



**Product Description:** Dryback LVT Plank

**Grade Levels:** Above Grade / On Grade / Below Grade

**Installation Method:** Glue Down

# WARRANTY

## PRODUCTS & COVERAGE

Halstead New England warrants that its Verge™ 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, for a specified length of time from the date of purchase as set forth in the 'Warranty Coverage' chart on the right. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the **Verge Professional Dryback LVT Installation Manual**.

## PRE-INSTALLATION

Halstead New England 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. Halstead New England 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. Please refer to the current **Verge Professional Dryback LVT Installation Manual** for detailed installation instructions. All instructions contained in the current Installation Manual must be followed when installing Verge flooring, or this warranty will be voided. Please check [halsteadintl.com](http://halsteadintl.com) for the current Manual.

## REPLACEMENT/REPAIRS

Halstead New England reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Halstead New England 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 Halstead New England 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, Halstead New England will supply new flooring material of similar color, pattern and quality to replace the defective area. Halstead New England 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 Halstead New England Customer Service at (866) 843-8453. Halstead New England 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 adhesives, cleaning solutions or finishes, subfloor moisture, alkalinity, hydrostatic pressure, unevenness or irregularities. Refer to the **Verge Professional Dryback LVT Installation Manual** for more details.
- Damage caused by fire, burns, abuse, flooding, moisture, mildew, 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, castor 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.

<b>WARRANTY COVERAGE</b>	Manufacturing Defect, Wear, Fade, Stain*	
<b>WEAR LAYER</b>	<b>RESIDENTIAL</b>	<b>COMMERCIAL</b>
21.7mil (0.55mm) -VergePRO	Limited Lifetime	15 Years
8mil (0.2mm) -Verge	Limited Lifetime	10 Year Light**

### \*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.

**\*\*Light Commercial:** refers to environments with light foot traffic and light point loads, e.g. private offices, reception areas, guest rooms or others areas not subject to frequent and harsh traffic nor the use of heavy machinery

- 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".
- Installation issues related to the bonding of Verge LVT to the subfloor. It is the sole responsibility of the purchaser/installer to use the proper adhesive for the jobsite conditions/project use conditions. Such issues will be the sole responsibility of the adhesive manufacturer. It is recommended that prior testing and approval of adhesives be obtained by the adhesive manufacturer.
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65°F – 85°F / 18°C – 29°C) at the job site for a minimum of 24 to 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature.
- 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 that 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. Please keep your receipt. Halstead New England requires a valid proof of purchase in the form of a sales receipt, invoice, or statement, which shows the date, product and location purchased. Original receipts are prone to fading over time. *We suggest that you make a photocopy or scan your receipt for future warranty purposes.*

## CARE AND MAINTENANCE

Instructions for the care and maintenance of Verge flooring can be found in the **Verge Professional Dryback LVT Installation Manual**. The current version of this document can be found at [halsteadintl.com](http://halsteadintl.com).

Please direct any questions regarding the care and maintenance of Verge flooring to Halstead New England Customer Service at (888) 235-6672.

## WARRANTY OWNER

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable and, with respect to the residential warranty, applies only to a resident homeowner.

Claims under this Limited Warranty must be made to the following address:  
Verge™ Warranty Department  
Halstead New England  
119 Thomas Street  
Calhoun, GA 30701