

1. Coverage – Manufacturing Defect: Kolay Flooring International warrants its regular (first quality) vinyl plank, tile and sheet flooring to be free of manufacturing defects, within generally accepted standards of Commercial Flooring Industry, for one year from date of sale to the original flooring owner / end_user.

2. Coverage – In_Use Defect: Kolay Flooring International warrants its regular 22mil (first quality) vinyl plank, tile and sheet flooring against ordinary wear...through of wear layer and visual film graphic design for up to 25 years from normal foot traffic.

3. Terms and Conditions:

- a. For a defect reported to Kolay in writing within one year of purchase date and validated by Kolay, new replacement material, same or similar quality, sufficient to repair or replace defective material and reasonable labor costs will be provided.
- b. For a defect reported to Kolay in writing after one year but within two years of purchase date and validated by Kolay, new replacement material, same or similar quality, sufficient to repair or replace defective material and 50% of reasonable labor costs will be provided.
- c. For a defect reported to Kolay in writing after two years, but within five years of purchase date and validated by Kolay, new replacement material, same or similar quality, sufficient to repair or replace defective material and 25% of reasonable labor costs will be provided.
- d. For a defect reported to Kolay in writing after five years, but within 10 years of purchase and validated by Kolay, new replacement material, same or similar quality, sufficient to repair or replace defective material will be provided, but no labor costs will be provided.

4. Warranty Actioning:

- a. Written report of suspected defect should be sent to Kolay with a copy of original purchase receipt that shows dealer name, address, purchase date, item, style number, quantity, material cost and labor cost.
- b. Upon receipt by Kolay of above information, arrangements will be made for a Kolay representative to inspect the material believed to be defective.

5. Warranty Resolution: If said defect is confirmed, Kolay will resolve as detailed in Paragraph 3 (Terms and Conditions) above

6. Warranty Exclusions:

- a. Damage caused by improper storage and handling prior to installation.
- b. Material utilized for other than prescribed use as flooring.
- c. Material installed with obvious defects.
- d. Conditions resulting from installing, utilizing and maintaining flooring not in conformance with. Kolay Technical Manual for Installing Interior Flooring Products — most current edition at time of installing.
- e. Material not installed with Kolay adhesive proper for the flooring specified or for the jobsite conditions and intended use.
- f. Material not maintained with Kolay maintenance products and / or not maintained according to Kolay recommended maintenance procedures.
- g. Material installed over gypsum underlayment or lightweight aggregate concrete with density less than 90 lbs. / cubic foot or installed over particle board, chip wood, pressboard and similar.
- h. Situations created by and resulting from excessive moisture, alkali or hydrostatic pressure, mold and mildew in substrate.

- i. Situations created by and resulting from flooding, standing water and temperature extremes.
- j. Indentation and point loading from wheels and high-healed shoes.
- k. Situations created by or resulting from absence of or improper or poorly designed furniture rests and floor protectors.
- l. Telegraphing of adhesive trowel lines, joint lines, underlayment fasteners, etc.
- m. Situations created by or resulting from lack of or improper protective matting at entryways, landings and pivot points.
- n. Situations created by or resulting from rubber tipped furniture legs, rubber wheels, mats and carpets with rubber or synthetic backing.
- o. Variation in color, surface texture and finish of installed flooring with same characteristics in sample material and photographic print reproduction. Variation in color could be more apparent in solid color products.
- p. Damage from on-going work by other constructions trades.
- q. Excessive wear from presence of sand and/or grit on installed material.
- r. Surface abrasion and/or change in surface finish from normal use, lack of maintenance or improper maintenance.
- s. Cuts, scratches, gouges, scuffs, punctures, tears, indentations and burns.
- t. Discoloration due to insufficient or improper substrate preparation, installing procedures, lack of maintenance or improper maintenance.
- u. Stains and/or discoloration created by or resulting from, but not limited to dyes; inks; fading; contact with synthetic or rubber products (including mat and carpet backing); non-approved adhesive or maintenance products; traffic-born contaminants; spills; and tracked-in-matter including asphalt, resins, driveway sealers, carpet crocking, sunlight, heat generation, plasticizer migration, etc.

Available Wear Layer Thickness & Warranty

Mil	Commercial	Residential	Suggested Use
6 mil	N/A	5 year	Residential Only
8 mil	5 year	10 year	Light Commercial & Residential
12 mil	10 year	15 year	Commercial & Residential
22 mil	25 year	25 year	Commercial & Residential
30 mil	30 year	30 year	Commercial & Residential

Primer / Sealant

Kolay's products do not require a primer to be used on the sub floor- (gypcrete, concrete, lightweight concrete, and/or plywood). The ultimate responsibility of the success or failure of our materials when not installing a primer sealant is the responsibility of the installation company based on environmental conditions. It is the responsibility of the flooring installer to determine whether or not primer is needed. If the conditions are unfavorable to a full spread application, other alternatives such as are Kolay's Free Lay or Click System are available.

It is Kolay's recommendation to follow the adhesive manufacturer's requirements.

Efflorescence

Efflorescence is a fine, white, powdery deposit of water-soluble salts left on the surface of masonry as the water evaporates. These efflorescent salt deposits tend to appear usually about a month after the building is constructed, and sometimes as long as a year after completion.

All Kolay International products are waterproof, therefore impervious to the existence or appearance of these alkaline deposits de facto.

One of the benefits of using a Kolay Flooring International “floating floor” system versus a full spread application is the lack of, or minimal use of adhesive. Please see installation instructions on our website under “Technical Specifications/Installation”.

There are moisture barriers that many adhesive manufacturers recommend as the presence or appearance of these alkalines may cause the adhesive(s) to fail.

Please consult with your adhesive supplier for specific recommendations.

In summary, Efflorescence will not affect the integrity of any Kolay Flooring International products.

Moisture / MVER

Kolay’s Floating Floor systems are 100% waterproof and therefore, impervious to moisture or humidity. Kolay’s Floating Floor systems and recommended urethane adhesive have no limit on MVER.

NOTE: Moisture mitigation is NOT required for Kolay’s Floating Floor systems.

Addition of the 1.5mm EVA foam pre-attached backing has no effect on Kolay’s overall warranty.