Product	
Supplier	Flooring2
Product Type	Luxury Vinyl
Number	CL
Name	Citadel

Warranty	
Luxury Vinyl Limited Warranty	Lifetime Residential / 15 Year Commercial

Luxury Vinyl Limited Warranty

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

This warranty covers Luxury Vinyl Plank (LVP), Luxury Vinyl Tile (LVT), Stone Plastic Composite (SPC), and Wood Plastic Composite (WPC) flooring products.

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
- Structural Integrity
- Wear Layer
- Waterproof Performance
- Stain Resistance
- Indent Resistance
- Dimensional Stability

Manufacturing Defects

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

- Improper sizing or dimensional inconsistencies
- Defects in the printed pattern or design layer
- Defects in the wear layer application
- Defects in the locking mechanism
- Defects in the core or backing layers

Structural Integrity

Supplier warrants that your luxury vinyl flooring will not delaminate (separate into layers) under normal use. The wear layer, decorative layer, core, and backing will remain bonded together for the warranty period.

What this covers:

- Separation of wear layer from decorative layer
- Core layer splitting or crumbling

- Backing separation from core

Wear Layer

Supplier warrants that the wear layer will not wear through to the decorative layer under normal residential or commercial traffic for the warranty period.

Important: "Wear through" means the complete erosion of the wear layer exposing the printed design layer underneath. This warranty does NOT cover:

- Surface scratches (which are on top of the wear layer)
- Loss of gloss or sheen
- Scuff marks

Waterproof Performance

Supplier warrants that your luxury vinyl flooring will not be damaged by water exposure under normal conditions.

What is covered:

- Everyday spills and splashes
- Wet mopping
- Pet accidents
- Tracked-in moisture

Performance Standard: This flooring meets or exceeds NALFA 3.2 heavy commercial water resistance rating. The flooring surface and joints will not allow water penetration that causes damage to the floor when exposure is cleaned within 24 hours.

What is NOT covered:

- Flooding or standing water left for extended periods
- Water damage from below (subfloor moisture or vapor)
- Damage from water entering through unsealed edges or transitions
- Failure to clean up standing water within 24 hours

Stain Resistance

Supplier warrants that your luxury vinyl flooring will resist permanent staining from most common household substances when properly cleaned.

Covered substances include:

- Coffee and tea
- Soft drinks and fruit juice
- Wine and beer
- Pet food and waste
- Common food spills
- Dirt and mud

Requirements for coverage:

- Spills must be cleaned within 24 hours using methods in the Care & Maintenance Guide
- Use only approved cleaning products

Indent Resistance

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

Requirements for coverage:

- Furniture must have felt pads or floor protectors
- Heavy furniture must use wide, flat furniture cups
- Appliances must have appropriate protection when moved
- Rolling chairs must use mats designed for hard floors

This warranty does NOT cover:

- Indentations from furniture without proper protectors
- Damage from rolling heavy items without protection
- Damage from pointed or narrow furniture legs

Dimensional Stability (Sunlight Warranty)

Supplier warrants that your luxury vinyl flooring will not expand, contract, or warp from exposure to direct sunlight through windows under normal conditions.

What this covers:

- Buckling or peaking from sunlight exposure
- Gaps forming from heat exposure
- Warping or cupping from temperature changes

Requirements:

- Indoor temperature must be maintained between 60-85F (15-29C)
- Expansion gaps must be provided as specified in the Installation Guide

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Important Use Restrictions

Rolling Loads and Motorized Equipment

Floating floor installations are NOT suitable for rolling loads or motorized equipment. The repeated stress from this equipment can damage the locking system.

Rolling loads include:

- Pallet jacks, hand trucks, and dollies
- Heavy carts and delivery equipment
- Motorized wheelchairs and scooters
- Power wheelchairs

Glue-down installation is REQUIRED for areas with rolling loads or motorized equipment:

- Glue-down provides the stability needed for this type of use
- Consult the Installation Guide for proper adhesive selection
- Use of rolling loads or motorized equipment on floating floors will void this warranty

Note: Rolling office chairs are permitted with proper chair mats designed for hard floors.

Radiant Heat Compatibility

This flooring is compatible with radiant heating systems when:

- Maximum floor surface temperature does not exceed 85F (29C)
- Heating system is operating at least 2 weeks before installation
- Heating system is turned off 24 hours before installation
- Temperature changes are gradual (no more than 5F / 3C per day)

What This Warranty Does NOT Cover

This warranty does not cover damage resulting from:

Installation Issues

- Improper installation (not following the Installation Guide)
- Failure to acclimate materials before installation
- Installation over improper subfloor
- Installation with visible defects (must be inspected before installation)
- Failure to leave proper expansion gaps
- Use of non-approved adhesives (for glue-down installation)
- Installation over radiant heat exceeding 85F (29C)

Maintenance Issues

- Failure to follow the Care & Maintenance Guide
- Use of improper cleaning products (wax, polish, oil-based cleaners)
- Steam cleaning or excessive water
- Use of abrasive cleaning tools or scrubbing pads
- Failure to use proper floor protectors under furniture

Environmental Factors

- Flooding or standing water left more than 24 hours
- Subfloor moisture or vapor transmission
- Excessive humidity outside 30-60% range
- Temperature extremes outside 60-85F (15-29C) range
- Natural disasters (fire, flood, earthquake)

Physical Damage

- Scratches and cuts from normal use
- Scuff marks
- Damage from pets (scratches, accidents not cleaned promptly)
- Damage from high heels, spiked shoes, or sports cleats
- Damage from rolling loads or motorized equipment on floating installations (see Important Use Restrictions)
- Burns and heat damage

Chemical and Stain Damage

- Damage from rubber-backed mats or rugs (can cause discoloration)
- Damage from asphalt, driveway sealers, or tar
- Damage from harsh chemicals (bleach, ammonia, solvents)
- Stains not cleaned within 24 hours
- Discoloration from non-approved cleaning products

Trims, Moldings, and Transitions

Trims, moldings, and transition pieces — including T-moldings, reducers, end caps, stair nose, thresholds, and quarter round — are **coordinating** accessories. They are designed to complement the flooring, not to match it exactly. Because these pieces are manufactured separately and may use different materials and finishing processes, some variation in color, grain, pattern, sheen, or texture between the trims and the flooring (and between individual trim pieces) is normal and expected. **This variation is not a manufacturing defect and is not covered by this warranty.**

Other Exclusions

- Normal wear and tear
- Surface scratches and loss of gloss
- 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
- Acclimate materials as specified (typically 48 hours)
- Maintain indoor temperature between 65-85F (18-29C)
- Ensure subfloor is clean, dry, flat, and meets moisture requirements
- Leave proper expansion gaps around perimeter and fixed objects
- Do not install over subfloors exceeding moisture limits
- Document installation (date, installer, conditions)

Ongoing Care

- Follow all instructions in the Supplier Care & Maintenance Guide
- Sweep or vacuum regularly to remove grit and debris
- Clean spills promptly using approved methods
- Use only approved cleaning products (no wax, polish, or oil-based cleaners)
- Use walk-off mats at entrances (NOT rubber-backed)
- Use floor protectors under all furniture
- Use chair mats under rolling chairs
- Maintain indoor temperature between 60-85F (15-29C)
- Maintain indoor humidity between 30-60%

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 box labels or product 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
Indoor climate records	Proof of proper temperature/humidity	If applicable

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 color match with existing flooring
- 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 (scratches, rubber mats, chemicals)
  - Issue is normal wear (surface scratches, 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 luxury vinyl

Term	Definition
Delamination	Separation of the floor's layers
Floating Installation	Floor installed over underlayment without adhesive
Glue-Down Installation	Floor adhered directly to subfloor
SPC	Stone Plastic Composite - rigid core with mineral/stone filler
WPC	Wood Plastic Composite - rigid core with wood/plastic filler
LVP	Luxury Vinyl Plank - plank-format luxury vinyl
LVT	Luxury Vinyl Tile - tile-format luxury vinyl

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 Luxury Vinyl
- **Care & Maintenance:** Refer to the Supplier Care & Maintenance Guide for Luxury Vinyl
- **Radiant Heat:** Maximum floor surface temperature 85F (29C)
- **Rolling Loads/Motorized Equipment:** Glue-down installation required (see Important Use Restrictions)
- **Contact:** For questions, contact your authorized Supplier retailer

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 luxury vinyl flooring products including LVP, LVT, SPC, and WPC.