Hardwood Floors Warranties and Floor Care

LIMITED LIFETIME STRUCTURAL WARRANTY

Mannington warrants that your Mannington Hardwood flooring will be free from manufacturing defects and, for the life of the product, when used under normal household conditions*, will not:

- Buckle
- Warp
- Twist
- Separate at the plies due to glue bond failure

* "Normal household conditions" means those daily activities commonly associated with residential use and maintained according to ManningtonHardwood maintenance procedures.

LIMITED LIFETIME SUBFLOOR BOND WARRANTY

Mannington warrants that, when installed according to Mannington's installation guidelines using Mannington Ultra-Spread EZ, and when used under normal household conditions*, your Mannington Hardwood flooring will not release from the subfloor during the life of the product.

* "Normal household conditions" means those daily activities commonly associated with residential use.

LIMITED PRE-INSTALLATION REPLACEMENT WARRANTY

- Prior to installation, Mannington will replace up to 10% of any Hardwood flooring plank(s) (up to 2 months after date of purchase) which do not meet with your satisfaction. Simply return the plank (s) to your Mannington retailer, and you will be given a replacement.
- DO NOT install planks with visual defects.
- Limited Pre-Installation Warranty DOES NOT cover variations of color, shades or texture of the floor you purchase from those shown on samples or photographs.

LIMITED 2-TIME SANDING WARRANTY

We warrant to you (the original purchaser) that the following products may be professionally sanded and refinished at least 2 times as specified by product and proper sanding and refinishing procedures are followed as specified by the National Wood Flooring Association (www.nwfa.org).

- Maison/Antigua product series
- Sanctuary

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FINISH WARRANTY

The following Mannington Hardwood Flooring products have a Lifetime warranty for Mannington's Limited ScratchResist® Finish Warranty for Residential use: TimberPlus®*.

The following Mannington Hardwood Flooring products are warranted for a period of 50 years from the date of purchase under Mannington's Limited ScratchResist® Finish Warranty for Residential use: Sanctuary*, Maison Collection, and Antigua Collection:

The following Mannington Hardwood Flooring products are warranted for a period of 35 years from the date of purchase under Mannington's Limited ScratchResist® Finish Warranty for Residential use: Latitude Collection®* and Cider Mill*.

The following Mannington Hardwood Flooring products are warranted for a period of 25 years from the date of purchase under Mannington's Limited ScratchResist® Finish Warranty for Residential use: American Hardwoods 1/2"*, Bengal Bay, Iberian Hazlewood, Kodiak, and Mountain View XL.

The following Mannington Hardwood flooring products are warranted for a period of 15 years from the date of purchase under Mannington's Limited ScratchResist® Finish Warranty for Residential Use: American Hardwoods 3/8"*.

* Also qualifies for Mannington's Quantum Guard HP 5-Year Commercial Finish warranty.

REMEDIES AVAILABLE TO YOU

If your floor fails to perform as stated in the applicable Limited Warranty, Mannington will, at its option, (i) repair without charge the affected planks to conform to the warranty;(ii) replace the affected planks without charge with planks of equal value and/or quality. If your floor was installed by a professional flooring contractor hired by you, Mannington will also pay for the professional labor cost to install your replacement planks.

Mannington will not pay for the removal or replacement of cabinets, appliances or other fixtures.

Replacement planks are warranted hereunder only for the remaining time of the original warranty and are not warranted to match in color, grain, and gloss with your existing floor.

Flooring that fails to perform as stated in the Limited Lifetime Subfloor Bond Warranty will be repaired or replaced only one time.

THESE ARE YOUR EXCLUSIVE REMEDIES UNDER THE LIMITED WARRANTIES SET FORTH ABOVE. UNDER THE TERMS OF THESE LIMITED WARRANTIES, MANNINGTON WILL NOT BE LIABLE FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND, NO MATTER WHAT THE CAUSE. A PARTICULAR PURPOSE, EXTENDING BEYOND THE TERMS OF THESE LIMITED WARRANTIES.

Note: Some States or 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 MANNINGTON COVERING THIS PRODUCT.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State in the U.S. or Province to Province in Canada.

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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 call Mannington Customer Care at 1-800-FLOOR-US (1-800-356-6787) or visit us at www.mannington.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.

You may write to us at:
Mannington Mills, Inc.
Attn: Customer Care
75 Mannington Mills Road
Salem, NJ 08079
Email: service@mannington.com

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

SKU number: _____

Purchase date: _____

Retailer where you purchased your Mannington Hardwood Floor: _____

Store phone number: _____

LIMITED WARRANTY EXCLUSIONS AND CONDITIONS

- The Limited Warranties set forth herein apply only to flooring purchased after January 1, 2021. We do reserve the right to request a hard copy of the proof of purchase, (store receipt) if needed.
- The Limited Warranties do not apply to "seconds," "off goods," economy grade, cabin grade or shop grade products.
- The Limited Warranties apply only to the original purchaser and the original installation site, and are not transferable.
- The Limited Warranties do not cover conditions or defects, including buckling, caused by improper installation, the use of improper adhesives; inadequate, uneven or irregular subflooring or improper sub-floor preparation; or by the failure to follow Mannington's installation guidelines, which are included in the product cartons and can be obtained by calling Mannington at 1-800-FLOOR-US (1-800-356-6787).
- The Limited Warranties do not cover gapping of planks.
- The Limited Warranties do not cover construction related damage.
- The Limited Warranties do not cover planks that have been installed with obvious visual defects.

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- The Limited Warranties do not cover noises, such as popping, crackling, or squeaking.
- The Limited Warranties do not cover damage caused by insects.
- The Limited Warranties do not cover conditions caused by improper use or maintenance, such as:
  - o loss of gloss or build-up of dulling film due to lack of maintenance or improper maintenance.
  - o damage resulting from failure to follow floor care instructions.
  - o marks, scuffs, scratches, gouges, dents or cuts, including without limitation, those caused by pets.
  - o damage caused by burns, flooding, fires and other accidents.
  - o damage caused by abuse (i.e. dragging objects across the floor without proper protection)
  - o wear caused by pebbles, sand and other abrasives.
  - o damage caused by caster wheels or vacuum cleaner beater bars.
  - o use of rubber backed mats, latex-backed or coco fiber mats or mats that are not labeled as “non-staining.”
  - o failure to support furniture with floor protectors that are at least one inch in diameter, made of non-staining felt or non-pigmented hard plastic, rest flat on the floor and are replaced regularly.
  - o Mannington does not approve the use of steam based cleaners for hardwood floors.
- The Limited Warranties do not cover fading or discoloration from heat or sunlight.
- Wood is a natural product, Mannington will not guarantee match of color, grain, or gloss of any plank replaced for any reason.
- For purposes of the Limited ScratchResist® Finish Warranty for Residential Use, “wear through” means complete loss of the Mannington wear layer.
- The Limited Warranties do not cover variations of color, shade or texture of the floor you purchase from those shown on samples or photographs.
- Use of Mannington Hardwoods flooring in environments that are excessively dry, excessively humid, or prone to dramatic variations in humidity may result in small cracks in the planks which may affect your floor’s finish. This condition, known as “checking,” is not covered by the Limited Warranties.
- The Limited Lifetime Subfloor Bond Warranty does not apply unless the subfloor is visually dry at the time of installation and does not have a history of moisture problems.

MANNINGTON FLOOR CARE INSTRUCTIONS

- Wood flooring performs best in climate-controlled interior environments. A permanent HVAC unit must be operational in order to provide consistent room temperature between 60˚F and 80˚F (16˚C to 27˚C) and a humidity level of 35% to 50%. Temperature and humidity must be controlled for the life of the flooring.
- Sweep or vacuum regularly, since built-up grit can damage the finish and surface of hardwood. The vacuum head must be a brush or felt type. Be certain the wheels of the vacuum are clean and do not damage the finish. Do not use a vacuum with a beater bar head.
- Remove spills promptly using a soft cloth and cleaning products recommended by Mannington.
- Never mop or flood your floor with water or other products. This can severely damage the flooring.
- The use of Mannington maintenance and floor-care products is highly recommended.

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- Do not use oil soaps, liquid or paste wax products or other household cleaners that contain citrus oil, tung oil or ammonia.
- Keep pet's nails trimmed and paws clean and free of dirt, gravel, grease, oil and stains.
- Use a dolly and protective sheets of plywood when moving heavy objects.
- Make certain furniture casters and floor protectors are clean and operate properly (a minimum of 1" continuous width is recommended).
- Remove shoes with spiked or damaged heels before walking on the floor.
- Exposure to the sun and UV rays accelerates the oxidation and aging of hardwood and fabrics. This causes the stain and/or hardwood to fade and/or change color. We recommend you rearrange rugs or furniture periodically so the floor ages evenly.
- Your floor will wear more evenly if you use area rugs in heavily traveled areas and pivot-points (i.e. stair landings, room entries, etc.).
- Use dirt-trapping walk-off mats at all exterior doors to keep sand, dirt, grit, grease and oil outside.
- Do not use a Steam Mop on hardwood floors.

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Hardwood Floors Additional Installation and Care Guidelines

Please Read Prior to Installation

IMPORTANT: COMPLETELY READ AND UNDERSTAND THESE GUIDELINES BEFORE INSTALLATION BEGINS. ALL MANNINGTON HARDWOOD INSTALLATION INSTRUCTIONS PLUS THESE ADDITIONAL GUIDELINES MUST BE FOLLOWED. FAILURE TO DO SO CAN/WILL RESULT IN THE FOLLOWING TYPES OF DAMAGE TO YOUR WOOD FLOOR: CUPPING, WARPING, BOWING, TWISTING, BUCKLING, SHRINKING, DELAMINATION, GAPPING, CHECKING, CRACKING, SPLITTING, DISCOLORING, EARLY WEAR, DENTING, SCRATCHING, HOLLOW SPOTS, AND RELEASING FROM THE SUBFLOOR. FAILURE TO ABIDE BY THESE GUIDELINES CAN/WILL VOID ANY/ALL WARRANTIES OFFERED BY MANNINGTON.

Mannington recommends the use of NWFA Certified Professionals for the installation of your new Mannington Hardwood Product. For further information, please see www.nwfa.org/cp-about.aspx

STORAGE

All floor covering products require care during storage and handling. It is important to store flooring products in a dry, temperature-controlled interior area. The temperature range should be between 60°F and 90°F, and the relative humidity MUST be controlled and maintained between 35% to 55%. If it is not possible to provide these storage conditions, you must make provision to have the material conditioned for at least 48 hours before beginning the installation.

JOB SITE CONDITIONS

The environment and condition of the home play a very important role in assuring a successful flooring product installation. If the home is not climate-controlled or structurally sound, the chances for a successful flooring installation are dramatically reduced. The home must be closed in with all outside doors and windows in place. All concrete, masonry, framing members, drywall, and other “wet” work should be thoroughly dry.

TEMPERATURE AND HUMIDITY REQUIREMENTS

REQUIREMENTSDo not install hardwood products until the work area can be climate controlled. The recommended temperature range for starting the installation is no cooler than 60°F and no warmer than 90°F and a relative humidity range of 35% - 55% MUST be achieved and maintained for the life of the floor. This acceptable climatic condition must be maintained for at least 48 hours before, during and after the installation. This requirement can seldom be fulfilled with temporary space heaters or air conditioners. A permanent, operational heating or cooling system must be operational before proceeding with the installation of the flooring products.

Factory Finished Flooring Performance by Zone

RH - Relative Humidity **EMC** - Equilibrium Moisture Content

Safe Zone			Caution Zone			Guaranteed Failure Zone		
RH	EMC	May experience normal seasonal movement (gapping)	RH	EMC	May experience greater than normal movement	RH	EMC	May experience excessive gapping, cupping, checking, cracking and/or splitting
55%	10.1%		35%	6.9%		25%	5.4%	
50%	9.2%		30%	6.2%		20%	4.5%	
45%	8.5%					15%	3.5%	
40%	7.7%					10%	2.5%	
35%	6.9%					5%	1.3%	

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Failing to maintain a climate-controlled interior environment will adversely affect the performance of the flooring products and/or the adhesives.

** Warning – Humidity levels below the above prescribed range will likely cause movement and damage to the floor including gapping, cupping, wear layer/inner ply separation and checking/splitting in the face**

Most styles of Mannington engineered wood flooring may be installed over radiant heated subfloors, provided the surface temperature of the system does not exceed 85°F and all other temperature and humidity requirements are maintained for the life of the floor. A FIDBOX or similar temperature and humidity recording device must be installed, functional, and operational throughout the life of the floor. Before installing Mannington engineered wood flooring over a newly constructed radiant heating system, operate the system at maximum capacity to force any residual moisture from the cementitious topping of the radiant heating system. Once this is complete, set the thermostat to a comfortable room temperature for the installation. All subfloor heating systems must be installed as recommended by their manufacturer's instructions. Mannington wood floor warranties do not cover problems caused by inadequate radiant heating systems. Always check the system for its suitability in regard to wood flooring.

Mannington does not recommend installing rotary peeled hickory floors over radiant heat.

U.S. Patent 6,291,078; U.S. Patent 6,218,001; U.S. Patent 7,384,697 and other patents pending.

Be sure to register your new floor at Mannington.com/Register for a chance to win $100 and for proper warranty coverage.

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