



USDM Floor – Limited Residential & Light Commercial Warranty

USDM 地板 — 有限住宅及轻型商用质保

(Applicable to Softwood Harmony™ and Nuvawood™ Collections)
(last updated Jan 2026)

(适用于 Softwood Harmony™ 和 Nuvawood™ 系列)

(最后更新于 2026 年 1 月)

Warranty Owner

质保对象

This limited warranty applies only to the original purchaser of CWC Softwood Harmony™ and LVP Nuvawood™ flooring from the date of purchase. Warranties are non-transferable.

- Residential: Lifetime Limited Warranty
- Light Commercial: 10-Year Limited Warranty

本有限质保仅适用于 CWC Softwood Harmony™ 和 LVP Nuvawood™ 地板的原始购买者，自购买之日起生效。质保不可转让。

- 住宅用途：终身有限质保
- 轻型商用：10 年有限质保

1. What Is Covered

1. 质保范围

When properly installed and maintained, Softwood Harmony™ and Nuvawood™ flooring is warranted to:

- Be free from manufacturing defects.
- Not wear through the decorative surface under normal use.
- Not fade from indirect sunlight or indoor lighting.
- Not delaminate, cup, or buckle when installed according to instructions.
- Maintain structural integrity against moisture from everyday spills (not flooding).

在正确安装和维护的情况下，Softwood Harmony™ 和 Nuvawood™ 地板质保内容包括：

- 无制造缺陷。



- 正常使用下装饰面不会磨损透。
- 不会因间接阳光或室内照明而褪色。
- 按照说明安装后不会出现分层、拱曲或起鼓。
- 能抵御日常洒落造成的潮气（不包括洪水/浸泡），保持结构完整。

2. Pre-Installation Requirements

2. 安装前要求

Warranty coverage is valid only if:

- Flooring is inspected before installation. Visible defects or dissatisfaction with color, finish, or texture must be reported before cutting or installing more than 10% (or 100 sqft). Installation constitutes acceptance.

- Product is acclimated indoors for at least 24 hours at stable temperature and humidity.
- Subfloors are flat within 3mm over 2 meters and free of excess moisture ($\leq 2\%$).
- A 6 mil polyethylene moisture barrier is required when installing over concrete or on-grade subfloors.
- Expansion gaps of at least 10mm (1 cm) must be left around all walls and fixed objects.
- Floating installations exceeding 10 meters (32.8 ft) in length or width require expansion joints.
- The product is installed indoors, in dry residential or light commercial environments.

质保仅在以下条件满足时有效：

- 安装前必须检查地板。对颜色、表面或纹理的可见缺陷或不满意必须在切割或安装超过 10%（或 100 平方英尺）之前提出。安装即视为接受。
- 产品在稳定温湿度环境下室内适应至少 24 小时。
- 地基在 2 米范围内平整度误差不超过 3mm，且无多余水分（ $\leq 2\%$ ）。
- 在混凝土或地面层上安装时，必须使用 6mil 聚乙烯防潮层。
- 所有墙壁和固定物体周围必须留有至少 10mm（1cm）的伸缩缝。
- 悬浮安装长度或宽度超过 10 米（32.8 英尺）时需设置伸缩缝。
- 产品安装在干燥的室内住宅或轻型商用环境中。

3. Warranty Terms

3. 质保条款

If a defect covered by this warranty occurs during the warranty period, DM Floor will, at its option:

1. Replace the defective flooring with product of equal value, or



2. Refund the purchase price of the affected area, prorated over the remaining warranty period.

Labor costs may be covered within 2 years of purchase, only if installation was performed by a licensed professional.

如果在质保期内出现本质保覆盖的缺陷，DM Floor 将自行选择：

1. 用等值产品替换有缺陷的地板，或
2. 按剩余质保期比例退还受影响区域的购买价格。

仅在由持牌专业人员安装的情况下，购买 2 年内可能补偿人工费用。

4. Exclusions

4. 免责条款

This warranty does not cover:

- Defects visible prior to installation.
- Improper installation, neglect, or failure to follow installation and maintenance instructions.
- Subfloor moisture problems, flooding, hydrostatic pressure, or leaking plumbing.
- Squeaking, popping, or crackling caused by uneven subfloors or incorrect installation.
- Damage caused by heavy rolling loads, immovable heavy objects blocking expansion, or frequent dragging of furniture.
- Scratches, dents, scuffs, gloss reduction, or surface wear from normal use.
- Natural color variation or fading from direct sunlight.
- Installations in sunrooms, floor-to-ceiling window areas, or where ambient temperature regularly exceeds 120°F (49°C) unless glued down with approved adhesive.
- Damage caused by appliances, rubber-backed mats, or caster wheels without protective mats.
- Mold, mildew, or odors caused by standing water or prolonged dampness.
- Installations below 10°C (50°F) site temperature

本质保不覆盖以下情况：

- 安装前可见的缺陷。
- 不当安装、疏忽或未遵循安装和维护说明。
- 地基潮湿问题、洪水、静水压力或管道泄漏。
- 因地基不平或安装不当引起的吱吱声、爆裂声或咯吱声。
- 重型滚动荷载、不可移动的重物阻挡伸缩或频繁拖拽家具造成的损坏。
- 正常使用中的划痕、凹痕、磨损、光泽降低或表面磨损。
- 自然色差或直射阳光引起的褪色。



- 安装在阳光房、落地窗区域或环境温度经常超过 120°F (49°C) 的场所，除非使用认可胶水粘贴。
- 电器、橡胶背底地垫或未使用保护垫的脚轮造成的损坏。
- 积水或长期潮湿引起的霉菌、霉变或异味。
- 现场温度低于 10°C (50°F) 时的安装。

5. Care & Maintenance

5. 护理与维护

To maintain coverage under this warranty, the owner should:

- Use a damp mop and pH-neutral floor cleaner. Avoid harsh chemicals, abrasives, wax, or polish.
- Wipe up spills promptly. Do not allow standing water.
- Use felt pads under furniture legs; protective mats under rolling chairs.
- Avoid dragging or dropping heavy objects on the floor.
- Maintain indoor climate within normal residential range.

为保持质保有效，业主应：

- 使用湿拖把和中性 pH 值地板清洁剂。避免使用强烈化学品、研磨剂、蜡或抛光剂。
- 及时擦拭溢出物。不要让水渍留。
- 家具腿下使用毛毡垫；滚轮椅下使用保护垫。
- 避免在地板上拖拽或摔落重物。
- 保持室内气候在正常住宅范围内。

6. Claim Procedure

6. 索赔流程

- Claims should be filed promptly, ideally within 30 days of discovering an issue.
- Proof of purchase must be provided.
- DM Floor reserves the right to inspect or test the flooring and may request samples.
- 索赔应及时提出，最好在发现问题后 30 天内。
- 必须提供购买凭证。
- DM Floor 保留检查或测试地板的权利，并可能要求提供样品。



7. Limitations

7. 责任限制

This warranty is limited to the flooring itself and does not cover incidental or consequential damages. Some states do not allow such limitations, so this may not apply.

This warranty gives you specific legal rights, and you may also have other rights that vary by state.

本质保仅限于地板本身，不覆盖附带或间接损害。部分州不允许此类限制，因此可能不适用。

本质保赋予您特定的法律权利，您可能还拥有因州而异的其他权利。