



Limited Warranty & Floor Care

Effective August 1, 2011

Products & Coverage

Metroflor® warrants that its Starloc flooring will be free from manufacturing defects and, under normal use and maintenance, will not wear, fade or stain resulting in loss of original pattern and color, for a specified length of time from the date of purchase as set forth below. This Limited Warranty only applies provided the flooring covered by this warranty is installed and maintained according to the [Starloc Installation & Maintenance Manual](#).

Warranty Coverage	Warranted Products / Warranty Periods							
	Group A		Group B		Group C		Group D	All products sold via Internet
	Residential	Commercial	Residential	Commercial	Residential	Commercial	Residential Only**	
Manufacturing Defect	Limited Lifetime	12 Years	25 Years	10 Years	10 Years	5 Years Light	7 Years	1 Year
Wear, Fade or Stain*	Limited Lifetime	12 Years	25 Years	10 Years	10 Years	5 Years Light	7 Years	1 Year
<p>*DEFINITIONS / To Be Covered: "Wear" must be through the wear layer to the degree that the printed pattern is affected or altered. "Fade" must be to the degree that the floor is permanently discolored. "Stain" must be from normal household cleaning agents, chemicals or routine care & maintenance.</p> <p>DEFINITIONS / Groups: <u>"Group A" (Limited Lifetime Residential / 12-Years Commercial)</u> 1. Aspen Metallic 2. Aspen Slate 3. Aspen Woods</p> <p><u>"Group B" (25-Years Residential / 10-Years Commercial)</u> 1. Ashford Woods 2. Mountain Granite 3. Mountain Slate 4. Mountain Travertine 5. Mountain Woods</p> <p><u>"Group C" (10-Years Residential / 5-Years Light Commercial)</u> Commerce</p> <p><u>"Group D" (7-Years Residential; NO Commercial Warranty)</u> Southern Woods</p> <p>**With respect to Southern Woods products, this warranty applies only to a resident homeowner of a single-family home.</p>								

Pre-Installation

Metroflor warrants that its flooring is free of visual defects. You and/or your installer should carefully inspect each piece before installation. Any pieces that appear to have defects should not be installed. Metroflor will not be responsible for any claim for flooring installed with visual defects.

Installation

This Limited Warranty covers materials and reasonable labor costs if professional installation was paid for when the flooring was originally installed, provided that such flooring is installed according to the [Starloc Installation & Maintenance Manual](#). This Manual is revised periodically and floors must be installed according to the current Manual at the time of installation. Please check our website for the current Manual.

Replacement/Repairs

Metroflor reserves the right to repair any flooring and/or to use its own source to obtain an installer for replacement flooring. If Metroflor repairs or replaces any flooring as a result of a warranty claim, you will be required to clear, at your own expense, any items placed over the affected areas subsequent to the original installation. In the event that Metroflor repairs or replaces any flooring covered under this Limited Warranty, this Limited Warranty shall remain in effect with respect to such flooring for a period limited to the remaining eligible duration of the original Limited Warranty.

Terms for Warranty

If a defect covered by this Limited Warranty is found within the warranty period and reported in writing to the merchant from which the flooring was purchased, Metroflor will supply new flooring material of similar color, pattern and quality to replace the defective area. Metroflor will also pay reasonable labor costs if professional installation was paid for when the flooring was originally installed. Labor costs will not be covered if professional installation was not paid for when the flooring was originally installed.

In case of questions regarding the terms of this Limited Warranty, please contact our customer service department at (866) 687-6357. Metroflor reserves the right to inspect any flooring, request samples, secure photographs or any other information as may be required to ascertain the nature of any claim under this Limited Warranty.



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Exclusions

The following are not covered by this Limited Warranty:

- Dissatisfaction or damage due to improper installation or maintenance
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation
- Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects
- Surface scratches or scuffing
- Changes in color or sheen from exposure to sunlight or due to use of rubber-backed mats
- Exterior applications
- Loss of gloss
- Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product
- Flooring sold as irregulars or trial grade materials or "as is"
- This flooring should not be used to seal an existing floor from moisture, it is a floating floor which is water resistant, but this flooring cannot inhibit growth of mold or problems associated with or caused by flooding, excessive moisture or alkalis in the subfloor or conditions arising from hydrostatic pressure
- This Limited Warranty is void if, prior to installation, this flooring is not acclimated to room temperature (between 65°F and 85°F) at job site between 24 and 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature
- Flooring sold via the internet after the 1-year warranty period as set forth in the chart on page 1 of this Limited Warranty
- Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages

Some states do not allow the exclusion or limitation of incidental or consequential damages so that the above limitations and exclusions may not apply. Your Limited Warranty gives you specific legal rights, and you may have other legal rights, which vary from state to state.

This Limited Warranty is in lieu of any other warranties, expressed or implied. Please keep your receipt or obtain it from the original purchaser. Metroflor requires the receipt in order to verify date of purchase to help resolve any problems.

Warranty Owner

This Limited Warranty applies only to the original purchaser and the original installation site and is not transferable.



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GENERAL CARE & MAINTENANCE

Although STARLOC by Metroflor is durable, all floor coverings require some care to look their best and many problems can be prevented before they occur. The type and frequency of traffic on your floor will determine the frequency of maintenance needed. The type of floor and even the color will also have some bearing on how much care may be necessary. For example, solid color floors will visually show scuffs, scratches, dirt and general wear to a greater degree than multi-colors of chips or patterns. Of course, white or light colors will visually show staining to a greater degree than darker colors. For this reason, solid color and white floors should receive special attention in regard to preventative maintenance and the amount of care provided. Good judgment when choosing the type and style of floor will help prevent maintenance problems before the floor is even installed!

Here are the proper steps for protecting and maintaining your STARLOC floor:

In order to prevent indentations and scratches, provide glass, plastic or other non-staining cups with flat under surfaces not less than 2" in width for the legs of heavy furniture or appliances. Equip swiveled-type office chairs and other rolling furniture with broad surface non-staining casters at least 2" in diameter. Remove small diameter buttons from the legs of straight chairs and replace with metal glides that have bearing surfaces no less than 1" in diameter.

Protect your floor against burns. Burns from the glowing end of a cigarette, matches, or other extremely hot items can damage STARLOC floors.

Do not flood floor or subject to frequent standing water. Problems associated with excessive moisture can affect the job site and should be addressed. STARLOC plank and tile should not be used as a Moisture Reduction System.

Protect your floor from tracked-in-dirt and grit particles by using walk-off mats at all outside entrances. Take time to remove any imbedded grit particles from shoe soles before entering the room. Avoid the use of rubber-backed mats, as certain rubber compounds can permanently stain vinyl. Avoid tracking in tar or asphalt from driveways, as this can also discolor vinyl. Do not use vinegar, one-step cleaner/polishes or oil soaps on STARLOC products.

All STARLOC floors have a good resistance to stains. They are not affected by most common household spills: however, any spill should be cleaned up immediately. The longer the spilled materials are left on the floor, the greater the risk of permanently staining the floor. For information regarding the proper method or solution to use on a specific stain, contact Metroflor's Technical Service at (866) 687-6357.

Avoid exposure to direct sunlight for prolonged periods. During peak sunlight hours, the use of the drapes or blinds is recommended. Prolonged direct sunlight can result in discoloration, and excessive temperatures might cause tile / plank expansion or delamination. Do not use vinegar as a cleaning agent on STARLOC vinyl Products.

The volume of traffic on your STARLOC floor will determine the frequency of maintenance needed.

The type of floor, and even the color, will have some bearing on how much care may be necessary.

Regular adherence to an effective maintenance program should include:

Thorough dirt and grit regulation, prompt removal of spills and stains and taking measures as noted above for heavy furniture or casters to protect the floor's surface.

The most effective part of any floor maintenance program is the simplest: sweep, dust mop or vacuum STARLOC flooring DAILY, or more frequently if needed.

Initial Maintenance Upon Completion of the Installation:

Sweep or vacuum without using the "beater bar" to thoroughly remove dust and debris.

Lightly damp mop with Starloc Neutral Cleaner following instructions on the bottle. Remove any scuffs and excessive soil by careful scrubbing. Certain types of rubber heel marks may be removed by rubbing with a cloth dampened in Metroflor Black Scuff and Adhesive Remover.

Stain Removal:

To remove stubborn spots or stains from STARLOC Luxury Vinyl floors, always begin with mild cleaners such as Starloc Neutral Cleaner. If this fails to remove stain, use mineral spirits. Do not use harsh solvents such as lacquer thinner or straight acetone, as these can permanently soften and damage the vinyl surface.

For extreme staining (paints, permanent markers, dyes) try applying fingernail polish remover containing acetone (not straight acetone) applied to a soft cloth and rubbing. Subsequent to this cleaning procedure for stubborn spots, please clean the affected area with clear water to remove any residue. Any damage resulting from use of pure solvents IS NOT covered by warranty. Always test stronger cleaning agents on sample pieces or in unnoticeable areas first.

MAINTENANCE FOR STARLOC COMMERCIAL FLOORS

Routine Commercial Maintenance:

STARLOC vinyl plank and tile has excellent durability and a history of performing well in commercial installations as long as a sound maintenance program is followed. Light daily sweeping, dust mopping or vacuuming without the "beater bar" will prevent dirt and grit particles from being ground into the surface of the plank or tile. Non-rubber, walk-off mats should be used to control the amount of dirt and grit reaching the floor. The mats should be as wide as the doorway and thick enough to trap dirt. Frequent light mopping will prevent the floor from becoming heavily soiled and will remove most spills and stains. The amount and type of traffic will dictate the frequency of washing. Wash the floor by damp mopping with Starloc Neutral Cleaner diluted with warm water following instructions on the bottle.

If the floor receives hard use and becomes extremely dirty, as in heavy-traffic commercial installations, an occasional scrubbing may be necessary. This can be accomplished by using a low speed buffer with a red scrubbing-polyester or nylon pad. Spray the floor with diluted Starloc Neutral Cleaner and work the solution over the floor using the buffer and the scrubbing pad. Once this is accomplished, remove the dirty residue by damp mopping with clear water or with a wet-vacuum.

Thank you for purchasing STARLOC by Metroflor. If you have further questions, please call us at (866) 687-6357.