

IMPORTANT

**INSTALLATION OF ANY FLOORING
CONSTITUTES ACCEPTANCE OF ITS GRADE,
MILLING, COLOR AND FINISH**

THE QUANTITY AND ACCURACY OF PRODUCT
ORDERED MUST BE VERIFIED AT THE TIME OF
DELIVERY.

PRODUCT CLAIMS MUST BE MADE **BEFORE**
INSTALLATION.

FLOORING MUST BE INSPECTED FOR QUALITY
OF MANUFACTURE, MILLING, COLOR &
CONSTRUCTION BEFORE INSTALLATION.

IT IS OUR RESPONSIBILITY TO PROVIDE A WELL
MANUFACTURED PRODUCT.

IT IS YOUR RESPONSIBILITY TO CONFIRM THIS
BEFORE INSTALLATION.

Viking Woodlands Laminate Flooring Warranty

Product Warranty Period

- Residential Limited Lifetime
- Light Commercial 5 years

Warranty

1. Residential Warranty

Viking Flooring warrants to the original end consumer that, from the date of purchase through the end of the applicable limited warranty period set forth above, your Woodlands collection flooring, will be free from manufacturing defects* and, in their original manufactured condition, and under normal household conditions**, will (1) not fade due to sun or electrical light, (2) not have their laminated surface wear through***, (3) not stain, (4) resist damage from moisture due to wet mopping and every day household spills****, and (5) have their joints remain secure. This residential limited warranty is subject to the terms and conditions set forth below and does not apply if used in a commercial setting.

2. “Light” Commercial Warranty

Viking Flooring provides the following “light” commercial limited warranty:

Viking Flooring warrants to the original end consumer that, from the date of purchase through the end of the applicable limited warranty period set forth in the chart above, your Woodlands collection flooring will be free from manufacturing defects* and, in their original manufactured condition, and under light commercial use*****, will not (1) fade due to sun or electrical light, (2) have their laminated surface wear through***, or (3) stain (4) resist damage from moisture due to wet mopping and every day household spills****, and (5) have their joints remain secure. This “light” commercial limited warranty is subject to the terms and conditions set forth below. Contact Viking flooring for pre-approval prior to installation in any commercial location.

*Manufacturing defects means verified problems or defects existing prior to the first shipment of the planks resulting from the manufacture, materials or workmanship of the planks that render the planks unable to function in a manner consistent with and according to the specifications provided by and/or defined by the manufacturer that are applicable to the planks.

**Normal household conditions mean those daily activities commonly associated with residential use.

***Gloss reduction does not constitute “wear”.

**** **Surface protection and water warranty:** Surface of the floor will resist damage from moisture due to wet mopping and everyday household spills for up to 24 hours, as stipulated by NALFA (North American Laminate Floor Association), with an additional 100-hour surface protection from the manufacturer. This product is water resistant. However, when excessive moisture accumulates in buildings or on building materials, mold and/or mildew growth can occur (particularly if the moisture problem remains undiscovered and unaddressed). The moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty does not cover damage caused by water or liquids which goes beyond everyday use, including but not limited to, flooding or standing water. This warranty does not apply to moisture that penetrates the floor from below. Liquids must be removed within 24 hours of the time of spill or as soon as is reasonable. The test method for water resistance application is the actual version of the NALFA Laminate Surface Swell Test – Assembled Joint testing procedure.

***** **“Light” commercial** use means use in environments which do not have heavy commercial traffic, where the flooring is not exposed to a heavy commercial maintenance schedule and where the interior temperature and humidity can be controlled and maintained. Without limiting the generality of the preceding sentence, light commercial use only includes use in the following commercial areas: Apartments, Retail Store Fronts, Medical Offices, Hotels/Motels, Educational/School Facilities, Business Offices, Restaurants, Multi-Family housing, Condominiums: In each of the aforementioned environments, the following uses are permitted: Entryways † , Sales Floor/Showroom, Breakrooms, Office environments, Storage and dressing Rooms, Lobbies, Waiting room areas, Hallways, Nurses Stations, Guest Rooms, Conference/Meeting Rooms, Kitchenettes, Lounges, Offices, Individual Housing Units, Classrooms, Common Areas, any area not considered as high traffic/heavy commercial.

† It is required to have walk off mats at all entryways. Areas that are considered “wet rooms”, i.e. bathrooms, are not approved. Additional exclusions are listed at the end of this document.

Use of the product: Please evaluate the installation site prior to the installation of the planks to determine if additional steps need to be taken to address specific requirements for jurisdictional health and/or specific building codes, static resistance, COF (coefficient of friction) requirements, exposure to frequent water, excessive moisture or heavy traffic, and take necessary steps to ensure a safe and secure installation.

Viking Flooring does not provide additional warranties other than our residential warranty or light commercial warranty. Viking Flooring accepts no responsibility for usage that is not in compliance with any country, state, county, city or township regulations or codes. Proper assessment of location requirements, regulations, and usage is the responsibility of the installer. Viking Flooring does not warrant nor guarantee that any of the proposed uses in the aforementioned categories are compliant with local building, health and/or other municipal codes or regulations. Except where expressly implied, the term “warranty” refers to only the residential warranty and “light” commercial warranty as outlined.

Terms and Conditions

This limited warranty for the flooring planks is made with respect to the following terms and conditions:

3. Acceptable Installation method

It is required that all Viking Woodlands flooring planks be installed correctly and in accordance with Viking Flooring’s Installation Instructions and Sub-Floor Preparation Guidelines. The Installation Instructions can be obtained by visiting www.Vikinghardwood.com.

In accordance with Industry Standards:

- A moisture test should be performed prior to installation. A moisture test is required not only in new buildings but also in existing remodeling or renovation projects.
- For this measurement, the so-called CM measurement ("calcium - carbide method") has proven to be the best method. The following CM measurement values must never be exceeded:
 - Cement screed < 2.0 CM-%
 - Anhydrite and anhydrite flowing screed < 0.3 CM-%
 - Magnesia screed < 3.0 CM-%

- On heated screeds < 1.4 CM-%
- On heated screeds < 0.2 CM-%

If you are installing Viking Woodlands flooring over a wood subfloor, a vapor barrier is not required. However, wood subfloors must have a moisture reading $\leq 12\%$ across the complete installation.

- Any moisture from construction materials, such as moisture in the concrete slab or another sub-floor, must be completely dry prior to installation;
- Proper installation includes the installation of the planks area(s) where they are exposed to normal wear based on their recommended End Use Category according to ISO 10874 (resilient, textile, and laminate floor coverings – classification)
- If the desired installation room is an area that is susceptible to spills or liquid getting behind skirting (molding) boards, the perimeter of the room must be completely sealed. A 3/8” compressible polyethylene (PE) foam backer rod should be inserted to fill all expansion spaces. The backer rod should be completely covered with 100% silicone sealant around the entire perimeter of the installation. An acrylic sealant should not be used. A small silicone bead should be applied where the skirting (molding) meets the floor, creating a perimeter barrier to prevent any spills or liquids from getting underneath or behind the skirting. The same result can be achieved with waterproof skirting. Any fixed objects, door frames, etc. should be sealed in the same way using silicone sealant.
- It is important that the installer completely engages the locking system on all 4 sides of each plank when installing to avoid any gaps that could potentially void the warranty.

4. Proper Care & Maintenance

Viking Woodlands flooring must be maintained in accordance with the Viking Floor care and maintenance instructions. A copy can be obtained by visiting www.Vikinghardwood.com. The Floor Care and Maintenance Instructions include, but are not limited to, the following:

- The planks must be used only indoors in a dry, climate-controlled area.
- Floor protectors (for example felt pads) that do not stain should be used on furniture and appliances to protect the planks.
- **The primary cleaning method that should be used is a dust mop.** Mop using a well wrung out mop and warm water only if necessary. If using floor cleaning products, use only non-abrasive soap free cleaners made specifically for laminate flooring. ***Viking does not guarantee the performance or suitability of any floor***

cleaning products or brands. Floor cleaning products may leave a residue which may impact the appearance of the floor. Undesirable results from the use of store-bought cleaning products do not constitute a warranty claim.

- **NEVER USE:** Detergents, soaps, “mop-and-shine” products, waxes, polishes, abrasive pads or cleaners, including nylon scouring pads, steel wool, Comet™, Soft Scrub™, etc. These products may damage the finish.

It is not necessary to use a wet mop that will puddle or leave moisture standing on the planks. Any floor cleaning solution used should not be poured directly onto the planks but instead should be applied to the mop or cloth used for cleaning.

For the best cleaning results if required, use 1 cup of vinegar per gallon of warm water.

Any spills should be cleaned up immediately. Liquid should not be left on the planks longer than is reasonable.

If your home is susceptible to ongoing or frequent intrusion of dirt or sand, it is recommended that you mop, dust mop, or vacuum more frequently.

Scratches typically occur when large heavy objects are moved across the floor. Exercise caution when moving large objects or appliances like stoves, refrigerators, furniture, or other heavy objects. It is recommended that you use devices or material suitable for sliding heavy objects, never slide heavy objects across the floor without protection for the floor.

The use of protective walk-off mats in entryways and in heavier traffic areas is required.

If left untrimmed, your pet's nails could cause harm to your floor. It is recommended that you maintain your pet's nails by regularly trimming to prevent them from scratching the planks.

When cleaning or vacuuming, only use vacuums and tools designed for hard surfaces.

The use of a steam cleaner is allowed if steam is not applied directly to the laminate floor. Use the steam cleaner with a clean, soft cloth or rag between the steam opening and the flooring; this will also guarantee a homogeneous heat and steam distribution. It is also important that you do not hold the steam apparatus on the same spot for any length of time and clean the floor in the lengthwise direction of the design.

The use of a wet jet mop is allowed provided it sprays a small amount of water in front of the cloth to clean the floor; liquid buildup on the floor should be avoided.

It is prohibited to use any type of polishing or buffing machine to clean the floor. It is prohibited to use devices such as floor scrubbers, floor buffers, or any other similar device or product that could damage the surface of the planks, the joints, or the locking system.

It is important to keep your floors clean; we recommend frequent dusting, vacuuming, or sweeping to avoid the accumulation of any particles that could dull or scratch the surface finish.

Refer to the Viking Floor Care and Maintenance instructions available for download at www.VikingHardwood.com for a complete list of floor care requirements and recommendations.

5. Warranty Exclusions

This limited warranty does NOT cover:

- Conditions or defects caused by installing the floor not in accordance with the installation instructions or the requirements set forth in this limited warranty, or improper use, care or maintenance, including the failure to follow the Viking Care and Maintenance Instructions.
- Damage resulting from excessively wet maintenance or from using detergents, abrasive cleaners, store bought cleaners, soaps, waxes or polishes.
- Accidents, misuse, or abuse (pet damage is abuse).
- Any planks that are installed that contain a visible manufacturing defect.
- Abnormal wear such as damage from spiked heel shoes, lack of protection from furniture or hard casters, or surface dulling from sand, gravel, abrasive cleaners, or adhesive residue.
- Any damage caused by moisture that occurs from events outside of everyday household spills; this includes but is not limited to standing water or urine, flooding due to mechanical failure or appliance leaking, or broken pipes.
- Damage caused due to the use of the planks in any way other than the intended use.
- Any gaps in the joints that are due to improper installation, improper use, inadequate care, or maintenance.
- Any damage caused due to the planks being exposed to excessive or extreme temperatures.
- Any damage caused by moisture in the subfloor or coming from underneath the floor. This includes, but is not limited to, damage from hydrostatic pressure underneath the floor or any other condition that results in any kind of moisture coming from underneath the floor.

- Any accidents, improper maintenance or damage caused by scratching, heavy impact or the cutting of the planks. Any damage resulting from the use of floor scrubbers, steam or wet jet mops, vacuums with beater bars, or any similar device is not covered under this warranty.
- The wearing of the planks under normal use
- Any skirting or molding. See separate document for information on molding warranty.
- Any damage that is due to the shipment, transportation or moving of the product.
- Any modifications or alterations to the planks from their original manufactured condition.
- Any changes in the gloss level or sheen variations from later product additions or repairs.
- Any light commercial business setting that requires daily wet mopping and/or cleaning with harsh chemicals as well as businesses that require machinery or other heavy objects to be placed or moved across the laminate floor are not suitable for laminate flooring and are excluded from this warranty. Examples of commercial settings that are excluded from this warranty include, but are not limited to, medical examination rooms, public restrooms, and bars/pubs.

6. Procedure for filing a Claim

- Any claim under this limited warranty must be made by delivering notice of claim within 30 days of the appearance of the defect to the original reseller where the flooring was purchased. The claim should list the detailed reason for the claim, product specifications, product number, and must be delivered to the original reseller, along with the original purchase and installation documentation. All claims under this warranty must be made prior to the expiration of the warranty period.
- Viking Flooring expressly reserves the right to inspect any alleged defect or have it inspected by its authorized agents, and the right to request photographs, planks for testing, and/or an independent inspection by a certified licensed independent inspector prior to approving any claim.

7. Viking Flooring's Responsibility under this warranty

A. If a claim under this warranty is determined justified, Viking Flooring will repair or replace, at its sole discretion, only the affected flooring planks. Any replacement planks will be provided by the reseller where the original defective planks were purchased.

B. If, in its sole discretion, Viking Flooring determines that the repair or replacement of the flooring planks is not reasonably achievable, Viking Flooring, at its sole discretion, may choose to refund the pro-rated (based on square footage) original purchase price of the affected planks, subject to the following applicable adjustments:

- (i) in residential installations, the pro-rated (based on square footage) original purchase price shall be reduced by 20% of its original value for years 7-12, 40% years 13-18, 60% years 19-24, 80% years 25-30, 90% 31 years or longer, or portion thereof that passes from the original date of purchase (collectively, the “Optional Refund”).
- (ii) in “light” commercial installations, the time value of the planks is reduced by 20% of the new value each year.

If a claim is made and the exact product is no longer available, Viking Flooring will replace, at its sole discretion and in accordance with subsection 7(b) above, the affected planks with another Viking Woodlands design of equal value.

Viking Flooring is not responsible for any labor, materials or other costs associated with the replacement of the affected planks or the installation of repaired or replaced planks; with the exception of the optional refund (if any), provided that, if the affected planks were professionally installed, Viking Flooring, at its sole discretion, will cover reasonable replacement labor costs for the replacement of Viking Flooring manufactured planks.

Once a claim is approved, Viking Flooring will instruct on the way to proceed to have the affected planks repaired or replaced. The instructions must be completed within ninety (90) days after the claim is approved, or all rights are waived under this limited warranty.

8. Disclaimers

- This limited warranty is not transferable and applies only to the original end consumer for so long as he or she owns the flooring and the original installation site. This limited warranty applies only where the affected area is readily visible and covers an area greater than one square inch.
- Information concerning the flooring contained in Viking catalogs, samples, descriptions, advertisements, websites, product sheets, other marketing or promotional material or statements made by sales representatives, distributors or retailers are for general informational purposes only and are not binding upon Viking. Sales representatives, distributors or retailers have no authority whatsoever to modify this limited warranty.

- Any incidental or consequential damages are hereby disclaimed by Viking. This limited warranty gives you specific legal rights; you may have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.
- If any part of this warranty is determined to be invalid or unenforceable, it will not affect the validity or enforceability of any other provision. This limited warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless it is in written form and signed by an authorized representative of Viking.
- Viking Flooring DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE FLOORING.