Product	
Supplier	Flooring2
Product Type	Sheet Vinyl
Number	SS
Name	Strata

Warranty	
Sheet Vinyl Limited Warranty	7 Year

Sheet Vinyl Limited Warranty

> **Document Version:** 1.0
> **Last Updated:** January 2026

Important Notice

> **READ BEFORE FILING A CLAIM**

This warranty is provided by Supplier and is extended only to the original purchaser/end-user. This warranty is **non-transferable** and applies only when the product is installed and maintained according to Supplier's Installation Guide and Care & Maintenance Guide.

Keep your proof of purchase. You will need it to file a warranty claim.

What This Warranty Covers

This warranty applies to residential and light commercial applications.

Coverage Summary

- Manufacturing Defects
- Wear Resistance
- Rip/Tear/Gouge Resistance
- Indent Resistance
- Scuff Resistance
- Discoloration Resistance

Manufacturing Defects

Supplier warrants that your sheet vinyl flooring is free from manufacturing defects in materials and workmanship for the warranty period. Manufacturing defects include:

- Improper printing or pattern defects
- Defects in the wear layer
- Backing defects
- Uneven thickness
- Bubbles or blisters from manufacturing
- Color inconsistencies within the same roll

Wear Resistance

Supplier warrants that the wear layer of your sheet vinyl will not wear through to expose the printed pattern layer under normal use for the warranty period.

What this covers:

- Complete erosion of the wear layer
- Wear-through that exposes the design layer

What this does NOT cover:

- Loss of gloss or sheen (can be restored with floor polish)

- Surface scratches that do not penetrate the wear layer
- Scuff marks
- Normal reduction in shine over time

Rip/Tear/Gouge Resistance

Supplier warrants that your sheet vinyl flooring will resist ripping, tearing, and gouging under normal residential use.

What this covers:

- Tearing along seams under normal conditions
- Spontaneous ripping or splitting
- Gouging from normal foot traffic

What this does NOT cover:

- Damage from dragging furniture or appliances
- Cuts from sharp objects
- Damage from dropping heavy or sharp items
- Tears from improper moving of heavy items

Indent Resistance

Supplier warrants that your sheet vinyl flooring will resist permanent indentation under normal use when proper floor protectors are used.

Requirements for coverage:

- All furniture must have floor protectors or felt pads
- Heavy furniture must use wide, flat furniture cups (minimum 1 inch / 25 mm diameter)
- Appliances must be moved on hardboard or plywood, not dragged
- Rolling furniture must use soft rubber casters (minimum 2 inch / 50 mm diameter)

This warranty does NOT cover:

- Indentations from furniture without proper protectors
- Indentations from narrow or pointed furniture legs
- Damage from hard plastic or metal casters

Scuff Resistance

Supplier warrants that your sheet vinyl flooring will resist permanent scuff marks under normal use.

What this covers:

- Permanent black marks that cannot be removed with normal cleaning

What this does NOT cover:

- Scuffs that can be removed with approved cleaning methods
- Marks from rubber-soled shoes (often removable)
- Temporary marks from normal traffic

Discoloration Resistance

Supplier warrants that your sheet vinyl flooring will not permanently discolor from:

- Moisture wicking through the subfloor
- Adhesive bleed-through
- Normal underlayment materials
- Contact with approved cleaning products

What this does NOT cover:

- Discoloration from rubber-backed mats or rugs
- Yellowing from prolonged direct sunlight
- Staining from unapproved cleaning chemicals
- Discoloration from asphalt, tar, or driveway sealers

Important Limitations

Rolling Loads Not Permitted

Sheet vinyl flooring is NOT suitable for rolling loads. Rolling loads include pallet jacks, hand trucks, dollies, heavy carts, power wheelchairs, and similar equipment. Damage from rolling loads will void this warranty.

Note: Rolling office chairs and furniture are permitted with wide, soft rubber casters (minimum 2 inch / 50 mm diameter).

What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

Installation Issues

- Improper installation (not following the Installation Guide)
- Installation over improper subfloor
- Use of unapproved adhesive
- Installation with visible defects (must be inspected before installation)
- Seam failure due to improper seaming technique
- Failure to properly roll the floor after installation
- Installation over excessive subfloor moisture

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Use of improper cleaning products (no wax buildup cleaners)
- Use of abrasive cleaning tools or scrubbing pads
- Use of vacuum cleaner with rotating brush or beater bar
- Steam cleaning or excessive water
- Failure to use proper floor protectors under furniture

Environmental Factors

- Water damage from flooding, leaks, or standing water
- Subfloor moisture exceeding specifications
- Excessive humidity causing adhesive failure
- Fading or yellowing from direct, intense sunlight
- Temperature extremes outside 60-85F (15-29C) range
- Natural disasters (fire, flood, earthquake)

Physical Damage

- Scratches and cuts from normal use
- Burns from cigarettes, matches, or hot items
- Damage from pets (scratches, accidents)
- Damage from high heels, spiked shoes, or sports cleats
- Damage from dragging furniture or appliances
- Damage from hard plastic or metal caster wheels
- Damage from dropping heavy or sharp objects
- Damage from rolling loads (see Rolling Loads Not Permitted section)
- Tire marks from bicycles, wagons, or wheeled toys

Chemical and Stain Damage

- Discoloration from rubber-backed mats or rugs
- Staining from asphalt, driveway sealers, or tar tracked indoors
- Damage from harsh chemicals (bleach, ammonia, solvents)
- Damage from unapproved cleaning products
- Stains not cleaned promptly

Other Exclusions

- Normal wear and tear
- Loss of gloss or sheen (can be restored with floor polish)
- Color or shade variations between samples and installed product
- Commercial use under a residential warranty
- Rental properties (considered commercial use)
- Products not purchased through authorized Supplier retailers
- Consequential damages (labor, moving costs, subfloor replacement)

Warranty Validation Requirements

To maintain warranty coverage, you must:

At Time of Purchase

- Purchase from an authorized Supplier retailer
- Keep your original proof of purchase (receipt)
- Inspect all materials before installation for visible defects
- Report any visible defects BEFORE installation

During Installation

- Follow all instructions in the Supplier Installation Guide
- Use only approved adhesive for full-spread or perimeter installation
- Ensure subfloor is clean, dry, flat, and meets moisture requirements
- Roll the floor properly after installation to ensure adhesive bond
- Allow adhesive to cure completely before allowing traffic
- Document installation (date, installer, conditions)

Ongoing Care

- Follow all instructions in the Supplier Care & Maintenance Guide
- Sweep or dust mop daily in high-traffic areas
- Damp mop as needed with approved cleaner
- Clean spills promptly
- **Do NOT use vacuum cleaners with rotating brush or beater bar**
- Use walk-off mats at entrances (NOT rubber-backed)
- Use floor protectors under all furniture
- Use wide, soft rubber casters on rolling furniture
- Maintain indoor temperature between 60-85F (15-29C)
- Maintain indoor humidity between 30-60%

Restoring Shine

If your sheet vinyl loses its shine over time:

- Clean thoroughly with approved vinyl floor cleaner
- Apply floor polish designed for vinyl flooring
- Follow polish manufacturer's instructions
- Loss of shine is not a warranty defect

How to File a Warranty Claim

Time Limit

You must report the defect **within 30 days** of discovering the issue, but within the warranty period.

Step 1: Document the Issue

Before contacting anyone, gather the following:

- **Photographs** - Clear photos of the problem area showing the defect
- **Location photos** - Photos showing where in the room the issue occurs
- **Product labels** - Photos of any remaining product labels or specifications
- **Timeline** - Note when you first noticed the issue
- **Proof of purchase** - Original sales receipt with date and retailer information

Step 2: Contact Your Retailer

Contact the authorized Supplier retailer where you purchased the flooring **first**. Provide:

- Proof of purchase (original receipt)
- Detailed description of the problem
- Photographs of the issue
- Date you first noticed the problem

If the retailer is no longer available, you may contact Supplier directly by mail or email with all documentation.

Step 3: Required Documentation

Document	Purpose	Required?
Original sales receipt	Proof of purchase and date	Yes
Photos of defect	Visual evidence of issue	Yes
Photos of product labels	Product identification	Yes
Installation records	Proof of proper installation	Recommended
Moisture test results	Proof of proper subfloor conditions	If applicable
Adhesive documentation	Proof of approved adhesive used	Recommended

Step 4: Inspection

- Supplier and its representatives must be granted **reasonable access** to inspect the flooring
- Supplier may remove samples for laboratory evaluation
- **Do NOT attempt repairs** before inspection - this may void your warranty
- Inspection typically occurs within 2-4 weeks of claim submission

Step 5: Claim Determination

Supplier will inform you whether the claim is covered and to what extent:

- **Approved claims** - Supplier will authorize repair or replacement (see Warranty Proration for labor coverage)
- **Denied claims** - You will receive written explanation of denial reason
- Determination typically provided within 4-8 weeks of inspection

If Your Claim is Approved

What Supplier Will Do:

- Authorize repair or replacement of the **affected area only**
- Provide replacement flooring of similar color, pattern, and quality
- If original product is discontinued, Supplier will select a similar replacement
- Pay labor costs according to Warranty Proration schedule (if professionally installed)

What Supplier Will NOT Do:

- Replace unaffected areas
- Guarantee an exact pattern match at seams
- Pay for furniture moving, subfloor repair, or other consequential costs
- Cover product abuse, improper installation, or improper maintenance
- Pay labor costs for DIY installations

If Your Claim is Denied

- You will receive a written explanation of the denial reason
- You may appeal the decision with additional supporting documentation
- Common denial reasons:
  - Improper installation (not following Installation Guide)
  - Subfloor moisture issues
  - Improper maintenance
  - Damage from excluded causes (vacuum beater bar, casters, rubber mats)
  - Issue is normal wear (loss of gloss)

Warranty Proration

First 2 Years

- **Materials:** 100% replacement of defective flooring
- **Labor:** 100% of reasonable labor costs (if professionally installed)

Years 3-5

- **Materials:** 100% replacement of defective flooring
- **Labor:** 50% of reasonable labor costs (if professionally installed)

After Year 5

- **Materials:** 100% replacement of defective flooring
- **Labor:** Not covered

Note: Proration applies from the date of original installation. Labor coverage requires professional installation by a qualified installer.

Definitions

Term	Definition
Residential Use	Use in owner-occupied single-family homes
Light Commercial Use	Use in offices, retail, hotel rooms, conference rooms
Normal Use	Typical household or business activities
Prorated	Coverage that decreases over time
Manufacturing Defect	A flaw in materials or workmanship present at manufacture
Wear Layer	The clear protective top layer of sheet vinyl
Full-Spread Adhesive	Adhesive applied to the entire subfloor
Perimeter Installation	Adhesive applied only around edges and seams
Loose-Lay Installation	Floor held in place by weight and perimeter adhesive only

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Limitations

Supplier assumes no liability for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this exclusion may not apply to you.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

Supplier reserves the right to inspect the floor and remove samples for evaluation. Any attempt to repair or replace the floor prior to Supplier's inspection may void this warranty.

No retailer, agent, or employee has the authority to increase or alter the obligations of this warranty.

Additional Information

- **Installation Guide:** Refer to the Supplier Installation Guide for Sheet Vinyl
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Sheet Vinyl
- **Floor Polish:** Use vinyl floor polish to restore shine if needed
- **Vacuum Warning:** Do NOT use vacuums with rotating brush or beater bar
- **Contact:** For questions, contact your authorized Supplier retailer

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Custom Warranty Requests

Warranty letters for project-specific requirements are available upon request and approval. If your project requires an exception to our standard warranty terms, Supplier may be willing to issue a custom warranty letter.

To request a custom warranty letter, please contact your Supplier sales representative with details about your project requirements.

This warranty document supersedes all previous warranty versions for sheet vinyl flooring products.