



# WARRANTY & INSTALLATION

**Venice Grand** *flex*  
Luxury Vinyl Plank

October 2024

# IMPORTANT!

IT IS THE RESPONSIBILITY OF THE CUSTOMER OR INSTALLER TO INSPECT ALL PIECES OF FLOORING FOR DEFECTS PRIOR TO INSTALLATION. FLOORING THAT HAS BEEN INSTALLED WILL BE DEEMED TO HAVE BEEN ACCEPTED BY THE CUSTOMER AND WILL NOT BE ELIGIBLE FOR REPLACEMENT. THE MANUFACTURER ACCEPTS NO RESPONSIBILITY FOR LABOUR COSTS INCURRED TO REMOVE ANY INSTALLED PRODUCTS.

## RESIDENTIAL LIMITED WARRANTY PROGRAM

This Residential Limited Warranty Program is offered by the manufacturer of **Venice Grand Flex**, and is extended to the original purchaser of our product for as long as the original purchaser owns the residence (warranty is non-transferable). The Warranty Program is limited to residential and commercial applications. Does not apply to any outdoor use.

Claims must be filed by the initial buyer at the point of purchase. Notice of claim must be filed within the warranty coverage period and the distributor must be notified of any problems with the flooring within 30 days from the date of the problem occurs. Information such as proof of purchase, original warranty and our Installation Guide will be requested. The distributor reserves the right to inspect the floor and remove samples for technical analysis after the receipt of a written claim. This guarantee is prorated based on the amount of time the floor has been installed.

### MANUFACTURING WARRANTY

- The manufacturer warrants to the original purchaser its **Venice Grand Flex** against any manufacturing defects caused by production errors (e.g. dimensional tolerances/off square, surface blemishes/bubbles, delamination, ledging (proud edges))
- Whenever this warranty is applicable, the manufacturer's (or its distributor's) liability is limited to replace, or repair, at the option of the manufacturer or its distributor, the defective products with the same product or similar product with equivalent value due to manufacturing defects, excluding the cost of transportation, storage, and installation. Damage due to improper transportation, storage, installation, extreme sunlight, extreme indoor conditions (extreme heat, dryness or moisture), or any other cause are not covered. Extreme heat can result in excessive expansion causing buckling, peaking and warping of the planks. Excessive moisture can cause mould and mildew growth or discolouration and/or weakened wood subfloor resulting in rotting or excessive deflection.
- Under no circumstances will the value of a warranty claim exceed the original purchase price of the product and the manufacturer (or its distributor) accepts no responsibility for labour costs incurred to remove any installed products.

### FINISH WARRANTY (25 YEARS RESIDENTIAL/10 YEARS COMMERCIAL)

- The manufacturer warrants, to the original purchaser, the wear layer will not wear through for 25 years residential or 10 years commercial from the date of the original purchase and used under normal traffic conditions and with proper maintenance. The surface wear must be readily visible and must cover at least ten percent of the surface area. Gloss changes, indentations, scratches or surface damage caused by lack of proper maintenance, misuse, negligence, accidents, spiked-heeled shoes or shoes in poor repair, water, wet mopping, erosion, pebbles, sand and other abrasives, however, are not considered wear through and therefore are not covered under the finish warranty.

- If wear-through does occur within the warranty period, the manufacturer (or its distributor), at its option, will repair or replace the affected portion of the floor or replace it with an equivalent quantity of the same or similar product at no charge to the customer. Any other incidental or consequential damages or costs incurred by the customer as a result of the defective piece of flooring, including any labour costs incurred to remove and re-install affected portions of flooring, will not be covered by this warranty.
- To be eligible for a wear warranty claim, the wear-through must be readily visible and must cover at least 10% of the total floor surface. Gloss changes and isolated areas of surface wear in high traffic areas (doorways, hallways, etc) are not considered normal wear-through and are not covered by this warranty.

## RADIANT HEAT PERFORMANCE WARRANTY

- The manufacturer warrants that **Venice Grand Flex** can be installed over a radiant-heated subfloor (water-filled tubes through concrete thermal mass). New water radiant heat system must have been tested and in operation for a few weeks prior to installation. **THE SURFACE TEMPERATURE MUST NEVER EXCEED 85° FAHRENHEIT (OR 29.4° CELSIUS)**. Proper temperatures must be maintained throughout the year. When turning on heat for the season, turn up gradually. Heating and ventilation systems should be designed to **maintain stable interior temperatures between 65°F – 85°F (18.3°C to 29.4°C) all year round**, in order to ensure the best performance of the **Venice Grand Flex**.

With vinyl flooring, it is normal that seasonal effects and in-floor heating system will affect the temperature thus minor movement, changes in dimensions, will occur with vinyl flooring.

**Note: Any attempt to repair, replace, or refinish the floor prior to the manufacturer's (or its distributor's) inspection and unauthorized repair actions will void this warranty.**

# WARRANTY EXCLUSIONS

- The warranty does not cover damage arising from negligence, accident, abuse or misuse, indentation, scratches, damage caused by the use of adhesive tape, erosion, pebbles, sand, other abrasives, spiked-heeled shoes, insects and pets, water damage caused by wet subfloor, flooding, leaky plumbing, spills, wet mopping, standing water, poor workmanship by installer, the illusions of bumps and/or dimples created by incorrect subfloor preparation, structural changes in subfloor, settlement and uneven subfloor.
- Failure to follow manufacturer's specific written installation instructions, improper care and maintenance, insufficient prevention and/or protection in kitchen workstations and underneath furniture, misuse or improper alterations of original manufactured products, unsuitable environment, extreme environmental condition such as exposure to extreme heat, moisture, water saturation, structural changes in subfloor, settlement and or uneven subfloor will void the warranty. Colour changes from exposure to direct sunlight or due to use of rubber-backed mats are not covered by this warranty.
- **Venice Grand Flex** should be installed in normal environment where its interior temperature has to be **maintained between 65°F – 85°F (18.3°C to 29.4°C) all year round**, to ensure the best performance of the **Venice Grand Flex** and prevent possible damage not covered by warranty. Exposure to higher or lower levels of heat may result in excessive expansion and/or contraction of the floor planks resulting in gaps between planks, end/edge peaking, warping, bridging (which is caused by insufficient expansion spacing) and plank deformation or other problems. Problems resulting from exposure to levels of heat other than those specified herein are not covered by this warranty.
- It is the responsibility of the customer or installer to inspect all pieces of flooring for visible defects prior to installation. No warranty will be offered for appearance related claims on the products that are installed.
- Only cleaners and maintenance products designed for vinyl flooring are appropriate for use on our products. Use of non-approved cleaners and maintenance products or any oil soap, strong chemical or ammonia-based cleaners will void all warranties.
- Manufacturer, distributor or dealer is not responsible for any floor installation failures associated with unaddressed site conditions such as, but not exclusively: vapour transmission, moisture permeation, improper pH levels, contaminated concrete or damaged subfloors including any gapping or high/low joints that are caused by a subfloor issues.
- Minor shading, colour or texture differences between samples or printed colour photographs or illustrations and delivered products are not covered under this warranty.

# INSTALLATION INSTRUCTION

## IMPORTANT!

*Flooring should be placed in the room in which it is to be installed at least 48 to 72 hours prior to installation.* It is the installer's responsibility to inspect each board for acceptable color and visual defects prior to installation. The manufacturer will replace any defective products but no incidental or consequential costs, such as labor charges resulting from the installation of defective material will not be covered.

### STORAGE AND HANDLING OF BOXES

- When transporting boxes, keep flat at all times to prevent deformation of the boards. Condition flooring and associated sundries to the proper normal living conditions and temperature for a minimum of 48 hours.

### SUBFLOOR MOISTURE AND pH TEST

- **Venice Grand Flex** can be installed over dry, sound, level and smooth surface.
- Wood subfloor: Wood subfloor must structurally sound with minimal movement and deflection with moisture reading not exceeding 13%. Also, must have adequate ventilation to avoid any kind of moisture build up.
- Concrete subfloor: Concrete subfloor should be cured and dry and tested for moisture content. Prior to installation, concrete subfloor should preferably be 45 to 90 days old, 30 days being the absolute minimum. Concrete moisture meter must be used to check subfloor moisture level. Using a Tramex Concrete Moisture Encounter meter, moisture content readings should not exceed 4.5%; in case of positive reading, calcium chloride test must be performed. The concrete subfloor moisture rate must not exceed 3 lbs / 1,000sf / 24 hours. If the reading exceeds 3 lbs, use a complete moisture-proofing system recommended by approved adhesive manufacturer. In situ probes moisture testing must not exceed 80% in sleeve. Please consult your local dealers for professional recommendations in such area.
- For on or below grade slabs, an alkalinity test to measure the pH must be done. pH must be between 7 and 10.

### SUBFLOOR PREPARATION

- For installation of **Venice Grand Flex** partial or full glue down installations, minimum thickness for subfloor requires 3/4" (19mm) or thicker plywood (or 3/4" (23/32") approved OSB chipboard subfloor with an additional wood underlayment approved for vinyl), when installed over 16-inch (40cm) on center joists. All wood underlayments must be designed for vinyl flooring and must not have any substance that can stain flooring. Any fasteners used to secure subfloor materials must be non-rusting and does not bleed to stain vinyl.
- Wood subfloor must be securely screwed down to joists to prevent any movement or squeaks. Thoroughly inspect and replace existing floor or subfloor that shows evidence of water damage or structural weakness.
- Subfloor surface must be flat and smooth with maximum tolerance is 1/8" per 10'. If necessary, grind down any irregularities, using #20 grit papers, and fill any uneven spot with a compatible leveling compound.
- All door casing should be notched out or undercut to allow vinyl to slide under to hide any gapping.



## GLUE DOWN INSTALLATION

(For residential and commercial applications)

Subfloor must be clean and free of dust or any contaminants that will interfere with the adhesive's bond. For use of adhesives, follow the glue manufacturer's instructions. Subfloor must be level, flat and smooth with no bumps or indentations that can telegraph through to the top surface of the vinyl. Uneven sub floor must be eliminated by grinding or the use of a compatible leveling compound. Subfloor must be flat to 1/8" per 10' radius. Maintain room temperature at 65-85°F (18.3°C to 29.4°C). Expansion space of 3/16" must be provided along all walls and at any vertical obstructions. All door casing should be notched out or under cut. A pressure sensitive releasable or permanent hard set adhesive for full coverage must be used for best performance. Always follow the adhesives manufacturer's instructions for use. See layout for plank installation procedure.

### RADIANT HEATED FLOORS

**Applicable to in-floor water radiant heat embedded in thermo mass (concrete or gypcrete).** Ensure the heating is set for normal living conditions and the environment has adjusted for at least 24 to 48 hours. The floor surface must not exceed 85°F (29.4°C). **It is extremely important that you maintain consistent temperatures throughout the year.**

### LAYOUT

Start with establishing center lines and square off room to avoid ending with small strips along the walls. Adjust placement of planks to end up with a minimum of a half plank at starter and finishing rows and at least 6" for end planks which will equally balance both sides of the room. Stagger the planks of each row to a minimum of 8" from the end of the adjacent plank. Use the score and snap method to cut boards or use a vinyl plank cutter.

Note: When installing planks by glue down application, spread only enough adhesive to allow working time before the glue loses grab.

### CARE AND MAINTENANCE

- Ensure the home's temperature is kept stable and maintained between 65-85°F (18.3°C to 29.4°C) throughout the year.
- Vacuum or sweep your floor once a week or as required to ensure no abrasive materials are left on floor. Do not use a vacuum head with a beater bar.
- Do not use harsh household cleaners/detergents, oil soaps, mop and shine products, waxes, oil or solvent based soaps, abrasives on your floor. Use only a mild, non-residue vinyl cleaner.
- Wipe up spills immediately to avoid staining or liquid seeping into the seams.
- Never wet mop or use excessive amount of water on your vinyl floor or let standing water stay on floor to avoid getting moisture into seams. Use a slightly damp mop (well rung out mop or rag) to clean your floor.
- Do not use a steam mop on vinyl flooring surface.
- Place felt pads under furniture legs and heavy furniture to prevent scratching and permanent indents. Wider pads or protectors are better. Never drag furniture across vinyl floors. Lift furniture or place a solid panel with a soft side under heavy furniture to walk or slide unit into place. Do not let any sharp or pointed objects come in contact with top surface of flooring.
- Avoid using rolling casters. If not, choose ones with double type wheels at least 2" in diameter to disperse weight loads and are non-staining to avoid scratches, indentations, staining, etc. Keep casters clean and in good condition with no sharp edges.
- Place mats at exterior door to trap sand and grit. Use mats with colour fast and non-abrasive backing. Some rubber or latex backed non-slip mats contain chemicals that may permanently stain the floor and is not covered under warranty.
- Protect your floor from direct sunlight to minimize fading or discolouration and heat buildup on flooring.
- Keep pets nails trimmed to minimize scratches.
- Avoid walking on the vinyl floor with stiletto heeled shoes. Keep shoe heels in good repair to avoid puncturing surface.
- Control radiant heat to ensure stable temperatures throughout all seasons and flooring surface does not exceed 85°F (29.4°C).