

Infinity Floor

# Limited Warranty

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*For Infinity Floor resilient flooring products. Written to define what is covered, what is excluded, and how claims will be handled.*

**Important**

These instructions are intended to reduce avoidable claim disputes by clearly defining installer responsibilities, jobsite conditions, maintenance expectations, product limitations, and warranty triggers.

**Effective Date**

March 6, 2026

**Applies To**

Infinity Floor branded products unless otherwise stated in writing

**Supersedes**

All prior versions of this document

## Quick Reference

Category	Requirement	Notes
Claim Notice	30 days from discovery	Claims should be submitted promptly with proof of purchase and photos.
Wear Through Threshold	3% of installation	Less than this threshold is not considered wear through under this warranty.
Radiant Heat Limit	85 degrees F max	Damage from overheating is excluded.
Transferability	No	Applies only to original purchaser and original installation location.

### 1. Warranty Philosophy and Intent

Infinity Floor warranties are based on proper product selection, correct installation, realistic use expectations, and normal in service performance. Flooring does not fail because a year count expires. It fails when the wrong product is selected, the site is not prepared correctly, or the flooring is used outside of its intended conditions.

When an Infinity Floor product is properly selected, installed in accordance with current Infinity Floor instructions, and maintained under normal use conditions, Infinity Floor provides the coverage described in this document for the life of the original installation unless otherwise stated in writing.

### 2. Covered Products

This limited warranty applies to Infinity Floor branded SPC, LVT, LVP, and related resilient flooring products unless a product specific written warranty states otherwise.

Closeouts, seconds, discontinued products sold as is, cash and carry material, salvage lots, and material sold with known or disclosed defects are excluded from coverage.

### 3. Who and What Is Covered

This warranty extends only to the original purchaser and the original installation location.

Coverage is not transferable to a subsequent owner, tenant, or installation site unless Infinity Floor agrees otherwise in writing.

#### **4. Application Classifications**

Residential applications include private homes, apartments, condominiums, and similar interior living spaces.

Light commercial applications include moderate traffic interiors such as offices, hotel guest rooms, boutiques, and similar environments within the product's intended performance range.

Commercial applications include higher traffic interiors such as classrooms, corridors, lobbies, waiting areas, healthcare spaces, restaurants, and retail environments when the selected product is suitable for the actual conditions of use.

Industrial, manufacturing, warehouse, shop, production, outdoor, unconditioned, and other abusive environments are excluded unless approved in writing before installation.

#### **5. Manufacturing and Material Defect Coverage**

Infinity Floor warrants that covered products will be free from manufacturing and material defects under normal use when properly selected and installed.

If a manufacturing defect is verified, Infinity Floor may, at its sole discretion, repair the affected area, replace affected material, or issue a material credit based on the original purchase price and the remedy schedule in this document.

Installed material is deemed accepted. It is the responsibility of the purchaser and installer to inspect all material before installation.

Infinity Floor is not responsible for shade variation between production runs, differences between samples and installed product, replacement product lot variation, product line changes, locking profile revisions, or discontinued visuals.

#### **6. Wear Coverage**

Infinity Floor warrants that, under normal use in a covered application, the wear layer will not wear through to the printed layer for the life of the original installation.

Wear through means complete removal of the wear layer so that the printed film is exposed over at least three percent of the total installed area.

Scratches, scuffs, gloss reduction, surface dulling, indentation, and abuse related marking are not wear through and are not covered.

#### **7. Limited Waterproof Coverage**

Infinity Floor resilient flooring is warranted to be waterproof in the sense that normal topical exposure to water will not significantly damage the structural integrity of the plank or tile itself.

This limited waterproof coverage does not include flooding, standing water, plumbing leaks, drain backups, appliance failures, hydrostatic pressure, mold, mildew, subfloor damage, wall damage, cabinet damage, or other damage to the structure or contents of the building.

Damage that would ordinarily be addressed by homeowners or commercial property insurance is not covered by this warranty.

### **8. Installer Responsibility, Site Conditions, and Product Suitability**

Product selection and suitability are the responsibility of the purchaser, specifier, dealer, architect, and installer.

The installer is responsible for confirming jobsite conditions, environmental stability, substrate condition, moisture conditions, subfloor preparation, layout, and proper installation method before installation begins.

Infinity Floor is not responsible for claims arising from unsuitable site conditions, improper product selection, inadequate substrate preparation, or improper maintenance.

Installation of the product constitutes acceptance of visible product appearance and observable site conditions.

### **9. Conditions Required for Warranty Coverage**

Warranty coverage applies only when the product is installed in strict accordance with the current Infinity Floor installation instructions applicable to that product.

The building must be climate controlled and suitable for resilient flooring installation.

Required moisture testing must be performed and the results must be within published limits.

The product must be used only in interior applications for which it is intended.

Recommended maintenance practices must be followed.

### **10. Exclusions**

This warranty does not cover failures or conditions caused in whole or in part by improper storage, improper acclimation, poor workmanship, improper underlayment, unsuitable adhesive or installation material choice, moisture, pH, hydrostatic pressure, subfloor movement, building movement, settlement, radiant heat beyond published limits, direct sunlight, solar gain, heat concentration, floor temperatures above recommended levels, rolling loads beyond intended use, narrow hard wheels, furniture without protection, abuse, cuts, gouges, burns, impact, pet damage, staining, discoloration, rubber or latex transfer, chemical attack, mold, mildew, acts of God, casualty loss, or other conditions outside normal covered use.

Noise, squeaks, clicking, minor gapping within normal tolerances, and cosmetic conditions not visible under normal standing lighting are not manufacturing defects.

Normal product aging, gloss change, and appearance differences caused by light conditions are not covered.

## **11. Rolling Loads and Commercial Stress Disclaimer**

Rolling loads, concentrated static loads, and heavy commercial traffic can exceed the design limits of many resilient flooring systems.

Damage from pallet jacks, forklifts, hospital beds, hard narrow wheels, heavy carts, steel wheeled equipment, and similar traffic is excluded unless the specific product and installation method were approved in writing for that use before installation.

## **12. Direct Sunlight and Thermal Expansion Disclaimer**

Damage caused by direct sunlight, solar gain, excessive heat, or thermal expansion is not considered a manufacturing defect and is excluded from coverage.

Installations with large glass openings, skylights, or similar conditions should use reasonable means of limiting heat buildup.

## **13. Labor and Associated Costs**

Labor reimbursement is available only when the flooring was professionally installed, the claim is verified as a covered manufacturing defect, and Infinity Floor approved labor participation in advance.

Infinity Floor is not responsible for furniture moving, temporary housing, business interruption, loss of time, inconvenience, site access costs, trim replacement, subfloor replacement, or other incidental or consequential costs unless required by law.

## **14. Remedy Schedule**

In the event of a verified covered defect, Infinity Floor may provide a material remedy based on the original purchase price as follows: Year 1, 100 percent. Year 2, 90 percent. Year 3, 80 percent. Year 4, 70 percent. Year 5, 60 percent. Years 6 through 10, 40 percent. After Year 10, 10 percent.

This schedule governs the value of the remedy and does not create or expand coverage where none otherwise exists.

Only one replacement, repair, or settlement per installation is permitted.

## **15. Claim Process**

Claims must be reported within 30 days of discovery of the alleged defect.

The claimant must provide proof of purchase, product identification, photographs, and a description of the issue.

No material may be removed or destroyed before Infinity Floor has had a reasonable opportunity to inspect.

Infinity Floor may inspect the claim directly or through a designated third party. If the issue is determined not to be a covered manufacturing defect, inspection costs may be charged to the claimant.

## **16. State Law and Final Provisions**

This limited warranty provides specific legal rights. Additional rights may vary by state.

No dealer, installer, sales representative, or third party is authorized to change or enlarge this warranty.

Infinity Floor reserves the right to update or withdraw this warranty on a going forward basis, but no update will reduce coverage already applicable to a completed sale.

All warranty determinations are subject to the terms, limitations, and exclusions in this document.