

# Residential Maintenance & Warranty Guide

Luxury & Premium Vinyl Flooring



# Warranty

## Pre-Installation Warranty:

Each Trinity Surfaces Luxury Vinyl Plank is carefully inspected before leaving the factory shipped in sealed packaging to keep the product stable. We encourage inspection of the material prior to installation. It is imperative that the homeowner look at the material to determine whether the color and appearance of the floor are what they expected. Any planks or tiles that are defective should be set aside. Vinyl planks have inherent character that cannot always be fully viewed in a display sample or hand set. Samples exposed to ultra violet light over time can also experience subtle changes.

## Lifetime Structural Warranty:

Hallmarks Luxury & Premium Vinyl warrants that the planks/tiles will remain free from manufacturing defects for as long as the original purchaser owns the home. In the unlikely event that any structural aspect of the plank/tile fails, Hallmarks Luxury & Premium Vinyl will repair, or refund the original purchase price of your floor (our option)\* Labor not included. The factory warranties apply only to the original owner and are non-transferable.

## Residential Limited lifetime Finish Warranties:

Our UV Ceramic Surface Guardian Finishes are extremely durable and carry the following warranties:

- **Town & Country Plank 2mm**: Lifetime finish / Lifetime Structural. 5 year commercial finish/ 10 year commercial structural.
- **Castle & Cottage Plank 2mm**: 25 year finish / Lifetime Structural. 7 year commercial finish/ 10 year commercial structural.
- **El Dorado Plank 3mm**: Lifetime finish/ Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.
- **Sierra Madre Plank 3mm**: Lifetime finish/ Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.
- **San Simeon Plank 4mm**: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.
- **Hermosa Stone 4mm**: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.
- **Times Square 4mm**: Lifetime finish / Lifetime Structural. 10 year commercial finish/ 20 year commercial structural.

**Claims Administration:** In the unlikely event that any aspect of the plank fails, Trinity Surfaces Floors will repair, replace, or refund the original purchase price of your floor (our option). Should total replacement be required, Trinity Surfaces Floors Inc. will replace the floor one time only.

After one time replacement, Trinity Surfaces Floors' warranty obligations will be complete and no further warranties will be offered. If a claim needs to be started, an inspection by the retailer is required, and a Dealer Inspection Report filed with our local distributor. Should the retailer be unable to resolve the concerns a follow-up inspection will be conducted by the Trinity Surfaces Regional Distributor.

## PREMIUM VINYL PLANK Waterproof & Hygienic

- **Polaris 5.5mm**: Lifetime finish/ Lifetime Structural. 5 year commercial finish/ 10 year commercial structural.
- **Courtier 5.5mm**: Lifetime finish/ Lifetime Structural. 10 year commercial finish/ 20 year commercial Structural.

**Radiant Heat Warranty:** It is critical that the floor be installed to Trinity Surfaces Floors' specifications. The surface temperature of the floor should not exceed 80° F. Relative humidity should be maintained at a minimum of 30 to 50%. Hydronic, water-based radiant heat systems must be used (see installation instructions and radiant heat guide for greater detail). Use of electric mat systems is not authorized. Installation with radiant heat should be either floated or installed using Trinity Surfaces recommended primer and Adhesive.

## Exclusions to Warranties

- 1. Color Variation:** Although great care is taken in the production of our Luxury & Premium Vinyl, environmental conditions can create small differences between production dates.
- 2. Ultraviolet Light/Sunlight Exposure:** Close blinds or curtains where extreme sunlight hits the floor. A combination of heat and sunlight can cause discoloration and excessive temperatures may cause floor expansion (buckling) or delamination.
- 3. Pre-Installation Inspection of Planks & Tiles:** Planks and tiles containing manufacturing defects are eligible for replacement. Return unused planks & tiles for free replacement material. However, material that is subjectively viewed as defective but meets industry grading standards will not be replaced. Boards and tiles/planks that are installed when visibly defective will not be eligible for replacement.
- 4. Improper Installation:** Failure to follow installation instructions will invalidate the warranty. Cabinets and built in appliances should be installed prior to the installation of the vinyl floor. Cabinets and built in appliances should never be installed on top of the vinyl floor. Hardwood flooring should be installed at the same time as carpet after finishing walls, cabinet installation, appliance

installation, tile and countertop installation.

*NOTE: Product warranty remains in tact. However, in the unlikely event that the floor experiences problems, Trinity Surfaces will not pay for the removal or reinstallation of cabinets and countertops, since installing them on top of the floor does not represent best practice.*

**5. Adverse Environment:** Damage created by moisture (originating from any source), sharp objects, sand, gravel, or other abrasive material, loss of sheen, scratches, high heels, dents caused by unprotected chair/furniture legs, or claw damage is excluded from this warranty. When moving appliances use proper appliance dolly's, glides, or 1/8" Masonite on the floor shiny side down. Rolling appliances directly across the floor will damage the vinyl floor.

**6. Maintenance:** Full compliance with maintenance instructions is required. Trinity Surfaces Truclean wood and Lvt cleaner must be used. Spills must be wiped up immediately.

**7. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be effected for the Residential & Commercial Finish Warranties to apply.

**8. Maintenance:** Full compliance with maintenance instructions is required. Trinity Surfaces TrueMark Wood and LVT Cleaner be used.

**9. High Traffic Areas:** High traffic areas may experience finish wear through. More than 10% of the total surface area must be affected for the Residential and Commercial Finish Warranties to apply.

**10. Internet Purchases:** Trinity Surfaces Floors does not warrant product purchased on the internet. Only product purchased from an authorized displaying dealer and serviced locally will be covered under warranty. Any claim must be accompanied by an original dealer invoice and original dealer inspection report.

*NOTE: See Trinity Surfaces Floors website for full internet selling policy at [www.hallmarkfloors.com](http://www.hallmarkfloors.com)*

ATTENTION: Luxury & Premium vinyl flooring is subject to expansion and contraction (thermal degradation) when exposed to excessive heat and light. Use appropriate precautions to minimize potential damage to your luxury or premium vinyl floor.

This warranty is limited to residential use and does not apply to industrial or commercial use. When unauthorized maintenance products are used or when wet mopping occurs, the warranty becomes void. If any product is abused, improperly installed (see installation instructions), or damaged by moisture intrusion, plumbing leaks, insects, building defects, floods, or circumstances

beyond our control the warranty is no longer valid. Trinity Surfaces Floors will not be responsible for any special, incidental, or consequential damages including inconvenience or loss of time.

This warranty applies to all Trinity Surfaces Luxury Vinyl products purchased after **January 1, 2017**. It is valid for the original purchaser/resident only and is non-transferable. No agent, dealer, fabricator, installer, or employee of Trinity Surfaces Inc., is authorized to alter or increase the terms, limitations, or obligations of this warranty. In the event that warranty service is required, please contact your original Trinity Surfaces retailer to arrange an evaluation of the floor. Should further evaluation be needed your retailer will need to contact the local distributor to begin the warranty process. The local distributor will forward the inspection report to Trinity Surfaces for review.

This warranty shall be governed by the laws of the state of California and any applicable federal laws of the United States. Any action brought seeking the resolution of any controversy arising out of or relating to any warranties referenced herein shall be brought in in the courts of the state of California, County of San Bernardino.

**1. Use Trinity Surfaces Truclean Hardwood & LVT Cleaner Exclusively:** These products are designed to clean and maintain the Surface Guardian finish.

**2. Do not use unauthorized maintenance Products:** Such as oil soaps, paste wax, or other cleaners containing, lemon oil, citrus oils, Tung oils, ammonia,

or cleaners containing silicone. Do not use two in one cleaners that contain acrylics or urethane polish to restore gloss. Use of these products invalidates the product warranty.

**3. Use Surface Guardian Refresh – Optional:** For shine retention, traffic patterns and minor surface scratches.

**4. Pets:** Hallmark’s Polaris & Courtier’s Premium Vinyl Plank will resist staining caused by domestic pets (Dog or Cat). Pet urine, feces and vomit should be cleaned up immediately. 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. Damage from pet’s nails, resulting in scuff, scratches or gouges, or loss of sheen is not covered.

**5. Regular Maintenance Dust Removal:** Since Luxury

& Premium Vinyl flooring has a hard, non-porous, finished surface, dust and household allergens can be easily removed. However, grit and dust left on the



floor long term can be abrasive to the finish. Maintenance should include regular vacuuming with a canister vacuum and a soft brush attachment. The brush must be replaced periodically when the brush wears out.

*NOTE: Do not use treated commercial dust-mop or swifter type products because they can contain petroleum-based solvents that can leave a chemical residue. Do not use steam cleaners to maintain Trinity Surfaces Floors LVT or PVP products.*

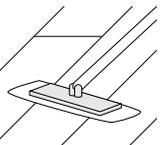


**6. Clean Up All Spills:** Spills can be cleaned up with a moistened, well wrung out soft cloth or sponge. Once the spill is removed, spray Trinity Surfaces Trueclean wood and lvt cleaner on clean, ~~maintain~~ <sup>maintain</sup> ~~residue~~ <sup>residue</sup>. All spills must be cleaned up immediately.



**7. Shake spray bottle Trueclean® Wood & LVT Cleaner:** Before use, gently shake the bottle to make sure the cleaning agents are well mixed. (30 seconds avg.)

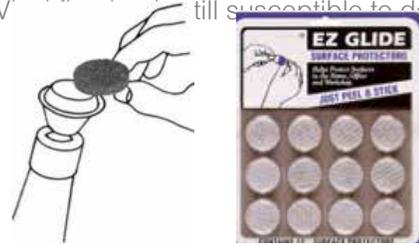
**8. Regular Cleaning:** Follow the instructions on the bottle of Trinity Surfaces Trueclean. The cleaner can be sprayed on the head of the Trueclean System or directly to the floor in a fine mist. This mop system consists of a micro fiber applicator head. The microfiber mop head must be moistened with water and a well wrung out before applying the cleaner.



**9. Wipe the surface with Trinity Surfaces terry boot mop:** Rub micro fiber mop with direction of the grain. When the applicator is showing dirt replace with a clean one as

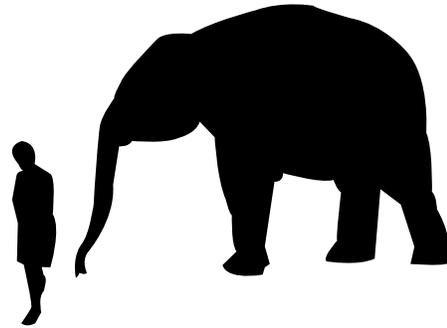
needed and launder boot mop heads after every use.

**10. Dent/Scratch Prevention:** While tougher than wood, Vinyl is still susceptible to dents and



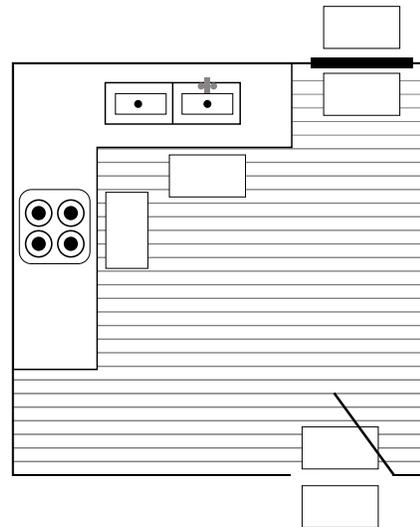
scratches. Cloth glides must be applied to chair and furniture legs. Do not use rubber, plastic, or metal glides.

**WHICH PUTS GREATER FORCE ON A FLOOR?**



Double barrel coaster wheels should replace hard rubber or metal wheels. *High-heel shoes can damage a vinyl floor. It is important to keep the tips in good repair.*

Available on Amazon or EZ Glide website.



**11. High Heel Shoes:** High-heel shoes can damage a vinyl floor. It is important to keep the tips in good repair.

**12. High-Traffic Areas:** To minimize scuffing and scratching, some additional precautions can be taken.

Place area rugs in high-traffic areas. Place walk-off mats both outside and inside exterior doors. Also place at the kitchen sink and, stove.



Super-Lock

Anchor Grip

**13. Rug Backers & Pads:** Rugs with solid rubber backs should not be used as they cannot breathe and could discolor or make the surface of the floor more slippery. Jute back rugs can scratch a floor unless a rug pad is in place underneath. Pads containing PVC can damage floor finishes. Bonding agents in PVC pads can off-gas and damage the finish.

Super Loc & Anchor Grip are provided by Rug Pad USA and can be purchased online at [www.rugpadusa.com](http://www.rugpadusa.com) 800 565-6011.

**14. Moving Kitchen Appliances:**

Refrigerator wheels are generally about 1" in diameter. When factoring the weight of the refrigerator the force at the wheels can amount to thousands of pounds per sq. inch. As the refrigerator is moved this can create dent trails in the wood floor. To prevent such damage use Glide N Guard protectors. These glides are widely available on line for between \$20.00 and \$30.00.



**15. Desk Chairs:** Chairs with double barrel wheels must be used. A clear floor protector mat must be used in combination with the proper wheels. Chair pad must have a smooth bottom. No pads with barbed bottoms can be used.

## Characteristics of your Trinity Surfaces Luxury/Premium Vinyl Floor

**Climate & Humidity Control:** Although very stable, proper climate control is still important to the performance of Luxury & Premium Vinyl. Vinyl flooring performs best at relative humidity rates between 30 and 50% and temperatures between 55°F and 85°F.

*NOTE: Leaving a building/structure unoccupied without climate control for extended periods of time can lead to damage to the floor from excessive humidity build-up or extremely dry conditions. Both scenarios can damage the floor, cabinets, and furniture.*

**Ultraviolet Light & Color Changes in Floor:** Trinity Surfaces Floors luxury & premium vinyl is very color stable, however large amounts of unfiltered UV light can create color changes over time. Solar UV film and, in some areas where heavy sunlight is experienced, solar screens can minimize any changes in color.

**Natural Visual Characteristics:** Trinity Surfaces Floors luxury & premium vinyl floors are created to showcase the natural beauty of wood, tile & stone. As such, the planks or tiles will contain natural appearing mineral deposits/ streaking, and color variation. The intent of our product is to mimic nature as closely as possible.

**Style:** Trinity Surfaces Floors Luxury & Premium Vinyl has the right style, species, texture, gloss level, board width and length and tile size to fit any décor.



# GLIDE GUARD

## FLOOR PROTECTORS

FRIGIDAIRE P/N 93001

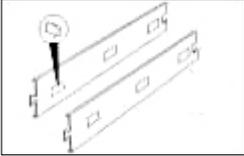
**EASE APPLIANCE MOVEMENT** through the utilization of space age plastics

**FLOOR PROTECTION** for today's expensive hardwood, ceramic and vinyl floors

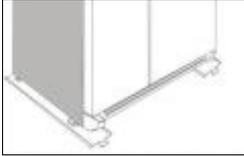
**EASY TO USE** with interlocking pieces and lip rails

**ADJUSTABLE** for use with refrigerators, stoves, washers, dryers or freezers

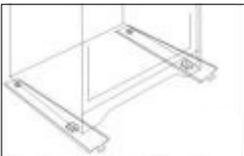
**ADD ON ACCESSORY SALES** by the Appliance Salesman, Technician or delivery personnel



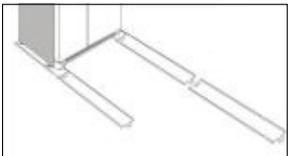
Cut the slip into 6 pieces of equal size. Apply 3 pieces to the back of 2 of the sliders as illustrated



Move the appliance on top of the sliders. Being careful not to damage the floor covering.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.



Position the sliders parallel on the floor in a position to be underneath the legs of the appliance.

