



**ESSENTIAL
FLOOR
PRODUCTS**

CANYON CREEK Warranty

Essential Floor Products warrants Canyon Creek LVT to be free from manufacturing defects for a specific time from date of purchase. Light Commercial; 10-year period and Residential; 20- year period. The warranty applies to the original residential owner and the original commercial owner. Our warranty does not cover any incidentals expenses, such as loss of time, phone calls, labor, materials and inconvenience.

Essential Floor Products, LLC (EFP) reserves the right to repair and or replace any defective materials.

Coverage:

EFP warranty will cover loss of pattern, fading and delamination provided the floor was installed and maintained in a professional manor, and used in a normal manor.

Terms of warranty:

First year: EFP will replace all defective materials with same or similar product. If installed by a professional installer. EFP will pay up to 25% of replacement “reasonable” labor

Second year: EFP will replace all defective materials with same or similar products, if installed by a professional installer. EFP will pay up to 15% of replacement “reasonable” labor.

Third and remainder of warranty: EFP will furnish replacement materials on a prorated basis of same or similar materials. No labor will be furnished. 3-5 years 100% replacement materials, 6-8 years 50% replacement materials and 9 to remainder, 25% of materials.

Warranty Exclusions:

- Shading claims due to continuous direct sunlight will not be covered.
- EFP will not honor and defects caused by improper adhesive or floor preparations. All EFP LVT must be installed between 65 degrees and 85 degrees. Same temperature range must be maintained through the life of the LVT.
- Indentations due to improper rolling loads, failure to use proper floor protectors on all furniture, chairs or castors are not covered. Damage caused by fire, flood, moisture intrusion caused by emissions of sub-floor, intentional abuse and damage caused by vacuum beater bar is not covered.
- Any minor differences due to shading, color and texture between samples and delivered product are not warranted.

All claims must be in writing and filed within warranty claim periods.

 +1 608 316 1569

 info@essflooring.com

 www.essflooring.com

Floor Preparations:

Areas to receive flooring shall be clean, adequately lighted, fully enclosed, weather tight, and heated to a minimum of 65° to 85° F. for 72 hours before, during, and after installation is completed. Heat should be maintained in areas to receive flooring with the building's permanent heating system. Salamanders and other temporary heating devices should not be used. Installed flooring shall not be exposed to heavy traffic or heavy rolling loads or any type of maintenance procedures until the adhesive has cured for a minimum of 72 hours. If emergency conditions require the movement of equipment or furniture, the flooring should be protected with heavy planks or a minimum of ½" thick plywood to prevent damage.

Concrete Substrate - (Concrete substrate shall conform to requirements of ASTM F-710-05 Standard Practice for Preparing Concrete Floors to Receive Resilient Flooring). Concrete subfloors shall be steel troweled finished smooth, flat and level. Concrete shall be wet cured for a minimum of 30 days to 3,500 psi. Flatness of concrete shall be $\pm 1/4"$ in a 10'-0" radius. Do not apply any type of coatings, surface sealers, hardeners, or curing membranes to the surface of the concrete. These materials will prevent proper bond of the floor-covering adhesive. Minor cracks, chips, and spalls shall be patched with cement based patching material, i.e. Ardex or Mapei. or any comparable quality leveler. Level high spots by grinding or sanding. Any required leveling shall be done with cement-based underlayment, minimum 3,500 psi, i.e., Ardex or Mapei or any comparable cement based leveler.

Patching and underlayment material shall be applied in strict accordance with manufacturer's specifications and installation instructions. Concrete and underlayment must be dry; maximum 5.0 lbs. of moisture per 1,000 sq. ft. per 24 hours as tested by Calcium Chloride Test Kits per R.M.A. test procedure.

Test pH of concrete. pH shall be <10. If the concrete is contaminated with any type of paint, oil, grease, adhesives, and any other type of penetrating material it should be removed thoroughly by bead blasting.

Sanding is not adequate and chemicals should not be used to accomplish removal. After concrete preparation has been completed, sweep and vacuum surface thoroughly to remove all miscellaneous dirt and contaminants. All installations are to follow all adhesive manufacturers' instructions. All adhesive must be an approved LVT adhesive.