

## WARRANTY

**Pre-Installation Warranty:** Boards/planks containing manufacturing defects are eligible for replacement. Return unused boards/planks for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors' and industry standards for grade will not be replaced. Boards/planks that are installed when visibly defective will not be eligible for replacement. Each Hallmark Floors board/plank is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. Wood and vinyl materials have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light can also experience subtle changes.

**Structural Warranty:** Hallmark Floors warrants that the boards/planks will remain free from manufacturing defects for the indicated period in a commercial application. In the unlikely event that any structural aspect of the plank fails, Hallmark Floors will repair, replace, or refund the original purchase price of the floor (our option). The factory warranties apply only to the original owner and are non-transferable.

**Finish Warranties:** Our Truemark®, Surface Guardian®, and Nu Oil® finishes in commercial settings are guaranteed not wear through for the indicated period.

**Radiant Heat Warranty:** It is critical that the floor be installed to Hallmark Floors' specifications. The surface temperature of the floor should not exceed 85° F. Relative humidity should be maintained at a minimum of 35 to 40%. Hydronic, water-based systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be performed using the floating installation method.

**Products Excluded from Radiant Heat Warranty:** Hickories

## WARRANTY LIST

<b>TRUE COLLECTION</b> HARDWOOD	3 Year Commercial Finish 10 Year Commercial Structural
<b>ALTA VISTA COLLECTION</b> HARDWOOD	3 Year Commercial Finish 10 Year Commercial Structural
<b>VENTURA COLLECTION</b> HARDWOOD	5 Years (Maple, Hickory & Walnut) & 3 Year (Oak) Commercial Finish & 10 Year Commercial Structural
<b>NOVELLA COLLECTION</b> HARDWOOD	5 Years (Maple, Hickory & Walnut) & 3 Year (Oak) Commercial Finish & 10 Year Commercial Structural
<b>REGATTA COLLECTION</b> HARDWOOD	5 Year Commercial Finish 10 Year Commercial Structural
<b>COURTIER COLLECTION</b> RESILIENT	10 Years Commercial Finish and 20 Year Commercial Structural
<b>VOYAGER COLLECTION</b> RESILIENT	Limited 10 Year 10 Years Commercial Finish and 20 Year Commercial Structural
<b>TIMES SQUARE COLLECTION</b> RESILIENT	10 Years Commercial Finish and 20 Year Commercial Structural
<b>3TWENTY COLLECTION</b> RESILIENT	10 Years Commercial Finish and 20 Year Commercial Structural
<b>2TWELVE COLLECTION</b> RESILIENT	5 Years Commercial Finish (6" x 36") OR 7 Years Commercial Finish (6" x 48") & 10 year commercial structural



## EXCLUSIONS

- 1. Color Variation:** Although great care is taken in the production of our Floors environmental conditions can create small differences between production dates.
- 2. Ultraviolet Light/Sunlight Exposure:** Subtle changes will occur (patina) when wood is exposed to UV rays from sunlight or florescent and incandescent bulbs. Window coverings, UV resistant tint, solar screens can minimize but not eliminate this natural occurrence.
- 3. Pre-Installation Inspection of Planks & Tiles:** Planks and tiles containing manufacturing defects are eligible for replacement. Return unused planks & tiles for free replacement material. However, material that is subjectively viewed as defective but meets Hallmark Floors and industry standards for grade will not be replaced. Boards and tiles that are installed when visibly defective will not be eligible for replacement.
- 4. Adverse Environment:** Damage created by moisture, sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, and pet claw damage is excluded from this warranty.
- 5. Maintenance:** Full compliance with maintenance instructions is required. Spills must be wiped up immediately.
- 6. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be effected for the Residential & Commercial Finish Warranties to apply.
- 7. Internet Purchases:** Hallmark Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report. NOTE: See Hallmark Floors' website for full internet selling policy at [hallmarkfloors.com](http://hallmarkfloors.com) This warranty is limited to commercial use. When unauthorized maintenance products are used the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, mold, building defects, floods, or circumstances beyond our control the warranty is no longer valid. Hallmark Luxury Vinyl will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time. This commercial warranty applies to all Hallmark Floors products purchased after January 1, 2020. It is valid for the original purchaser only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Hallmark Floors Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the unlikely event that warranty service is required, please contact your original Hallmark Floors retailer to arrange an evaluation of the floor.

## MAINTENANCE

### Maintenance for Commercial Floors:

- 1. Use Hallmark cleaning products Exclusively:** Our cleaners are designed to clean and maintain Hallmark Floors flooring products. The cleaner is dependent on which finish your flooring has.
- 2. Do not use unauthorized maintenance products:** Such as oil soaps, paste wax, or other cleaners containing , lemon oil, citrus oils, Tung oils, ammonia, or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.
- 4. Regular Maintenance Dust Removal:** Dust and allergens are easily removed with canister vacuum and soft brush attachment. Removal of dust and grit with regular vacuuming removes these abrasive agents for good long term performance of the floor. The brush should be replaced as needed to prevent scratching of the floor. Perform as needed (average in normal household is weekly) NOTE: Do not use treated commercial dust-mop or treated dust pads of any kind as they can contain petroleum based solvents that can leave a chemical residue on the floor.
- 5. Clean Up All Spills:** Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Hallmark Floors Cleaner on clean, moist, towel to remove all remaining residue. All spills must be cleaned up immediately to prevent damage to the floor.
- 6. No Wet Mopping/Steam Cleaners:** Do not use string mops, sponge-mops or steam cleaners to clean a Hallmark Floors.

