

# Understanding Commercial Flooring Warranties

## A Practical Guide

**Avoid costly surprises and protect  
your flooring investment – from day  
one through the entire lifecycle.**



# Why Warranties Matter

Flooring warranties aren't just legal fine print—they're your first line of defense against unexpected costs. They cover everything from manufacturing defects to installation errors, but most come with strict requirements. One missed step can void your coverage and leave you footing the bill.

**This guide explains how to stay compliant, avoid common pitfalls, and plan smarter for long-term performance.**



---

# The 3 Types of Flooring Warranties

**1****PRODUCT WARRANTY**

Covers manufacturing defects like wear-through or delamination. Issued by the flooring manufacturer.

**2****ADHESIVE WARRANTY**

Covers bonding issues and chemical breakdown – often dependent on surface prep and moisture conditions.

**3****INSTALLATION/WORKMANSHIP WARRANTY**

Covers improper install methods (e.g., misaligned seams, poor leveling). Typically provided by the flooring contractor.

---



# What's Covered (and What's Not)



## TYPICAL WARRANTY COVERAGE:

- ✓ Manufacturing defects (e.g., surface wear, delamination)
- ✓ Product failure under normal commercial use
- ✓ Workmanship issues (if installed by certified professionals)



## COMMON EXCLUSIONS:

- ✗ Improper cleaning or maintenance
- ✗ Environmental damage (e.g., moisture, UV exposure)
- ✗ Installation by uncertified contractors
- ✗ Failure to maintain proper temperature/humidity levels

# 3 Ways to Void Your Warranty (Faster Than You Think)



## 1

### SKIPPING MOISTURE TESTING

No ASTM-compliant tests = no protection.  
Even new slabs can hold damaging vapor.

[Download Our Moisture Mitigation Checklist!](#)



## 2

### IMPROPER MAINTENANCE

Using the wrong cleaning products or neglecting care guidelines can kill your warranty.



## 3

### LACK OF DOCUMENTATION

Most warranties require proof of installation conditions, testing, and ongoing maintenance.

# How to Maintain Your Warranty Coverage



## BEFORE INSTALLATION:

- Confirm manufacturer-approved products and adhesives
- Conduct/document moisture testing (ASTM F2170/F1869)
- Maintain proper environmental conditions (temperature, humidity)



## DURING INSTALLATION:

- Hire a certified flooring contractor
- Use approved installation techniques and materials
- Take site photos and collect QA/QC documentation



## AFTER INSTALLATION:

- Follow manufacturer's maintenance schedule
- Use only approved cleaning agents
- Keep logs of all maintenance activity

# GC & Facility Manager Tips

## **COORDINATE EARLY**

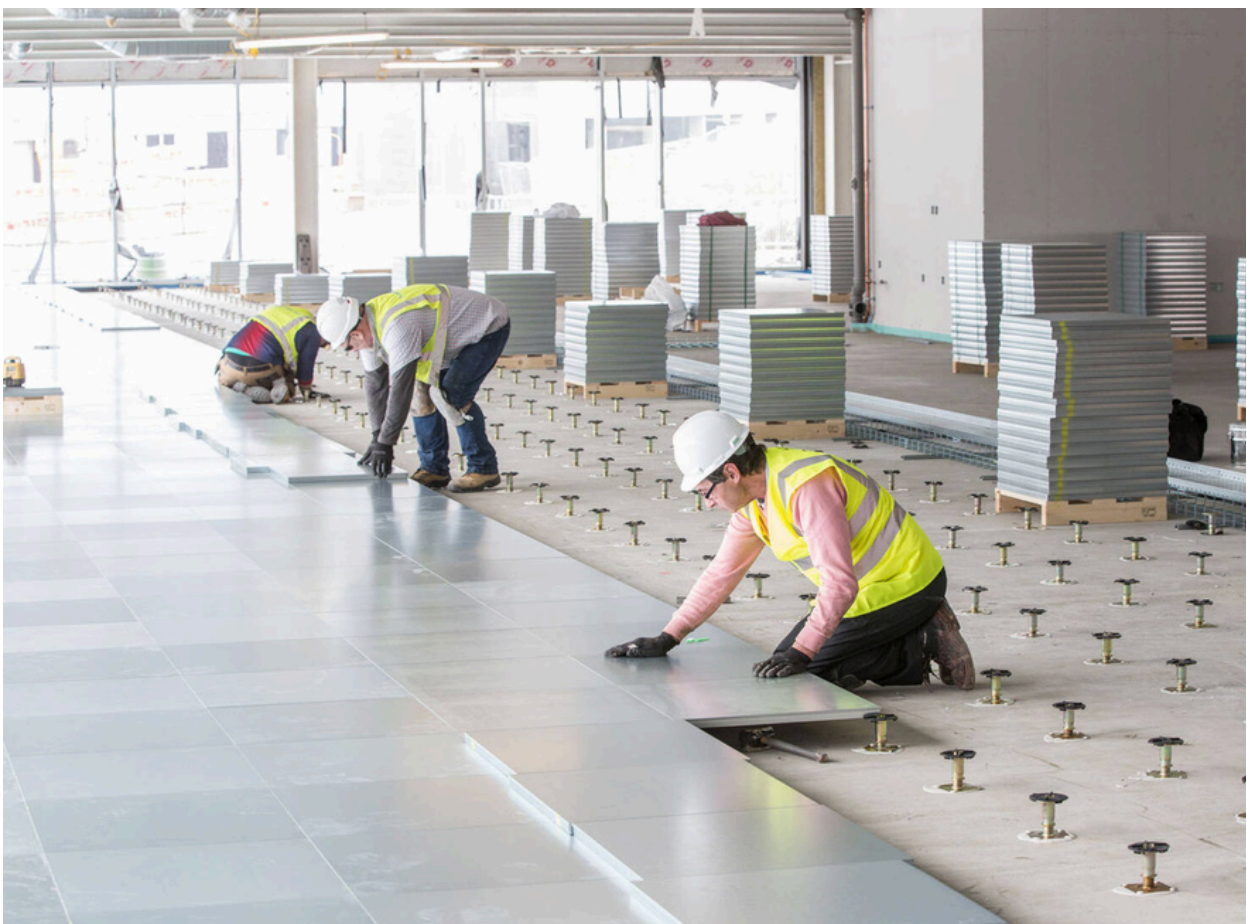
Confirm the building is enclosed and HVAC systems are operational before installation.

## **DON'T RUSH IT**

Installing before curing is complete or before other trades finish (like drywall or plumbing) can void your warranty.

## **ASK ABOUT SITE INSPECTIONS**

Some warranties require manufacturer approval or site inspections before coverage kicks in.





# Documentation for Claims

**Have this on file in case  
of a warranty claim:**



ASTM moisture test reports



Installation date, crew, and product batch numbers



Environmental conditions during install



Photos of slab prep and finished work



Post-install cleaning and maintenance records



# Plan Smarter. Protect Longer.

**THIS GUIDE  
HELPS YOU >**



- **Build smarter specs**
- **Prevent expensive rework**
- **Protect warranty coverage from day one**
- **Warranties can save you tens of thousands – but only if you follow the rules. Don't let preventable oversights void valuable coverage.**

## **READY TO INSTALL WITH CONFIDENCE?**

**Diverzify does more than install floors. We:**

- Review warranty specs upfront
- Handle testing and documentation
- Provide certified, experienced installers
- Let's make sure your project stays protected from start to finish.

# Let's Connect

## Diverzify Headquarters

3340 Peachtree Rd.

Suite 2750

Atlanta, GA 30326

Monday – Friday

9:00 am – 5:00 pm CT

## Phone Number

800-336-7088

## Website

[diverzify.com/contact](https://diverzify.com/contact)

