF THE ROOM OR SPACE WHERE THE LVF PRODUCT IS INSTALLED) ARISING OUT OF BREACH OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THAT THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS WHICH VARY FROM STATE TO STATE. PLEASE KEEP YOUR RECEIPT AS BEAULIEU REQUIRES IT IN ORDER TO VERIFY DATE OF PURCHASE.

PRODUCT COLLECTION WARRANTIES

AVENUES

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

GOOD VIBRATIONS

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

LANDSCAPES

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

LIFESTYLES

RESIDENTIAL: 7 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

PICTURESQUE

RESIDENTIAL: LIFETIME LIMITED*

COMMERCIAL: 10 YEAR LIMITED

SOUTHERN EXPRESSIONS

RESIDENTIAL: LIFETIME LIMITED*

COMMERCIAL: 10 YEAR LIMITED

TIMELESS CHARM

RESIDENTIAL: 15 YEAR LIMITED

LIGHT COMMERCIAL: 5 YEAR LIMITED

***Note – Lifetime Limited Warranties are defined as the length of time the LVF product is installed in the original installation and is owned by the original purchaser.**

Light Commercial Applications:

This is a partial list and is intended to be used as a guideline for selecting Light Commercial Applications. Evaluate each job separately. Light Commercial implies light traffic and residential cleaning practices.

Retail

Boutique and Specialty Shop/Area

Beauty Salon and Barber Shop –lobby areas light (work stations would be considered heavy)

Auto Showroom

Art Gallery

Coffee Shop

Office

Office/Conference Room

Lobby

Corridor

Waiting Room

Small Bank

Hospitality

Lobby

Lounge

Corridor

Guest Room

Health Care

Lobby

Lounge

Waiting Room

Learning Environment

Day-Care/Learning Center

Dormitory Corridor and Lounge

Please note that this document may have been revised and updated. Please visit our web-site at beaulieuflooring.com/usa for the most up-to-date version of this document or contact Technical Services at 800-944-2840 or tek.services@beaulieugroup.com. Installation Care and Maintenance can also be found on our web-site or by contacting Technical Services.