



**Limited Warranty Period**  
**Lifetime Residential/**  
**10 Year Commercial**

Reward Advantage products are covered by a warranty period from the date of purchase by the Installer or End User against defects in materials, workmanship and conform to product specifications, provided installation, maintenance and use falls within recommended installation instructions.

**Warranty Period**

	0.15 (6mil)	0.2 (8mil)	0.3 (12mil)	0.5 (20mil)
Commercial	-	-	7 year	10 year
Light Commercial	-	5 year	10 year	15 year
Residential	10 year	15 year	25 year	Lifetime

**Pre-Installation**

Reward warrants that its flooring is free of visual defects. Customer or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. Reward will not be responsible for any claim for products installed with visual defects.

**Installation**

This Limited Warranty covers material costs provided that such flooring is installed complying with Reward's Installation & Maintenance guideline.

**Terms for Warranty**

If a defect covered by this Limited Warranty is found within the warranty period, Reward will supply new flooring material of similar color, pattern and quality to replace the defective area.

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 NOX for investigation Detailed process of claim report can be acquired from Reward Claim Policy - 2016.04.12 (revised-2nd)".

**Warranty Exclusions**

- Dissatisfaction or damage due to improper installation or maintenance.
- Damage caused by fire or burns, intentional abuse, flooding, construction or installation.
- 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.
- Shades from exposure to sunlight or due to use of rubber-backed mats.
- Loss of gloss.
- 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 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.

**Warranty Owner**

This Limited Warranty applies only to the original purchaser and the original installation site.

**Proper 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 (and grout, if applicable), have 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.

**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.