

Luxury Vinyl Tile & Plank Warranty

10.12.18

The purpose of this manual is to provide general installations recommendations based on certain installation environments. If there are other questions about a specific issue not covered in this manual, please contact © Swiff-Train Company, 10850 Train Ct. Houston, Texas 77041 or call 800.275.7943 (opt 2)

Coverage / Manufacturing Defect

Ground Control warrants its regular (first quality) vinyl plank and tile 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.

- For a defect reported to Ground Control Surfaces in writing after five years, but within 15 years of purchase and validated by Ground Control Surfaces, new replacement material, same or similar quality, sufficient to repair or replace defective material will be provided, but no labor costs will be provided.

Coverage / In-Use Defect

Ground Control Surfaces warrants its regular (first quality) vinyl plank and tile flooring against ordinary wearthrough of wear layer and visual film graphic design for 15 years from normal foot traffic.

Warranty Actioning

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

Terms & Conditions

- For a defect reported to Ground Control Surfaces in writing within one year of purchase date and validated by Ground Control Surfaces, new replacement material, same or similar quality, sufficient to repair or replace defective material and reasonable labor costs will be provided.
- For a defect reported to Ground Control Surfaces in writing after one year but within two years of purchase date and validated by Ground Control Surfaces, new replacement material, same or similar quality, sufficient to repair or replace defective material and 50% of reasonable labor costs will be provided.
- For a defect reported to Ground Control Surfaces in writing after two years, but within five years of purchase date and validated by Ground Control Surfaces, new replacement material, same or similar quality, sufficient to repair or replace defective material and 25% of reasonable labor costs will be provided.

Warranty Resolution

If said defect is confirmed, Ground Control Surfaces will resolve as determined by Ground Control Surfaces management.

Warranty Exclusions

- Damage caused by improper storage and handling prior to installation.
- Material utilized for other than prescribed use as flooring.
- Material installed with obvious visual defects.

- Conditions resulting from installing, utilizing and maintaining flooring not in conformance with Ground Control Surfaces Technical Manual – most current edition at time of installing.
- Material not installed with the appropriate adhesive proper for the flooring specified or for the jobsite conditions and intended use.
- Material not maintained as described in the Ground Control Surfaces maintenance products manual.
- Ground Control Surfaces is not responsible for sub-floor failures of any kind. These failures should be referred to the manufacturer of said sub-floors.
- Situations created by and resulting from flooding, standing water and temperature extremes.
- Indentation and point loading from wheels and high-heeled shoes.
- Situations created by or resulting from absence of or improper or poorly designed furniture rests and floor protectors.
- Telegraphing of adhesive trowel lines, joint lines, underlayment fasteners, etc.
- Situations created by or resulting from lack of or improper protective matting at entryways, landings and pivot points.
- Variation in color, surface texture and finish of installed flooring with same characteristics in sample material and photographic print reproduction.
- Cuts, scratches, gouges, scuffs, punctures, tears, indentations and burns due to either mechanical or other physical abuse.
- 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

Warranty Limitation

- There is no warranty beyond the warranty expressed here.
- Ground Control Surfaces liability for loss of profit, other indirect, special or consequential damages are specifically excluded. Remedies contained herein are the only remedies available for breach of the warranty.
- Ground Control Surfaces Manual for Installing Interior Flooring Products can be updated at anytime. Reference should always be to the most current edition at time of installing.

Claim Forwarding Warranty Actioning

Under Ground Control Surfaces limited warranty, written report and support material as detailed to:

Swift-Train Company
 Technical Support Department
 10850 Train Ct.
 Houston, TX 77041
800.275.7943 (opt 2)