

## Warranties and Floor Care

### IMMEDIATELY AFTER INSTALLATION

- Keep traffic light during the first 24 hours.
- Avoid scrubbing or washing the floor for 48 hours after installation.

### LIMITED WARRANTY FOR RESIDENTIAL USE

BBL warrants that floor will be free from manufacturing defects, and the number of years specified below following the date of the purchase, under normal household conditions\*, will not: wear-out, fade, stain, delaminate or gap this floor

Lifetime

\* Normal household conditions mean the daily activities commonly associated with residential use and includes that the

floor will not stain from human or animal urine, vomit or feces.

\*\* A gap is defined as: A gap bigger than the thickness of a business card (>10 mils) and longer than the short side of a business card (<2").

### LIMITED WARRANTY FOR LIGHT COMMERCIAL USE

BBL warrants that your floor will be free from manufacturing defects, and for a period of 10 years following the date of purchase, under light commercial use\*, will not discolor from mold, mildew or alkali.

Correctly constructed wood underfloors are not subject to moisture transmission. The light commercial warranty applies only to floors installed directly on concrete subfloors. Mold and mildew growth caused by excessive moisture as a result of flooding, plumbing and appliance leaks, and water leakage through sliding glass doors is not covered.

Definitions for Applications in terms of LVT:

<b>Residential</b>	<b>Light Commercial*</b>	<b>Commercial**</b>
Kitchen	Small Restaurant	Large Restaurant
Bedroom	Small Retail Shop	Large Retail
Dining Room	Waiting Rooms	School Classrooms
Rec. Rooms	Trade Rooms	Large Office
Foyers		Nurses' Station
Bathroom		Bathroom
Basement		Assisted Living
Living Room / Family Room		Hair Salon - working area

\* Light commercial is defined as environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule, and where the interior temperature and humidity can be controlled and maintained. If there is any question as to whether the site is determined to be light commercial, contact BBL (E-Mail: [angel\\_32@bbfloor.com](mailto:angel_32@bbfloor.com))

\*\* We recommend BBL Commercial for these locations.

### REMEDIES AVAILABLE TO YOU

If your floor fails to perform as stated in the applicable Limited Warranty, BBL will, at its option, (i) repair without charge the affected area to conform to the warranty; or (ii) replace the floor without charge with another floor of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, BBL will also pay for the professional labor cost to install your replacement floor. If BBL repairs or replaces a plank or tile, you will be required to clear, at your expense, any items placed over the affected area subsequent to the original installation.

Warranty coverage for a replacement panel will be limited to the remaining time of the original warranty.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE.

### IF YOU HAVE A WARRANTY CLAIM:

Contact your retailer and describe the problem. In many instances, the retailer can provide you with a solution to correct the situation.

If you need additional assistance, or wish to file a claim, simply Email BBL (E-Mail: [angel\\_32@bbfloor.com](mailto:angel_32@bbfloor.com)) or visit us at [www.bbflooring.com](http://www.bbflooring.com). We do reserve the right to request a hard copy of the proof of purchase, (store receipt) if needed.

Our representatives will provide you with helpful information to address your concern, or walk you through the easy steps to file a claim. We will make every effort to ensure that your claim is processed quickly and fairly.

For your reference, fill in the information and keep this sheet handy:

SKU number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Retailer where you purchased your Floor: \_\_\_\_\_

Store phone number: \_\_\_\_\_

### LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- BBL limited warranty protection applies to floors purchased on or after June 1, 2023. Proof of purchase is necessary to verify all warranty claims.
- The Limited Warranties:
  - o Do not apply to “seconds” or “off-goods” grade products.
  - o Apply only to the original purchaser and the original installation site and are not transferable.
  - o Do not cover conditions or defects caused by improper installation, the use of improper adhesives or seam sealers, inadequate sub-flooring or improper sub-floor preparation.
  - o Do not cover construction-related damage.
  - o Do not cover conditions caused by improper use or maintenance, such as:
    - Loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance
    - Damage resulting from failure to follow floor care instructions as outlined in this warranty
    - Scuffs, scratches or cuts
    - Damage or discoloration from carpet dyes, fertilizers, or other chemicals
    - Staining from use of mats not labeled non-staining
    - Damage caused by burns, flooding, fires and other accidents
    - Damaged caused by abuse (i.e. dragging heavy or sharp objects across the floor without proper protection)
    - Damage caused by caster wheels or vacuum cleaner beater bars.
    - Failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic. Protectors must be the same diameter of the object and rest flat on the floor.
  - o The Limited Warranties do not cover discoloration from heat or sunlight. A combination of heat and sunlight can cause most home furnishings to fade or discolor. For further information, please see the BBL Floor Care Instructions on this warranty.
  - o Do not cover variations of color, shade or texture of the floor you purchase from those shown on samples, photographs or literature.
  - o For purposes of the Limited Warranty for Residential use, “wear out” means complete loss of the BBL wear layer so that the printed pattern or design of the floor is altered.
  - o Although floor is not susceptible to damage from moisture, excessive subfloor damage is an ideal breeding ground for mold, mildew and fungus. The Limited Warranties do not cover discoloration from mold or from flooding, leaking plumbing or appliances, water entering through sliding glass doors or similar conditions.
- UNDER THE TERMS OF THESE LIMITED WARRANTIES, BBL WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE.
- Note: Some states or provinces do not allow the exclusion or limitation, or exclusion may not apply to you.
- THERE ARE NO IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.
- Note: Some states and provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- EXCEPT AS SET FORTH HEREIN, THERE ARE NO EXPRESS WARRANTIES MADE BY BBL COVERING THIS PRODUCT.
- This warranty gives you specific legal rights, and you may have other rights which vary from state to state in the U.S. or province to province in Canada.

### BBL FLOOR CARE INSTRUCTIONS

- Use doormats outside each entrance to your home to prevent dirt, sand, grit or other substances such as oil, asphalt and driveway sealer from being tracked onto your floor. Use mats labeled non-staining on your floor.
- To minimize staining from asphalt tracking, we suggest you use latex-based driveway sealer on your driveway.
- Close your curtains or blinds where extreme sunlight hits the floor. Like with all floor coverings, protect the finished floor installation from exposure to direct sunlight. A combination of heat and sunlight can cause most home furnishings to fade or discolor. Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of blinds or drapes is recommended. Prolonged direct sunlight can result in discoloration and excessive temperatures may cause floor expansion (which may cause buckling) or delamination.
- Support furniture with wide-bearing, non-staining floor protectors. The protectors should be at least one-inch in diameter, made of non-pigmented hard plastic, and rest flat on the floor. Non-staining felt protectors are also acceptable. Casters with a minimum 3/4" flat surface width or floor protectors are recommended for all movable furniture. Make sure any metal protectors are rust-proof. Replace your narrow dome furniture rests with wide-bearing ones.
- If you need to move heavy furniture and/or appliances across the floor, always use strips of wood or hardboard runways to protect the floor. Always use runways even if you have an appliance dolly or even if heavy objects are equipped with wheels or rollers.
- Sweep your floor regularly (at least once per week).
- Prevent stains by wiping up spills immediately.
- Occasional mopping is recommended when dirt builds up and sweeping alone is not sufficient. Use a solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care.

CAUTION: Floors can be slippery when they become wet. Use extreme caution when walking on a wet floor.

The overall stain resistance of floor is excellent, and most spills will wipe off quickly and easily with a clean, white cloth. Removing certain substances may take a little extra effort, as outlined in the chart below.

- Start with the first step listed.
- Only do steps necessary to resolve the problem.
- Always use a clean, white cloth for wiping up stains and turn it frequently to avoid spreading the stain.
- Rinse with clean water and allow area to dry between steps.
- If stain removal causes a change in gloss level, apply polish per recommended guidelines.

**Maintenance Chart**

<b>Stain/Problem</b>	<b>Recommendation</b>
Food, Beverages	If a substance is gummy, scrape off with a dull knife. Clean using a solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water and a soft nylon pad or soft bristle brush. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care. Saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than 1 hour.
Tar, Oil, Asphalt, Paint (Oil Based)	Scrape excess substance off with a dull knife. Clean using a solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water and a soft nylon pad or soft bristle brush. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care.
Scuffs, Marks, Scratches	Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.*
Minor Cuts, Burns	Limit traffic over damaged area, cover with masking tape, contact your retailer, or BBL Customer Care (E-Mail: <a href="mailto:angel_32@bblfloor.com">angel_32@bblfloor.com</a> ) or visit us at <a href="http://www.bblflooring.com">www.bblflooring.com</a> for advice.
Rust	Clean using a rust removal cleaner recommended for use on vinyl or linoleum flooring. Follow directions, then do a final cleaning of the affected area using 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care.
Lipstick, Antiseptics	Scrape off excess with dull knife. Clean using a solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water and a soft pad or soft bristle brush. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.  **If more cleaning is necessary, saturate a clean, white cloth with bleach* solution, cover stain and allow to stand for no more than one hour.
Crayon, Ink, Hair Dye, Permanent Marker	Clean using a solution of 2-3 capfuls of clear, non-sudsy ammonia based cleaner in one gallon of warm water and a soft nylon pad or soft bristle brush. Use of more than the recommended amount of cleaning solution may leave a dulling film. Do not use soap or detergent products as they will leave a dulling film. Rinsing is not required, but if time permits, rinsing will provide the best care. Wipe with a clean, white cloth dampened with lighter fluid, painter's naphtha or isopropyl alcohol.**
Fading, or Discoloration, Thermal Expansion	To limit amount of heat directed on the floor, close curtains or blinds where extreme sunlight hits floor or thermal UV film may be applied.

CAUTION: \*Please follow directions listed on the container.

\*\*Lighter fluid, painter's naphtha and isopropyl alcohol are flammable liquids. Please follow precautions listed on the container.