LUX
FLOORING

INFINITY LINE

GLUE-DOWN PRODUCT WARRANTY

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LUXFlooring.com

Applies To: All Lux Flooring Glue-Down LVP and LVT Products Intended Use: Residential and Commercial

1. WARRANTY COVERAGE

- LUX Flooring warranties its Infinity glue-down LVP/LVT flooring products to be free from manufacturing defects and to perform as intended when installed in accordance with LUX Flooring installation guidelines and applicable ASTM standards.

This warranty covers:

- Wear Layer: The printed design layer will not wear through under normal use within the stated period.
- Bond Integrity: Flooring will not release from the subfloor when installed using a high quality adhesive approved for glue-down LVP/LVT applications and suitable for the site conditions.
- Dimensional Stability: The product will remain dimensionally stable and free of delamination, cupping, curling, and maintained within environmental limits.
- Color Stability: The product will not discolor or fade beyond reasonable to industry tolerance due to manufacturing defects.

2. WARRANTY PERIODS

- Application Coverage Term
- Residential Lifetime
- Commercial 15 Years
- Coverage begins on the original date of installation and applies only to the original purchaser and installation site.

3. CONDITIONS OF COVERAGE

This warranty is valid only if:

- Installation follows the current Lux Flooring Glue-Down Installation Guidelines.
- All required moisture, pH, and surface tests are performed and documented:
- ASTM F2170 (RH): ≤ 85%
- ASTM F1869 (MVER): ≤ 8 lbs / 1000 ft² / 24 hr
- Tramex Moisture Meter (surface): ≤ 4%
- pH: 7.0 – 9.0
- Only high quality adhesives approved for glue-down LVP/LVT applications and meeting applicable ASTM requirements are used.
- Environmental conditions are maintained between 65–85°F (18–29°C) and 35–75% RH before, during, and after installation.
- Failure to meet any of these conditions voids this warranty.

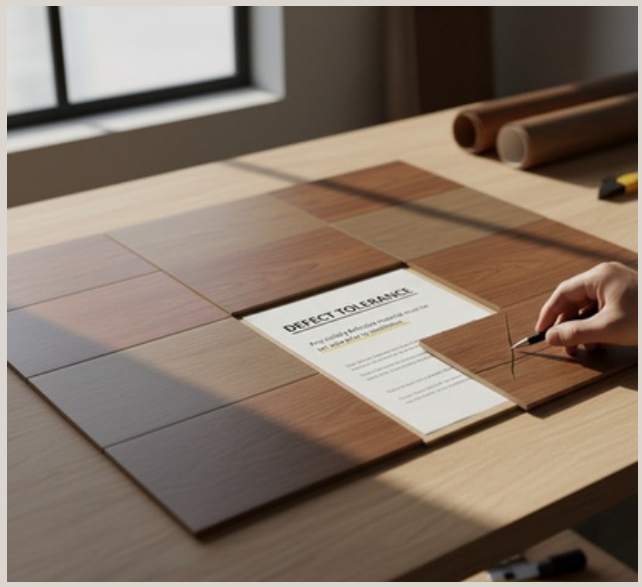
4. EXCLUSIONS

This warranty does not cover:

- Improper installation, site conditions, or use of unsuitable adhesives.
- Moisture or alkalinity exceeding test limits listed above.
- Hydrostatic pressure or vapor emission from below-grade slabs.
- Subfloor movement, structural failure, or deflection.
- Damage from floods, plumbing leaks, or standing water.
- Surface scratches, indentation, scuffs, burns, or pet damage.
- UV fading, discoloration, or thermal temperatures exceeding 85°F (29°C) at the surface.
- Improper maintenance, harsh or solvent-based cleaners, wax, or polish.
- Mold, mildew, or odor resulting from moisture or poor ventilation.
- Product stored in uncontrolled environments prior to installation.

5. DEFECT TOLERANCE

- Minor variations up to 5% in color, gloss, or texture are considered normal and not manufacturing defects.
- Any visibly defective material must be set aside prior to installation.
- Once installed, material is deemed accepted.



6. CLAIM PROCEDURE

To file a claim:

- Submit written notice to claims@lux flooring.com within 30 days of discovery.
- Include proof of purchase and installation date.
- Provide test documentation (RH, and MVER, Tramex, pH) photographic evidence.
- Allow LUX Flooring or its representative to inspect the site and collect samples if necessary.

7. REMEDY

- If the product is determined to be defective under this warranty, LUX Flooring will, at its sole discretion:
- Replace the affected area with the same comparable product including labor, installation materials, or refund the material cost associated with the affected area.

8. TRANSFERABILITY

- This warranty is non-transferable and applies solely to the original purchaser and location of installation.

9. LIMITATION OF LIABILITY

- This warranty constitutes the complete and exclusive warranty for LUX Flooring Glue-Down products.
- No other express or implied warranties, including merchantability or fitness for purpose, extend beyond the terms stated herein.
- LUX Flooring's liability is limited to the remedies described above.
- Contact: **questions@luxflooring.com**