

Limited Warranty

Trident Industry / 7EVEN MTC Product Category

7EVEN MTC (6mm / AC4)

August 2023

Limited Lifetime Residential / 10 Year Commercial Warranty

7EVEN MTC Limited Lifetime Residential/10 Year Commercial Warranty

Trident Industry warrants its 7EVEN MTC product to be free from any visual or manufacturing defects by offering a Limited Lifetime Residential and 10-Year commercial warranty. If the product is found to be defective, Trident Industry will supply new material of the same or similar style, size, color, grade, and gauge to repair or replace the defective area. Trident Industry will also pay reasonable labor costs within the first year provided the flooring is professionally installed and maintained according to the installation instructions provided. After one year of purchase, Trident Industry will supply reasonable labor costs at fifty percent if professional installation was paid for. After two years of purchase, and until the end of the warranty term, Trident Industry will supply new flooring of similar color, pattern, and quality to replace the defective area only.

Trident Industry reserves the right to repair any floor and/or to use its own source to obtain an installer for replacement flooring. In the event Trident Industry repairs a floor, this warranty shall remain in effect with respect to such floor.

Products that are non-defective but are damaged during an improper installation by not following the Trident Industry's installation guidelines do not constitute a valid claim as defined by this limited warranty. This warranty will not include loss of time, inconvenience, incidental expenses (such as telephone calls, removal and replacement of items placed over the floor after the original installation, etc.) included in the removal and reinstallation of the affected material, and any other incidental or consequential damages. Trident Industry reserves the right to inspect any claim and/or request photographs and/or samples associated with the specific claim prior to approving any claim. All limited warranties are valid for the original purchaser of the flooring only and are not transferable.

Pre-Installation Visual Limited Warranty

Trident Industries warrants that its 7EVEN MTC planks are free from visual defects. All flooring purchased for an installation should be inspected by you and/or your installer. Pieces that appear to be visually defective should not be installed. Trident Industries will not be responsible for reimbursing labor charges on any claim for visually defective product installed. It is the responsibility of the installer to determine the suitability of the product for installation before it is installed. If a problem occurs during the installation of the planks, the job should be stopped immediately. The proper action is to immediately report the problem to your dealer and distributor who, in turn, will contact Trident Industry immediately. Any costs caused by continued installation after the problem is reported will not be covered by Trident Industry.

Wear Limited Warranty

Trident Industries 7EVEN MTC planks are protected with a wear layer. Trident Industries warrants that there will be no wear-through of the wear layer for the number of years indicated. "Wear-through" means complete loss of the wear layer so that the printed color layer is changed or affected. A change in gloss is not considered surface wear and chair pads or mats must be used under caster chairs. This Limited Warranty applies only to first quality merchandise provided the recommended installation and maintenance procedures are followed as outlined in the Installation Instructions.

Pet Warranty

Trident Industries 7EVEN MTC planks are warranted to resist stains caused by pet soiling from all domestic pets during the specific warranty time frame. The pet stains include urine, feces, and vomit. Resisting stains means that your floor has the ability to minimize or hold out permanent stains under the conditions stated. Pet accidents should be cleaned up immediately, as the longer they sit, the more difficult they will be to remove. Any damage to the subfloor and/or surrounding structure caused by pet soiling is not covered by this warranty. Please follow our maintenance procedures for cleaning the affected areas.

Waterproof Limited Warranty

The structural performance of SEVEN MTC planks, when properly installed and under normal use conditions, will be resistant to damage caused by exposure to water for the specified duration of the warranty.

Mold and/or mildew can sometimes occur in a building if moisture issues are not addressed. This moisture warranty excludes damage resulting from the growth of both mold and/or mildew due to extended moisture exposure.

While 7EVEN MTC planks are waterproof, the floor is not a waterproof barrier for the subfloor and surrounding structure. The moisture warranty does not cover damage caused by hydrostatic pressure or moisture vapor emission from the subfloor, flooding, household leaks (such as pipes), or mechanical failures like appliance and heating equipment leaks.

7EVEN MTC will also withstand moisture from damp or wet mopping. Damp or wet mopping is strongly recommended.

If the 7EVEN MTC planks are structurally damaged and the cause is determined to be the result of exposure to water, Trident Industry will arrange a credit subject to the terms as described below in the "Terms of Lifetime Limited Warranty" section. For commercial installations, 7EVEN MTC planks damaged by exposure to water will be subject to a pro-rated credit as described below in the "Terms of Lifetime Limited Warranty" section.

Waterproof Limited Warranty Does Not Cover

1. Any damage to structures that are not part of the installed 7EVEN MTC flooring such as damage to surrounding walls, subfloor, structures, fixtures, furniture, underlayment, moldings, trims, and subfloor heating systems, or anything that is not the plank.
2. Any damage from mold and/or mildew growth due to extended water exposure.
3. Flooring that is installed outdoors.

Additional Warranty Coverage

- Trident Industry warrants that 7EVEN MTC will not stain under normal household use for the specified duration of the warranty.
- Trident Industry warrants that 7EVEN MTC will not fade from exposure to sunlight or artificial light for the specified duration of the warranty.

Terms of the Limited Warranties

Claims reported on material defects of this 7EVEN MTC flooring will be prorated over the life of the product. Reasonable labor costs will be paid with the following exceptions:

- Claims reported after 1 year of use will pay labor charges at the rate of 50% reasonable labor charges.
- Claims reported after 2 years of use will not pay labor charges.

This warranty shall not include loss of time, inconvenience, incidental expenses (such as telephone calls and removal and replacement of items placed over the floor after the original installation) included in the removal or reinstallation of the affected flooring materials, and any other incidental or consequential damages. This warranty is in lieu of any other warranties expressed or implied. This warranty service is available only by notice to your distributor through the dealer from whom the purchase was made. Notification must be accompanied by a copy of the original invoice and can only be authorized by your distributor.

Limited Warranty Exclusions and Conditions

- This product is warranted for light commercial areas and those activities commonly associated with those environments. We do not recommend this product under heavy rolling loads and heavy hospital beds.
- Warranty coverage for any replacement flooring planks will be limited to the remaining time of the original warranty
- Warranty coverage does not apply to seconds, off-quality, or "as-is" goods.
- Warranty coverage applies only to the original purchaser of the flooring and the original installation site, is non-transferrable, and prorated by time of use.
- Warranty coverage does not apply to conditions or defects caused by improper installation, the use of improper materials during installation, or inadequate subflooring preparation as described in the installation instructions.
- Warranty does not apply to damages or failure of the floor due to excessive moisture, alkali and/or hydrostatic pressure.
- Warranty coverage does not apply to construction-related damage.

- Warranty coverage does not apply to color variations between samples or printed illustrations and the actual production runs.
- Warranty coverage does not apply to reduction of gloss from use or improper maintenance.
- Warranty coverage does not apply to products sold through unauthorized dealers.
- Warranty coverage does not apply to conditions caused by using steam cleaners
- Warranty does not apply to damage that results from not following floor maintenance instructions
- Warranty does not apply to damages resulting in scuffs, scratches, cuts, staining from rubber-backed mats, or damages or discoloration from carpet dyes, fertilizer, asphalt from driveways or chemicals.
- Warranty does not apply to damage caused by burns, flooding, fires and other accidents.
- Warranty does not apply to damage caused by abuse (such as dragging heavy or sharp objects across the floor without proper protection for the floor or with heavy wheeled vehicle traffic that can permanently indent or damage the flooring).
- Warranty does not apply to damage caused by caster wheels or vacuum cleaner beater bars.
- Warranty does not apply to failure to support furniture with floor protectors made of non-staining felt or non-pigmented hard plastic.
- “Wear-Through” means complete loss of the wear layer so that the printed pattern or design of the floor is altered.
- “Residential use” means daily activities commonly associated with residential use.

If you have any questions regarding the above information, please contact your local flooring dealer or distributor.