

Be Informed

Know Your Luxury Vinyl Plank

Congratulations on your purchase of the *Luxury Vinyl Plank*! With the right care and maintenance, you will be sure to experience many years of good looks and performance from your new *Luxury Vinyl Plank* flooring.

Please read below, initial all line items, and sign your name at the bottom of the page.

- Luxury Vinyl Plank is manufactured to replicate the visual styling of a real wood floor. There may be some characteristics found on your Luxury Vinyl Plank that might not be represented in the sample. For example, chatter marks, knot holes, and grain variation might or might not be present in the sample at the Design Center. The perception of color, texture, patterns, etc. in a smaller sample may be different when the entire application is completed. The color may be more or less intense, the texture more or less pronounced, and the shading more or less obvious.
- Proper installation of your Luxury Vinyl Plank calls for transition pieces from one hard surface to the next due to a noticeable difference in thickness between one hard surface to the next. Proper installation also calls for shoe mold to be used along all base boards and around cabinetry.
- Though some styles of your Luxury Vinyl Plank might be treated with Aluminum Oxide Scratch Resistant technology that does not make the floor **scratch, gauge, tear, or scuff proof**. Caution must be taken to ensure your Luxury Vinyl Plank stays scratch, gauge, tear, and scuff free so not to incur repairs. This product is not a product that is easily touched up, or refinished, rather planks will most likely need to be removed and replaced if damaged.
- Please be aware that due to the nature of the Luxury Vinyl Plank, there is a possibility that imperfections in your concrete slab will be noticeable. This does not mean there is a defect in the slab or a defect in the Luxury Vinyl Plank. The overall thickness of the product ranges between 2mm and 4mm, depending on the style.
- *Luxury Vinyl Plank* is not damaged by water like a wood floor would be. Please keep in mind, to ensure lasting looks and quality, that all spills are to still be cleaned immediately so not to compromise the integrity of the product or leave a stain that could potentially discolor or damage the Luxury Vinyl Plank.
- Never use a cleaner with **wax** in it to clean your Luxury Vinyl Plank. This will cause a dullness in the sheen of the plank that cannot be removed. Never use an **abrasive cleaner** that will compromise the finish and texture of the Luxury Vinyl Plank. It is best to use a mild soap and water and a damp mopping technique to clean your Luxury Vinyl Plank flooring. Per Manufacturer's recommendations, never use a **steam mop** to clean your Luxury Vinyl Plank flooring. A steam mop can loosen the glue used during installation and cause delamination of the layers in the plank material.
- It's recommended that you maintain the relative humidity inside your home between 40% and 50% with an indoor temperature range of 60 to 80 degrees Fahrenheit. The maximum range for relative humidity is 35% to 55%. Failure to do so could result in damage to your Luxury Vinyl Plank flooring.
- Manufacturers discontinue colors and patterns from time to time. If this occurs, you will be notified that a reselection is required.