

These installation specifications are for Infiniti Rigid Core LVT® with SPC (Solid Polymer Core) plank and tiles. All recommendations are based on the most recent information available. The information on this sheet provides general guidelines. All instructions and recommendations must be followed for a warrantable and satisfactory installation.

ALWAYS CHECK [www.terraleigno.com](http://www.terraleigno.com) FOR THE LATEST INSTALLATION, WARRANTY AND MAINTENANCE INSTRUCTIONS. IT IS THE RESPONSIBILITY OF THE INSTALLER TO ENSURE THAT THE MOST CURRENT DOCUMENTS ARE USED DURING INSTALLATION OF TERRA LEGNO, LTD. FLOORING PRODUCTS.

**GENERAL GUIDELINES:**

1. The space where flooring is to be installed shall be fully enclosed and the permanent HVAC system shall be operational at 55° - 80° Fahrenheit (18° to 26° Celsius) for 10 days before installation, during installation and for 10 days after installation. *Avoid dramatic and large temperature increases – No acclimation is required if not exposed to extreme temperatures in the 12 hours before installation (under 40°F or over 100°F).*
2. *Improper storage or acclimation of floating vinyl flooring may result in gapping or buckling of joints which are difficult to engage properly. Improper locking of the mechanism may cause one or more of the following conditions in your flooring: joints to be distressed resulting in a 'peaked' appearance; delamination due to ledging; separation of joints from extreme environmental temperature changes; cupping or side joint failures.*
3. Infiniti Rigid Core LVT can be installed in areas that do not have permanent working heating and cooling systems, such as three season spaces, lake houses, unheated cabins, etc., but the temperature must be controlled as described above during installation process.
4. Terra Legno recommends storing of the Infiniti Rigid Core LVT with SPC core, a floating product, preparation materials and accessories onsite prior to installation to ensure the products are at equilibrium with the installation environment.
5. Install Infiniti Rigid Core LVT only after the jobsite has been cleaned and cleared of other trade apparatus that may damage a finished plank installation.
6. To minimize shade variation, mix and install planks from several different cartons.
7. Terra Legno floating floors should be protected from direct sunlight and not exposed to direct sunlight for extended periods of time by use of blinds, drapes or suitable window coverings or be in use in areas of large amounts of direct sunlight exposure.
8. All doorjamb must be undercut to allow for proper expansion of the product and a minimum of 1/2" gap shall be allowed for against any vertical surface or obstruction. Steel doorjamb should be patterned scribed with the 1/2" expansion spacing taken into consideration when scribing. Use of color coordinated silicone should be used against the jamb to fill the expansion spacing and aesthetically complete the installation.
9. Do not use tapping blocks, adjustable spacers (screw type) or other tools common to hardwood and laminate flooring installation to prevent damage to the locking mechanism. A rubber mallet should be used to tap in each plank in order to fully engage the end joints.
10. Infiniti Rigid Core LVT flooring is designed to be installed as a "floating" floor. Do not secure individual planks or tiles to the subfloor with mechanical fasteners or improper adhesives. Do not install cabinets, kitchen islands or other non-movable objects on top of or through Terra Legno floating floors.
11. Adhesive installation is recommended for Commercial High Traffic Spaces with a manufacturer's premium grade adhesives equal or better than: DriTec #5900 Megabond, Mapei Ultrabond Eco 4LVT, and Taylor Resolute adhesives,
12. Use of a small, soft bristle brush to clean the joints prior to locking will ensure that there is no debris which will cause stressing or failure of the joint after interlocking the pieces together.
13. Use care when installing wall moldings and transition strips to not fasten through Terra Legno floating flooring planks or tiles. A spacing of .010" (.254mm) shall be kept above the floor when installing moldings over the surface of the floor.
14. SPC planks and tiles are best cut in the following ways: guillotine-type hardwood/laminate cutter; a VCT cutter (professional grade); a sabre saw with a fine-tooth wood cutting blade; a 12" power miter saw with a shallow or negative kerf blade, similar or equal to a plastics cutting blade. If you are scoring and snapping SPC product by use of a utility knife, please note it will be necessary to score the LVT layer multiple times to ensure a good break and then shave the backing of the piece to make it smooth and even. This method may also cause the backing to crack or break off in areas close to the score line which will require using a new plank.

**SUBFLOOR INFORMATION:**

**Approved Substrates**

**All substrates regardless of composition must be smooth and flat to within 3/16" (4.76mm) in 10 feet or achieve an "F32" rating by use of mechanical grinding/sanding or suitable Portland cement based patch/level compound.**

- Above, on or below grade concrete without hydrostatic pressure, excess moisture or alkalinity; must be fully cured and dry, free from curing compounds, sealers, etc.
- Above or on grade lightweight concrete, properly prepared and without hydrostatic pressure, excess moisture or alkalinity
- Above or on grade Gypsum concrete surfaces, properly prepared and sealed, and without hydrostatic pressure, excess moisture or alkalinity
- APA registered underlayment, sanded face exterior grade with minimum rating of C-C plugged face
- APA registered exterior grade plywood sanded face with ratings as follows: APA A-B, A-C, B-B, B-C, C-C plugged face
- APA Approved / Rated OSB panels, minimum 23/32" thickness, properly installed. It is recommended to fully sand the surface of the OSB panels to ensure smooth, even seams and reduce the surface ridges on the panels.
- Properly prepared and well bonded existing resilient floor covering, single layer only
- Cement Terrazzo, ceramic tile, marble – must be properly prepared with a grout line 1/16" Depth. If the grout line exceeds 1/16" depth, fill with Portland based patching compound per manufacturer's guidelines.
- Stripwood, Hardwood Floors must be smooth, even, with a maximum gap width between boards of 1/16".
- Certain metal floors – contact Terra Legno Technical support for assistance.
- Old adhesive residue that has been properly prepared. Old, residual adhesives should be mechanically removed to trace amounts and encapsulated with an approved cementitious patching compound, or encapsulation product. Do Not use chemical adhesive removers or solvents. Note with caution, some resilient flooring products and adhesives contain asbestos fibers which special handling is required.
- Radiant heated floors where heat does not exceed 85°F (29°C)

The following are not approved substrates for installing Terra Legno Infiniti Rigid Core LVT flooring: Rolled or panel-type foam, rubber, cork or other compressible underlayments not recommended by Terra Legno rubber, cork or asphalt tiles; textured or cushion backed resilient flooring; "Sleeper" floor systems or plywood floors that have been installed directly over a concrete slab; lauan and mahogany-type plywood panels; Masonite™ or other hardboard or fiber based underlayment; CCA (pressure treated), oil treated or other coated plywood; CDX or other plywood with knots or open defects; underlayment made of pine or other soft woods; laminate flooring; paint, wax, oil, grease, residual adhesive, mold, mildew, and *other foreign materials that might prevent floating planks and tiles from natural movement; other uneven or unstable substrates.*

**Substrate Preparation** *Although terra legno Infiniti Rigid Core LVT flooring is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus-all of which can contribute to an unhealthy indoor living environment. If excess moisture is found in the substrate proper remediation steps should be taken prior to installation.*

**All substrates must be properly prepared and tested according to the following guidelines:**

1. Concrete Subfloors
  - a. Concrete substrates should be properly prepared according to the latest revision of ASTM F710, *Preparing Concrete Floors to Receive Resilient Flooring.*
  - b. All concrete substrates, regardless of grade or age of slab, must be properly tested using one of the methods outlined below for warranty to apply. Acceptable test method is the ASTM F 2170 and ASTM F1869. Testing shall be conducted according to the relevant ASTM documentation and instructions of the manufacturer of the testing equipment. Consult Technical support for RH values greater than 85% or MVER 5 lbs./1,000 sq. ft./24 hrs.
  - c. Concrete Alkalinity / pH Test shall be conducted in accordance with ASTM standards. Acceptable level of pH in the substrate is between 7 and 10.
  - d. New concrete slabs must be thoroughly dry (at least six weeks) and completely cured. The final responsibility for determining if the concrete is dry enough for installation of the flooring lies with the floor covering installer. Although Infiniti Rigid Core LVT is not susceptible to damage from moisture, excessive subfloor moisture is an ideal breeding ground for mold, mildew and fungus. Terra Legno Infiniti Rigid Core LVT limited warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.

- e. Gypsum and Lightweight Cellular Concrete Substrates shall be per ASTM F2419 or F2471 respectively
  - f. Do not install Infinity Rigid Core LVT over expansion joints, or other moving joints in the substrate. These joints must be respected and not filled with products that are not intended for that purpose. Contact an expansion joint manufacturer to meet specific flooring conditions.
2. Wood Subfloors
- a. All wood substrates should be structurally sound and prepared according to the latest revision of ASTM F1482 *Installation and Preparation of Panel Type Underlayments to Receive Resilient Flooring*.
  - b. Residential Applications Wood panel subfloor construction shall be a minimum of 3/4" in total thickness.
  - c. Wood joists or truss systems spacing must be a maximum of 16' on center when installing over a single layer construction. Wood joist or truss systems 16" – 19.2" is acceptable for double wood layer construction.
  - d. Panels designed as suitable underlayment shall be at a minimum 1/4" in thickness, dimensionally stable, fully sanded face to eliminate grain texture or show through and have a written manufacturer's warranty and installation instructions. Panels shall be installed according to manufacturer's instructions regarding stapling pattern, sanding and filling of joints, and acclimation to installed environment. Where not specified consult ASTM 1482 or the relevant document from the American Plywood Association.
  - e. All suspended wood floors must have at least 18" of well-ventilated air space clearance above ground. The ground under the crawlspace shall be covered with a 10mil. Or thicker polyethylene sheeting to reduce moisture vapor transmission
3. Existing resilient flooring must be single layer only, thoroughly stripped of all wax, floor finish, dirt and other contaminants. Be firmly bonded to the substrate, flat and smooth with no curling edges or loose seams. Must not be of a cushion back, loose-lay, or perimeter bonded floor.
4. Adhesive residue shall be properly prepared by hand scraping, mechanical scraping or grinding be used as a primary means of removing old adhesive residue. Adhesive residues shall only be scraped by hand to remove any loose patches, trowel ridges and puddles so that only a thin residue layer remains. Residues shall be properly covered using a Portland based patching compound properly mixed with the manufacturer's recommended latex/acrylic additive. Do not use chemical adhesive removers.
5. Ceramic, porcelain, marble and granite tiles are suitable and must be properly bonded with intact grout joints and free of cracks or loose tiles. Surface of tile and grout joints should be free from sealers, coatings, dirt and contaminants. Properly prepare the surface of tiles by grinding any high areas and using a suitable Portland-based leveling compound and primer to fill in all low areas.
6. For any subfloors or substrates not listed please contact Terra Legno Technical Services. Any surface deemed unsuitable should be covered with an approved 1/4" wood underlayment or suitable Portland-based cement leveler or patching compound. Always follow the manufacturer's recommended practices when covering an existing substrate.

**WARNING!**

**DO NOT SAND, DRY SWEEP, BEADBLAST, SHOTBLAST OR USE ANY OTHER MECHANICAL MEANS TO PULVERIZE EXISTING TILE FLOORING, BACKING, LINING FELT, ASPHALTIC "CUT-BACK" OR ANY OTHER ADHESIVES. THESE PRODUCTS MAY CONTAIN ASBESTOS FIBERS AND/OR CRYSTALLINE SILICA. AVOID CREATING DUST. INHALATION OF SUCH DUST IS A CANCER AND RESPIRATORY TRACT HAZARD. SMOKING BY INDIVIDUALS EXPOSED TO ASBESTOS FIBERS GREATLY INCREASES THE RISK OF SERIOUS BODILY HARM. UNLESS POSITIVELY CERTAIN THAT THE PRODUCT IS A NON-ASBESTOS CONTAINING MATERIAL, YOU MUST PRESUME IT CONTAINS ASBESTOS. REGULATIONS MAY REQUIRE THAT THE MATERIAL BE TESTED TO DETERMINE ASBESTOS CONTENT.**

# Infiniti Rigid Core LVT

Quick-Ship & Custom Made to Order

## Installation Guideline

Infiniti  
RIGID CORE LVT

### INSTALLATION:

Terra Legno Infiniti Rigid Core LVT products are designed to be installed as a “floating” floor. Do not secure the planks to the subfloor. Always undercut all doorjamb. Do not install cabinets or kitchen islands on top of SPC. Use care when installing wall moldings and transition strips to not fasten through the SPC floating planks. Adhesive installation is recommended for high traffic commercial spaces.

#### 1. Layout

- a. It is important to balance the layout of the plank format. Proper planning and layout will prevent narrow piece widths at wall junctures. Determine layout to prevent planks having less than half the width or very short length pieces.
- b. A 5/16” spacing along all walls and all vertical surfaces must be allowed for when determining your starting plankwidth.
- c. On runs of flooring longer than 100 feet (30 meters) control joints with a suitable T-molding are recommended to be installed with a minimum of 5/16” (8mm) gap between the sides of the t-molding.
- d. For areas with varied or inconsistent temperatures from other installed areas, utilization of t-moldings between these area/rooms is recommended. A minimum of 5/16” gap is to be allowed on either side of the installed track where moldings are used; this will allow the installed areas to freely expand and contract during the extreme temperature fluctuations.
- e. Dry lay a section of plank from the center line to one wall to determine that the pattern is centered and fit. Border cuts should be measured and should not be less than half the width of a plank. If the cut row falls under these conditions, adjust the first row at the center line to make the centerline match the centerline of the row of planks.

#### 2. Installing Terra Legno Infiniti Rigid Core Flooring

Use of several 5/16” spacer blocks along the first wall will ensure the proper spacing is achieved and that floor does not ‘walk’ back towards the wall during installation.

- a. Determine if the starter row will need to cut from the Layout instructions above. It will be necessary to cut off the unsupported tongue on full planks on the edges placed against the wall so that a clean, solid edge is toward the wall.
- b. Starting in the farthest left, upper corner of the room position the first piece so that both the head and side seam groove is exposed. This requires installing the product from left to right in the room.
- c. Install the second piece by lining the end joints and pressing straight down firmly and fully engage with a white rubber mallet. Be careful not to bend the corner of the piece. Maintain an expansion gap of approximately 5/16” from the wall. Continue this row until the last piece is installed; utilize the cut off for starting the next row.
- d. Cut the last piece in the first row to fit approximately 5/16” short of the end wall. Use the cutoff of this plank to start the next row, if it is a minimum of 8”. Install the first piece in the second row by inserting the long side tongue into the groove of the piece in the first row. This is best done with a low angle (20° to 30°) of the plank.
- e. If the starting wall is out of square, it will be necessary to scribe the first row to match the wall, allowing the opposite side of the row to present a true square base for the rest of the floor. When the first row is complete, you must have a straight, even base established.
- f. To start the second row, cut a plank that is at least 6” shorter than the first plank the first row. (You may use the left over from the last plank in the first row.) Then install this first plank by inserting the long side tongue into the groove of the plank in the first row. Line up the first plank of the second row so the outside end is even with the outside end of the first plank on the first row.
- g. Install the second piece in the second row by locking the long side of the second row plank on the plank on the first row by inserting the tongue of the second plank into the groove on the first plank while holding the plank at a low (~ 30°) angle from the floor. Press the second plank down flat and the tongue will lock firmly into place when tapped with a rubber mallet. You should feel the tongue lock into the groove and have a smooth, even joint line.
- h. After locking in place, lay the remaining planks in the row by first locking the long side in place and then tapping the end of the plank downward to firmly lock into place at the end.
- i. Continue installing pieces along the wall in the second row remembering it is critical to keep these two rows straight and square, as they are the “foundation” for the rest of the installation. Check for squareness and straightness often.
- j. Continue installing pieces, being certain to maintain a random appearance and offset end seams by at least 6”. Maintain a 5/16” expansion gap at all fixed vertical surfaces. Check to be certain all pieces are fully engaged; if slight gapping is noticed, the gap can be tapped closed using a scrap of flooring as a tapping block with a mallet. If necessary, a flat pull bar or “last board puller” may be used to assist in locking the planks.
- k. When fitting around obstacles or into irregular spaces, Essential Elements SPC product can be cut easily and cleanly using a circular saw or reciprocating jigsaw. It is often beneficial to make a cardboard template of the area and transfer this pattern to the plank.
- l. Protect all exposed edges of the Click Rigid Vinyl Plank by installing wall molding and/or transition strips. Use caution to prevent the fasteners from securing the planks to the subfloor.

#### After Installation / General Floor Care & Maintenance

1. Be sure planks are set, flat and have tight edges.
2. In the event that the planks must be removed, first lift the entire row at an angle to disengage from adjoining planks on the long end. Then, starting at the end, gently slide the planks horizontally to disengage on the short side. Do not angle, lift and pull the planks on the short side as this will cause breakage of the locking mechanism.
3. In the event that the SPC plank flooring is not the last portion of the construction project, the floor must be protected from construction traffic and damage. Utilize a reinforced fiber protective board or a heavy kraft paper (min. 60 lbs.) and cover the floor.
4. Initial maintenance can be performed immediately after installation of the SPC floating flooring. Cleaning utilizing a neutral pH cleaning solution and mop is recommended. White, green or blue abrasive pads can be used to remove heavier deposits. Rinse the floor thoroughly and allow to air dry. Do not overwater the flooring.
  - a. Daily and weekly maintenance by sweeping, vacuum or dust mopping the floor as needed to remove dust loose dirt and grit. In high traffic areas this may be a daily or twice daily procedure. Use only vacuums that do not have bristle beater bars or metal heads.
  - b. Clean liquid spills immediately to prevent the possibility of stains, slips or falls.
  - c. Damp mop the floor as needed to remove dirt and stains. Use a neutral pH cleaner and a white, green or blue pad if needed to remove ground in dirt. Soft white bristle brushes can also be used on flooring with embossed surfaces.
5. Preventative steps
  - a. Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the Essential Elements floating floor, be sure the mats have a non-staining back. Rubber mats are not recommended over Essential Elements flooring products.
  - b. Furniture shall have protective glides of at least 1" in diameter to minimize indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.
  - c. Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.
  - d. Protect the floor from direct sunlight by using appropriate window coverings.
  - e. Areas with caster chairs must have protective mats under the chairs. Use chair mats at desks to protect the floor from damage due to chair legs or casters. Periodically clean caster wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
  - f. Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

These instructions are general guidelines for the proper procedures for installing and maintaining this flooring product. For any applications not listed or detailed instructions on Installation and Maintenance, please refer to [www.terraleigno.com](http://www.terraleigno.com) or contact Terra Legno, Ltd, at [info@terraleigno.com](mailto:info@terraleigno.com) or 800 – 973-7424

#### Reference Document

*The latest versions of all listed Standards, Guides and Work Practices shall be used in all cases.*

ASTM F 710	Standard Practice for preparing Concrete floors to receive resilient flooring
ASTM F 1482	Standard Practice for Installation and Preparation of Panel Type Underlayments to Receive Resilient Flooring
ASTM F1869	Standard Test Method for Measuring Moisture Vapor Emission Rate of Concrete Subfloor Using Anhydrous Calcium Chloride
ASTM F 2170	Standard Test Method for Determining Relative Humidity in Concrete Floor Slabs using In Situ Probes
ASTM F2419	Standard Practice for Installation of Thick Poured Gypsum Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring
ASTM F2471	Standard Practice for Installation of Thick Poured Lightweight Cellular Concrete Underlayments and Preparation of the Surface to Receive Resilient Flooring
ASTM F2659	Standard Guide for Preliminary Evaluation of Comparative Moisture Condition of Concrete, Gypsum Cement and other Floor Slabs and Screeds Using a Non-Destructive Electronic Moisture Meter
ASTM F2678	Standard Practice for Preparing Panel Underlayments, Thick Poured Gypsum Concrete Underlayments, Thick Poured Lightweight Cellular Concrete Underlayments, and Concrete Subfloors with Underlayment Patching Compounds to Receive Resilient Flooring
ACI 302	Guide for Concrete Floor and Slab Construction
RFCI	Recommended Work Practices for Removal of Resilient Floor Coverings
APA	American Plywood Association
CANPLY	Canadian Plywood Association

Routine cleaning includes prompt removal of spills, dry soil removal and performing recommended cleaning guidelines daily or as needed based on your household usage, soil load and desired aesthetics. Periodic maintenance should be performed when routine maintenance no longer maintains the optimal appearance.

**SAFETY FIRST:** Floor surfaces become slippery when wet. Use caution when performing wet maintenance.

#### Questions & Requests

- Contact Terra Legno, Ltd. at: [info@terralegno.com](mailto:info@terralegno.com) or 800-393-7424

#### Routine Cleaning Guidelines (Daily or As Needed)

- Immediately: Wipe up all spills and thoroughly clean area with Neutral Cleaner solution.
- Routinely (as needed) Dust Mop, Sweep, or Vacuum the floor and thoroughly clean all entry and interior matting systems.
  - Do Not Use Treated Dust Mops
- terra legno recommends using a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and usage.
- Damp Mop the floor using wet cleaning options after dry soil removal.
- Rinse the floor thoroughly with clean water.
- Allow the floor surface to completely dry and remove safety signs when finished. Fans or air movers may will improve the drying time.

#### Mop & Bucket Cleaning System :

- SAFETY FIRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Sweep floor to remove loose dirt & soil.
- Using Mop & Bucket (2-Bucket System) use a Neutral Cleaner as directed on product label. Mop floor with the cleaning solution.
- Mop & Bucket (2 Bucket System): Prepare the 2-bucket unit by filling one unit with clean rinse water, and the other bucket with a properly diluted per instructions Neutral Cleaner. Use alternative mopping system (flat mops, microfiber mops, cotton mops, etc.) per instructions.
  1. Apply Neutral Cleaner solution using a clean well wrung out mop to remove the soil.
  2. Mop using overlapping strokes, rinse the mop frequently in clean water, and apply fresh cleaner to the next area.
  3. Change the rinse water and solution often. Dirty water will leave an unsightly residue on the floor.
  4. Allow floor to completely dry.

#### Machine Spray Clean / Maintain Commercial Maintenance System

- SAFETY FRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Sweep, dust mop or vacuum the floor to remove all loose dirt and grit. Do Not use treated dust mops.
- In a spray bottle prepare per label instructions a proper dilution of Neutral Cleaner, or a Cleaner-Maintainer for the floors with a finish.
- Mop or machine clean using 175-rpm low speed rotary or random orbital floor machine (less than 450 RPM) buffing machine or auto scrubber with a 3M 5100 Red Buffer Pad or equal or brush for everyday routine cleaning and light scrubbing to remove light soil, scuff marks and black heel marks.
- Run low speed rotary or random orbital floor machine less than (450 RPM) in parallel overlapping passes. When the floor surface is dry, spray cleaner solution on the next area and begin cleaning. Continue spray cleaning process until the entire floor has been cleaned.
- Cleaning pads must be visually inspected, rotated, cleaned or replaced as needed.

#### Periodic Deep Cleaning Maintenance

Periodic Deep Cleaning Maintenance is standard resilient flooring maintenance and should be performed when the routine maintenance procedures are no longer providing a satisfactory surface appearance. terra legno recommends use of a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and facility's usage.

**Deep Cleaning**

- SAFETY FIRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Sweep, dust mop or vacuum the floor to remove loose dirt and grit. Do not use treated dust mops.
- Thoroughly clean the floor using a properly diluted Neutral Cleaner as per labels instructions. Do Not Flood the Floor.
- Machine scrub the floor using a 3M 5300 Blue Scrubbing Pad or equal pad or brush. Keep the floor wet and take your time.
- Rinse the floor thoroughly, allow the surface to completely dry.

**Floor Stripping Procedure:**

- SAFETY FIRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Thoroughly clean the floor using a properly diluted floor stripper
- Apply solution over a manageable area with a 4-6 minute contact time. Do Not Flood the floor. Do Not let the Stripper Dry on floor.
- Scrub using a heavy floor machine (<450 RPM) or auto scrubber (<1000 RPM) and overlap passes
- Use 3m 3500 Blue Scrubbing Pad or equal pad or brush. Do Not let Stripper Dry on Floor.
- Remove slurry using mop and bucket, wet vacuum or auto scrubber.
- Rinse the floor twice with clean water, allow the surface to completely dry and remove safety signs.
- If desired, apply minimum 2-3 thin coats of non-slip floor finish according to the manufacturer's instructions
- Allow sufficient drying time between coats. Additional coats of finish will provide better protection.

**Non-Slip Floor Finish – Application: (Follow Manufacturer's Instructions)**

- terra legno recommends using a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and facility's usage.
- Strip the floor as per Option 3 Stripping Procedure to remove the floor's existing applied acrylic coatings.
- SAFETY FIRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Apply non-slip commercial floor finish per manufacturer's instructions. Typically, the floor finish is applied undiluted in a thin, even coat using a microfiber applicator mop. Do not use treated dust mops.
- Apply coats as recommend for your facility's usage by finish manufacturer.
- For best results, allow sufficient drying time between coats. Additional coats of finish will provide better protection.
- For best results, allow floor surface to dry overnight before heavy traffic use

**Restoration Maintenance: Prep and Recoat with Manufacturer's Approved Waterborne Polyurethane Finish System**

- SAFETY FIRST: Floor surfaces become slippery when wet. Use caution when performing wet maintenance.
- Follow manufacturer's specifications and application guidelines.

**Preventative Floor Care & Maintenance**

- a. Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the Infinity Rigid Core LVT flooring, be sure the mats have a non- staining back. Rubber mats are not recommended over Essential Elements flooring products.
- b. Furniture shall have protective glides of at least 1" in diameter to minimize indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.
- c. Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.
- d. Protect the floor from direct sunlight by using appropriate window coverings.
- e. Areas with caster chairs must have protective mats under the chairs. Use chair mats at desks to protect the floor from damage due to chair legs or casters. Periodically clean caster wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
- f. Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

These instructions are general guidelines for the proper procedures for Floor Care and Maintenance of this flooring product. For any applications not listed or detailed instructions on Floor Care and Maintenance, please refer to [www.terralegno.com](http://www.terralegno.com) or contact Terra Legno, Ltd, at [info@terralegno.com](mailto:info@terralegno.com) or 800 – 973-7424

Routine cleaning includes prompt removal of spills, daily dry soil removal and performing your cleaning option daily or as needed based on facility usage, soil load and desired aesthetics. Periodic Scheduled Maintenance should be performed when routine maintenance no longer maintains the optimal appearance.

**SAFETY FIRST:** Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.

#### **Questions & Requests**

- Contact Terra Legno, Ltd. at: [info@terralegno.com](mailto:info@terralegno.com) or 800-393-7424

#### **Daily / Routine Cleaning Guidelines**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- Immediately: Wipe up all spills and thoroughly clean area with Neutral Cleaner solution.
- Daily: Dust Mop, Sweep, or Vacuum the floor and thoroughly clean all entry and interior matting systems.
  - Do Not Use Treated Dust Mops
- terra legno recommends using a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and facility's usage.
- Daily: Damp Mop or Machine Clean the floor using wet cleaning options after dry soil removal.
- Rinse the floor thoroughly with clean water.
- Allow the floor surface to completely dry and remove safety signs when finished. Fans or air movers may will improve the drying time.

#### **Main ten an ce Op t ion 1 . Mop & Bucket Clean i n g System :**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- Sweep floor to remove loose dirt & soil.
- Using Mop & Bucket (2-Bucket System) or Auto-Scrub Machine, use a Neutral Cleaner as directed on product label. Mop floor with the cleaning solution.
- Mop & Bucket (2 Bucket System): Prepare the 2-bucket unit by filling one unit with clean rinse water, and the other bucket with a properly diluted per instructions Neutral Cleaner. Use alternative mopping system (flat mops, microfiber mops, cotton mops, etc.) per instructions.
  1. Apply Neutral Cleaner solution using a clean well wrung out mop to remove the soil.
  2. Mop using overlapping strokes, rinse the mop frequently in clean water, and apply fresh cleaner to the next area.
  3. Change the rinse water and solution often. Dirty water will leave an unsightly residue on the floor.
  4. Allow floor to completely dry.
  5. Remove caution signs when the floor surface is dry, safe and ready for use.

#### **Maintenance Option 2 . Machine Spray Clean / Maintain System ( Small to Medium Areas)**

- SAFETY FRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- Sweep, dust mop or vacuum the floor to remove all loose dirt and grit. Do Not use treated dust mops.
- In a spray bottle prepare per label instructions a proper dilution of Neutral Cleaner, or a Cleaner-Maintainer for the floors with a finish.
- Mop or machine clean using 175-rpm low speed rotary or random orbital floor machine (less than 450 RPM) buffing machine or auto scrubber with a 3M 5100 Red Buffer Pad or equal or brush for everyday routine cleaning and light scrubbing to remove light soil, scuff marks and black heel marks.
- Run low speed rotary or random orbital floor machine less than (450 RPM) in parallel overlapping passes. When the floor surface is dry, spray cleaner solution on the next area and begin cleaning. Continue spray cleaning process until the entire floor has been cleaned.
- Cleaning pads must be visually inspected, rotated, cleaned or replaced as needed.
- Remove safety signs when the floor surface is clean and dry and ready for use.



**Maintenance Option 3. Machine Auto Scrubber System (Medium to Large Areas)**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- In the reservoir prepare a proper dilution of Neutral Cleaner or Cleaner/Maintainer for floors with a finish.
- Use a 3M 5100 Red Buffer Pad or equal or brush for everyday routine cleaning and light scrubbing to remove light soil, scuff marks and black heel marks.
- Run the properly adjusted auto scrubber (less than 1000 RPM) in a parallel overlapping passes to apply cleaning solution to the floor according to operator instructions. Adjust the pad pressure and the speed of the Auto Scrubber to provide sufficient agitation and cleaner contact time to thoroughly clean the floor.
- Cleaning pads must be visually inspected, rotated, cleaned or replaced as needed.
- Remove safety signs when the floor surface is clean and dry and ready for use.

**Periodic Scheduled Maintenance (Deep Cleaning)**

Periodic Scheduled maintenance is standard commercial floor maintenance and should be performed either on a scheduled maintenance procedure, or when the routine maintenance procedures are no longer providing a serviceable or satisfactory surface appearance. terra legno recommends using a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and facility's usage.

**Option 1. Deep Cleaning:**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- Sweep, dust mop or vacuum the floor to remove loose dirt and grit. Do not use treated dust mops.
- Machine scrub the floor using a Rotary Buffer (< 450 RPM) or Auto Scrubber (< 1000 RPM) and overlap passes. Provide a sufficient amount of agitation and solution contact time to break up stubborn soiling and scuff marks. For Auto Scrubbers, increase the pad pressure and use double scrub process (lift squeegee and turn off the vacuum for the first pass and re-engage for the second pass).
- Use a 3M 5300 Blue Scrubbing Pad or equal pad or brush. Keep the floor wet and take your time.
- Rinse the floor thoroughly, allow the surface to completely dry and remove safety signs when finished.
- If results are satisfactory, resume using routine Maintenance. If not proceed to the next step.

**Option 2. Mild Alkaline (Heavy Duty Cleaning) Cleaner for Oily & Greasy Floors:**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress.
- Sweep, dust mop or vacuum the floor to remove loose dirt and grit. Do not use treated dust mops.
- Thoroughly clean the floor using a properly diluted mild Alkaline Cleaner / Stripper as per label's instructions.
- Apply Alkaline solution evenly over manageable area with an approximately 4-6 minute contact. Do Not Flood the floor. Do Not let the Solution Dry.
- Scrub using a Heavy Floor Machine (<450RPM) or Auto Scrubber (<1000 RPM) and overlap passes. Provide a sufficient amount of agitation and solution contact time to break up oil based soiling. For Auto Scrubbers, increase the pad pressure and use a double scrub process (lift squeegee and turn off the vacuum for the first pass and re-engage for the second pass).
- Use 3M 5300 Blue Scrubbing Pad or equal pad or brush. Keep the floor wet and take time needed to do the job.
- Rinse the floor thoroughly, allow the surface to completely dry and remove safety signs when finished.
- If results are satisfactory, resume using routine Maintenance. If not proceed to the next step.

**Option 3. Floor Stripping Procedure:**

- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress
- Thoroughly clean the floor using a properly diluted floor stripper
- Apply solution over a manageable area with a 4-6 minute contact time. Do Not Flood the floor. Do Not let the Stripper Dry on floor.
- Scrub using a Heavy Floor machine (<450 RPM) or auto scrubber (<1000 RPM) and overlap passes
- Use 3m 3500 Blue Scrubbing Pad or equal pad or brush. Do Not let Stripper Dry on Floor.
- Remove slurry using mop and bucket, wet vacuum or auto scrubber.
- Rinse the floor twice with clean water, allow the surface to completely dry and remove safety signs.
- If desired, apply minimum 2-3 thin coats of non-slip floor finish according to the manufacturer's instructions
- Allow sufficient drying time between coats. Additional coats of finish will provide better protection.

**Non-Slip Floor Finish – Application: (Follow Manufacturer's Instructions)**

- terra legno recommends using a manufacturer's complete floor care system (Neutral Cleaner, Floor Finish, and Floor Stripper), utilizing their guidance for specific recommendations regarding your floors application and facility's usage.
- Strip the floor as per Option 3 Stripping Procedure to remove site applied acrylic coatings.
- SAFETY FIRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the cleaning is in progress
- Apply non slip commercial floor finish per manufacturer's instructions. Typically, the floor finish is applied undiluted in a thin, even coat using a microfiber applicator mop. Do not use treated dust mops.
- Apply coats as recommend for your facility's usage by finish manufacturer.
- For best results, allow sufficient drying time between coats. Additional coats of finish will provide better protection.
- For best results, allow floor surface to dry overnight before heavy traffic use.

**Restoration Maintenance: Prep and Recoat with Manufacturer's Approved Waterborne Polyurethane Finish System**

- SAFETY FRST: Closely follow your company maintenance procedures and safety rules while performing maintenance operations. Before commencing work, put out signs or safety cones to warn the finish recoating is in progress.
- Follow manufacturer's specifications and application guidelines

**Preventative Floor Care & Maintenance**

- a. Use mats at all entry areas to keep dirt, sand and water off of the floor. Clean the mats on a regular basis. If mats are placed directly on top of the Infinity Rigid Core LVT flooring, be sure the mats have a non- staining back. Rubber mats are not recommended over Essential Elements flooring products.
- b. Furniture shall have protective glides of at least 1" in diameter to minimize indentations or scratching to the surface of the floor. Do not use narrow chair glides! Felt pads are also excellent protection for the floor for furniture that will be frequently moved directly across the floor.
- c. Do not move heavy furniture, appliances or fixtures directly across the floor. Use protective boards or appropriate furniture movers designed for use over hard surface flooring.
- d. Protect the floor from direct sunlight by using appropriate window coverings.
- e. Areas with caster chairs must have protective mats under the chairs. Use chair mats at desks to protect the floor from damage due to chair legs or casters. Periodically clean caster wheels and check for wheels that may be broken or no longer rotating. Replace damaged wheels immediately.
- f. Avoid use of metal or razor scrapers to remove dirt, residues or other marks from flooring. This will damage the protective wear layer of the vinyl flooring.

These instructions are general guidelines for the proper procedures for Commercial Floor Care and Maintenance of this flooring product. For any applications not listed or detailed instructions on Commercial Floor Care and Maintenance, please refer to [www.terraleigno.com](http://www.terraleigno.com) or contact Terra Legno, Ltd, at [info@terraleigno.com](mailto:info@terraleigno.com) or 800 – 973-7424

This document details of coverage and limitations for the following warranties for Terra Legno Infinity® Rigid Core LVT flooring planks and tiles. These Limited Warranties are provided by Terra Legno, Ltd. and begins when the flooring is purchased.

- Lifetime Limited Residential Wear Warranty
- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- Lifetime Limited Pet-proof Warranty

#### **Lifetime Limited Residential Wear Warranty**

The vinyl layer of the floor plank is warranted by Terra Legno not to wear through under normal use for the life of the product. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with proper recommended maintenance, spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Terra Legno will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

#### **Lifetime Limited Structure Warranty**

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, Terra Legno will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Should a defect occur, Terra Legno will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

**Lifetime Limited Structure Warranty Coverage:** Upon determination of a valid manufacturing defect, a credit will be issued to the dealer, and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

#### **Lifetime Limited Waterproof Warranty**

Terra Legno warrants that for the stated warranty period from the date of original purchase, your Terra Legno product will not swell, cup, or crack due to:

- Normal cleaning practices (see Care and Maintenance document for additional information)
- Moisture due to everyday household spills (see Care and Maintenance document for additional information)
- Moisture from subfloor when exposed to such conditions.

All sources of subfloor moisture should be remedied prior to installation. This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.)

While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed).

#### **Lifetime Limited Waterproof Warranty Does Not Cover:**

- Damage to surrounding structure, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

#### **Lifetime Limited Pet-proof Warranty**

Terra Legno warrants that your Infinity Rigid Core LVT floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

**The Limited Pet-proof Warranty does not cover:**

- Any urine, feces, or vomit stains other than pet.

**Terms of Lifetime Limited Warranties:**

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Terra Legno will pay 50% of reasonable labor costs.
- ***Between Year Five - Ten:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- ***After Ten years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Terra Legno will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.
- ***Multi-Family Use*** of Wear Limited Warranty will be covered for units and common areas under the specific Commercial Warranty associated with the product.

**These limited warranties are subject to the following conditions**

1. The floor must be installed properly and according to Terra Legno's installation instructions
2. The flooring must be used only indoors in a climate-controlled area.
  - a. This product is warranted for installation into environments (such as "three season rooms and dwellings") that experience extended periods where the ambient environment is either not controlled or minimally controlled allowing seasonal fluctuations in temperature and relative humidity. That said, for such installations, the product must be acclimated and installed into a controlled environment where temperatures are kept between 55°F degrees and 85°F degrees for a period of 72 hours prior to, during and 72 hours after installation. Failure to comply with these installation parameters will disallow warranty coverage.
3. The flooring must be maintained in accordance with Terra Legno's maintenance instructions.
4. This limited warranty does not apply to Terra Legno's moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

**EXCLUSIONS TO LIMITED WARRANTY**

- Dissatisfaction due to improper installation or maintenance.
- For products sold as "Do-It-Yourself" no labor costs will be provided as part of this warranty.
- Damages resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, and lack of proper floor protector.
- Damages or failure of floor to adhere to subfloor resulting from excessive moisture, alkali and/ or hydrostatic pressure.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use.
- Products sold through unauthorized internet dealers. *To confirm authorization, contact [info@terralegno.com](mailto:info@terralegno.com)*
- Installation over gypcrete or other similar materials that have not been first sealed with a product expressly approved by Terra Legno in writing prior to installation.
- Residential or Commercial installation with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- This limited warranty is not valid for any product purchased in the United States which is installed outside the United States. ANY PRODUCTS PURCHASED IN THE UNITED STATES THAT ARE INSTALLED OUTSIDE THE UNITED STATES ARE SOLD WITHOUT ANY WARRANTY EXPRESS OR IMPLIED.
- Terra Legno reserves the right to final judgment regarding claim approval.

### **How to File a Claim**

If you think that there is a defect in your flooring that is covered by this Terra Legno warranty, you must notify the Terra Legno retailer who sold you the flooring. Your retailer will be able to file the claim with Terra Legno for you. If you are unable to contact your retailer or do not receive satisfaction, write to:

[info@terralegno.com](mailto:info@terralegno.com)

or

Terra Legno, Ltd.  
Technical Services  
35 Dale Avenue  
Paterson, N. J. 07505

Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring excluding pad and labor.

### **Implied warranties**

Please note - The warranty is not transferable. It extends only to the original end-use purchaser. Terra Legno does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Terra Legno 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 an 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 document details of coverage and limitations for the following warranties for Terra Legno Infiniti® Rigid Core flooring planks and tiles. These Limited Warranties are provided by Terra Legno, Ltd. and begins when the flooring is purchased.

- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- Lifetime Limited Pet-proof Warranty
- 30 Year Limited Commercial Wear Warranty

The finish of the floor plank is warranted by Terra Legno, Ltd. not to wear through under normal commercial use for a period of thirty (30) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

- Retail: Hallways, Checkout (cash register or furnishings CANNOT be bolted to the floor), Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Entryways (walk-off mats required)
- Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk-off mats required)
- Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby, Entryways (walk-off mats required)
- Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms, Hallways, Lobby, Entryways (walk-off mats required)
- Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways, Entryways (walk-off mats required)

### **30 Year Limited Commercial Wear Warranty**

The vinyl layer of the floor plank is warranted by Terra Legno not to wear through under normal commercial use for thirty (30) years. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with proper recommended commercial maintenance, spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Terra Legno will arrange a pro-rated credit based on the terms outlined below in the section headed "Terms of Lifetime Limited Warranties". This warranty is non-transferable and applies only to the original purchaser.

### **Lifetime Limited Structure Warranty**

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, Terra Legno will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor.

Should a defect occur, Terra Legno will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

**Lifetime Limited Structure Warranty Coverage:** Upon determination of a valid manufacturing defect, a credit will be issued to the dealer, and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the Lifetime Limited Structure Warranty.

**Lifetime Limited Waterproof Warranty**

Terra Legno warrants that for the stated warranty period from the date of original purchase, your Terra Legno product will not swell, cup, or crack due to:

- Normal commercial cleaning practices (see Commercial Care and Maintenance document for additional information)
- Moisture due to normal everyday spills (see Care and Maintenance document for additional information)
- Moisture from subfloor when exposed to such conditions.

All sources of subfloor moisture should be remedied prior to installation. This warranty covers topical moisture as long as the water does not flow over the edge of the surface (edge of the room, cut boards, etc.)

While moisture will not affect the product's integrity, it is possible that, when excessive moisture accumulates in buildings, subfloors, or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed).

**Lifetime Limited Waterproof Warranty Does Not Cover:**

- Damage to surrounding structure, walls, subfloors, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
- Damage resulting from mold and mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

**Lifetime Limited Pet-proof Warranty**

Terra Legno warrants that your luxury vinyl floor will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor. Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

**The Limited Pet-proof Warranty Does Not Cover:**

- Any urine, feces, or vomit stains other than pet.
- Product installed in: Pet Stores, Pet Grooming Salons, Pet Kennels and Boarding, Veterinarian Clinics, or any other pet focused business.

**Terms of Lifetime Limited Warranties:**

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that are reported in writing within one year of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One - Five:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within five years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Terra Legno will pay 50% of reasonable labor costs.
- ***Between Year Five - Ten:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after five years but within ten years of purchase, Terra Legno will arrange a credit based on the original purchase of the product or replace the product. Labor costs are not included.
- ***After Ten years:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after ten years of purchase, Terra Legno will provide the sufficient replacement amount of the product to repair the defective area of floor. Labor costs are not included.
- ***Multi-Family Use*** of Wear Limited Warranty will be covered for units and common areas under the specific Commercial Warranty associated with the product.

**These limited warranties are subject to the following conditions:**

1. The floor must be installed properly and according to Terra Legno's' installation instruction
2. The flooring must be used only indoors in a climate-controlled area.
  - a. This product is warranted for installation into environments (such as "three season rooms and dwellings") that experience extended periods where the ambient environment is either not controlled or minimally controlled allowing seasonal fluctuations in temperature and relative humidity. That said, for such installations, the product must be acclimated and installed into a controlled environment where temperatures are kept between 55°F degrees and 85°F degrees for a period of 72 hours prior to, during and 72 hours after installation. Failure to comply with these installation parameters will disallow warranty coverage.
3. The flooring must be maintained in accordance with Terra Legno's Commercial Maintenance instructions.
4. This limited warranty does not apply to Terra Legno's moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

**EXCLUSIONS TO LIMITED WARRANTY**

- Dissatisfaction due to improper installation or improper commercial maintenance.
- For products sold as “Do-It-Yourself” no labor costs will be provided as part of this warranty.
- Damages resulting from misuse or abuse including, but not limited to, scratches, cuts, burns, stains, indentation, improper or insufficient maintenance, use of steam cleaners, and lack of proper floor protector.
- Damages or failure of floor to adhere to subfloor resulting from excessive moisture, alkali and/ or hydrostatic pressure.
- Color variations between samples or printed illustrations and the actual production runs.
- Discoloration due to use of rubber-backed mats, coco-fiber mats, solvent-based polishes or cleaners, or asphalt tracked in from driveways or parking lots.
- Reduction of gloss from use.
- Products sold through unauthorized internet dealers. *To confirm authorization, contact [info@terralegno.com](mailto:info@terralegno.com)*
- Installation over gypcrete or other similar materials that have not been first sealed with a product expressly approved by Terra Legno in writing prior to installation.
- Residential or Commercial installation with heavy wheeled vehicle traffic that permanently indents or damages the flooring.
- This limited warranty is not valid for any product purchased in the United States which is installed outside the United States. **ANY PRODUCTS PURCHASED IN THE UNITED STATES THAT ARE INSTALLED OUTSIDE THE UNITED STATES ARE SOLD WITHOUT ANY WARRANTY EXPRESS OR IMPLIED.**
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Be sure to include a full description of the problem, photos if available, proof of purchase showing the price paid for the flooring excluding pad and labor.

**Implied warranties**

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All implied warranties, including an 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.