

# GRAYTON

## GEN 7 WARRANTY AND INSTALLATION INFORMATION

**Always refer to recommended instructions prior installation. Any method indifferent from this document may void your warranty.**

Grayton Products Gen 7 warranty is given to the original purchaser of our products and is limited to Grayton Products Gen 7 products only. This warranty is NOT transferable and may not be claimed by any other than the original purchaser. It is up to the homeowner and/or installer to ensure the correct type, model, collection, and colors are delivered to the jobsite prior to installation. The customer, builder, homeowner/installer can do so by comparing it with the “sample” that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation.

### **Important**

Grayton Products installation and maintenance guidelines MUST be followed as a condition for this warranty. Failure to comply with the installation, and maintenance parameters is subject to denial of the claim. Grayton Products will reserve the right to withhold any guarantee. Refer to the Grayton Products reference manual for installation of flooring materials. Purchase of this product is proof of acceptance by customer of warranty and install instructions.

### **Installation Method: Floating Installation:**

GEN 7 utilizes a Uniclic system, please refer to the following video for tips and instructions: [UNICLIC explained - Basic locking profile for flooring - YouTube](#)

Please read instructions completely before commencing installation

### **May be installed:**

- On, above or below grade-for interior applications only.

- Over radiant heated floors where the surface temperature of the subfloor is within specification.

**Storage and Handling:**

- Carry and transport Maestro flat at all times. Do not carry cartons without use of a carry board. Store on a flat and level surface. Stack squarely, no more than 15 cartons high. Do not store or turn on edges.
- Store in a dry, temperature-controlled environment out of direct sunlight. Maintain temperatures between 65°F(18C) and 85°F(29°C) at all times. Floorboard expands and contracts with changes in temperature. Ensure the flooring temperature is not above 29°C or below 18°C at the time of installation.

**IMPORTANT:** Remove flooring and sundries from your vehicle immediately after transporting.

**\*\* A 6mil POLY MOISTURE BARRIER MUST BE USED OR THE WARRANTY WILL BE VOID.**

**Subfloors;**

The installer should take care to ensure that the subfloor and substrate are properly prepared to receive the new flooring.

Adequate and careful attention to this will help prevent issues related to expansion and contraction, discoloration, telegraphing of nails or other fastening devices, and damage associated with alkali deposits, mold and mildew.

**Wood Subfloors;**

- Must be structurally sound with minimal movement and deflection. Maximum deflection should be no more than 3/64" (1.1mm). Minimum allowable thickness is 4"(19mm).
- Moisture content should not exceed 13%.
- Wood Subfloors over a crawlspace must have a minimum of 18" of ventilated air space below. Crawlspace floors must be covered with a suitable vapor barrier.

**Concrete Subfloors:**

- New slab have to be cured minimum 90 days prior installation.
- Ensure the concrete subfloor is level and even.
- Make sure the subfloor is dry and clean before installation.
- **All installation requires the use of a minimum 6mil vapor barrier.**

**Radiant Heated Subfloors**

Floor temperature not to exceed 85°F(29°C).

IMPORTANT: Due to the speed of sudden temperature changes, which has potential to negatively affect flooring construction, it is not recommended to install over electrical radiant heating systems. This will not be covered by the manufacturer's warranty. Only Hydronic(water-based) radiant heating systems are acceptable. Newly installed concrete floors with radiant heat shall have cure the slab so that accurate relative humidity, moisture, pH and bond tests may be performed. Manufacturer of radiant heat must warrant that their system is compatible with luxury vinyl tile.

### **Static or Dynamic Loads:**

To help prevent damage from heavy static loads such as pool tables, exercise equipment, etc., or heavy dynamic (rolling) loads, use coasters and rollers/casters that dissipate concentrated weight loads. It is the furniture, appliance or equipment manufacturer's responsibility to warrant the suitability of their device or products against any damage that may occur to the flooring due to the use of their equipment.

### **Planning, Layout and Installation:**

Acclimation: Condition flooring and associated sundries to the proper room temperature between 65°F(18°C) and 85°F(29°C), 48 hours before, during and thereafter.

### **Installation Materials:**

Tape measure. · Chalk line. · Cross-cut saw with 40 tooth blades. Y"spacers. · Tapping block, hammer and pull bar (where required)

**Planks Installation:** [UNICLIC explained - Basic locking profile for flooring - YouTube](#)

### **INSTALLING UNDER DOOR JAMBS**

Undercut space under the door jamb to allow the flooring to slide freely. Gently Using a pull bar, gently tap the plank tap the long edge using a tapping block or tile until it engages squarely and until the long side engages with the plank completely with the end-joint of the in the previous row. previous plank.

### **Care and Maintenance**

- 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 wax, polish, abrasive cleaners or scouring agents as they may dull or distort the finish.
- Use protective pads under furniture.
- If it becomes necessary to move any heavy fixtures or appliances over the flooring on casters or dollies, the flooring should be protected with 0.64cm (1/4") or thicker plywood, hardboard or other underlayment panels.
- Avoid exposure to direct sunlight for prolonged periods of time. Use drapes or blinds to minimize direct sunlight during peak sunlight hours.

- Use doormats at entrance ways to protect the floor from discoloring. Avoid using rubber-backed rugs, as they may stain or discolor the floor. If you have an asphalt driveway, use a heavy-duty doormat at your main door, as chemicals in asphalt can cause flooring to yellow.
- It's good idea to save a few planks in case of accidental damage. Boards can be replaced or repaired by flooring professionals.

## **WARRANTY**

### **Warranty Subject to the Following Conditions**

1. The course of action must be followed correctly.
2. The flooring has been installed fully in accordance with the guidelines and important notes.
3. The appropriate expansion gap, as stated in guidelines, has been left around the whole perimeter of the floor area.
4. The flooring has been installed directly over the subfloor, and no separate underlay has been used.
5. The flooring has not been glued or taped to the underlay or subfloor in any area.
6. The flooring has been regularly maintained, fully following the maintenance instructions.
7. Precautions have been taken to prevent indentation and joint damage from heavy point loading (e.g., furniture), damage caused by moving castor wheel furniture over the floor, and surface scratching caused by dragging heavy or sharp items across the floor.
8. The flooring has been regularly cleaned and maintained using approved cleaning appliances.

### **Warranty Exclusions**

1. Damage caused to the flooring by stains and spillage, burns, scratches, indentations, floods, and any other accidents, including damage from asphalt, battery, acid, bleach, or similar corrosives.
2. Improper care due to the use of non-approved maintenance products and appliances.
3. Surface scratching and scuffing due to not regularly removing dirt and grit from the floor.
4. Any reduction in surface shine due to normal wear and tear.
5. Minor scratching and superficial scuffing marks from general foot traffic.
6. Damage caused by sharp and/or heavy objects being dropped onto or dragged across the flooring.
7. Damage caused by fixing items permanently onto or through the flooring.
8. Variation of color/shading caused by mixing different batches together in the same installation.
9. Color fading due to long exposure to direct sunlight.
10. Defect with the flooring causes insufficient time for acclimatization to the area of installation.
11. Damage caused by excessive damp, alkaline substances, or fluid pressure from the subfloor over which the floor is laid.

12. Defects with the flooring caused by improper installation, including the use of any unapproved adhesives and inappropriate tools.
13. Damage caused by not repairing subfloor imperfections and ensuring the subfloor is in good condition before installation.
14. Defect with the flooring due to installing over any separate underlay.
15. Defects with the flooring due to failure to allow a sufficient expansion gap around the perimeter of the room, or any in filling of the expansion gap after installation.
16. Installation of the flooring in any outside/external location.
17. Defects with the flooring caused by installation in a non-recommended area without prior assessment.
18. Damage caused to the flooring by switching on, and heating up to full temperature, any underfloor heating system before sufficient time has elapsed after installation as stipulated in the guidelines.
19. Damage caused to the flooring by the floor temperature exceeding 27°C (whether an underfloor heating system is used or not).
20. Shade variation

**Important note: This warranty is not transferable. It will terminate if the property changes legal ownership and/or if the flooring is uplifted or moved.**

**Underlayment is required:**

Grayton Products will only warranty our products if a 6mil poly is properly installed as an underlayment.

**Wear Layer:**

Grayton Products Flooring planks are designed to be 100% waterproof, therefore the flooring integrity will not be diminished significantly if exposure to water. Even though Hydrogen flooring planks are 100% waterproof, water can still accumulate in buildings or on building material when water accumulates and is allowed to settle for a while mold and or mildew can occur. Grayton Products Gen 5 & Gen 6 floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

**Manufacturing Defects:**

Grayton Products Flooring warrant for the period stated in this warranty, that the Gen floors in their original manufactured condition at the time purchased will be free from any manufacturing defects caused by the production.

**Waterproofing:**

Grayton Products Flooring planks are designed to be 100% waterproof; therefore the flooring integrity will not be diminished significantly if exposure to water. Even though

Grayton Products Gen 7 flooring planks are 100% waterproof, water can still accumulate in buildings or on building material when water accumulates and is allowed to settle for a while mold and or mildew can occur. Grayton Products Gen 7 floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

**Wear Layer:** Grayton Products Flooring warrant for the period stated in this warranty, that the surface wear-layer on Gen 7 floors shell will not wear through under normal use. (Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation.) This warranty will be voided if any modifications or alterations were done to the flooring wear layer, such as sanding or abrading.

**Manufacturing Defects:** Grayton Products Flooring warrant for the period stated in this warranty that the Gen 7 floors in their original manufactured condition at the time purchased will be free from any manufacturing defects caused by production.

**This Warranty does not Cover: Type, Color, Shade**

- It is up to the homeowner and/or installer to ensure the correct type, model, collection, and color were delivered to the job site before installation. The homeowner/installer can do so by comparing it with the “sample” that the floor was selected from to ensure the floor received is the correct flooring and it is acceptable for installation. Therefore, this warranty will NOT cover:
- Claims related to incorrect floor type, model, collection, or color once the floor was installed!
- Claims related to color variations between the flooring and/or samples and other flooring or wood products, which you wish to match (Such as: cabinets, stair railings, trim, etc.).
- Claims related to color, shade, or texture variations between samples provided and flooring delivered once flooring planks were installed!
- Claims related to differences between color of samples and the color of installed floors, and color variations from board to board.
- Claims related to differences in color between different dye LOTs.
- Wear layer wear-through must be readily visible from a distance of 6 feet, measuring at least 1 square inch.
- Wear-through at the edges of floors is excluded from this warranty and will NOT be covered.
- Gloss fading is not considered wear-through under this warranty and will NOT be covered.
- Floors installed over radiant heated subfloors, but were not indicated as suitable for radiant heat, will void all warranty coverage.

## **Defects & Damages**

Industry standard allows for a defect and irregular tolerance of up to 5%. Therefore, it is the homeowners/installers responsibility to inspect the product for any visible defects or damage prior to installation. If the floor does not meet the homeowners/installer's expectations and/or is not acceptable for installation; please contact Grayton Products before beginning installation.

**This warranty does not cover any right to claim for any flooring defects once the floor was installed.** This warranty becomes invalid once any flooring panels with visible defects have been installed.

## **Installed Floors & Used Planks**

Grayton Products Warranty does not cover any claims related to incorrect type, model, collection, color, visible defects, or damages once the floor was installed. No claims will be honored, nor any replacement or refunds will be offered or issued once floor is installed. Complaints or claims concerning used planks will not be accepted. This warranty will be voided and will not apply if the flooring has not been installed, maintained, cleaned, and or cared for in accordance with our recommended installation and maintenance guide lines.

## **Job-Site Conditions & Installation Surface Deficiencies**

It is the sole responsibility of the homeowner or installer to determine if the job site conditions, environment, installation surface (Sub-Floor) is up to local building codes, are acceptable for Gen 5 and Gen 6 Flooring installation according to industry standards and regulations. Please make sure to evaluate the jobsite for potential problems before installation begins. Grayton Products Flooring warranty does not cover any failures resulting from, or related to, job-site environment/condition or subflooring deficiencies, moisture, unlicensed installers.

## **Installation & Installer Errors**

Grayton Products Flooring products must be installed in accordance with the Grayton Products Installation Instructions, using the appropriate materials, and accessories that have been recommended or approved by Grayton Products. It is also suggested that Grayton Products Flooring be installed by an experienced flooring professional. A professional installer should be able to provide evidence of past work either via references or show completed work. They will also be knowledgeable in inspections required before, during, and after installation of flooring. If flooring is not installed by a flooring professional; installer and homeowner assumes any risk of issues arising due to improper installation, and or any issues arising from improper Pre-Post installation inspections. Therefore, this warranty will be voided. Claims related to, or resulting from improper installation or

installer errors. Claims related to, use of products or accessories that were NOT approved or recommended by Grayton Products.

### **Exceeded Recommended Conditions & Moisture Content**

Grayton Products Flooring products are made to perform best in relative humidity range of 30%-50%, and within a temperature ranging from 60° to 80° Fahrenheit. These conditions are usually the normal living conditions of any normal household. Therefore, it is the homeowner and/or installer responsibility to conduct extensive moisture testing to the subfloor in order to ensure the designated installation surface meet Grayton Products Flooring installation guidelines and acceptable for installation. Therefore, this warranty will NOT cover:

- Any claims related to exposure to excessive moisture or improper environmental conditions (Humidity Changes). Installation prior to installation of HVAC unit.
- This warranty does not cover changes in floor color due to aging or excessive moisture.
- Even though Gen flooring planks are 100% waterproof, water can still accumulate in buildings or on building material, when water accumulates and allowed to settle for a while mold and, or mildew can occur. Grayton Products Flooring Gen 7 floor warranty does NOT cover any damages resulting from mold and/or mildew growth due to prolonged exposure to moisture.

### **This Warranty EXCLUDE:**

- Surface wears or damages such as: Reduction in gloss, marks, scuffs, scratches, gouges, dents, cuts, splits, cracks, edge fracturing, end lifting, swelling, shrinking, pet urine, pet claws, cupping, and bowing that occurs during or after the floor has been installed and caused by abusive conditions, misuse of the product, severe impact, freight damage, modification, alteration, and repair or service of Gen floors by anyone other than those that are authorized by Grayton Products.
- Accidents such as, but not limited to, damage caused by scratching, severe impact, cutting, negligence, fire, and flooding.
- Damage caused by caster wheels, chair mats, rolling chairs, or vacuum cleaners (including beater bars).
- Failure to provide adduced furniture support with floor protectors that are at least one inch in diameter.
- Changes in color due to aging, exposure to sunlight or ultraviolet (UV) rays (which may cause oxidation of finish/stain) are not considered a defect.
- Natural expansion and contraction resulting in separation between boards.



## **Filing A Claim**

- In order to make a claim under this warranty, you must contact your Grayton Products sales manager within 30 days following the date of discovery or detection of wear-through, fading or staining. An original proof of purchase (including the date of purchase) must be presented when requesting warranty service.
- In the event of a claim meeting the conditions of the warranty Grayton Products will provide materials free of charge to repair or replace defective material. If it is determined that only a few planks replacement is required Grayton Products is not obligated to replace the entire floor. Labor costs associated with original installation, and or re-installation, will not be covered under this warranty. If the product for which the claim is made is discontinued or no longer available, the customer will be able to choose from Grayton Products current product range and select a product of equal value. Grayton Products warrants replacement products, for the remainder of the original warranty period only. This warranty DOES NOT cover material that has been purchased on closeout sales.

## **Right For Inspection**

Grayton Products reserves the right to inspect the installed floor and remove samples if needed for analysis purposes before any removal or repair occurs. Removal or repair of claimed floors prior to Grayton Products Flooring inspection will void any right to claim against this warranty.

## **DISCLAIMER**

GRAYTON PRODUCTS DISCLAIMS LIABILITY FOR INCIDENTAL AND CONSEQUENTIAL DAMAGES INCLUDING DOWNTIME, LOSS OF USE OF FLOORING/FACILITIES/EQUIPMENT, LOSS OF PROFIT OR REVENUE. BREACH OF ANY EXPRESS OR IMPLIED WARRANTY 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 THIS PRODUCT. THE ABOVE REMEDIES ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES FOR CLAIMS ON THIS PRODUCT.

This warranty is dated JAN 1, 2024 and supersedes all warranties previously issued by Grayton Products.

- Final inspection of the installation rests with the homeowner or the installer

GRAYTON DISTRIBUTION GEN 7 PLANK TECHNICAL DATA									
PRODUCT INFORMATION									
Plank Size (Length x Width x Height)		Edge Profile	Finish	Underlayment	Wear Layer	Gloss Level	Installation	Radiant Heat	
60"X9"X7mm		Pressed Bevel	Random EIR	1.5mm IXPE	20mil / 0.5mm	4-6%	Uniclic	Approved	
WARRANTY		PACKAGING							
Residential	Commercial	Length		Square Footage Per Carton	Carton Dimensions (Length x Width x Height)	Carton Weight	Cartons Per Pallet	Square Footage Per Pallet	
35 Years	15 Years	60"		22.46 SF	1250*197*53mm	47.51lb	48	1077.88	
TESTING									
Reference				ASTM Norms		Test Request		Result	
Expansion After Exposure to Heat (50°C)				ASTM F2199-09		≤0.6mm/m	≤0.6mm/m	Pass	
Impact Sound Reduction (IIC)				ASTM E492-09		≥50	≥50	Pass	
Sound Transmission Class (STC)				ASTM E90-09		≥50	≥50	Pass	
Reference				ASTM Norms		Test Request		Result	
				ASTM F387-17	Tmax-Tmins≤0.5mm, ΔTavg: ≤0.5mm	Pass			
				ASTM F2055-17	Qmax≤0.25mm	Pass			
					Smax≤0.25mm	Pass			
Thickness + Wear Layer				ASTM F410		0.011 in. (0.27mm) minimum		Pass	
Resistance to Heat				ASTM F1514 & ASTM F1515		ASTM F1700, 6.9 Not greater than 8.0 after 7 day exposure to 158°F (70°C)		Pass	
Resistance to Light				ASTM F1515 & ASTM F1514		ASTM F1700, 6.10 Not greater than 8.0 after a 300 hour exposure		Pass	

Residual Indentation	ASTM F1914	Ave≤8% (140lbs/63.5kg), max ≤10%	NA
Formaldehyde Emission	ASTM D6007-14	Follow Test Report	Not Detected
Residual Indentation Static Load	ASTM F970-17	250 psi, ≤ 0.005 inch	Pass
Castor Chair Resistance	EN425	Only slight change	Pass
Wear Resistance	EN 13329	0.3mm wear layer ≥ 2000R, 0.5mm wear layer ≥ 4000R,	Pass
Dimensional Stability and Curling	ASTM F2199-09	Max : MD&CD :1.67mm/m² Curling: 2.0mm	Pass
Classification of Smoke Development (Flammability Test)	ASTM E648-10	Follow Test Report	Class I
Vertical Burning	UL 94-2013	Follow Test Report	V-0
Slip Resistance)	ASTM D2047-11	Follow Test Report	Dry: > 0.7
Peel Resistance Strength	ISO 24345-2006	X Direction: 100N/50mm Y Direction 75N/50mm	Pass
Resistance to Chemicals	ASTM F925-13	Slight change only	Pass
Soluble Heavy Metal	ASTM F963	≤100PPM	Pass
VOC	Floorscore	Pass	Pass
Dimensional Stability of Resilient Floor Tile after Exposure to Heat	ASTM F2055-17	Squareness = 0.010 inch (0.25 mm) maximum) Size and Tolerance = + 0.016 inch/linear foot (0.4 mm/305)	Pass
Phthalate	ASTM F963	≤1000PPM	Not Detected (≤60PPM)