Click LVP Limited Warranty Guide

This guide covers the Limited Warranty for Deacon Floors' click-style Luxury Vinyl Plank (LVP) product lines — Essentials Collection, Belvera, and Sora — when purchased through an authorized Deacon Floors dealer and installed and maintained as described below.

Warranty Coverage Chart

Product Line	Manufacturing Defects	Waterproof	Wear-Through	Stain / Pet-Proof
Essentials Collection- 25-Yr Residential / 10-Yr Light Commercial	✓	✓	✓	✓
Sora- 25-Yr Residential / 15-Yr Light Commercial	✓	✓	✓	✓
Belvera- 25-Yr Residential / 15-Yr Light Commercial	✓	✓	✓	✓

✓indicates the warranty applies to that product line for the stated period. See coverage definitions and exclusions below for full terms.

What the Warranty Covers

Manufacturing Defects Warranty

Deacon Floors warrants that click LVP flooring from the product lines Essentials Collection, Sora, and Belvera will be free from manufacturing defects — including delamination, core voids, and dimensional instability beyond industry (ASTM F2199) tolerances — for the stated warranty period, when installed in accordance with Deacon Floors' installation guidelines.

Waterproof Warranty

Essentials Collection, Belvera, and Sora are warranted not to swell, cup, crack, or permanently discolor as a result of topical moisture or everyday household spills, for the life of the stated warranty period, provided water does not flow over the edge of the installation (room perimeter, transitions, cut boards, etc.).

This warranty applies to the flooring product itself. It does not extend to the subfloor, underlayment, adhesives, or any damage resulting from moisture originating from below or underneath the product, standing water, flooding, or hydrostatic pressure.

Wear-Through Warranty

Deacon Floors warrants that the wear layer of Essentials Collection, Belvera, and Sora will not wear through to the printed pattern/décor layer under normal use for the stated warranty period. Normal use is defined as ordinary residential foot traffic (or, where applicable, light commercial traffic as described under "Commercial & Light Commercial Use" below). Gloss reduction and surface scratching are considered normal wear and are not covered.

Stain & Pet-Proof Warranty

Essentials Collection and Sora are warranted to resist permanent staining from common household products and from pet-related accidents (urine, feces, and vomit from domestic cats and dogs), provided the affected area is cleaned promptly. This warranty excludes staining from permanent markers, dyes, finishing stains, and non-pet-related fluids.

Commercial & Light Commercial Use

Light commercial use is defined as installations subject to light foot traffic in settings such as small offices, boutiques, salons, and similar low-traffic commercial spaces. Installations subject to heavy commercial or rolling-load traffic (wheelchairs, carts, casters) are not covered under the light commercial warranty and should use a product approved for a glue-down installation method; contact your Deacon Floors representative with questions about a specific application.

Owner & Installation Requirements

To maintain warranty coverage, the following must be observed:

1. This warranty extends only to the original purchaser and is not transferable.
2. Retain proof of purchase (dealer invoice, receipt, or statement showing date and price paid) — this is required to file any claim.
3. Flooring must be installed in strict accordance with the current Deacon Floors Click LVP Installation Guide, over approved subfloors and underlayments.
4. Installation environments must maintain a temperature between 65°F and 85°F (18°C–29°C) for 24 hours before, during, and after installation.
5. Inspect all material prior to installation. Deacon Floors does not warrant material installed with visible defects that were apparent before installation.
6. Use manufacturer-approved, non-staining floor protectors under furniture, and hard-surface chair mats under any furniture with casters.
7. Perform regular cleaning and maintenance according to Deacon Floors' Care & Maintenance Guidelines.

What Is Not Covered

The following are excluded from this warranty:

1. Product sold or identified as other than first quality.
2. Damage resulting from improper installation, including failure to follow the Deacon Floors Click LVP Installation Guide or use of non-approved adhesives or underlayments. Installer workmanship is not warranted.

3. Damage from neglect, misuse, or improper cleaning products, including strong detergents, chemicals, solvents, or abrasive pads.
4. Damage caused by moving heavy furniture or appliances without proper protection, or by appliance dollies, carts, or other wheeled equipment.
5. Damage from accidents, abuse, or improper use, including pet-related damage beyond staining (chewing, digging, clawing), burns, cuts, impact from sharp or heavy objects, and spiked or narrow heels.
6. Damage caused by rolling loads, casters, or wheelchairs (motorized or non-motorized) without appropriate floor protection.
7. Damage caused by appliance or plumbing leaks, flooding, or standing water.
8. Fading or discoloration caused by excessive heat or direct sunlight exposure, including unapproved radiant heat sources.
9. Damage or discoloration resulting from excessive subfloor moisture, hydrostatic pressure, or moisture emissions from below the flooring.
10. Discoloration caused by latex- or rubber-backed mats, rubber wheels, rubber tires, or rubber rollers.
11. Damage caused by remodeling or construction activity after installation.
12. Installation on stairs.
13. Installation of a residential-rated product in a commercial setting beyond its rated light commercial use.
14. Minor shade, color, or texture variation between actual material and samples, photography, or marketing materials.
15. Changes in gloss or sheen over time; surface scratching.
16. Noises (squeaking, popping, or crackling) associated with floating floor installation.
17. Incidental or consequential damages, including but not limited to loss of time, inconvenience, subfloor or underlayment replacement, trim/molding replacement, or costs of moving furniture or appliances.

Warranty Remedy

If flooring fails to perform as warranted, Deacon Floors will, at its discretion, repair the affected area or supply comparable replacement material of similar color, pattern, and quality. If the original material is unavailable or discontinued, Deacon Floors reserves the right to substitute a similar current product.

Warranty coverage on any replacement material is limited to the remaining portion of the original warranty period.

How to File a Claim

If you discover a defect or issue covered under this warranty, promptly notify the Deacon Floors dealer who sold you the flooring. Your dealer will help document the claim and, if needed, submit it to Deacon Floors on your behalf.

A claim must include:

- Proof of purchase (invoice, receipt, or statement) showing date and price paid
- A description of the issue, including photographs of the affected area
- A sample of the material, if requested, for evaluation

Deacon Floors may designate a representative or independent inspector to evaluate the claim. Reasonable cooperation with this evaluation is a condition of coverage under this warranty.

Legal Terms

This warranty is the entire and exclusive statement of warranty for Essentials Collection, Belvera, and Sora click LVP products and supersedes all prior written or verbal warranties. No implied warranties, including warranties of merchantability or fitness for a particular purpose, extend beyond the terms of this written warranty. Deacon Floors is not liable for incidental, special, or consequential damages arising from a breach of this warranty.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary by state.