



WARRANTY



EXCLUSIVE WARRANTY

PerformX floorings products are covered by an Exclusive Warranty as described herein. The period of time the warranty covers is dependent upon the warranty class (i.e. whether is a Gold, Silver, or Bronze warranty) and installation setting (i.e. whether it is a residential or commercial application). The warranty is non-transferable from the original purchaser. The warranty is valid from the date of purchase as shown on the purchase invoice. The Exclusive Warranty only covers the following, subject to limitations described below: limited wear, structural integrity, and joint integrity. The warranty is only valid when installation and maintenance guides are followed, which can be found at www.lotustileusa.com. Gold Lion Floorings has the sole discretion in determining if installation and maintenance guidelines have been properly followed.

LIFETIME RESIDENTIAL WARRANTY

PerformX flooring products with a gold class warranty that are used in a residential setting have limited lifetime Residential Warranty. PerformX flooring products with a gold class warranty feature a commercial grade 20mil wear layer and is suitable for single and multi-family units.

5 YEAR LIGHT COMMERCIAL WARRANTY

PerformX floorings products with a gold class warranty that are used in a light commercial setting have a 5 Year Exclusive Light Commercial Warranty. PerformX flooring products are intended to be used in non-industrial commercial settings, and are approved for use in conference rooms, offices, retail stores, restaurants, and other commercial environments similar to those listed. Use in an unapproved commercial setting will void warranty.

LIMITED WEAR WARRANTY

PerformX flooring products are protected by a 20 mil wear layer. PerformX warrants that the wear layer will not wear through for the life as indicated by the warranty class and installation setting. "Wear through," of the wear layer refers to the complete loss of the wear layer so that the image design layer underneath the wear layer becomes exposed and affected. Determination of whether damage to the wear layer constitutes "wear through" will be at the sole discretion of PerformX Flooring.

- The limited warranty applies to "wear through" on areas that have worn through 1" x 1", or larger.
- The limited wear warranty is only valid when proper maintenance and floor protection procedures are followed. The limited wear warranty will be voided if abrasive cleaners or abrasive scrubbers are used on the floor.
- Damage to the wear layer caused by furniture, appliances, or heavy objects, are not covered by the limited wear warranty. It is important to use felt pads under all furniture to prevent damage to the floors. Ensure floors are protected when moving heavy appliances or objects.
- Damage such as scratches, scrapes, cuts, and damage caused by improper maintenance, intentional abuse or abnormal usage or any other damage caused by abnormal wear and tear, and daily use is not cover by the limited wear warranty. Reduction in gloss or surface texture is not considered wear.
- Damage caused by the external environment directly or indirectly is not covered under the warranty.
- Refer to the After Installation guide found later in this form for more information.

STRUCTURAL INTEGRITY WARRANTY

PerformX flooring products are protected by a structural integrity warranty for the amount of years as indicated by the warranty class and installation setting. The structural integrity warranty guarantees that flooring products from PerformX will remain structurally sound and free from cupping, warping, and delamination.

- The structural integrity warranty is only valid when installation instructions are adhered to.
- The structural integrity warranty does not cover structural changes of the flooring caused by a failure or structural change of the sub floor.
- The structural integrity warranty does not cover structural changes of the flooring caused by exposure to extreme environmental conditions. Acceptable environmental conditions can be found in the installation guide.
- The Structural Integrity Warranty does not cover indentations or denting caused by heavy objects.

JOINT INTEGRITY WARRANTY

PerformX flooring products are protected by a joint integrity warranty for the amount of years indicated by the warranty class and installation setting. The joint integrity warranty guarantees that the joints on PerformX flooring products will remain secure and will not come apart when the installation guide is followed.

- The joint integrity warranty is only valid when installation instructions are adhered to.
- Minor joint gapping of 0.5mm is acceptable. Excessive gapping caused by improper installation will not be covered under the warranty.
- The joint integrity warranty is only valid when the installation guide is followed.
- Failure of locking system from improper installation is not covered under warranty.
- Joint integrity failure caused by structural changes in the sub-floor are not covered under the warranty.
- Joints compromised by improper installation, lack of continuous climate control during use (outside acceptable environmental conditions as outlined in the installation guide), or obstructions creating pinch points are specifically excluded by this warranty.

MANUFACTURING DEFECTS

PerformX flooring products come with a 1 year warranty to guarantee that floorings are free of any manufacturing defects.

- Installation of product that is visibly defective at the time of installation is not covered under warranty.
- Visual defects are only covered under warranty when an entire box can be collectively filled. In the rare event that a plank or tile has a visual defect, it can still be cut and used for end joints.

CLAIMS

If you believe you have a claim, please contact the dealer that sold you the product as soon as possible to begin the claim process.

- An appointment will need to be made through your dealer for a PerformX representative to inspect the site. A physical sample of the product from the affected area may be required to fulfill the warranty claim process.
- In the event of an approved claim, PerformX have the option to attempt to restore and repair the affected area. If R&R is unsuccessful, PerformX will provide replacement flooring of the same or similar style, size, and quality. PerformX will not cover miscellaneous expenses such as time lost, cost to move objects and furniture, and freight.

INSTALLATION GUIDE FOR CLICK SYSTEM

Approved Installation Guide for: PerformX SPC Flooring

BEFORE YOU BEGIN

- Make sure you have the latest installation guideline to ensure up to date information by referring the revision date. Installation documents can be found at www.lotustileusa.com
- Adherence to installation guideline is mandatory to validate warranty.
- Flooring products must be acclimatized for at least 2 days prior installation in the installation area that meets the SUITABLE ENVIRONMENT guideline.
- Flooring products must be installed on a surface that meets the SUITABLE SURFACES guideline.
- In the rare event of visually defective material, PerformX floorings will not be responsible of the installation of material with visual defects. It is the responsibility of the installer to visually approve material before it is installed.
- PerformX flooring will not be held responsible for the installation of an incorrect product. It is the responsibility of the installer and the end user to double check that the product to be installed is from the correct product collection and the correct decor.
- A 6mil moisture barrier is required under all floors installed on or below grade over a concrete subfloor .

SUITABLE ENVIRONMENT

- PerformX SPC flooring is intended for indoor use only.
- PerformX SPC flooring can be installed in environments with a temperature variation of -104°F and +104°F.
- The temperature variation during its occupied use is assumed to remain between 60°F and 104°F.
- During installation the installation area must be climate controlled at a temperature between 60°F and 77°F with the product given 2 days to acclimatize to the installation area.

SUITABLE SURFACES

Adequate sub-floor preparation is necessary to ensure a successful installation.

- Sub-floor must be smooth, porous, and well-bonded. The sub-floor must be dry, smooth, level, clean, and dust-free, with a tolerance not to exceed more than 1/8" in a 6' span.
- All sub-floor and leveling patch must be done with a non-shrinking, water-resistant Portland cement patching compound if found to be out of tolerance.
- Holes, grooves, expansion joints, and other depressions must be filled with a Portland cement-based leveling compound and troweled smooth and feathered even to the surrounding surface.
- If installing on a concrete slab, it must be dry, clean, and well-cured (cured for at least 6 weeks prior to installation). Concrete must be free from dust, powder, flaking, solvent, paint, wax, grease, oil, and other erroneous compounds. A 6 mil moisture barrier must be installed under all floors that are over concrete that is on, or below grade.

PerformX SPC warranty excludes damage caused by hydrostatic pressure (water or moisture under the floor that is transmitted to the surface through exerted pressure) or other conditions that result in water or moisture below the floor. To prevent this, all floors installed on or below grade over a cement subfloor require a 6mil moisture barrier.

- Installing on wood and wood composite panels (plywood, OSB, flake board, and particle board) can be used provided they are smooth, flat, structurally sound, and free of deflection.

It is acceptable to install over an existing ceramic tile floor, provided it is smooth and within the subfloor tolerances listed above.

- PerformX's SPC flooring can be installed over existing non-cushioned resilient flooring, ceramic tile, as long as the floors are clean, level, well bonded to the sub-floor and free of cupping and deflection.

WARNING: DO NOT REMOVE OLD RESILIENT FLOORING. THESE PRODUCTS MAY CONTAIN EITHER ASBESTOS FIBERS OR CRYSTALLINE SILICA, WHICH CAN BE HARMFUL TO YOUR HEALTH. PLEASE HAVE OLD FLOORING TESTED FOR ASBESTOS PRIOR TO REMOVAL.

NEVER SCRAPE ADHESIVE RESIDUE THAT MAY CONTAIN ASBESTOS. NEVER USE LIQUID CHEMICALS TO REMOVE OLD ADHESIVE. SOLVENTS OR OTHER ABRASIVE CHEMICALS USED TO CLEAN THE SUB-FLOOR CAN DAMAGE THE BACKING OF THE LUXURY VINYL PLANKS OR TILES IF NOT PROPERLY REMOVED.

RADIANT HEATED FLOORS & SUNROOMS

SPC can be installed with concrete embedded radiant heated floors.

•Flooring must be installed using an embedded hydronic radiant heat system or electric radiant heat system that utilize embedded cables within the sub-floor.

•Radiant heat systems must be covered by a self leveling concrete and separated by the flooring at a minimum of 1/2"

•Radiant heat must not exceed 29°C.

TOOLS & SUPPLIES

You will need a few tools to ensure a successful installation:

- 1)Measuring: straight edge, framing square, tape measure.
- 2)Cutting: Exacto knife, laminate cutter, miter saw, or table saw
- 3)Installing: spacers, tapping block, rubber mallet, and rubber or steal seam roller.
- 4) Safety: safety glasses, and an OSHA approved dust mask for use with a power saw.

CUTTING PLANKS & TILES

- SPC can be scored and snapped using a high quality sharp utility knife.
- SPC can be cut using a laminate cutter.
- Power saws (circular saw, table saw, miter saw, or jigsaw) can be used to cut the product, but planks should always be cut away from the installation area in a well ventilated space in order to prevent debris from affecting the installation site.
- Always wear safety glasses and an OSHA approved dust mask when using a power saw.

INSTALLATION

PerformX SPC flooring is engineered to be installed utilizing the floating installation method.

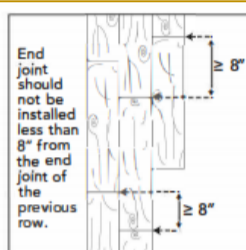
- Do not install cabinets or fixed objects on top of SPC flooring.
- Verify locking profile prior to installation, checking for debris or damage.
- Can be installed up to 100' by 100' before needing a transition.
- It is highly recommended to sort through multiple boxes of your flooring material to ensure a successful "blend" of the flooring. Failure to do this crucial step may result in an unsatisfactory installation as certain areas may contain more of one image variation than another.

BEFORE BEGINNING INSTALLATION ENSURE THAT SUITABLE ENVIRONMENT AND SUITABLE SURFACES GUIDELINES HAVE BEEN MET. NEGLECTING TO MEET GUIDELINES MAY RESULT IN A VOIDED WARRANTY.

PerformX Floorings Installation Guide SPC/WPC/LVT/LVP

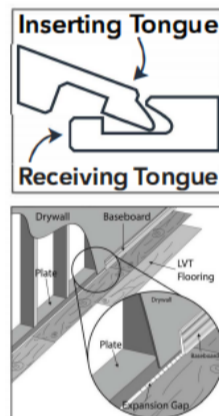
Planning Your Installation

1. Determine the direction you want the flooring to run. Typically, the length of plank flooring will run with the length of the room or the length of the floor plan.
2. It is important to plan ahead in order to avoid narrow planks widths or short plank lengths near walls and doors. Using the width of the room, calculate how many full boards will fit into the area, and how much space remains that will need to be covered by partial planks (width of room in inches divided by 7" width of plank =number of rows). Do the same calculation for the length of the room (length of room in inches divided by 48" length of plank = number of planks). Adjust the starting plank as necessary to avoid a narrow row of planks along a wall or door.
3. Based on the above calculations, if the width of the planks along the last row is less than 25% of the width of a full plank, then begin the first row using planks that are cut down to reduce the width of the first row, thus increasing the width of the last row.
4. If the last plank (fill piece) in each row is shorter than 8" in length, then adjust the starting point accordingly. This is necessary in order to achieve the correct staggered effect and to maintain structural integrity of the product.
5. Planks should be installed randomly, staggering the end joints, no less than 8" from the previous row end joints. Stagger the joints at a minimum of 8" apart to ensure locking joint integrity.



Installing SPC with Click System

- PerformX SPC flooring utilizes a click system, where planks are angled into the locking system and lowered into place.
6. Working from left to right, begin installation at the left hand corner of the installation area, lay down the first plank with the inserting tongue of the plank facing the walls. Place spacers around the wall facing edges of the plank to prevent the expansion gap from closing during installation.
 7. Install the second plank by angling the inserting tongue of the end joint at a 25° angle into the receiving tongue end joint of the first plank, dropping the second plank into place. The second plank should easily be angled in and dropped into place with minimal pressure. Lightly tap the end joint of the second plank with a rubber mallet and tapping block to ensure it is locked into place. Insert spacers along the wall edge of the plank to retain the expansion gap during installation. Continue in this manner for the entire first row.
 8. At the end of a row, use a rubber mallet and pull bar and tap the end joint of the final plank into the previous plank to lock it into place.
 9. To start the second row, you may use the remainder of the last plank from the first row, if it's longer than 8", otherwise cut a new plank at a desired length to achieve a staggered effect throughout the installation. To ensure structural integrity, it is mandatory to always stagger the end joints from row to row by at least 8".
 10. Insert the planks long edge of the inserting sided tongue into the previous row of installed planks and drop it into place. Slide the plank toward the end of the previous row. Insert a spacer to retain a 1/4" expansion gap off the wall or wall plate. Next use a rubber mallet and tapping block on the long edge of the plank to ensure a tight fit of the locking system.
 11. Continue to lock the long edge of planks into the previous row by inserting the tongue of the plank at an angle and dropping it into place. Slide the plank down towards the end of the previously installed plank until the inserting tongue just touches the receiving tongue of the previous plank. Using a rubber mallet and tapping block, tap the long edge of the plank to ensure a tight fit. Next, use the rubber mallet and tapping block to lock the end joints together. The gap on the end joint should easily close. Continue laying down planks in this fashion until the row is complete.
 12. Use a rubber mallet and pull bar to lock the end joint of the final plank in the row. Make sure a spacer is used at the beginning of row to prevent the whole row from shifting and closing the expansion gap.
 13. On the final row, follow the same procedure from step 5, but use a pull bar and rubber mallet to tap the long edges of the planks to securely lock it in place, while following the same procedure from step 5.
 14. Continue steps 6-13 until installation is complete.
 15. Use a Miter or Jigsaw for cutting intricate pieces to fit around door jams and cabinets.
 16. For disassembly, tilt an entire row up and disconnect it from the previous row. Then disconnect each plank by sliding it out horizontally.



AFTER INSTALLATION

- Sweep regularly to remove surface grit and dust. Use a damp cloth or mop to clean up any dirt and footprints. All spills should be cleaned up immediately.
- Never use polish, abrasive cleaners, or scouring agents as they might dull or distort the finish. High heels can damage floors.
- Use protective pads under furniture. Do not use rubber or metal pads. Felt pads are highly recommended.
- Use doormats as entrance ways to protect the floor. Avoid using rubber backed rugs as they may stain the flooring.
- It's a good idea to save a couple of boxes of flooring in case of accidental damage. Planks can be repaired or replaced.
- If other trades are in the work area, a floor protector is highly recommended to help protect the finish of the floor.

SUPPORT

- Product support is available through your authorized dealer, and you may also contact PerformX directly through email or phone for any questions or concerns you may have.
- This is a comprehensive installation guide to ensure our customers have basic knowledge of the installation process, but does not cover all tricks and knowledge of a floor covering installation expert. If you feel uncomfortable with any techniques above, we highly recommend hiring a professional to do the installation.
- PerformX Flooring is dedicated to provide our customers with the best flooring products available. All PerformX flooring products are rigorously tested to ensure our customers receive the best product possible.

RESOURCES

Installation guides can be found at www.lotustileusa.com
Specification sheets can be found at www.lotustileusa.com



Nature's Impression
PerformX's
Gold Warranty

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