

# ATLASMASLAND LUXURY VINYL TILE WARRANTY

AtlasMasland offers this warranty for our Luxury Vinyl Tile products. AtlasMasland's LVT products are covered by a warranty period from the date of purchase by the original end user for manufacturing and performance defects.

Warranty	.2 (8mil)	.3 (12mil)	.5 (20mil)
Commercial	0	10 year	10 year
Light Commercial	5 year	15 year	15 year

The limited warranty period is valid under the following conditions: (1) The luxury vinyl tile is installed by AtlasMasland authorized professionals in accordance with Masland Contract's current installation specifications; (2) The luxury vinyl tile is installed using AtlasMasland adhesive or Tab Lock system, if applicable; (3) The luxury vinyl tile is maintained in accordance with the AtlasMasland Care recommendations. The standard two-year limited warranty, as stated in Masland Contract's Terms and Conditions shall be in effect if these procedures are not followed. \*Installation specifications and carpet care recommendations can be obtained from your flooring contractor or on the AtlasMasland website at [www.maslandcontract.com](http://www.maslandcontract.com).

## PRE-INSTALLATION:

AtlasMasland warrants that its luxury vinyl tile is free of visual defects. Customer or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. AtlasMasland will not be responsible for any claim for products installed with visual defects.

**EXCLUSIONS:** This warranty does not cover appearance issues, damage to the tile, or installation issues that are not the result of a manufacturing defect. Examples, without limitations, include:

1. Failure to use AtlasMasland adhesive or Tab Lock system, if applicable
2. Dissatisfaction or damage due to improper installation or maintenance
3. Damage caused by vacuum beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture
4. Loss of gloss
5. Cuts from sharp objects, surface scratches or scuffing
6. Damage caused by a fire or burns, intentional abuse, flooding, construction, or installation
7. Outdoor installation or use other than conventional floor covering
8. Abnormal use or abuse (roller skates, golf spikes, ski boots, etc.)
9. Use of improper cleaning agents or maintenance methods as defined by the AtlasMasland cleaning and maintenance guide
10. Damage due to unsatisfactory transit or improper storage
11. Minor shading, color, or texture differences between samples, printed photographs or illustrations, and delivered product
12. Fading due to exposure to excessive sunlight or other lighting, or environmental conditions including ozone fade
13. Acts of God

\*This flooring product MUST be acclimated at job site. If prior to installation, this flooring is not acclimated to room temperature (65 degrees F to 85 degrees F) at job site for a minimum of 48 hours and, if post installation, flooring is not continuously maintained at such temperature, this warranty is void.

**REMEDY:** If the luxury vinyl tile product fails to perform as stated above, AtlasMasland will resolve the issue at its discretion to conform to the warranty. At no charge for labor, materials, or freight, AtlasMasland will perform the following corrective actions: (1) Repair the affected area or; (2) Replace the affected area with same product or comparable product or; (3) Refund the full purchase price of the product that is affected if replacement is not possible or practical. It shall be at Masland Contract's sole discretion and determination as to which corrective action(s) should be taken. The liability is limited to repair, replace, or refund and does not include the cost of moving furniture, partitions, or equipment placed over the tile subsequent to the completion of the original installation.

**LIMITATIONS:** Incidental and consequential damages are not the responsibility of AtlasMasland, and, to the extent permitted by law, are hereby excluded as to both property damage and personal injury.

**PROPER CARE:** Keep traffic to a minimum during the first 24 hours to allow the adhesive time to harden. Then open to light foot traffic for the next 24 hours. Normal foot traffic can be allowed after 48 hours.

- Furniture should not be placed on the floor for 24 hours so the adhesive has adequate time to dry.
- Always move heavy furniture and appliances with care to avoid scratching and gouging floor.
- Do not wet wash, scrub, or strip the floor for a minimum of 7 days following installation.
- Resilient flooring, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing.

## -REGULAR CARE:

- Maintain room temperature between 65 degrees F and 85 degrees F
- Use appropriate wide floor protectors under tables, chairs, and heavy furniture to avoid damage.
- Place walk off mats at all entrances to protect floor from outdoor elements
- Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. Avoid cleaners that contain abrasives or solvents which can damage the floor.
- Remove excess water from floor
- Use blinds or curtains to limit direct sunlight
- Use a cloth or soft surface cleaner
- Remove stain-forming and/or aggressive substances immediately

## NOTIFICATION OF CLAIMS AGAINST WARRANTY

All claims under this warranty must be submitted in writing to: AtlasMasland, P. O. Box 11467, Mobile, AL 36671.

## OBLIGATIONS OF WARRANTOR

AtlasMasland will, within ten working days of receipt of claim, designate a representative to inspect the standard performance and evaluate the warranty claim.

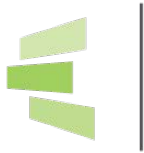
## DISCLAIMER OF WARRANTIES

The manufacturer warrants solely the manufacturing defects set forth in this warranty. EXCEPT AS EXPRESSLY STATED HEREIN, THE MANUFACTURER'S GOODS ARE SOLD WITHOUT WARRANTY. THE MANUFACTURER EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. These warranties apply only in the United States and Canada.



CALIBRÉ  
HIGH PERFORMANCE LVT





# LIMITED WARRANTY

## Products & Coverage

AtlasMasland warrants that its Calibré Quiet Down flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and color, and the structural integrity of the flooring itself will not be materially damaged by water exposure, for a specified length of time from the date of purchase as set forth in the 'Limited Warranty Coverage / Periods' Chart below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the Calibré Quiet Down Installation & Maintenance Manual.

### Limited Commercial Warranty Coverage / Periods

Manufacturing Defects, Wear, Fade, Stain, and Water Damage\*

20 mil	15 Years
12 mil	10 Years

### \*DEFINITIONS / To Be Covered:

"Wear" must be through the wear layer to the degree that the printed pattern is affected or altered.

"Fade" must be to the degree that the floor is permanently discolored.

"Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.

"Water Damage" covers structural-integrity damage to the flooring itself after water exposure in standard conditions (does not cover flooding).

## Pre-Installation

Masland warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. AtlasMasland will not be responsible for any claim for flooring installed with visual defects.

## Installation

This Limited Warranty covers materials and fair market-value labor if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the Calibré Quiet Down Installation & Maintenance Manual. This Manual is revised periodically and floors must be installed according to the current Manual at the time of installation. Please check [maslandcontract.com](http://maslandcontract.com) for the current Manual.

## Replacement/Repairs

AtlasMasland reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If AtlasMasland repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that AtlasMasland repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

## Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, AtlasMasland will supply new flooring material of similar color, pattern and quality to replace the defective area. AtlasMasland will also pay fair market-value labor if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, contact AtlasMasland Sales Support at (888) 633-4770. AtlasMasland reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.

## Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance, including use of improper cleaning solutions or finishes, unevenness or irregularities. Refer to the Calibré Quiet Down Installation & Maintenance Manual for more details.
- Damage caused by fire, burns, abuse, flooding, spills, scratches, abrasive scouring pads, scuffing, staining, construction or installation.
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by spiked heeled shoes, improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats.
- Exterior applications.
- Loss of gloss.
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.
- Flooring sold as irregulars or trial grade materials or "as is".
- This flooring should not be used to seal an existing floor from moisture, it is a floating floor which is waterproof, but this flooring cannot prevent problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure.
- Ultra-Fresh has been added to the flooring surface and underlayment to help protect the flooring article by inhibiting the growth of odor and stain-causing mold and mildew. This protection does not extend to surrounding surfaces.
- This Limited Warranty is void if, prior to installation in commercial and light commercial applications, this flooring is not acclimated to room temperature

(between 50°F and 100°F) at job site for a minimum of 48 hours and, if post-installation (in all applications) such flooring is not continuously maintained at such temperatures.

- Only installation techniques described in the Calibré Quiet Down Installation & Maintenance Manual are warranted. AtlasMasland does not warrant Calibré Quiet Down installations involving custom cutting, such as 45-degree mitered corners and serpentine edges. AtlasMasland does not warrant Calibré Quiet Down installations in which the flooring is adhered (glued) to the substrate, as Calibré Quiet Down is a floating floor.
- Flooring sold via the internet after the 1-year warranty period, as set forth above.
- Loss due to 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 the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, expressed or implied.

## Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable.

# GENERAL CARE & MAINTENANCE

Although Calibré Quiet Down 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 the 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 protecting and maintaining your Calibré Quiet Down floor:

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 no less than 1" in diameter.

Protect your floor against burns. Burns from the glowing end of cigarettes, matches, or other extremely hot items can damage Calibré Quiet Down floors.

Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed. Calibré Quiet Down should not be used as a Moisture Reduction System.

Protect your floor from tracked-in-dirt and grit particles by using walk-off 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 the vinyl surface. Avoid tracking in tar or asphalt from driveways, as this can also discolor the vinyl surface. Do not use vinegar, one-step cleaner/polishes or oil soaps on Calibré Quiet Down products.

All Calibré Quiet Down 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, contact AtlasMasland Sales Support at (888) 633-4770.

Avoid exposure to direct sunlight for prolonged periods. The use of drapes or blinds is recommended during peak sunlight hours. Prolonged exposure to direct sunlight can result in discoloration, and excessive temperatures might cause tile / plank expansion or delamination.

## Regular adherence to an effective maintenance program should include:

Thorough dirt and grit regulation, prompt removal of spills and stains, and taking measures to protect the floor's surface from heavy furniture, appliances, and other such items (as detailed above).

The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum Calibré Quiet Down flooring daily, or more frequently if needed.

## Initial Maintenance Upon Completion of the Installation:

Sweep or vacuum without using the "beater bar" to thoroughly remove dust and debris.

Lightly damp mop with a pH neutral cleaner following instructions on the bottle. Remove any scuffs and excessive soil by careful scrubbing.

Certain types of rubber heel marks may be removed by rubbing with a cloth dampened with mineral spirits.

## Stain Removal:

To remove stubborn spots or stains from Calibré Quiet Down floors, always begin with mild cleaners, such as a pH neutral cleaner. If this fails to remove the spot or stain, then use mineral spirits. Do not use harsh solvents, such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.

For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing the affected area. Subsequent to this cleaning procedure for stubborn spots and stains, please clean the affected area with fresh, clear water to remove any residue. Any damage resulting from use of pure solvents IS NOT covered by this Limited Warranty. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

## MAINTENANCE FOR CALIBRÉ QUIET DOWN COMMERCIAL FLOORS

### Routine Commercial Maintenance:

Calibré Quiet Down floors have excellent durability and a history of performing well in commercial installations, as long as a sound maintenance program is followed. Light, daily sweeping, dust mopping or vacuuming without the "beater bar" will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with a pH neutral cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low speed buffer with a red scrubbing-polyester or nylon pad. Spray the floor with diluted pH neutral cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with fresh, clear water or with a wet-vacuum.

Thank you for purchasing Calibré Quiet Down flooring. If you have further questions, please call us at (888) 633-4770.



For further information, please call AtlasMasland Sales Support at (888) 633-4770, or visit our website at [atlasmasland.com](http://atlasmasland.com).

Claims under this Limited Warranty must be made in writing to the following address:

AtlasMasland Warranty Department  
716 Bill Myles Dr.  
Saraland, AL 36571

[atlasmasland.com](http://atlasmasland.com)