

# Christina Collection

## DiamondWalk™

### Limited Warranty Definition

#### **Pre-installation Limited Visual Warranty:**

This warranty establishes the Christina Collection™ Diamond Walk™ planks and products are free of visual defects. Before installation, you and your installer should inspect all planks for any visual defects. Pieces that appear to be visually defective should not be installed. The manufacturer is not responsible for reimbursement of labor charges on any claim for installed visually defective products. It is the responsibility of the installer to determine if the product is sustainable prior to installation.

If a problem occurs, stop all jobs immediately. Contact the dealer and distributor, who will contact the manufacturer. Any costs which occur through continued installation after the reported issue will not be covered by Christina Collection™

#### **LIFETIME Limited Wear Warranty**

The Christina Collection™ warrants this product will not wear through for the lifetime of the product. “Wear-through” meaning complete loss of wear layer exposing the printed pattern and changing the pattern over a minimum of 3% of the total installation. The Christina Collection™ warrants this product will not be damaged by normal, everyday residential household moisture on the surface of the floor. This applies only to Christina Collection™ products and does not cover the effect of prolonged or excessive moisture on subfloors. The Christina Collection™ warrants this product will be free from manufacturing defects and this warranty is subject to the remedies, conditions, and limitations listed throughout this warranty information booklet.

#### **LIFETIME Limited Waterproof Warranty**

This warranty affirms the Christina Collection™ Diamond Walk™ planks to be 100% waterproof. When properly installed and under normal conditions of use, the Christina Collection™ Diamond Walk™ planks will be resistant to damage caused by water exposure for the life of the product. Mold and/or mildew

# Christina Collection

## DiamondWalk™

### Limited Warranty Definition

may occur if moisture issues are not addressed. This limited warranty excludes damage extended moisture exposure resulting in the growth of both mold and/or mildew.

While waterproof, the Christina Collection™ Diamond Walk™ planks are not a waterproof barrier for the surrounding structure and subfloor. This limited waterproof warranty does not cover damages caused by flooding, household leaks, hydrostatic pressure from the subfloor, or mechanical failures like appliance and heating equipment leaks.

This Limited Waterproof warranty does not cover:

- 1) Any damage to structures that are not part of the installed flooring. Damages such as damage to moldings, trims, underlayment, furniture, fixtures, subfloors, walls, structures, subfloor heating systems, and anything which is not the plank.
- 2) Mold and/or mildew growth due to extended exposure to water
- 3) Flooring installed outdoors.
- 4) Damage resulting from inadequate moisture protection on subfloors

### The 10 Year Stain Resistance Warranty

The Christina Collection™ warrants this product will resist permanent stains from products typically found in homes provided the flooring is properly installed and maintained. A stain is defined as an irreversible localized color change rated at less than 3.0 on the (Insert Intertek Test name). Including, but not limited to most permanent markers, Soil from domesticated cats and domesticated dogs, coffee, wine. The Christina Collection™ will not be responsible for any stain or discoloration from extended exposure and willful neglect of cleaning the floor planks. This warranty excludes any willful damage including, but not limited to burns, and discoloration by use of harsh substances. (such as bleach, battery acid, drain cleaner, etc.) Any discoloration caused by, but not limited to asphalt, Rubber mats, and bitumen type products will be excluded from warranty coverage

# Christina Collection

## DiamondWalk™

### Limited Warranty Definition

#### **The 10 Year Residential Scratch Resistance Warranty**

The Christina Collection™ warrants this product will resist deep scratches in the flooring caused by domesticated dogs and cats. Fine scratches to the clear protective layer of the flooring are considered normal wear and tear. If any domesticated dogs or domesticated cats cause deep scratches, as defined as scratches that go through the clear wear layer to the design layer, the manufacturer will replace the affected area of your Christina Collection™ Diamond Walk™ floor subject to the remedies, limitations, and conditions listed throughout the warranty booklet.

This Warranty does not cover any deep scratches to the planks made by sharp and/or blunt objects such as, but not limited to, knives, keys, screwdrivers, saws, baseball bats, hammers, etc. Any damage sustained by objects similar to those listed above will not be covered unless approved by the Manufacturer

#### **Steam Cleaning**

The Christina Collection™ does not recommend the use of any type of steam cleaner on the Christina Collection™ Diamond Walk™ planks. These types of cleaners generate a lot of moisture and heat during use and may be enough to break down an adhesive used in the manufacturing of this product. Swelled or Peaked plank edges can occur with steam cleaning. The Christina Collection™ excludes any warranty claims which are determined to be from consumer use of a steam cleaner.

# Christina Collection

## DiamondWalk™

### Limited Warranty Definition

#### **10 Year Light Commercial Wear Warranty**

The Christina Collection™ warrants this product will not wear through within 10 years of the product's installation. "Wear-through" meaning complete loss of wear layer exposing the printed pattern and changing the pattern over a minimum of 3% of the total installation. The Christina Collection™ warrants this product will not be damaged by normal foot traffic in an approved commercial setting within the specified timeframe.

The Christina Collection™ Diamond Walk™ planks must be properly installed according to installation instructions. Improper and defective installation is not covered by the warranty. Improper installation includes, but is not limited to improper adhesives, inadequate subfloor, and improper subfloor preparation. The subfloor, prior to installation, must be clean, solid, dry, smooth, and flat. Any instances where the subfloor does not meet these specifications must be corrected prior to installation. Excessive subfloor movement and cracking can crack or damage the floor. If any damage to the planks is sustained from an unstable or deteriorating subfloor, the manufacturer will not be held responsible for the repair of the Christina Collection™ Diamond Walk™ planks.

#### **Terms of Warranty:**

Any claims reported on material defects of this Christina Collection™ Diamond Walk™ will be allocated over the life of the product. Reasonably priced labor costs will be paid except with the following exceptions:

- Any claims reported 1 year after installation will pay reasonably priced labor charges at a 50% rate.
- Any claims reported 5 years after installation will not have any labor charges paid.

Christina  Collection  
**DiamondWalk™**  
Limited Warranty Definition

***Important Information:***

This warranty applies to the original purchaser through an authorized dealer and is non-transferable to new parties. Proof of purchase is required to file a claim. The manufacturer reserves the right to inspect the flooring and remove, as necessary, flooring samples for analysis. Warranties remain valid provided installation and maintenance is followed in accordance with the manufacturer's installation and maintenance guidelines. The manufacturer reserves the right to deny any applicable labor charges if the flooring was not installed properly by a professional flooring installer. The manufacturer holds the right to replace or repair any broken or damaged product determined irregular based on the manufacturer's warranty information and discretion. Any violation of the terms as laid out in the warranty information or installation sheet will void the warranty and will no longer hold the manufacturer liable for the repair or replacement of this product.