

## **Smart Vinyl**

### **TORLYS EverWood™, EverTile™, RigidWood, RigidTile™, and UltraWood**

#### **Lifetime Limited Transferable Non-Prorata Residential Warranty Wear, Waterproof, Re-Use\*, Flood, Stain, No Gapping, Structural Integrity**

These warranties are valid only if proper installation (including the use of TORLYS' recommended underlayment products, if / when required), and maintenance procedures are followed. Check with TORLYS Inc. (1-800-461-2573 or [www.torlys.com](http://www.torlys.com)) for detailed information, including Re-Use installation instructions and Flood Warranty supplemental documentation.

#### **1. Wear-Through Warranty**

This is restricted to wear on the surface of the boards. The wear must be readily visible and cover a minimum of 1.4 square centimeters (0.5 square inches) of the installed floor.

Gloss reduction is not considered wear.

#### **2. Waterproof Warranty**

TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™ and UltraWood is 100% waterproof, and the structural integrity of the floor will not be significantly diminished by exposure to water.

#### **3. Re-Use Guarantee\***

TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™, and UltraWood floors are built for a second use when installed in a floating application. The second use is fully covered under this warranty.

Please refer to TORLYS Re-Use Guidelines for details.

*\*TORLYS EverWood™ Twist is excluded from coverage under the Re-Use Guarantee.*

#### **4. Flood Warranty**

TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™, and UltraWood floors will withstand damages caused by water- related household floods. This warranty is valid for one (1) non-transferable flood claim per household when installed in a floating application.

Refer to TORLYS Flood Warranty for details.

#### **5. Stain Warranty**

Regular household products (such as food, beverages, and daily-use cleaning products) will not stain your TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™, or UltraWood floor.

**6. No Gapping Warranty**

TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™, and UltraWood floors are engineered to minimize gapping that can occur in natural floors with seasonal fluctuations. Minor gapping (up to 0.2mm or 0.01 inches), without the unlocking of the planks, may occur and is not considered a defect.

**Note:** the most frequent causes of excessive gapping are:

- Not meeting the required use of expansion joints (see installation instructions)
- Floor being pinned down by mouldings incorrectly installed, i.e., floor being pinned down by nails or glue
- Joints not properly clicked together, or debris caught in the joints
- Extreme dryness conditions (below 30 R.H.)

**Important:** gaps/open joints on TORLYS EverWood™, EverTile™, RigidWood™, RigidTile™, and UltraWood can be closed with the use of the TORLYS Bulldog® Tool.

**7. Structural Integrity Warranty**

TORLYS guarantees that EverWood™, EverTile™, RigidWood™, RigidTile™, and UltraWood floors are free from manufacturing defects and warrants the structural integrity of the floor including stability and delamination for a lifetime of use.

**Exclusions:**

The following are expressly excluded from the present Warranty:

1. Defects or damage caused by installation that does not comply with TORLYS recommended installation procedures (for details please check our web page at [www.torlys.com](http://www.torlys.com)). Any failure resulting from improper installation is the sole responsibility of the flooring contractor and/or installer.
2. Improper product choice for the flooring use conditions. I.e. Heavy commercial use, outdoors, etc. Installation in areas designated or used for multi-purpose activities, including but not limited to: fitness classes, athletic activities, assemblies, events involving movable furniture, or any space subject to frequent reconfiguration, rolling loads, or impact loads.
3. Damage due to improper maintenance. Refer to the TORLYS Maintenance Instructions or contact TORLYS Inc. (1-800-461-2573) for recommended products.
4. Unapproved modification or repair, accidents, or misuse.
5. Damage due to exposure to excessive heat, wetness, or dryness. It is recommended that relative humidity in a home remain in the healthy range of 30–60% throughout the year. Keeping humidity within this range may require the use of a dehumidifier or a humidifier depending on the climate conditions.
6. Damage caused by direct or concentrated sunlight/heat.
7. This warranty does not cover splits, warping, soiling, or damages that result from abusive conditions, or accidents, such as, but not limited to, severe impact, scratching, cutting, or the use of items such as inline skates, roller skates, stiletto heels, golf shoes, pets, mobility aids and/or rolling loads with hard castors or wheels.

8. Replacement of materials, which have been installed, and that contain visual defects.
9. Uninstalled material with visual or other defects, that do not exceed 5% of the total quantity shipped.
10. Dissatisfaction with colour, shade or texture variations from samples or printed colour illustrations. Colour, gloss or texture variations resulting from repairs and/or adding on to an existing installation.
11. Damage caused by gouges, scuffs, punctures, tears, burns, lack of proper furniture rests; improper storage, abuse, or incidents such as fire, floods, also plumbing leaks such as overflowing of sinks or similar water damage that can go underneath the floor.

**Note:** Sliding heavy furniture or appliances may permanently damage your TORLYS Smart Floor.

12. Damage caused by water or moisture trapped beneath the floor.
13. Problems caused by moisture, mildew, alkaline substances, or hydrostatic pressure.
14. This warranty only applies to TORLYS Smart Vinyl floors sold as first quality products.
15. Responsibility under this warranty only applies to hidden defects. These are defects that were not visible before or during the installation of the floor.

### **TORLYS Claim Process**

Register your TORLYS Smart Vinyl floor at [www.torlys.com/smart-warranty/](http://www.torlys.com/smart-warranty/) within 90 days of purchase to have your floor protected for a lifetime of enjoyment, including the non-prorata and transferable features of the warranty.

In the case of a claim, notify the dealer who sold you the material within 30 days of noticing the concern. If not registered, you must supply proof of purchase.

Once the dealer verifies the claim, a TORLYS representative will be notified and, if necessary, an inspection will be arranged. If you are unable to contact your dealer or are not satisfied with the dealer's recommendation, please contact TORLYS at 1-800-461-2573.

If a product defect is verified, TORLYS will arrange with the respective dealer for the repair or replacement of the defective portion of the floor. If the floor needs to be replaced partially or in full, the replacement material will be the same design and coloration as the original. If the original flooring is no longer available, then other TORLYS flooring products of similar type and of equal or higher value will be supplied. TORLYS will repair or replace the floor one time during the life of its warranty.

### **Disclaimer**

TORLYS Inc. excludes and will not pay consequential damages (any loss of time, inconvenience, expenses, costs, etc.) under this warranty. Repair or replacement of flooring material is the sole remedy. This warranty includes the cost of labour only if the flooring is installed by a flooring installation professional or the replacement of defective floorboards only, when the homeowner to whom this warranty applies did the installation.

TORLYS Inc. offers no warranty, express or implied, other than the one described herein; including any warranty of merchantability or suitability of the product for a particular purpose, and no other remedies shall be available except for those provided herein. This warranty shall not be deemed to have failed in its essential purpose while TORLYS Inc. is willing to repair or replace defective goods.