



MM MARKET & MAIN COLLECTION



# MARKET & MAIN COMPLETE TECHNICAL GUIDE

**INSTALLATION | MAINTENANCE | WARRANTY**

For the most accurate and updated information, please check our online version at [www.my-nfp.com](http://www.my-nfp.com).





# MARKET & MAIN INSTALLATION GUIDE

## MM MARKET & MAIN COLLECTION

For the most up-to-date installation and maintenance requirements, please visit [www.my-nfp.com](http://www.my-nfp.com). All warranties are based off installation and maintenance guides published on our website at the time of your installation.

The intended end user and the installer should have a clear understanding of expectations of the color, installation, and layout. Carefully inspect the products before installation for any milling, dimensional, or visual defects. If the flooring supplied does not satisfy the customer, do not proceed to install. The decision not to proceed must be made within the first 10% or 100 sq ft of the flooring boxes opened. Open boxes exceeding this amount will not be eligible for return.

### TO AVOID COSTLY INSTALLATION MISTAKES ONLY INSTALL FLOORING IN ROOMS UNDER ADEQUATE LIGHTING CONDITIONS.

#### [01] GENERAL JOBSITE/HOME CONDITION

**Important:** The requirements listed below are considered standard practices for the flooring industry and are required by most building codes. Following these simple guidelines will greatly extend the life of any fixture in the jobsite/home. Local building codes may vary and will prevail.

- It is the jobsite/homeowner designated installer's responsibility to inspect flooring prior to installation. Inspect every plank for inconsistency with the finish, texture, milling, color, graining, tongue and groove integrity, dimensions, and the suitability of the flooring product to its environment. Flooring products installed with pre-existing defects or were incorrectly acclimated CANNOT be claimed after installation.
- Verify there are enough materials to complete the job with a minimum of 2% extra for future plank replacements.
- Allow a minimum of 5% waste for culling, shipping damage, and for on-the-job waste.
- Make sure the crawl space has at least 18" clearance from the dirt to the bottom of the beams. Remove all cardboard from the concrete walls, pillars, and footings as it will trap and hold moisture. The entire crawl space must be covered

with a minimum of 6 MIL plastic (puncture resistant) with all seams overlapped 18" and fully sealed with a moisture proof tape.

- To prevent excessive moisture buildup, all crawl spaces must have a minimum of 1.5 square feet for every 100 square feet of crawl space at the exterior of the house for cross ventilation or an air exchanger will be needed. It may be necessary to install temperature/humidity activated exhaust fans to create air movement in the crawl space.
- Drainage from roofs, rain gutters, and other sources of moisture around the jobsite/home must be directed away from the site.
- All exterior doors, windows, drywall, painting, and venting must be properly installed prior to the delivery of the flooring to the jobsite/home. Do not store in exterior sheds, garages, or rooms that are not temperature controlled.
- All heating and cooling systems are required to be installed and functioning for at least 14 days before the installation of the flooring begins.
- Use a hygrometer that reads temperature and RH (relative humidity) to check jobsite/home heating and cooling systems. They must be able to maintain a minimum of 30 to 60% RH and 60 to 80°F before and during the flooring installation. Post installation, the temperature must be maintained between 60-142°F.
- Small humidifiers are not capable of properly maintaining the humidity levels in large jobsites/homes. Your local heating and cooling air service contractors can provide information for automatic humidifiers/dehumidifiers that work with your heating and cooling systems.
- Vinyl flooring is not recommended to be installed any area of the jobsite/home that has extreme temperature and moisture fluctuations. For example: saunas, hot tub/pool rooms, green houses, exterior porches, or garages.
- Since flooring is not compatible with wet conditions, the manufacturer does not warrant against moisture related issues or related damage under their warranty.

#### [02] IN-FLOOR RADIANT HEAT REQUIREMENTS (HYDRONIC SYSTEM ONLY)

Visit [www.my-nfp.com](http://www.my-nfp.com) for the current list of products that are approved for in-floor radiant heat. There are unique installation requirements for flooring installed over radiant heat. Prior to installation, it is the responsibility of the jobsite/homeowner designated installer to check with the manufacturer for a current list of approved installation methods and underlayment requirements. All warranties are based off installation and maintenance guides published on our website at the time of your installation.

##### IN-FLOOR RADIANT HEAT SYSTEM REQUIREMENTS:

- Only flooring that is clearly marked approved can be installed over in-floor radiant heat.
- Only hydronic in-floor radiant heat systems with failsafe capabilities to ensure the boiler does not exceed 110°F and the surface temperature does not exceed 85°F are approved.
- Operate the in-floor radiant heat system for at least 14 days prior to the flooring being installed. All moisture in the substrate MUST be evaporated off. This will also ensure all systems are in good running condition.
- To prevent expansion and contraction issues related to the in-floor heat system, a humidity control humidifier must be installed and properly functioning one week before, during,



and after the installation for the life of the floor.

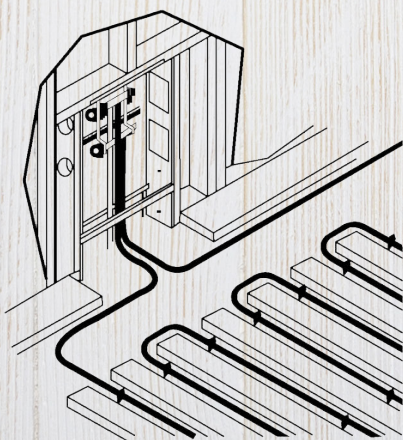
- The in-floor radiant heat systems CANNOT be installed directly below the flooring. The heating element must be embedded a minimum of 1/2" into the concrete, gypcrete, or installed under the wood subfloor. This will ensure the radiant heat is evenly distributed across the substrate before the heat comes into contact with the flooring.
- Important: Leave a 1/2" expansion gap around all walls, tubs/shower, plumbing fixtures, exterior doors, large Sub Zero style refrigerators or appliances.
- Transition strips/breaks are required over in-floor radiant heat substrates exceeding 35 feet lengthwise and widthwise.

#### IN-FLOOR RADIANT HEAT ACCLIMATION REQUIREMENTS:

- Do not deliver the flooring to the jobsite until all environmental condition have been met.
- Always acclimate the flooring in the temperature-controlled room where it will be installed.
- During acclimation, do not remove the material from the box or lean boxes on walls. Only stack the boxes squarely on top of each other, no taller than 3', and keep the stacks a minimum of 3" apart.
- It is required to reduce the subfloor surface temperature down to 64°F a minimum of 72 hours before and during the installation.
- Acclimate for a minimum of 48 hours in the temperature-controlled room it will be installed.
- After the installation, raise the temperature slowly to desired conditions. It is recommended to not raise the temperature up or down more than 5°F in a 24 hour period.
- To prevent the floor from overheating or trapping moisture, never cover the flooring before, during, or after installation with any type of non-breathable or excessively thick rugs, mats, solid surface items, plastic, or a mattress that is laid directly onto the floor. It must be allowed to breathe.

#### IN-FLOOR RADIANT HEAT APPROVED INSTALLATION METHODS:

- See approved substrate portion of this guide for all substrate requirements.
- Floating installations is approved for substrates with in-floor radiant heat.
- Glue down installations are approved for substrates with in-floor radiant heat. Be sure to follow the adhesive manufacturer's substrate requirements for surface preparations, moisture testing and mitigation, primers for concrete/gypcrete, and installation instructions. Bond warranties come solely from the adhesive manufacturers.



### [03] IN-FLOOR RADIANT HEAT MOISTURE BARRIERS AND RETARDERS

The type of moisture barrier is usually based on the installation method and substrate. Different types of moisture barriers produce the same end result by doing it in different ways. Check with local building codes and the manufacturer of the radiant heat systems for recommendations.

#### WPC WITH ATTACHED CORK (IN-FLOOR RADIANT HEAT):

- Below, On, or Above Grade Concrete & Gypcrete Slabs: Cover the entire slab substrate with 6 mil plastic with all seams overlap 12" and taped with moisture proof tape.
- Wood Subfloors: A moisture barrier is not required over a finished basement or a crawl space that meet the "General Jobsite/Home Condition" requirements.

**Prop 65 Warning: Drilling, sawing, sanding, or machining wood products generates dust, a substance known to the state of California to cause cancer. Use caution during the removal or sanding of existing flooring or other building materials as these may contain hazardous fumes, chemicals, or generate harmful dust. Check the substrate for any health hazards. Always wear safety equipment and approved dust mask.**

### [04] GENERAL INSTALLATION SPECS

- Avoid installing flooring planks pieces less than 8" in total length against walls or on ends.
- It will generally be necessary to saw some flooring panels during installation. To obtain a clean cut, the pattern side should face down if using a jigsaw, saber saw, or circular handsaw and face up when you use a handsaw, table saw, or a crosscut saw.
- Before installation begins, use a jamb saw to undercut all door casings (1/16" between door casing and top of flooring material) and vertical objects coming off the floor. To achieve the correct height, combine a piece of the vapor retardant and flooring together to use as a guide for the saw. Be sure to clean out all debris from under the jambs. This will allow the flooring to slide underneath the object for a clean, professional look.
- Contractors: When setting door casings post-installation of the flooring material, make sure there is adequate space for the flooring material to expand and contract without any hindrance.
- Never fasten nails/screws anything through the flooring into the substrate. The floor MUST be allowed to float freely.
- For a perfect finish around pipes, use rosettes or caulking in places where profiles or skirting cannot be placed. Fill expansion gaps with matching caulking. Silicone caulking has more elasticity than other caulking material (e.g. acrylic or blends).

### [05] GENERAL SUBSTRATE CONDITIONS

- All substrates must be flat and free of dust, loose particles, paint, drywall compound, and structurally sound.
- Sand and/or flatten the substrate to within 3/16" dip or rise in 10' or 1/8" dip or rise in 6' radius for.
- If levelling of the substrate is required, use only cement-based levelling compounds. Be sure to follow the levelling compounds manufacturer installation guidelines.



- WPC flooring can be installed over wood sub-floors that are ON or ABOVE GRADE and over concrete or gypcrete substrates that are BELOW, ON, or ABOVE GRADE.
- The substrate when walked on must not exceed 1/4" deflection in a 6' radius, or more than a 1/16" between the floor joist. If it does, this condition must be corrected before any product installation begins. The subfloor will not stiffen up after the flooring is installed.
- Always check and repair any loose, delaminating, or broken substrates.
- Hand-held angle grinders with special cupped diamond grinding wheels and vacuum attachments can be rented or purchased from your local rental or home building center. This system works well with any type of substrate. Use precautions when sanding any surface. Check the substrate out for any health hazards. Always wear safety equipment and approved dust mask.

## [06] APPROVED SUBSTRATES

### PLYWOOD/OSB:

- Do not install over wood subfloors that test above 12% MC (moisture content).
- Note: If installing new wood subfloors from lumber yards, be sure to test the MC. Typically, they have higher levels of moisture and may need to acclimate longer. This condition is not covered by any manufacturer warranty.
- Fix all squeaks coming from the wood subfloor prior to installation. Use wood screws, minimum of 2-1/2" lengths, fastened every 6" through the wood subfloor into the joist. Squeaks in the subfloor will not go away after the floor has been installed.
- Acceptable minimum wood subfloor thickness is determined by the distance between the joists/trusses. Vertical deflection must be under 1/4" in a 6' radius when walked across.
  - When joists are 16" o/c or less; minimum acceptable thickness is 5/8" CDX plywood or nominal 3/4", OSB 40LB Minimum density, T&G, with a TECO or APA certification stamp.
  - When joists are 16" o/c up to 19.2" o/c; minimum acceptable thickness is 3/4" plywood or nominal 3/4", OSB 40LB Minimum density, T&G, with a TECO or APA certification stamp.
  - When joists are 19.2" o/c up to 24" o/c; minimum acceptable thickness is 7/8" plywood or nominal 1", OSB 40LB Minimum density, T&G, with a TECO or APA certification stamp.

### CURED CONCRETE/GYPCRETE: (6MIL PLASTIC VAPOR BARRIER IS RECOMMENDED TO AVOID MOISTURE RELATED ISSUES)

- Cured concrete must be over 3000 PSI. Cured gypcrete must be over 2500 PSI.
- All concrete or gypcrete substrates must be cured for a minimum of 60 days before any flooring product is ever installed over them.
- Concrete moisture testing should be performed by ASTM F1869 Calcium Chloride Tests with levels NOT exceeding 5LBS per 1000 ft<sup>2</sup> for a 24 hour period, or an ASTM F2170 In-Situ relative humidity test with readings exceeding 80%.
- Gypcrete dries very fast so Maxxon recommends using the mat test or Delmhorst #B2100 moisture meter.
- Test the concrete subfloor for alkalinity. The pH of the floor should be between 5 and 9).

### PARTICLE BOARD (UNDERLAYMENT-GRADE):

- Some adhesive manufacturers will warrant a WPC floor glued down over underlayment-grade particle board. Follow their glued down installation instructions since the bond warranty would come solely from them.
- The only manufacturer recommended installation method that can be used directly over underlayment-grade particle board is the floating method as long as there are no current or future moisture concerns from below or above. If moisture comes in contact with the particle board, it may swell. The product warranty does not cover subfloor upheavals.

### OTHER APPROVED SUBSTRATES (FLOATING ONLY): (ALL MOISTURE CONTENT, FLATNESS AND DEFLECTION REQUIREMENTS WOULD APPLY.)

- Ceramic, porcelain, or natural tile with the grout joints filled flat with Portland based patching material.
- Single layer of clean, well adhered, non-cushioned, full spread glued sheet vinyl, or VCT. All embossing must be feathered filled with suitable filler patching compound.

### UNACCEPTABLE SUBSTRATES:

- Solid or engineered wood floors over concrete.
- Floors that are floating, cushioned, perimeter glued, carpet, carpet pad, lumber subfloor, or subfloors that are sticky.
- ACQ treated plywood or exterior low density OSB sheathing used for general construction.

## [07] ACCLIMATION (FOR RADIANT HEAT SEE "IN-FLOOR RADIANT HEAT ACCLIMATION REQUIREMENTS" SECTION)

- Installing flooring before it has properly acclimated will greatly increase the chances of expansion and contraction issues and may make it more difficult to install.
- Do not deliver the flooring to the jobsite until all environmental condition have been met.
- Always acclimate the flooring in the temperature-controlled room where it will be installed.
- During acclimation, do not remove the material from the box or lean boxes on walls. Only stack the boxes squarely on top of each other, no taller than 3', and keep the stacks a minimum of 3" apart.
- No acclimation is required if the product was stored and/or transported in 60 to 80°F for at least 24 hours prior to installation. Otherwise, it must acclimate for a minimum of 24 hours.
- Never cover the flooring before, during, or after installation with any type of plastic or tar paper. It must be allowed to breathe. Use only breathable floor protective construction paper (FortiBoard) to protect the flooring.
- Propane heaters are not an approved source of heat and can give off extreme amounts of moisture. They also do not provide a reliable and consistent source of heat. In fact, for every gallon of propane or kerosene that is burned, they both will put approximately 1.1 gallons of moisture into the ambient space. The manufacturer warranty will be void if the jobsite/home heating and cooling system were not fully operational at the time of installation.

## [08] EXPANSION REQUIREMENTS

- Leave a minimum of 1/4" expansion gap for all installations under 20' lengthwise or widthwise. For installations exceeding 20' lengthwise or widthwise, add 1/16" per additional 5' of length or width, up to 5/8". For example: 25 linear feet would be 5/16" expansion gap.
- Transition strips/breaks are required on installation exceeding 40 feet



- lengthwise or widthwise. See radiant heat section for in-floor heat.
- Never install cabinetry, islands, or other permanent fixtures on top of a floated floor.
- Never use nails to secure anything to the floor. The floor must be allowed to float.
- Leave the required expansion gap around all walls, tubs/shower, plumbing fixtures, large Sub Zero style refrigerators, exterior doors, etc.
- Once the floor installation is complete, remove all spacers that were used to maintain the expansion gap.

### [09 FL] APPROVED FLOATING METHOD (MARKET AND MAIN VALINGE 2G ANGLE/ANGLE)

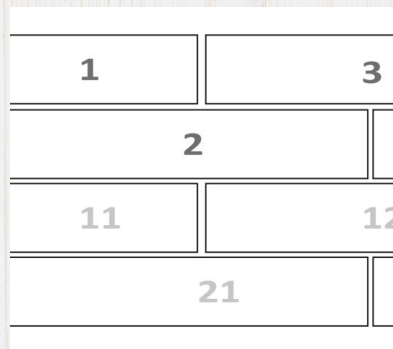
The Valinge 2G Angle/Angle system is a patented locking profile for installing flooring planks without using glue.

- The panels are clicked together on the short side until the row is completed then the entire row is engage on the long side.
- Be sure to inspect all edges and remove debris from the click before installing.
- Either side of the panels are engaged at an angle of 20 to 30° to the panel already installed. Move the panel gently up and down while exerting forward pressure. The panels will automatically click into place. Then lay the plank down to the floor.
- As you install the click flooring, ensure all seams are fully engaged before moving on to the next row. Visually, a row can appear to be engaged but is not. To avoid this, use an approved tapping block to tap the short side then the long side of the planks together. This will securely engage the locking system.

### [09 GD] APPROVED GLUE-DOWN METHOD (MARKET AND MAIN WITH ATTACHED CORK)

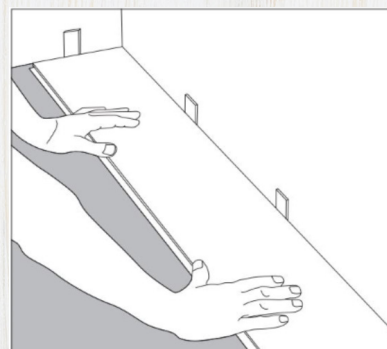
#### APPROVED ADHESIVES:

- Follow all substrate, moisture content, and expansion requirements outlined in section 1-8 of this guide.
- All adhesive and bond warranties come solely from the adhesive manufacturer. Follow all of the adhesive manufacturer guidelines regarding installation requirements.
- Use a good quality polymer-based adhesives like Taylor MS Plus Resilient or equivalent.
- Depending on the application the trowel size will vary. Follow the adhesive manufacturer's recommendation for 7.5mm WPC with attached cork. Using the full spread method, be sure that the adhesive is adhered completely to the bottom of the flooring.
- Periodically check to make sure the trowel notches are clean and not worn out. Verify there is adequate glue transfer to the back of the planks.
- It is not recommended to glue WPC flooring down over particle board subfloors unless the glue manufacture approves it. Either remove the particle board or install new 1/4" thick plywood over the particle board, then install the new floor over the plywood.
- Be sure to remove wet adhesive from the surface before it dries and damages the finish. Most adhesives can be cleaned off of the floor surface with WF Taylor Touchdown #9 adhesive remover on a terry cloth rag, followed by a rinse with clean water on a rag. Do not pour cleaning products or adhesive removers directly onto the floor. Always test the cleaner before attempting to clean the floor.



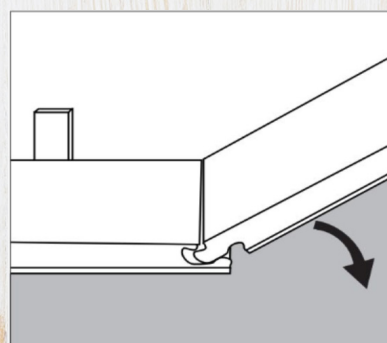
#### NOTE:

Products should be staggered in bricklaid pattern, stagger equal to half of a plank for the first four rows, and randomly from row 5 on. Tools needed: pull bar, spacers, soft-faced hammer, and tapping block.



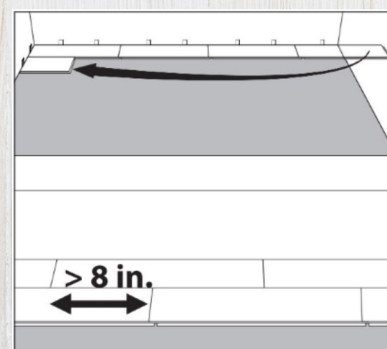
**FIG. 1**

Leave a minimum of 1/4" expansion gap for all installations under 20 linear feet and add 1/16" per additional 5' of length for installations exceeding 20 linear feet. For example: 25 linear feet would be 5/16" gap. Maximum continuance distance without t-mold transition is 40' width or length. Insert spacers to create proper expansion gaps at ends and edges where the planks will meet the walls and any vertical objects.



**FIG. 2**

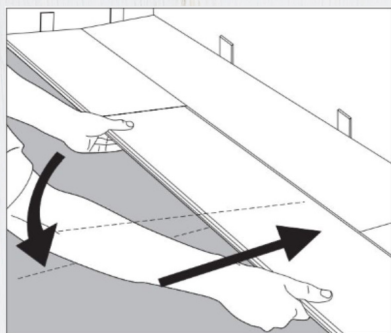
Start the first row by inserting the short end of the plank (tongue first) into the groove at an 20 to 30° angle, then rotating downward to lock it in place. Continue laying planks to establish the first row.



**FIG. 3**

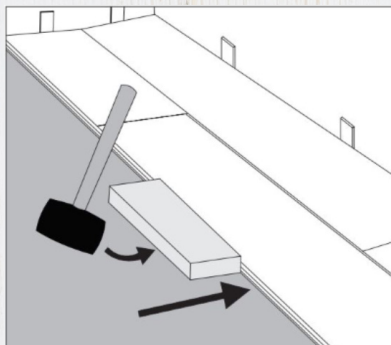
Use a cut piece to start the second row. NOTE: End joint spacing must be at least 8" for all adjacent rows.





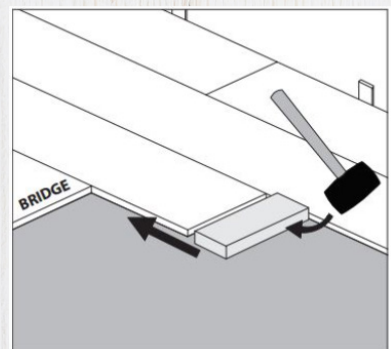
**FIG. 4**

For additional rows, engage the locking system on the short side of the last plank installed by inserting the tongue at an 20 to 30° angle, then rotating downward. Slide this plank toward the long side of the previously installed plank, then engage the long side of the plank. Lift the other side up slightly, and push or pull the plank together until it clicks together.



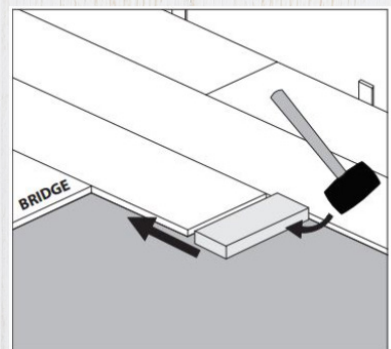
**FIG. 5**

Use a scrap piece of flooring as a tapping block and tap on the long edge of the plank to ensure that the locking system fully engages.



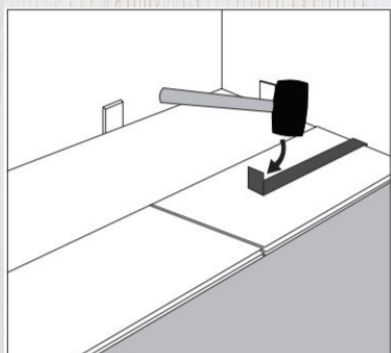
**FIG. 6**

Use a cut piece to start the second row. NOTE: End joint spacing must be at least 8" for all adjacent rows.



**FIG. 7**

Using a scrap piece (with a factory end joint) as a tapping block, tap the end of the plank to engage the locking system. Be cautious to not damage the locking profile when tapping. Continue installing until you reach the end of the row.



**FIG. 8**

At the end of the row, use a hammer and pull bar to engage the locking system of the final piece in the row. Install a spacer at the row end. Repeat this process until the final row of flooring.

At the final row, use the hammer and pull bar to lock the long edges of the planks as well as the row ends. When completed, pull all spacers and double check to ensure there is the required expansion gap.

#### GLUE DOWN TIPS:

- Working off the longest straight wall (typically an exterior wall), snap a chalk line parallel with the wall that is equal to the width of the flooring plus enough room for the expansion gap. Use spacers to maintain the proper expansion gap.
- If using the glue down method, keep the groove side facing out.
- If needed, use only green/blue 3M/Scotch Tape model #2080 to hold the floor together while the adhesive is drying for a minimum of one hour and no longer than 24 hours. Do not use duct tape or packing tape as they can damage finishes.
- Allow the first rows to dry for a minimum of one hour before installing additional rows. This will ensure a solid and straight platform to install the next rows against.
- Avoid heavy foot traffic on the floor for a minimum of 24 hours to allow the glue to set properly.
- Once the floor installation is complete, remove all spacers that were used to maintain the expansion gap.

**DO NOT WET-CLEAN FLOOR FOR A MINIMUM OF 72 HOURS. THIS WILL ALLOW THE ADHESIVE TO CURE PROPERLY.**

#### [10] HOW TO PROTECT THE FLOOR DURING & AFTER INSTALLATION (DURING CONSTRUCTION)

- After each section of flooring has been installed and thoroughly cleaned, cover the floor with a breathable protective construction paper (FortiBoard). Do not apply the tape directly to the surface of the flooring. It may damage the finish.
- During construction, vacuum the floor as often as it takes to keep the floor free of dirt and construction debris. **Never use a beater brush.**
- If drywall repairs or any type of sanding is needed, thoroughly cover the floor. These types of dust and grit can damage the floor's finish and is very difficult to remove if it gets into the joints. Do not wet mop these types of dust. Always use a vacuum without a beater brush to remove any construction dust if needed.
- Before furniture goes onto the new floor, apply approved 3/16" thick heavy-duty felt pads under all furniture feet.
- Furniture with metal or hard plastic rollers or casters are NOT APPROVED for use on vinyl flooring.
- Never roll or drag anything heavy over the new floor. It will make indentations or scratches in the surface. Always use a soft-tire dolly when moving objects or a carpet piece turned upside-down or an air-sled.





# CARE AND MAINTENANCE GUIDE

## MM MARKET & MAIN COLLECTION

Please thoroughly review all care and maintenance guides before the new flooring is cleaned. Using the wrong type of floor cleaner can severely damage the floor's finish. These guides can be found online at [www.my-nfp.com](http://www.my-nfp.com)

### GENERAL MAINTENANCE:

- The predominant cause of damage to a floor's finish is abrasion from dirt and grit. It is important to use walk off mats at entrances and doorways and non-staining floor protectors under heavy furniture, chairs, and tables.
- Visit [www.rugpadusa.com](http://www.rugpadusa.com) for rug cushions. Use rugs that are made specifically for vinyl floors. Shake them out regularly. Place rugs in any area where water is in use, such as sinks or a pet's water dish.
- To prevent the floor from overheating or trapping moisture, never cover the flooring before, during, or after installation with any type of non-breathable or excessively thick rugs, mats, solid surface items, plastic, or a mattress that is laid directly onto the floor. It must be allowed to breathe.
- Always apply heavy-duty felt furniture pads (at least 3/16") to all furniture feet.
- Metal and hard plastic casters are not approved for use on vinyl floors and may void your warranty.
- Over time, floors may begin to lose their brilliance and require an application of floor polish. Frequency and location will depend on the traffic the floor undergoes. A good quality floor polish like "Hilway Direct" can provide up to a year of protection in high traffic areas. Please visit [www.hilway.com](http://www.hilway.com) for information.
- Oil or petroleum-based products can stain flooring surfaces. Do not track asphalt-driveway sealer, motor oil, wood stains, or similar products onto the vinyl floor covering.
- Any flooring may become slippery when wet. Immediately wipe up wet areas from spills and be careful walking on any newly cleaned floor while it is wet.

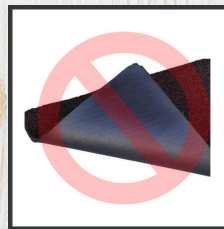
### PET GUIDE:

Protecting the beauty of your floor can be easy, even with pets. Follow these simple guidelines to keep your flooring in good condition while having indoor pets.

- Clip your pet's nails regularly. If you can hear the nails clicking on the floor, they need to be trimmed.
- Wipe up any pet waste/vomit as quickly as possible. These accidents if not properly cleaned up and/or left for long periods of time are harsh and can damage the finish.
- It is recommended to use natural fiber rugs or a riser to keep water bowls off the floor.
- If your pets are hyper and like to run and slide across the floor, it is recommended to place rugs in these areas to protect the floor.

### APPROVED CLEANING METHODS:

- Vacuum (WITHOUT BEATER BRUSH), dry mop, or sweep your floor at least once a week or more if needed. Do not let sand, dirt, or grit build up. It will act like sandpaper, and abrade and dull the finish. ZEP Neutral Floor Cleaner applied with microfiber pads with a terry cloth cover is the recommended way to clean your floor. The best method of removing dirt and grit is vacuuming with a soft brush attachment on your vacuum.
- After all dirt and grit particles have been removed (using a vacuum, dry mop, or broom) lightly spray a mist of the cleaner over a 4' x 6' area of your floor or directly on the cleaning cloth. Thoroughly clean the floor surface and dry if needed. Finish one area before moving onto the next. Repeat the process until the floor is clean. When the ZEP cleaning cloth becomes soiled, rinse with water, thoroughly wringing out the cloth. Once the cleaning cloth becomes excessively soiled, launder and reuse. Excessively soiled cleaning cloths will cause streaking and can abrade the floor. Cleaning vinyl flooring with any type of wood polishes, Murphy's Oil Soap, Mop & Glo, furniture polishes, acidic cleaners (ammonia/bleach) will damage the finish and will void the manufacturer warranties. Always follow the installation and maintenance located on our website.



### RUBBER BACKED FLOOR MAT

**DO NOT USE rubber backed or non-ventilated rugs. These types of rugs can trap moisture or stain the finish and can severely damage the floor.**



### BEATER BRUSH

**DO NOT USE a vacuum with a beater brush.**





# MARKET & MAIN WARRANTY INFORMATION

## MM MARKET & MAIN COLLECTION

### WHO IS COVERED?

- All warranties outlined in this Limited Warranty are given solely to the original retail purchaser (end-user) of the product. For the warranty to take effect, the flooring must be paid for in full, installed and maintained correctly, and was only used for its intended purpose.
- Tuffcore products purchased online from internet retailers are not covered under this warranty, since there is no way to validate the handling, storage, shipping, installation, or sales practices of the source.
- Starting February 1st, 2020, all new National Flooring Products installations must be registered online within 60 days in order to file a claim.

**REGISTER AT [WWW.MY-NFP.COM](http://WWW.MY-NFP.COM) UNDER THE "REGISTER MY FLOOR" TAB**

### WHAT IS COVERED?

- The limited warranties are subject to the Tuffcore WPC flooring applications, limitations, disclaimers, and exclusions described below and are effective for floors purchased after February 1st, 2020. All warranties begin from the date of retail purchase.
- Moldings (materials ONLY) are covered under this limited warranty for 1 year from date of installation

### TERMS OF MANUFACTURE WARRANTY

- Warranty durations and types will vary depending on the flooring products purchased. Please see the specific warranty found on every sample label or [www.my-nfp.com](http://www.my-nfp.com) for warranty duration. All warranty claims must be received in writing. The term of warranty is based on the receipt date of the purchase. All credits or replacement material will be arranged by the manufacturer.

*All National Flooring Products Market and Main WPC lines have a manufacturer limited lifetime structural and 25 year finish warranty. Some clearly marked products are approved for 10 year light commercial limited warranty.*

#### RESIDENTIAL USE (LIMITED 25 YEAR WARRANTY)

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed.
- Year 2: Repair or replacement of faulty material with 50% of labor up to maximum labor rate, if professionally installed.
- Years 3-4: Repair or replacement of faulty material with 25% of labor up to maximum labor rate, if professionally installed.
- Years 5-25: Repair or replacement of faulty material only, if professionally installed. The percentage covered will be pro-rated after the 4th year. For example, for a professionally installed product, that is covered by a Limited 25 year warranty, the manufacture will repair or replace 5/25th (or 80%) of the defective product only.

#### LIGHT COMMERCIAL USE (LIMITED 10 YEAR WARRANTY)

- Year 1: Repair or replacement of faulty material with labor up to maximum labor rate, if professionally installed.
- Year 2: Repair or replacement of faulty material with 50% of labor up to maximum labor rate, if professionally installed.
- Years 3-4: Repair or replacement of faulty material only.
- Years 5-10: Repair or replacement of faulty material only, if professionally installed. The percentage covered will be pro-rated after the 4th year. For example, for a professionally installed product, that is covered by a Limited 10 year warranty, the manufacture will repair or replace 5/10th (or 50%) of the defective product only.

### STRUCTURAL

- We warrant to the original retail purchaser that the flooring in its original manufactured condition will be free from defects in lamination and assembly for the warranty period.

### FINISH

- We warrant to the original retail purchaser that the wear layer on the surface of the flooring planks will not wear through or separate from the core under approved residential or commercial use, when maintained in accordance with the recommended installation and maintenance guidelines for the length of the warranty (ex. 3-year, 25-year, lifetime). "Wear layer" is defined by the total thickness of the top 20mil protective layer. "Wear through" is defined as a complete loss of this finish wear layer, so that the printed décor film itself is affected and exceeds 2% of the installed area. Gloss reduction, indentation, scratches, and/or dull appearance are not considered a product defect or surface wear. The Market and Main WPC care and maintenance guidelines provided online at [www.my-nfp.com](http://www.my-nfp.com) are not intended to be an exclusive list. Please note, floors with a high gloss finish will tend to show scratches and dents more easily. These types of wear are considered normal.

### QUALITY ASSURANCE

- The manufacturer warrants to the registered purchaser of our flooring products that the floor will meet the manufacturer quality standards. The intended end user and the installer should have a clear understanding of expectations of the color, installation, and layout. Carefully inspect the products before installation for any milling, dimensional, or visual defects. Since WPC is imitating a natural product, there will be natural variations in color, tone, texture, and graining that are not covered by this warranty. Flooring



color variations or darkening are a natural occurrence and may be due to exposure to sunlight or natural aging. The samples may not always exactly match the actual flooring received. Inherent variations in grain or color are not considered as manufacturing defects. This pre-installation warranty expires upon installation.

## WHAT ARE THE CONSUMER'S RESPONSIBILITIES UNDER THIS WARRANTY?

- You must register your new floor at [www.my-nfp.com](http://www.my-nfp.com) within the first 60 days after installation. The manufacturer may request proof of pre-installation moisture documentation from you when submitting a claim under this warranty. The manufacturer strongly advocates the use of licensed, experienced installers for best results. If using a professional wood flooring licensed installer, you may be asked for the name and license number when submitting a claim.
- The installer must thoroughly inspect every flooring plank in each carton before permanent installation. The manufacturer is not responsible for any labor or damages incurred by delivery delays, flooring product not matching the samples, wrong product installed, dye lot (mismatch), installation, or jobsite conditions. The installer/owner is the final inspector and assumes the responsibility to determine if the product is correct and acceptable before installation begins.
- To ensure repairs can be made in the future, it is required a minimum of 2% of the floor be kept in unopened boxes in a temperature-controlled room. This 2% can be used by the manufacturer for plank replacement as needed.
- The flooring must have been installed in accordance with all manufacturer installation guidelines.
- A minimum of 5% extra material should have been added for waste factor to the actual footage needed as allowance for product culling, cutting, waste, and mismanagement.
- Maintenance must be properly performed as needed in accordance with the manufacturer care and maintenance guidelines.

## WHAT IS THE MANUFACTURER'S RESPONSIBILITY UNDER THIS WARRANTY?

- **PRE-INSTALLATION** - Should the material be doubtful as to grade, manufacturing, texture, color, graining, dye lot, excessive shipping damage, factory finish, those defective materials shall not be more than 5% of total. If the manufacturing defects exceed 5%, the manufacturer will supply additional material for replacement and cover standard shipping fees to the retailer.
- If any of the covered events occur within the warranty period, the manufacturer will furnish another comparable flooring that it manufactures (of similar pricing, specifications, and quality) for either the repair or the replacement flooring material of the defective area, at the manufacturer's sole discretion. Vinyl floors that were installed correctly will be eligible for labor cost reimbursement up to \$2.49 per square foot of the installed area. If the floors were installed incorrectly by a non-licensed installer, the manufacturer assumes no responsibility for any labor cost associated with such repairs or replacement. In the event that we are unable to correct the problem after a reasonable number of attempts, or if the replacement or repairs fail in the same manner a second time, we will refund the wholesale portion of the purchase price for the section of failed flooring.

- These warranties do not cover removal or replacement of cabinets, electrical fixtures, plumbing fixtures, handrails, transitions, moldings, furniture, or any other fixtures of the jobsite/home. These are the exclusive remedies under this warranty if a defect or other warranted condition occurs. We reserve the right to verify any claims or defect by inspection and have samples removed for technical analysis.

## WHAT IS NOT COVERED UNDER THIS WARRANTY?

- Damage caused by fire, flooding, and other natural disasters.
- Damage caused by negligence, accidents, misuse, abuse, or man-made disasters.
- Damage caused by vacuum cleaner beater brush or hard heads.
- Damage caused by appliances, furniture, and casters.
- Damage caused by cutting from sharp objects, tape, adhesive, or burns.
- Damage caused by the use of NON-APPROVED cleaning products or methods such as: wax, wood polish, alkaline products, any abrasives, wet or steam mopping, etc.
- Construction or installation related damage. (Examples: chips, dents, scratches, etc.)
- Reduction in gloss, scratches, or indentation due to sand, pebbles, other abrasives, pets, insects, construction traffic, or failure to maintain the floor as required.
- Reduction in gloss or any finish distortion from removing any adhesives or chemicals.
- Mold or mildew growth from over cleaning, steam mops, leaking pipes or any other water sources.
- Color, shade or texture variations between samples or replacement flooring and the actual material.
- Product warping, buckling, cupping related to any water related occurrence (floods or extreme wet mopping).
- Fading or color change due to UV rays from direct sunlight.
- Deficiencies related to subfloor/floor joist assemblies, subfloor preparation materials, and fasteners including, but not limited to, uneven subfloor surfaces, floor deflection, or voids in the subfloor.
- Noises (squeaking, popping, crackling, etc.) associated with subfloor movement.
- Naturally occurring characteristics such as variations in the printed layer/film, graining, color, mineral streaks, and knots.
- Seasonal gapping caused by natural expansion and contraction resulting in separation between boards, or damage caused by low or excessive humidity.
- Floors installed in rooms with extreme direct sunlight or external heat sources where the surface temperature of the floor exceeds 142° F.
- Floors damaged from in-floor radiant heat, from the use of rugs, mats, or mattresses laid directly on the floor, or any solid surface item that causes the floor to overheat.
- Floors installed over substrates with excessive moisture (MC/RH), and/or installed without an approved moisture barrier/retarder.
- Floors installed with NON-APPROVED adhesives. All bond and moisture related warranties comes solely from the manufacturer of the adhesive and moisture retarders. The manufacturer of the flooring is not liable for bonding or moisture related warranted failures.
- Floors installed with NON-APPROVED underlayment or padding. All padding, vapor barriers, and underlayment must be specifically approved for use under our vinyl floors.



- Floors installed over in-floor radiant heating systems that were not approved. The in-floor radiant heating system must meet all requirements specified in the Market and Main WPC manufacturer installation guidelines. Gapping between boards may occur on any plank flooring installed over an in-floor radiant heating system and is not considered a defect.
- Floors damage caused by in-floor heating element not embedded a minimum of 1/2" into the substrate.
- The warranty does not apply to products designated as "BARGAIN," "CABIN GRADE," "SECONDS," "CLOSE-OUT," "DISCONTINUED," OR "NON-STANDARD." SUCH PRODUCTS ARE SOLD "AS IS."
- Commercial installations, unless otherwise notated pre-installation. Approved commercial installation types are as follows:

#### **MEDICAL FACILITY:**

- Storage Room, Waiting Room, Patient Room, Examination Room

#### **RETAIL:**

- Product Display Area, Boutique, Sales Floor, Showroom, Hair Salon (excluding damages to finish caused by chemicals)

#### **HOTELS:**

- Conference/Meeting Rooms, Rooms, Bathrooms

#### **OFFICES BUILDINGS:**

- Office, Conference/Meeting Room, Showroom, Dining Room, Break Room, Hallways

#### **SCHOOLS:**

- Training & Meeting Room, Common Area
- Floors damaged or adhesive breakdown caused by subfloor moisture or water damage, including without limitation, due to broken or leaking water pipes, flooding, EXTREME wet mopping spills, steam mopping, damage, or unapproved cleaning agents.
- Installation defects, including but not limited to, installations made: (i) upon improper acclimation; (ii) in violation of applicable state or local housing or building codes, or (iii) by non-licensed installers, (iv) contrary to written instructions furnished with the product.
- YOUR EXCLUSIVE REMEDY AND MANUFACTURER'S SOLE LIABILITY OF ANY CLAIM, WHETHER IN TORT, CONTRACT, OR BREACH OF WARRANTY, SHALL BE LIMITED TO THE REPAIR, REPLACEMENT, OR REFUND OF THE APPLICABLE PURCHASE PRICE OF THE DEFECTIVE GOODS AS SPECIFIED HEREIN. IN NO EVENT AND FOR NO CAUSE WHATSOEVER, INCLUDING ANY BREACH OR DEFAULT BY NEGLIGENCE, SHALL MANUFACTURER HAVE ANY OTHER LIABILITY (INCLUDING WITHOUT LIMITATION INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES) OR ANY MONETARY LIABILITY TO YOU IN EXCESS OF THE CONTRACT PRICE OR PRICES OF THE PERTINENT PRODUCTS IN QUESTION.
- FOR CERTAIN PRODUCTS, ANY OR ALL DISPUTES ARISING OUT OF MANUFACTURER'S TUFFCORE FLOORING PRODUCTS OR THIS WARRANTY SHALL BE SUBJECT TO MANDATORY AND BINDING ARBITRATION IN LOS ANGELES, CALIFORNIA, PURSUANT

TO THE RULES OF AMERICAN ARBITRATION ASSOCIATION. ANY TRIALS BY JURY ARE EXPRESSLY WAIVED.

- THIS WARRANTY DOES NOT APPLY TO DISCONTINUED ITEMS, CLOSE OUT ITEMS, OR ITEMS SOLD "AS IS." ALL SUCH PRODUCTS ARE SOLD "AS IS" AND SHALL NOT HAVE ANY WARRANTY OF ANY KIND, INCLUDING, BUT NOT LIMITED TO, ANY EXPRESS WARRANTIES, IMPLIED WARRANTIES, WARRANTIES OF MERCHANTABILITY (EXPRESS OR IMPLIED), WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE (EXPRESS OR IMPLIED), OR ANY OTHER WARRANTIES REQUIRED BY LAW OR FACT.
- SOME JURISDICTIONS DO NOT ALLOW EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.
- THESE WARRANTIES GIVE YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.
- NO RETAILER, DISTRIBUTOR, MANUFACTURER, EMPLOYEE, OR SALES AGENT REPRESENTATIVE HAS THE AUTHORITY TO ALTER THE OBLIGATIONS, LIMITATIONS, DISCLAIMER, OR EXCLUSIONS UNDER ANY OF OUR WARRANTIES. WE EXCLUDE AND WILL NOT BE LIABLE FOR OR PAY INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES UNDER OUR WARRANTIES. MEANING ANY LOSS, EXPENSE, OR DAMAGE OTHER THAN TO THE FLOORING ITSELF THAT MAY RESULT FROM A DEFECT IN THE FLOORING. OUR LIMITED WARRANTIES CONSTITUTE THE ONLY EXPRESSED WARRANTIES FOR THE PRODUCT PURCHASED.



#### **WHAT SHOULD THE CONSUMER DO IF THERE IS AN ISSUE WITH THEIR TUFFCORE FLOOR?**

In the event of a claim, please contact the retailer where the flooring products were purchased. The retailer will fill out all claim forms and notify National Flooring Products. Claims may take up to 60 days to process. A National Flooring Products representative will contact the homeowner to schedule any inspections and repair work if the manufacturer deems the claim is warranted.

Please keep all your product registration, pre-installation, and post-installation receipts including but not limited to your sales receipt, pre-installation moisture test, photos, installer's name, phone number, and license number. Information regarding the claimed defect, date, and proof of purchase must be provided.



## GENERAL DISCLAIMER

National Flooring Products has attempted to the best of its ability to provide accurate information on all marketing media and informational documents. To our knowledge, the information contained within the website and all published documents are correct. By exploring and using this information, you agree not to hold National Flooring Products liable for using this information. National Flooring Products shall in no way be held liable for any damages resulting from, coming out of, or in relation to the use of the information. Pictures and related documents may contain technical inaccuracies or typographical errors. National Flooring Products reserves the right to make changes, additions, and removal of any documents, information, or graphics in this website at any time without notice. All information provided on this website is copyrighted and may not be reproduced without written consent. © 2020

## PRODUCT DISCLAIMER

Real wood flooring is a natural product with resulting variations in graining, hardness, color, tone, sheen levels, and texture. Tuffcore Vinyl and Laminate products are made to look like wood flooring and are manufactured to resemble natural products with the same variations in graining, color, tone, sheen levels, and texture. National Flooring Products has attempted to the best of its ability to provide reliable representation all of its products and their features, but cannot be held liable for these variations. National Flooring Products has provided pictures as a courtesy to our customers and due to the nature of photography and digital representations we cannot guarantee that the physical product will look exactly like the pictures or the images contained within the website or on any printed media. It is recommended to obtain an actual sample of the product prior to ordering. It is the customer's responsibility to inspect all flooring prior to installation for any visible natural variations or pre-installation manufacturer defects. Installations of the flooring with any visible defects constitutes acceptance of these defects and cannot be claimed under any warranty after installation. All warranties are provided solely by the manufacturer of the product, not all products are manufactured by National Flooring Products. In the event of a claim, National Flooring Product's customer service team will assist the customer, but it is ultimately between the customer and the manufacturer to resolve. All transitions, vents, stair treads, and risers have a one-year finish manufacturer warranty from the date of purchase. Any transitions, vents, or special items that are installed or altered in any way are not eligible for return or credit. All sales of special-order items are final.





## **INSTALLATION | MAINTENANCE | WARRANTY**

For the most accurate and updated information, please check our online version at [www.my-nfp.com](http://www.my-nfp.com).