



MERIDIAN
ELEVATED ESSENTIALS

Luxury Vinyl Flooring Warranty

IMPORTANT INFORMATION FOR LVF (LUXURY VINYL FLOORING)

Although Meridian resilient floors are durable, all floor coverings require some care to look their best, and 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 visually 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 visually 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 amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed.

Here are the proper steps for maintaining your Meridian resilient floor:

1. After installation, all traffic and furniture should stay off the floor for at least 24 hours to allow the adhesive (if used in installation) to dry. Do not wash any installation for 5 days.
2. Upon completion of the installation, sweep or vacuum thoroughly and remove any adhesive residue from surface. Mineral spirits are fine for this. Lightly damp- mop with the recommended Hard Surface Cleaner. Remove any scuffs and excessive soil by carefully scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in mineral spirits.
3. In order to prevent indentations and scratches, provide glass, plastic, or other non-staining cups with flat under- surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swivel-type office chairs and other rolling furniture with broad surface non- staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces not less than 1" in diameter.
4. Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage resilient floors.
5. Do not flood floor, subject to frequent standing water, or use in high-moisture areas. Flood mopping, hosing, and frequent spills can loosen adhesive.
6. Protect your floor from tracked-in-dirt and grit particles by using non-staining mats at all outside entrances. 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. They can cause permanent damage. Do not use vinegar, one-step cleaner/polishes, or oil soaps on Meridian resilient products.

7. All Meridian resilient floors have a good resistance to stains. They are 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. For information regarding the proper method or solution to use on a specific stain, please visit www.meridian-flooring.com

8. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile expansion.

9. Do not use vinegar as a cleaning agent on Meridian resilient products. Wet mop as part of routine maintenance using recommended Surface cleaner.

Remember, the most effective part of any floor maintenance program is the simplest: sweep, dust mop, or vacuum your Meridian resilient flooring daily, or more frequently if needed.

General Care and Maintenance

Proper care will help protect and maintain the appearance and performance of your Meridian resilient floor. A care program consists of key areas: 1) Preventive maintenance; 2) Routine maintenance; and 3) Spot and spill removal.

Allow the recommended minimum of 24 hours before moving heavy objects. New floors should not be saturated or wet cleaned for 5 days after installation. Only damp mopping is recommended between installation and the 5-day period.

Preventative Maintenance:

- Always protect floors when moving heavy objects to prevent permanent scratches and tears. The use of plywood and heavy cardboard are examples of protective barriers.
- Use appropriate wide floor protectors under tables, chairs, and any other heavy home furnishing to avoid permanent damage.
- Walk-off mats should be used at all entrances to absorb soil and moisture. If mats are placed directly on top of Luxury Vinyl, use mats without latex or rubber backings to avoid possible discoloration.

Routine Maintenance:

- Daily removal of dirt and dust is important to prevent particles from abrading the surface of Luxury Vinyl floors. Sweeping, dust mopping, and vacuuming are recommendations to remove soil particles that can result in scratches and worn appearances. Do not use vacuums with rotating beater bars on hard surfaces.
- Periodic wet cleaning will be necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before any type of wet cleaning. Appropriate vinyl floor cleaning equipment and cleaning agents (neutral pH cleaners) are recommended. Do not use abrasive cleaners or cleaning agents that leave dull residues on the surface of the floors. Follow

cleaning instructions for damp mopping and application. If rinsing is necessary, use clean water and expedite drying with air movers or fans.

Spot and Spill Removal:

- Meridian's Luxury vinyl flooring products are engineered to resist and minimize common staining.
- Absorb wet spills as quickly as possible by blotting with white paper or cloth towels. Rinse with water if necessary and blot dry.
- Dried spots should be removed by gentle agitation and rinsed with water. Blot dry.
- Use products formulated for vinyl floor cleaning. Do not use detergents or abrasive cleaners since these products can leave a dull residue.
- Use rubbing alcohol (isopropyl alcohol) with a clean white cloth for spots requiring a solvent type cleaner that water and cleaning agents cannot remove.

Please note that some stain conditions may become permanent. Contact Meridian at www.meridian-flooring.com for additional assistance.

Safety caution: The surfaces of Luxury Vinyl floors change during wet cleaning and finish applications. Use appropriate safety measures.

RESILIENT LUXURY VINYL PLANK AND TILE LIMITED RESIDENTIAL WARRANTIES

What this Limited Residential Warranty covers

Meridian warrants that Meridian resilient LVF (luxury vinyl flooring) products will be free from manufacturing defects for the length of time specified for the particular product.

This warranty further covers delaminating, loss of original pattern and color due to fading or wear, when the flooring is subject to normal residential use, provided the flooring covered by this warranty is installed and maintained according to the instructions included in the sold package. All floating product joints are warranted to be watertight.

Warranty terms

Within One Year: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing within one year of purchase, Meridian will supply new flooring material of similar color, pattern, and quality to replace the defective area. Meridian will also pay reasonable labor costs if professional installation was paid for when the floor was originally installed.

Within Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after one year but within two years of purchase, Meridian will supply new flooring material of similar color, pattern, and quality to replace the defective area. Meridian will also pay fifty percent of reasonable labor costs if professional installation was paid for when the floor was originally installed.

After Two Years: If a defect covered by this warranty is found and reported to the merchant from which the floor was purchased in writing after two years but within the warranty period specified,

Meridian will supply new flooring material of similar color, pattern, and quality to replace the defective area. Meridian will not pay labor costs.

Replacement/Repairs

Meridian reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. If Meridian repairs or replaces a floor as a result of a warranty claim, it is the customer's responsibility to clear, at their own expense, any items placed over the affected areas subsequent to the original installation. In the event that Meridian repairs a floor, this warranty shall remain in effect with respect to such floor.

Exclusions

The following are not covered by this warranty:

- Darker, solid colors naturally show more scratches and dirt and require more maintenance. We cannot warrant the product against these normal occurrences.
- We will not accept shading claims for an overall white floor with touching white planks or tiles.
- Damage caused by fire or flood; moisture intrusion caused by emissions from subfloor; intentional abuse; damage caused by vacuum cleaner beater bar; indentations or damage caused by improper rolling loads, chairs, or other furniture not using proper floor protectors or caster wheels; cutting from sharp objects; asphalt staining and staining from rubber mats; surface scratches; changes in color or sheen appearance when exposed to a natural light source; exterior application or loss due to inconvenience, loss of time, incidental expenses, or consequential damages.
- Minor shading, color, or texture differences between samples and delivered product.
- If, prior to installation, Meridian floors are not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours, and if, post-installation, Meridian floors are not continuously maintained at such temperature, damage incurred may not be covered by your warranty.

Warranty Owner

This warranty applies only to a resident homeowner who is the original purchaser of the Meridian LVF products, not to any subsequent homeowner.

For details, please contact our customer support department. This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls, labor, and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your warranty gives you specific legal rights, and you may have other legal rights, which vary, from state to state. This warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt. Meridian needs the receipt in order to verify date of purchase to help resolve any problems.