



Limited Product Warranty and Maintenance

This warranty is extended to the original purchaser ONLY with proof of purchase from Tyann's authorized dealer and is not transferable.

IMPORTANT: Tyann's installation and maintenance guidelines MUST be followed as a condition for this warranty to apply. Please refer to Tyann's installation and maintenance guidelines that come with your products or visit www.tyannflooring.com for the most recent installation and maintenance guidelines. It is the responsibility of the installer and/or homeowner to inspect each piece of plank prior to installation. Planks that appear to have defects or are visually unacceptable should not be installed. Tyann Flooring accepts no responsibility for any claim when planks with visible defects or irregularities have been installed.

Residential and Light Commercial Warranty

This warranty applies to Tyann LVT, LVP, SPC, WPC Flooring purchased from an authorized dealer and installed in a residential or light commercial area. Tyann warrants that its flooring sold under this warranty is, at the time of sale, free from defects in material and manufacturing and that it conforms to the standard specifications for the product category. Tyann further warrants that when installed and maintained according to Tyann's installation and maintenance guidelines, the flooring will not wear through, delaminate, separate, buckle or cup as a result of manufacturing defects. If your flooring fails for any of the above reasons, Tyann will replace, at its sole option, a portion or all the flooring with new products of the same or similar style, size, color, grade, and gauge at no cost to the original purchaser so long as the original purchaser still owns the property where the flooring was installed. This warranty covers the replacement material only and excludes any labor costs. This warranty applies only to flooring maintained in normal environmental conditions, meaning that the heating and ventilating systems are working to maintain an interior humidity level between 30% to 50% and a room temperature between 65°F to 85°F year-round.

If you feel you have a warranty claim, first contact your original flooring dealer and explain your concerns. Often, a flooring dealer can provide a simple solution to correct the situation.

Warranty Period

Tyann LVT & LVP (Glue Down) flooring is warranted to be free from manufacturing defects for **15 years** from the date of purchase in a residential application and for **5 years** in a light commercial application.

Tyann Rigid Core LVP (Click On) (SPC) PREMIER Collection (6mm or thicker) flooring is warranted to be free from manufacturing defects for **35 years** from the date of purchase in a residential application and for **15 years** in a light commercial application.

Tyann Rigid Core LVP (Click On) (SPC) VALUE Collection (5mm or thinner) flooring is warranted to be free from manufacturing defects for **1 year** from the date of purchase.

Tyann PREMIER WPC Collection flooring is warranted to be free from manufacturing defects for **25 years** from the date of purchase in a residential application and for **10 years** in a light commercial application.

Warranty Exclusions & Limitations

In addition to any limitations set forth above, the following are not covered by this Limited Warranty:

- Dissatisfaction or damages due to improper installation, improper adhesive, improper or insufficient maintenance,
- Color variations or reduction of gloss as a natural occurrence due to age and exposure to UV light or sunlight,
- Differences in color between actual products and samples, photographs or printed illustrations,
- Indentations or scratches caused by furniture, appliances, spiked shoes, cleats, pivot points (i.e., seating areas), heavy objects, wheelchairs, walkers, sand, pebbles or other abrasive materials,
- Floor installed over radiant floor heating with surface temperature over 85°F,
- Damages due to abuse, neglect, abnormal use or misuse, or unnecessary bending of the planks (e.g., bending the planks over 90 degrees), application of solvents, corrosives, or other improper cleaning or maintenance products,
- Damages due to excessive moisture from subfloor, broken or leaking plumbing or appliance, wet mopping, mold, mildew, alkali, or hydrostatic pressure,
- Damages caused by smoke, fire, floods, other casualties or natural disasters,
- Flooring installed over improperly prepared or unstable subfloor,
- Damages caused by exposure to extreme heat or sunlight,
- Discoloration or stains from overlying rugs or floor mats,
- Damages caused by vacuum cleaner beater bar,
- Products sold "as is," or products sold as irregulars, seconds or other than first quality materials.



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Disclaimer – Terms of Use

TYANN DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF PROFIT OR REVENUE AND DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO ITS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON TYANN'S PRODUCT.

This warranty constitutes the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of Tyann Flooring. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state.

Cleaners or Compounds, Floor Wax, Vacuum with a rotating beater bar, One-step cleaner/polishes, Steam mops, Harsh scouring or buffing pads or tools.

- Do not soak or saturate the floor.
- Do not wax or refinish the rigid vinyl floor.

General Floor Protection:

- Always lift and carry furniture – do not drag furniture or heavy items across the floor.
- Use wide floor protectors (furniture cups, felt pads, area rugs, etc.) under chairs, tables, and heavy objects.
- Use mats outside of entranceways to trap dirt, sand, asphalt, driveway sealer, grit, oil, etc.
- Mats placed on floor should not have rubber or latex backing to prevent discoloration.
- Window coverings are necessary in direct sunlight, as floor may discolor or buckle under prolonged exposure to the sun.
- Avoid the use of stiletto heels on your floor as they can cause permanent damage.
- Cover your flooring near fireplaces and open flame sources and near any extremely hot items

Care & Maintenance

You've invested in a beautiful new floor and we want to help you protect your investment. All floor coverings require care and maintenance to look and perform their best.

Dry & Damp Cleaning:

- Always remove dirt, grit, etc. from the floor to avoid scratching.
- Vacuum with a hard floor attachment – do not use a rotary brush vacuum.
- Dry mop daily (more often if needed).
- Clean up spills immediately or risk permanent staining.
- Periodic damp cleaning is necessary to help maintain the floor's appearance. Always pre-vacuum or dust mop before damp cleaning. Use a microfiber mop pad with a pH neutral cleaner. Abrasive or chemical cleaners will damage the vinyl.
- Do not use Vinegar, "Mop and Shine" products, Soap Based Detergents or Oil Soaps, Abrasive

VISIT OUR WEBSITE: TYANNFLOORING.COM FOR ANY RECENT UPDATES OF WARRANTY INFORMATION.

Contact Tyann Flooring for any questions or concerns.

Tyann Flooring

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Last update: December 15, 2025