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## **FUSION Comprehensive Warranty Program**

This document details coverage and limitations for the following warranties for FUSION flooring planks and tiles:

- Lifetime Limited Residential Wear Warranty
- Lifetime Limited Structure Warranty
- Lifetime Limited Waterproof Warranty
- Lifetime Limited Petproof Warranty
- 10 Year Limited Medium Commercial Wear Warranty

### **Lifetime Limited Residential Wear Warranty**

The finish of the floor plank is warranted by WPS, Inc. not to wear through under normal use for the life of the product. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser. This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to WPS' installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a climate controlled area.
3. The flooring must be maintained in accordance with WPS maintenance instructions.
4. This limited warranty does not apply to moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

### **Lifetime Limited Structure Warranty**

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, WPS will arrange a credit based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a defect occur, we will arrange a refund based on the original purchase of the product. This warranty is not transferable by the purchaser of the floor. Should a problem attributable as a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by this warranty.

**Warranty Coverage:** Upon determination of a valid manufacturing defect or finish wear through amounting to 100%, credit will be issued to the dealer and will be good toward the purchase of a replacement. When defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation. Should a problem attributable as a manufacturing defect develops after flooring is installed, the cost of labor for repair will be covered by this warranty.

### **The Limited Warranty does not cover:**

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that WPS products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by WPS. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.



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### **Lifetime Limited Waterproof Warranty**

The floor plank or tile is warranted to be free 100% waterproof and will not be damaged by exposure to water for the life of the product. Should damage to the floor plank resulting from exposure to water occur, WPS will arrange a credit based on the original purchase of the product or replace the product. This warranty is not transferable by the purchaser of the floor.

### **The Limited Waterproof Warranty does not cover:**

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Flooring that is installed outdoors.

### **Lifetime Limited Petproof Warranty**

WPS, Inc. warrants that your FUSION vinyl floor 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 Petproof Warranty does not cover:**

- Any urine, feces, or vomit stains other than pet.

### **10 Year Medium Commercial Limited Wear Warranty**

The finish of the floor plank is warranted by WPS not to wear through under normal medium commercial use for a period of ten (10) years from the date of purchase. Finish wear-through is defined as 100% finish removal over a minimum of 3% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

1. **Retail:** Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons, Hallways, Entryways (walk off mats required)
2. **Medical Offices:** Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
3. **Hotels:** Guest Rooms, Conference/Meeting Rooms, Lobby
4. **Offices and Restaurants:** Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
5. **Institutional:** Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

This 10 year limited medium commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to WPS, Inc. installation instructions. Proper installation includes, but is not limited to the following:
  - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cpc spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area.
3. The flooring must be maintained in accordance with WPS, Inc. maintenance instructions.
4. This limited warranty does not apply to moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.



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**How to Make a Claim**

Any claim made under either of these limited warranties must be made by contacting your retailer within 30 days after the basis of the claim is detected. In addition, any claim under either of these limited warranties must be made before the end of the applicable limited warranty period. Proof of purchase including the date of purchase, must be presented to make a claim.