



GARRISON

WARRANTY INFORMATION

QUIETPATH 5MM
VINYL FLOORING

Garrison Collection QuietPath 5 mm Luxury Vinyl Tile



Limited Warranty

QuietPath 5 mm LVT has a limited warranty period of 30 years in residential applications, and of 10 years in commercial applications. This starts from date of purchase.

Pre-Installation

Garrison Collection recommends that all flooring is professionally installed for a valid warranty. The manufacturer warrants all products to be free from defects in material and workmanship, under normal use and service. This limited warranty only applies provided the flooring covered is installed and maintained according to Garrison Collection Installation Instructions and is maintained according to Garrison's guidelines.

Garrison cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as Garrison has no control over the installer's proper application.

Inspect all materials carefully for color, finish, sheen and defects before installation. Ensure adequate lighting for proper inspection. The warranty does not cover materials with visible defects once they are installed. If there are doubts to the quality, dimensions, or appearance of the flooring DO NOT INSTALL. Please contact your installer as INSTALLATION IS ACCEPTANCE.

Condition the flooring by storing the flooring in the room or rooms where installation will occur for 24-48 hours before installation at normal living temperature of 65–85°. This product is not suitable for installation in areas above or below temperatures humidity listed, or non-climate-controlled areas such as covered decks, porches or outdoors. Store flooring boxes flat and fully supported during shipping and storage.

It is the responsibility of the installer/owner to determine if the job site sub-floor and job site conditions are environmentally and structurally acceptable for floor installation. Garrison declines any responsibility for flooring failure resulting from or related to sub-floor, subsurface, job site damage or deficiencies after the flooring has been installed.

All installed areas must have a working heater & air conditioner to provide normal living conditions for minimum of one week prior to installation and for duration of the flooring use. Normal living conditions include: normal living temperature of 65–85°F and relative humidity of 30-55%. This product is not suitable for installation in areas outside of temperature ranges or relative humidity ranges stated, or non-climate-controlled areas such as covered decks, porches or outdoors.

Terms for Warranty

Garrison guarantees that your flooring will be free from manufacturing defects and will not wear through when installed and maintained in accordance with our guidelines. Top layer wear-through is defined as 100% top layer wear-through that exposes the core material over a minimum of 5% of the total installation (gloss reduction or surface scratches are not considered surface wear). If 100% wear layer wear-through is determined to have occurred, Garrison Collection will replace the product or provide a pro-rated credit.

Material cost to be reimbursed shall not exceed the purchasing price of the goods. Claim of defect must be presented in writing and the piece of defective item shall be presented to Garrison for investigation.

Warranty Exclusions

Dissatisfaction or damage due to improper installation or maintenance.

Damage arising from sub-floor irregularities, for example excessive unevenness.

Irregularities cause by using adhesives not approved by Garrison.

Damage caused by fire or burns, intentional abuse, flooding, property construction or installation.

Dissatisfaction arising from excessive moisture, alkali, or hydrostatic pressure in substrate.

Garrison Collection QuietPath 5 mm Luxury Vinyl Tile



Damage caused by vacuum cleaner beater bar, indentations or damage caused by improper rolling loads, caster wheels, chairs or other furniture without proper floor protectors and cuts from sharp objects.

Surface scratches or scuffing.

Discoloration or shading from exposure to sunlight (use blinds to protect from intense direct sunlight) or due to use of rubber-backed mats, rugs or carpets.

Minor shading, color or texture differences between samples or printed color photographs or illustrations and delivered product.

If, prior to installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.

Loss of gloss.

Dissatisfaction due to improper maintenance including issues that result from buffing with harsh scouring pads.

High-heeled shoes, rolling carts, furniture and chairs without protective pads can damage the floor and are not covered by this warranty.

Loss due to loss of time, inconvenience, incidental expenses (such as telephone calls, labor and/or materials) incurred in the removal or reinstallation of the affected material, and any other incidental or consequential damages beside original material replacement cost.

Warranty Owner

This warranty is non-transferable and applies only to the original purchaser and the original installation site. Claims must be filed by the original purchaser.

Maintenance: Immediate Care after installation

Keep traffic to a minimum during the first 24 hours to allow the adhesive to harden. Then open to light foot traffic for the next 24 hours.

Normal traffic can be allowed after 48 hours.

Furniture should not be placed on the floor for 24 hours, so the adhesive has adequate time to dry.

Always move heavy furniture and appliances with care to avoid gouging or tearing the floor.

Do not wet-wash, scrub or strip the floor for a minimum of 7 days following installation.

Resilient flooring, like other types of smooth floors, can become slippery when wet. Allow time for the floor to dry after washing.

Keep the room temperature between 65° ~ 85°F for at least 48 hours after installation.

Maintenance: Regular Care

Maintain the room temperature between 55° ~ 85°F.

Always protect floors when moving heavy objects to prevent permanent scratches and tears.

Use appropriate wide floor protectors under tables, chairs, and any heavy furnishing to avoid permanent damage.

Place walk-off mats at all entrances, it helps protect the floor from water, grease, sand and dust floor cleaner.

Avoid one-step "mop and polish" products, dishwashing liquids and oil-based cleaners. These may leave a residue which can attract dirt and dull your floor's finish. Avoid cleaners that contain abrasives or solvents which may permanently damage the floor.

Remove excess water after washing the floor.

Use of blinds or curtains is recommended during peak sunlight hours. Direct sunlight can result in discoloration and volatile temperature variations causing damage to the floor.

Do not allow solvent to the seams, this may cause it damaged or become moldy.

Use a dry cloth or vacuum cleaner for cleaning. When water or any cleaning liquid is used, please squeeze out all water for cleaning.

All stain-forming and aggressive substances must be immediately removed from the surface.

Periodically wax the floor surface.