

Residential Warranty

Rigid Luxury Vinyl Flooring


QUICK-STEP®

EnduraTEK**ULTRA**™

PERFORMANCE RIGID RESILIENT

		WARRANTIES			
		Manufacturing Defects Warranty	Waterproof Warranty	Household Stain Resistance Warranty	Wear Resistance Warranty
EnduraTEK Ultra		●	●	●	●

Warranties Defined

QuickStep warrants as follows for the useful life of its rigid luxury vinyl flooring when installed in accordance with EnduraTEK Ultra written installation instructions over approved substrates and underlayments with proper care and maintenance under normal residential use.*

Manufacturing Defects Warranty ensures that your floor will be free of manufacturing defects.

Waterproof Warranty ensures that your floor will not permanently discolor from topical water or moisture.**

Household Stain Resistance Warranty ensures that your floor will not permanently stain from common household products, excluding permanent marker, permanent dyes and finishing stains.

Wear Resistance Warranty ensures your floor will not wear through the wear layer under normal household conditions and proper maintenance.***

* “Normal residential use” is defined as use in living space environments (which do not have light or heavy commercial traffic) including all areas of owner-occupied residence and common daily activities in the home, but excluding pet damage such as chewing, digging, clawing, etc.

** Waterproof warranty applies to the rigid luxury vinyl flooring product itself and does not extend to damage of the subfloor or adhesives. This warranty refers to topical moisture or topical water exposure and excludes moisture or water coming from underneath the product, flooding, intentional damage or misuse.

***Wear-through is defined as complete loss of the wear layer so that the printed pattern or design is altered. Gloss reduction is not considered wear and is not covered by this warranty.

These warranties only extend to the original end user and are not transferable.

In order to maintain and protect your coverage under the terms of these warranties, it is your obligation to adhere to the following:

1. Know which warranties apply to your particular rigid luxury vinyl flooring.
2. Keep proof of your purchase in the form of a bill, invoice or statement from your QuickStep retailer that shows the date and price you paid for the rigid luxury vinyl flooring (including labor).
3. Understand that QuickStep warrants first quality products for residential use only.
4. The warranty period, when valid, begins on the date of the original installation.

5. Ensure rigid luxury vinyl flooring is installed in an environment that maintains a temperature range of 55° to 95°F (13° and 35°C) during and after installation.

EnduraTEK Ultra rigid luxury vinyl residential click products are warranted to be used in three-season room installations. For this application, the flooring, adhesive (if applicable) and the installation environment must have a set time of 72 hours and must maintain a temperature range between 55° and 95°F (13° and 35°C) before, during and after installation.

NOTE: Three-season rooms must be enclosed with no exposure to the elements or direct sunlight. If the three-season room does not meet these requirements, the warranty will be void.

6. Inspect flooring material prior to installation for any imperfections or manufacturing related defects. QuickStep floorings receive extensive testing and visual examination in an attempt to ensure your shipped floor is always first quality. It is the responsibility of the installer/end user to confirm the received material is free of any visible conditions that may be detrimental to the appearance and/or performance of the product.

Minor color, shade and/or texture variations are normal. Any variances between actual material, product samples and/or brochures should be addressed with your retailer prior to installation. If the retailer determines the condition "unacceptable", the manufacturer should be informed immediately.

7. Support furniture with wide, weight-bearing, smooth, non-staining floor protectors or non-staining felt pads. The protectors/pads should be at least one inch in diameter, and rest flat on the floor. The heavier the item, the wider the floor protector should be. Non-staining felt pads should be inspected periodically and maintained with respect to the amount of foot traffic to remove imbedded material and avoid abrasion. Make sure any metal protectors are rust-proof. Replace narrow dome furniture rests with the appropriate width, weight-bearing flooring protectors.

Chair mats designed for hard surface floors are required under all chairs and stools with casters.

8. Perform proper cleaning and maintenance regularly and as needed. See EnduraTEK Ultra written installation, care and maintenance instructions.

What is NOT Covered by This Warranty

1. Product sold by the manufacturer as other than first quality.
2. Improper installation. Material installed not in accordance with EnduraTEK Ultra written installation instructions*, including any and all problems caused by the use of non-recommended adhesive, underlayment and/or preparation of the substrate, is not warranted.
3. Damage associated with additional underlayment installed under attached backing. QuickStep does not warrant the use of additional padding.
4. Labor costs to repair or replace material with visible conditions that were apparent before installation. Always inspect and install material in a well-lit environment.
5. Improper maintenance.
6. Damage resulting from neglect or misuse of strong detergents, chemicals, corrosives; including but not limited to stains from paints, dyes, mats, fertilizers or other similar materials.
7. Damage caused by moving appliances or heavy furniture without protecting the floor. Always protect floor by using plywood or hard board runways when moving heaving objects, using an appliance dolly, or moving heavy objects equipped with wheels or rollers, including two-wheel and four-wheel carts, etc.
8. Damage resulting from accidents, casualty events, abuse or improper usage, including pet related damage such as chewing, digging, clawing, etc. Accidents, abuse and improper usage are defined as but are not limited to damage caused by: casters** on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects, narrow or spiked heels, cleats, etc., as well as damage resulting from unprotected furniture legs.
9. Damage caused by rolling loads or wheel chairs (motorized and non-motorized).
10. Damage caused by appliances or plumbing leaks or floods.

11. Fading, discoloration, or other damage due to excessive temperatures or sunlight. Radiant heat must not exceed 85°F (29°C) and must be approved by the manufacturer for use in resilient vinyl flooring applications.
 12. Problems or damage due to excessive moisture or hydrostatic pressure from the subfloor, including pH levels outside the EnduraTEK Ultra written installation instructions.
 13. Discoloration caused by use of latex or rubber backed floor mats. Note that some synthetic backed carpets contain latex in the manufacturing process that may discolor your vinyl. Always use mats marked as “non-staining.”
 14. Damage caused by remodeling or construction related activities.
 15. Flooring installed on stairs is excluded from warranty coverage.
 16. Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
 17. Installation of residential product in a commercial environment. QuickStep recommends installation of commercially warranted product only in a commercial setting.
- * The installation manual is reviewed on a regular basis and floors must be installed according to the recommendations that are current and available at the time of installation.
- ** QuickStep does not recommend the use of casters on any flooring without appropriate chair pads.

Warranty Remedy

If your EnduraTEK Ultra floor fails to perform as stated in this warranty guide, QuickStep will determine whether it will assist in the repair of the defective area or supply new EnduraTEK Ultra material of the same color, design, or grade if available. If unavailable or discontinued, QuickStep reserves the right to select and supply similar EnduraTEK Ultra material. At times it may be necessary to contract a Certified Inspector to determine unknown causes. QuickStep reserves the right to determine if this action is necessary or not.

1. If QuickStep authorizes repairs or replacement of a section as a result of a warranty claim, you will be required to clear any items placed over the affected area subsequent to the original installation. QuickStep will not credit or reimburse cost associated with the removal of those items.
2. QuickStep will reimburse reasonable labor costs (up to 100%) based on a detailed statement if professional installation was paid for when the original floor was installed for years 1 and 2. For years 3 through 5, 50% of reasonable labor costs will be reimbursed if professional installation was paid for when the original floor was installed. After 5 years, there will be no reimbursement for installation labor.
3. Warranty coverage for a replacement floor will be limited to the remaining portion of the original warranty as set forth in the schedule below.

Consequential or Incidental Damages and Disclaimer of Implied Warranties

QuickStep SHALL NOT BE LIABLE FOR AND WILL NOT PAY CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND WHATSOEVER UNDER THIS WARRANTY. Some states do not permit exclusion or limitation of incidental or consequential damages, so the exclusion or limitation may not apply to you. The limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Except for these rights, the remedies provided under these warranties state the entire limit of QuickStep responsibilities.

ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE—INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE—ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE, AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED. Implied warranties are ones that the law presumes to have been given by the seller even though they are not set out in writing. PLEASE NOTE: Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitation or exclusion may not apply to you.

Residential Limited Warranty Proration

The following prorated schedule applies to material value for all EnduraTEK Ultra residential flooring warranties.

Labor Reimbursement Proration (Reasonable Labor Costs)

1st year up to 100%
 2nd year up to 100%
 3rd year up to 50%

4th year up to 50%
 5th year up to 50%
 6th + year 0%

Material Proration



1st year 100%, 2nd year 100%,
 3rd year 100%, 4th year 100%,
 5th year 100%, 6th year 90%
 7th year 90%, 8th year 90%

9th year 90%, 10th year 80%,
 11th year 70%, 12th year 60%,
 13th year 40%, 14th year 20%
 15th + year 10%

How to File a Claim

If you find a defect or other matter covered by any of the limited warranties described above, promptly notify the retailer who sold you the floor covering material. The retailer will review, and if necessary file a claim with QuickStep as well as help you answer any questions you may have.

After a warranty claim is properly filed, QuickStep service coordinator will designate a representative to evaluate the warranty claim. This warranty is conditioned upon your reasonable cooperation with QuickStep and its service coordinator and representative in the evaluation of your warranty claim and the implementation of any remedy.