

Johnson Hardwood Venice Warranty

Residential ❖ Light to Medium Commercial Setting

STATEMENT OF WARRANTY

General Terms:

This warranty document covers Johnson's Venice SPC Rigid Core Plank Flooring when applied in a Residential or Light to Medium Commercial setting.

Johnson Hardwood branded Commercial products when installed in a commercial area, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Johnson Hardwood warranties cover the cost of material for the period of the warranty and reasonable labor costs **only** when and if a professional flooring installer was paid to install the original material. Labor will be paid according to the following schedule located under Terms of Limited Lifetime Warranties. D.I.Y products are not covered under this warranty.

Johnson Hardwood reserves the right to repair any floor and/or obtain the services of a professional to conduct repairs or replace flooring.

Johnson Hardwood reserves the right to inspect any floor that is deemed by the client to be defective. Removal of the flooring prior to this inspection voids this product warranty in its entirety. Johnson Hardwood at its discretion will send a company representative and/or a third-party, independent inspector to the installation site to conduct the inspection. If it is deemed necessary, a destructive inspection will be conducted to properly facilitate a full investigation.

Johnson Hardwood branded Rigid Core Engineered Vinyl products when installed in any commercial setting, regardless of commercial use designation, must be professionally installed by a certified flooring contractor to validate this warranty. No exclusions or exceptions will be made to this clause.

Closeouts, seconds, and cash-n-carry sales are not covered under this warranty.

Warranty Periods for Johnson Hardwood Vinyl Products

- ❖ Limited Lifetime Structural Warranty
- ❖ Limited Lifetime Residential Wear Warranty
- ❖ Limited Lifetime Waterproof Warranty
- ❖ Limited Lifetime Pet Proof Warranty
- ❖ Limited 15-Year Commercial Wear Warranty

Limited Lifetime Structural Warranty:

Johnson Hardwood warrants that the Venice SPC Rigid Core Plank Flooring will be free from manufacturing or material defects for the life of the product. Should a problem attributable as a manufacturing defect develop after the flooring is installed, Johnson Hardwood will verify the validity of the manufacturing defect. Upon determination of a manufacturing defect, Johnson Hardwood will authorize a credit based on the original purchase of the product, which will be good toward the purchase of a replacement. When a defective product is installed, credit applies only to material, and does not include labor, since it is the responsibility of the installer to determine suitability of material prior to installation.

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Manufacturing Defect Warranty:

Johnson Hardwood warrants that the Venice planks will be free from manufacturing defects for a period of 1 (One) year from the date of purchase. If such defect occurs, upon verification of the defect by Johnson Hardwood, repair or replacement of the affected area of installed flooring will be authorized by Johnson Hardwood.

Wear Warranty:

Johnson Hardwood warrants that the installed product will not wear through to the printed film layer, stain or fade under normal use as follows:

Limited Lifetime Residential Wear Warranty: covered for the lifetime of the original purchaser and is transferable one time from the original point of sale and installation.

Limited 15-Year Medium Commercial Wear Warranty: covered for a period of 15 years from the date of purchase.

Vinyl wear through is defined as 100% vinyl layer wear-through that exposes the core material, or that the wear layer is sufficiently depleted or compromised so that the printed film layer is damaged, altered or affected from normal use, over a minimum of 3% of the total installation. Stains and fading must be sufficient that the affected area of flooring is permanently discolored from normal household use and cleaning. (Gloss reduction or surface scratches are not considered surface wear.)

Limited Lifetime Waterproof Warranty:

- Johnson Hardwood Venice SPC Rigid Core plank flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water for the life of the product. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). Johnson Hardwood's Waterproof (moisture) warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. If the flooring plank is structurally impugned, resulting from exposure to water, Johnson Hardwood will authorize a pro-rated credit based on the terms outlined below in the section titled "Terms of Limited Lifetime Warranties". This warranty is transferable one time from the original point of sale and installation.

This Limited Lifetime Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

The Limited Waterproof Warranty does not cover:

- Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank.
- Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
- Flooring that is installed outdoors.

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Limited Lifetime Pet Proof Warranty:

Johnson Hardwood warrants that your Venice SPC Rigid Core plank flooring will resist staining caused by pet (domestic cat or dog) stains, including urine, feces, and vomit. Stain resistance means the ability of your floor to resist (i.e., minimize or withstand) permanent stains for as long as you own your floor.

Cleaning of the affected area should begin immediately upon discovery. The more time that elapses before removal, the more difficult a stain will be to remove.

The Limited Lifetime Pet Proof Warranty does not cover:

- Any urine, feces, or vomit stains other than from a pet (domestic cat or dog)

Terms of Limited Lifetime Warranties:

- Johnson Hardwood will supply new material of the same color, design, and grade, if available; if unavailable or discontinued, Johnson Hardwood reserves the right to select and supply similar Johnson Hardwood materials. After corrective action is taken on an existing defect, you will continue to receive warranty coverage for the remaining period of your original warranty.
- One replacement floor only will be made for the wear out, fading, and staining. Claimants who received settlement may not claim again and no additional replacement floors will be supplied.
- Alternatively, a refund (or pro-rated credit) of up to 100% of the original cost of the material. The percentage of the original cost refundable depends on the amount of time elapsed since the date of purchase:
 - ▶ Within 1-2 years - 100%
 - ▶ Within 3-5 years - 70%
 - ▶ Up to year 10 - 50%
 - ▶ After 10 years – 25%
- The costs of professional labor within the approved labor charges put forth by Johnson Hardwood, provided that the labor is performed according to Johnson Hardwood guidelines and standard industry practices. Labor must also be provided by a certified professional flooring installer. Labor will be paid according to the following schedule:
 - ▶ Within 1-2 years – 100% of reasonable labor costs for reinstall
 - ▶ Within years 3-5 – 70% of reasonable labor costs for reinstall
 - ▶ Up to year 10 – 50% of reasonable labor costs for reinstall
 - ▶ After 10 years – labor costs are not included

Johnson Hardwood Warranty Program Limitations:

- This warranty is transferable one time from the original point of sale and installation.
- Manufacturing defect must be reported within 3 months from the date of purchase.
- This warranty covers only properly installed and maintained floors, according to Johnson Hardwood guidelines and accepted industry practices.

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- For products sold as “Do-It-Yourself” or cash-n-carry sales, no reimbursement for labor costs will be provided.
- Johnson Hardwood excludes and will not pay for any **consequential or incidental damages** under this limited warranty.
- Johnson Hardwood will not pay for the loss of time, inconvenience or other incidental expenses incurred during the initial installation and the subsequent removal and/or reinstallation of affected material, including clearing any items placed over the finished flooring and affected area subsequent to the original installation.
- This warranty does not cover the exclusions indicated on the package.
- Johnson Hardwood reserves the right of final judgment and may refuse claims in certain instances.
- Johnson Hardwood reserves the right to modify or withdraw the warranty at any time.

This Johnson Hardwood Limited Warranty Program does not include the following:

- **Installed with obvious manufacturing defects (see Limited Lifetime Structural Warranty Terms).**
- **Products that have not been properly acclimated according to the Johnson Hardwood Guidelines.**
- Improper installation or product not installed according to Johnson Hardwood installation guidelines and accepted industry practices.
- Use of adhesives for installing Venice SPC Rigid Core Plank Flooring.
- Damage caused during installation by use of improper tools, non-rubber mallets or hammers, adhesives, tape, etc.
- Lack of maintenance or improper maintenance; dulled by soaps, detergents, harsh chemicals, dressings, one-step cleaners or wax.
- Indentations or damage by narrow tipped heels, vacuum cleaner beater bars, rolling loads, caster wheels, furniture and chairs without proper floor protectors and furniture rests, dropping of metal or heavy objects.
- Cuts, scratches, gouges and indentations, punctures caused by sharp objects.
- Cracking, warping, delamination, curling or other phenomena caused by excessive heat applied to the flooring.
- Damage caused by burns, cigarette/cigar burns, intentional abuse, flooding, fires and other disasters.
- Staining or changes in color caused by dyes tracked from carpet, fertilizers, coal, tar, driveway sealers, oil drippings or other similar materials; faded or discolored by sunlight or heat generation; fading or staining caused by use of rubber mats.
- Stains, fading, discoloration or moisture problems due to use of rubber or rubber-backed mats.
- Problems or damage due to moisture and/or alkalinity in sub floor; discoloration or bond release from hydrostatic pressure or excessive moisture caused by flooding, plumbing and appliance leaks and water leakage from doors.
- Mold and mildew growth caused by excessive moisture in the environment or substrate.
- Installed over unstable, unsuitable, or improperly prepared sub floors, wet/cold floor and/or radi-ant-heated floor in excess of 85°F.
- Color variations (due to use of natural components), exposure to UV light and/or sunlight, and age of material.
- Different from samples or printed material in shade, color or embossing. (Color inconsistency between samples, replacement product, or illustrations and actual product is not a manufacturing flaw).

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No person, representative, employee, or agent not employed by Johnson Hardwood is authorized to modify or change the warranty statements made in this document.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Claim Filing

To file a claim, contact your retailer or distributor (retail accounts only) to obtain the necessary paperwork. Claim documentation must be filled out in its entirety in order to be assigned a claim number and reviewed for validity. Should the claim require an inspection, you will be contacted by the independent inspector assigned to your claim for scheduling. You may also contact Johnson Hardwood direct at 1 (800) 910-3047 for further information and filing.

Warranty Downloads



Johnson.hardwood[®]
www.johnsonhardwood.com

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