

# LIFE FLOOR

OWNER'S MANUAL



# THANK YOU FOR PURCHASING LIFE FLOOR

Congratulations! You have installed the Aquatic Industry's premier surfacing solution that will provide your facility with years of exceptional performance and play value when maintained properly. Life Floor offers many unique advantages and safety benefits unavailable with other aquatic safety surfacing solutions and is subsequently cared for differently.

This Owner's Manual provides information for Life Floor's recommended cleaning processes, maintenance procedures, and provides tips on how to protect your floor and maintain your warranty protection. We have also included frequently asked questions that will provide immediate answers to common questions. If you have further questions about caring for your installation, please contact our team at [solutions@lifefloor.com](mailto:solutions@lifefloor.com).



## TABLE OF CONTENTS

03	Protecting and Maintaining Life Floor
04	Cleaning Life Floor
09	Storing Life Floor
10	Replacing Life Floor
11	Water Quality Guidelines
13	Warranty
16	Material Safety Data Sheet
19	Contact Information
20	Terms and Conditions

# PROTECTING AND MAINTAINING LIFE FLOOR

Life Floor tiles are durable and designed to withstand high volumes of barefoot traffic. Proper care of the flooring surface and protecting it from possible damage will ensure you achieve Life Floor's maximum product lifespan. We recommend the following best practices to ensure your floor is clean, functional, and protected.

## REGULAR CLEANING

Life Floor has a uniquely textured surface that channels water and increases slip resistance. We recommend a regular regimen of cleaning and rinsing to ensure that dirt, oils, or mineral deposits do not build up on your Life Floor surface. Life Floor recommends the use of generic peroxide and degreaser products for regular cleaning and mineral deposit removers for spot cleaning where deposits may have built up. Areas exposed to only barefoot traffic can be cleaned on an as-needed basis. For areas exposed to shoe traffic, Life Floor should be cleaned at least once per week.

A full description of cleaning processes can be found in the next section. Note that stiff brushes or brushes that contain abrasives can damage Life Floor. Do not use metal brushes or grit-coated, aggressive brushes of any kind on the product.

## PROTECTING YOUR FLOOR

Life Floor tiles are durable and designed to withstand high volumes of barefoot traffic. However, Life Floor tiles may become damaged if they come into contact with sharp, heavy, or abrasive objects or are exposed to harsh chemicals outside of normal accepted water chemistries. The following are best practices to protect your Life Floor surface and maintain your warranty.

We recommend the use of plastic or wood furniture instead of heavy, metal furniture. Furniture placed on Life Floor should have wide and flat bases, or broad furniture coasters secured to the bottom of the table legs or chair feet. If mechanical lifts or heavy objects are to be transported or placed on top of Life Floor, we recommend covering the tiles with plywood or Masonite. Do not allow burning or extremely hot objects such as fireworks to come into contact with Life Floor. When using heavy cleaning equipment, avoid rapid turns on the surface and do not allow spinning brushes to rotate for prolonged periods in one location.

## MAINTENANCE

Life Floor's modular design allows for the replacement of a damaged tile which can be performed by in-house maintenance personnel. We recommend that clients retain some level of attic stock of individual tile colors and adhesive for replacement. It is a good practice to inspect the surface periodically to look for damaged tiles and inventory available attic stock in case additional tiles need to be ordered. Adhesive has a typical one-year shelf life, so check for expiration before use. A list of acceptable adhesives can be found on the Life Floor website. Tile storage and replacement procedures can be found on pages 9 and 10 of this manual respectively.

## NON-WARRANTY CONDITIONS

3/8" Life Floor tiles in normal traffic and UV conditions are warrantied for five (5) years. For further details, see Terms and Conditions of sale at the end of this manual. The following is a non-exhaustive list of conditions for which Life Floor tiles are not warrantied: high heel damage, caustic pool conditions, contact with sharp objects such as knives, scissors, or metal edges, contact with hot objects such as sparks, fireworks, cigarettes, or hot liquids, contact with heavy machinery, and/or prolonged contact with hazardous chemicals (e.g., solvents or acids).

# CLEANING LIFE FLOOR

Cleaning processes and schedules are dependent on many factors. Frequency will be determined by the application (indoor or outdoor), amount of daily foot traffic, water quality, pool chemistry, exposure to sand or dirt, food, sunscreen, and other acidic or alkaline deposits.

## RECOMMENDED CLEANERS

We recommend the following generic cleaner formulations to maintain Life Floor safety surfacing. Refer to our website for recommended brands of the following three cleaner types.

### Peroxide Cleaner

A multi-purpose **peroxide cleaner** that removes grime, and all types of organic, and alkaline matter. If the soil is lighter in color, it is usually an alkaline soil/contaminant and is treated with an acidic solution.

Use any branded peroxide cleaner with the following characteristics:

- pH 3.5-4.6
- Diluted to a ratio range from 1:43 (3oz/gal-116ml/5L) normal clean to 1:26 (5oz/gal-192ml/5L) for a more aggressive clean.

### Sodium-Based Degreaser

A light degreaser that removes oils, grease, and other acidic soils. If the soil is darker in color, it is usually an acidic soil/contaminant and is treated with a high pH cleaner.

Use any branded **non-phosphate sodium-based degreaser** with the following characteristics:

- pH 12.5-13.5
- Surfactant < 5%
- Diluted to a ratio range from 1:40 (3oz/gal-125ml/5L) normal clean to 1:20 (6oz/gal-250ml/5L) for a more aggressive clean.

### Mineral Deposit Remover

A mineral deposit remover that effectively removes calcium, lime, magnesium, aluminum oxide, and rust stains. If the buildup is lighter in color, it is usually an alkaline mineral buildup and is treated with an acidic mineral deposit remover.

Use any branded **phosphoric acid** with the following characteristics:

- Phosphoric acid 30-40%
- Diluted to a ratio range from 1:30 (4oz/gal-165ml/5L) normal clean to 1:5 (26oz/gal-1000ml/5L) for a more aggressive clean on heavy deposits.
- [See note in cleaning process section on page 6 for more detail on safely using a mineral deposit remover.](#)

**Note:** Read and follow the recommended usage instructions provided by the cleaner manufacturer and refer to safety information on the labels and in the Safety Data Sheet.

## Applications may require the use of different cleaners

Examples:

- Bathrooms, showers, and locker rooms need to be cleaned more frequently with a Peroxide Cleaner.
- Areas exposed to heavy foot and shoe traffic, food, and sunscreen should be cleaned regularly with a Degreaser Cleaner.
- Mineral Deposit Remover should be used on applications where deposits are visible.

## 3 STEP CLEANING PROCESS

The recommended cleaners are designed to break the bond between the contaminants and the surface and therefore minimize the amount of scrubbing required. It is important to let the cleaners work (dwell) before the scrubbing is performed.

The final key component to a properly cleaned floor is recovering the cleaners either through vacuum recovery or rinsing. Leaving residual cleaning solutions on the floor to dry will leave contaminant residue that can be unintentionally tracked elsewhere on the floor. You will know rinse and recovery is complete when no foam appears on the tiles when water is sprayed on the floor. Repeat rinse and recovery until no foam appears.

Using the recommended cleaners and consistently following the three cleaning steps outlined below will ensure that your surface retains peak performance and aesthetic appeal.

### Step 1: Apply and Allow Chemicals to Work (Dwell Time)

Apply the cleaner at the proper dilution with a spray-foamer (Mineral Deposit Remover should not be sprayed). If you are using an auto-scrubber, make the first pass with the vacuum turned off. After applying the cleaner, let the cleaner sit for minimum of 5 minutes on the surface. Mist with water or additional cleaner if the cleaning solution begins to dry before scrubbing.

### Step 2: Scrub Using the Proper Brushes and/or Pads

After the cleaner has had time to break down and loosen any dirt and oils, then scrub. We recommend using an orbital floor scrubber if available, or an auto-scrubber using polyurethane medium-softness bristles and/or turf pads. Deck brushes can also be used in small areas. Do not use mops since they do not provide adequate scrubbing or recovery.

**Note:** Do not scrub on a dry floor or use metal-bristled or stiff brushes since they will damage the floor. We **do not recommend power-washing** since it can damage Life Floor if done incorrectly. See page 7 of this manual for power washing instructions.

### Step 3: Rinse Thoroughly and Recover Completely

Begin recovery immediately after scrubbing the cleaners. A wet vacuum is the most effective recovery method, as vacuuming will also pull dirt and water from between the tiles. If you do not have access to a wet vacuum, use a hose to rinse the area and a foam blade squeegee to push dirty water into a nearby drain. Verify that the cleaners you are using can be rinsed into normal wastewater or pool chemistry systems.

\*Use Mineral Deposit Remover wherever mineral deposits can be seen on the tile. Please refer to all safety information provided when using an aggressive mineral deposit remover.

A Mineral Deposit Remover (MDR) is specially formulated to remove the unsightly white residue that can form around puddles and on joints on a pool deck. Unlike the other cleaners, which are typically applied on a regular schedule and spread over a wide application area, the MDR is a spot cleaner that we recommend using only when mineral deposit buildup cannot be cleaned with the Peroxide cleaner.

When using the MDR, prepare a solution of equal parts cleaner and water in a squeeze bottle. Do not use any type of mister, pump sprayer, or any other tool that will aerosolize the cleaning solution. Apply the cleaning solution on the affected area and let dwell for 2 minutes and then begin scrubbing with a deck brush to help separate the deposits from the tiles. Do not allow the cleaner to dry on the floor. Rinse the area thoroughly and begin recovery.

We recommend you follow up any MDR treatment immediately with a normal degreaser cleaner to remove any lingering films or residue.

## SAMPLE CLEANING SCHEDULES

We recommend starting with a 3 week cleaning schedule as listed below. You will likely need to adjust the frequency and chemicals used based on the unique characteristics of your facility. This might include high traffic areas or areas where water may gather or what type of contaminants you are dealing with. Reference the cleaning guide in the previous pages for more details on the types of soils and what cleaners to use per instance.

Sample Schedule 1	Outdoor Aquatic Area	Notes
Week 1	Cleaner Degreaser	Likely contaminants are acidic soils, dirt-sand, oils (sunscreen/ lotion/tanning oils), atmospheric residue, food and drink. May also use peroxide cleaner regularly for locker rooms and bathrooms.
Week 2	Cleaner Degreaser	
Week 3	Peroxide Cleaner	
Repeat		
Sample Schedule 2	Indoor Aquatic Area	Notes
Week 1	Peroxide Cleaner	Likely contaminants are alkaline soils, tracked in mud, hard water deposits. May use cleaner degreaser more frequently if mineral deposit remover or a higher concentration of peroxide cleaner is used to remove mineral deposits.
Week 2	Peroxide Cleaner	
Week 3	Cleaner Degreaser	
Repeat		
Sample Schedule 3	Indoor Aquatic Area	Notes
Spot Clean	Mineral Deposit Remover	Use periodically in areas where mineral deposits frequently build up or when cleaning between tiles in troublesome areas.

**Note:** Some customers have found that a daily rinse with water in high traffic areas where sand or dirt deposit, or where facilities have a high alkaline content in their water can help avoid the need for more frequent cleaning including additional scrubbing. Due to Life Floor’s NSF/ANSI/CAN 50:26 Certification, bacteria does not grow on the tiles. In the case of contamination, follow the proper cleaning procedures outlined by the Model Aquatic Health Code (MAHC).

## EQUIPMENT

As outlined above, proper scrubbing, rinsing, and recovery of the cleaning solutions are key to maintaining a clean and vibrant Life Floor surface. Using professional floors scrubbing equipment can expedite this process especially in large areas and will provide proper results as long as the equipment is used properly. Please see the following section for recommended equipment.

## Auto-scrubber

For large indoor areas, the auto-scrubber is usually the equipment of choice. When using the auto-scrubber, make sure that chemicals are applied and have time to dwell. Make sure the proper brushes/pads are used and are not allowed to rotate in a single area for a prolonged period of time. When recovering, check to ensure that you are indeed recovering all cleaner and contaminants. A swipe with a white terry cloth across the tile will help inform how clean the surface is. If recovery does not appear to be satisfactory, then follow with a rinse and squeegee to a drain to ensure all soiled water has been removed.

Information on the step-by-step use of auto-scrubbers and floor scrubbers is available on our website.

## Floor Scrubber

Floor Scrubbers are also an effective choice for maintaining your Life Floor surface. When using a floor scrubber, ensure you are allowing for proper dwell time of the cleaners and planning on either recovery with a vacuum system or a thorough rinse. Ensure you are using the proper soft to medium bristle brush or turf pad and have adequate downward pressure when operating the machine.

## Pressure Washer

**Life Floor does not recommend the use of a pressure washer as inappropriate use will damage the tiles.** If pressure washing is absolutely necessary, to best protect Life Floor, we require:

- A wide fan tipped nozzle (minimum 20 degrees or more)
- Keeping a distance of at least 12 inches between the nozzle and the floor.
- Keeping the water pressure at, or under 800 PSI.

**Life Floor does not recommend the use of a pressure washer. Used incorrectly, pressure washing can remove the texture of the surface and directly impair the safety features of the product.**

## Note on Equipment

If you are wondering what mechanical equipment is best for cleaning Life Floor, and you have the ability to either vacuum recover or thoroughly rinse and squeegee cleaning solutions to a drain, we recommend an orbital floor scrubber. These scrubbers run at a higher RPM, have more downward pressure, and when combined with a turf pad, do an excellent job cleaning Life Floor.

An example of this type of machine is Hillyard's FMD20 shown on the right:



# FREQUENTLY ASKED QUESTIONS

## **An Area of My Floor Seems Dirty. How Do I Decide Which Cleaner to Use?**

We recommend starting with a properly diluted solution of peroxide cleaner. Start with a small test area and apply the peroxide. Let dwell for 5 minutes. If it fizzes or bubbles, it is likely the right cleaner for what is probably an alkaline soil or contaminant. Scrub and then rinse thoroughly and wipe a white terry cloth across the area to see if dirt/deposits were removed. If this does not work, then try the degreaser in an adjacent area with the same process. This should address acidic dirt and oils. If the deposit is a white or yellowish color and crystalline in appearance, then this is likely an alkaline build-up of minerals and the Mineral Deposit Remover will be the correct choice. If at any point you are still having issues with getting your Life Floor clean, please contact Life Floor at [solutions@lifefloor.com](mailto:solutions@lifefloor.com).

## **Can Life Floor be Permanently Stained?**

To date, we have not found a chemical that permanently stains Life Floor. However, Life Floor may become discolored if extremely harsh chemicals such as muriatic acid are allowed to sit on the tile for an extended period of time or rust residue from steel components such as play structures are allowed to sit in water for extended amounts of time. In this case, use a Mineral Deposit Remover following the process defined above in this manual.

## **Are There Any Chemicals I Should Avoid Using on Life Floor?**

While Life Floor is chemical resistant, solvents may attack the adhesive beneath the tiles. When using solvents to remove surface stains or adhesive residue, avoid flooding joints between the tiles with the solvents. If the solvents do soak into the joints, clean the area with a degreaser cleaner and use vacuum recovery. To avoid using solvents that may attack the adhesives, do not use trichloroethylene, muriatic acid, mineral spirits, acetone, and gasoline.

## **How Do I Remove Chewing Gum from Life Floor?**

First, apply ice to harden the gum. Once the gum is hardened, carefully lift it away with a putty knife or similar scraper. Use caution, as Life Floor can be damaged by aggressive scraping and punctures. Any remaining gum residue can be removed by applying WD-40 with a cloth.

## **Sunscreen Seems to be Particularly Hard to Remove. Do You Have Recommendations?**

Modern sunscreen, especially when aerosolized, is designed to adhere to whatever surface it touches, so it can be challenging to clean. While we recommend using a degreaser cleaner once a week, during high-traffic seasons and particularly in areas where sunscreen is applied, we recommend a deep clean every other week. Ideally this will be performed with an auto-scrubber or floor scrubber with a degreaser cleaner at a stronger 1:5 ratio. Use a sprayer to properly disperse and let dwell for a minimum of 5 minutes. If you're using an auto-scrubber, leaving the vacuum feature off and making multiple passes before recovering the cleaner will increase the likelihood of a thorough cleaning.



# STORING LIFE FLOOR ATTIC STOCK

Due to Life Floor's unique formula, we have instructions for how to properly store our product so that it does not get damaged or lose its form. Please follow these instructions to ensure your replacement tiles and/or extra tiles in storage are cared for as well as your Life Floor installation.

## KEEP LIFE FLOOR TILES FLAT SO PRESSURE IS NOT PLACED ON ANY OF THE EDGES OF TILES

For long term storage (longer than 2 weeks), this is critical if you have a stile shape that is not a square (e.g., triangle, diamond, hexagon, inlay, etc.) since corners can deform when bearing weight. Similarly, flat edges of the tile can roll over time when bearing weight and can deform the tile.

## STORE LIFE FLOOR TILES IN A DRY, PROTECTED SPACE WITH A TARP OVER THEM OR IN THEIR BOXES

Life Floor performs best when clean and an accumulation of dust and debris can make replacement cumbersome since the smooth application side of the tile must be clean before application of adhesive. Additionally, this debris can damage Life Floor if sticks or rocks get between tiles and slide around since they may tear the tile or imprint. Most imprints will return to their original form, but it may not always occur.

If left in weather outdoors, tiles can become damaged by hail, foreign objects, or human error. While Life Floor tiles are impervious, the boxes are not. Failure to keep them covered and out of wet/too sunny environments may cause the cardboard to rot/disintegrate. Rotting cardboard would then need to be cleaned off the tiles which can add to the cost of labor as well as the time involved in replacing tiles or installing for the first time.

## STORE LIFE FLOOR TILES IN A SECURE AREA

Do not store anything on top of Life Floor which could dent or pierce the tiles. Do not store Life Floor around corrosive or dangerous chemicals that might leak and potentially damage the tiles. Keep sharp and heavy objects away from the tiles. Ideally, Life Floor should be kept in a temperature-controlled environment prior to installation, so they do not shrink from cold or expand in the heat. Once tiles are installed, varying temperatures do not put the tiles at risk since they react at the same intervals and adjust naturally.

# REPLACING LIFE FLOOR

Due to Life Floor's modular tile design, replacing Life Floor tiles is made easy since only damaged tiles need to be replaced instead of the entire installation. If you wish to replace tiles yourself, please follow the procedure below. If you would prefer to have a professional replacement, please contact us at [solutions@lifefloor.com](mailto:solutions@lifefloor.com).

## TOOLS

- Razor scraper or putty knife
- Measuring tape
- Utility knife
- Waterproof contact cement\* adhesive - 1 Gallon of adhesive can install approximately 65 sq ft (1 Liter of adhesive = 1.6 sq m)
- Paintbrush or paint roller
- Floor roller

## REPLACEMENT PROCESS

**Step 1:** Remove the damaged tile(s) by cutting an X into the middle of the damaged tile and prying up from the middle with a razor scraper or putty knife. Pull the tile away from the floor substrate until it is completely freed. Be careful not to damage other tiles.

**Step 2:** Scrape and remove any leftover adhesive from the substrate surface with a putty knife or 4" razor scraper.

**Step 3:** After removing leftover adhesive, measure and cut a new Life Floor tile using a utility knife to the size of the replacement area. Do not cut Life Floor tiles on top of other Life Floor tiles as this could damage the tiles beneath.

**Step 4:** Adhere tile to the substrate using waterproof contact cement adhesive. With a paintbrush or roller, evenly apply adhesive to the back of the replacement tile and to the substrate. Let both surfaces cure for approximately 10-15 minutes until the adhesive is tacky or slightly dry to the touch (see adhesive label for curing times). Begin laying down the replacement tile by aligning the new tile edge with the surrounding tile edges. Ensure each corner and edge are secure by applying pressure with your thumb and index finger. To ensure adhesive is secured to the substrate, use a floor roller to apply pressure to the entire tile area.

**Note:** It is likely that additional adhesive has been left with the attic stock you have in storage. Please check the expiration date since contact adhesives have a normal shelf life of 1 year depending on storage temperatures. Adhesives can be assessed by opening the can and checking for discoloration and material separation. If the color does not appear homogeneous or materials appear to be separating, the adhesive is likely past its expiration.

\*If new adhesive is required for repairs, we recommend using Weldwood DAP Original which can be sourced from most hardware stores in the U.S. It maintains a robust bond while being workable, which makes it a good option for a less experienced installer. Be sure to use the ORIGINAL formula. Other varieties will not work in an aquatic environment.

### Other Commercial Grade Contact Cements (Sourced at Most Flooring Supply Centers)

W.F. Taylor 1-N (C- California compliant), Powerhold 500, Parabond M-250, Capitol CC028  
(SDS for these adhesives can be found at [lifefloor.com/tech-documents](http://lifefloor.com/tech-documents))

# WATER QUALITY GUIDELINES

Life Floor tiles are designed for aquatic environments. Life Floor has achieved NSF/ANSI/CAN 50:26 Certification by passing criteria related to standards in water quality including resistance to pool water and the chemicals used to balance and sanitize it. To ensure tiles last through the life of the installation in all aquatic environments, it is crucial to understand the impact of pool water chemistry on the tile's appearance.

Foam products by the nature of their polymer chemistry, will experience slight fading over time when exposed to chemical and UV environments. This can be exacerbated when the tiles are exposed to extreme conditions due to the pool water chemistry. Proper water chemistry utilizes oxidation in controlled amounts to sanitize the pool water and to balance the water so that it is not in either a corrosive (acidic) or scaling (alkaline) state. When the water chemistry is off, it can lead to excessive oxidation, corrosiveness, or both which in turn can attack the pigmentation in the foam and cause accelerated fading or surface degradation.

## COMMON CAUSES OF HIGH OXIDATION/CORROSIVENESS OF POOL WATER

- Free Chlorine too high potentially causes high oxidation
- Combined Chlorine too high potentially causes a corrosive state
- Low pH causes high levels of hypochlorous acid (HOCL) which potentially causes high oxidation
- Total Alkalinity too low potentially causes a corrosive state
- Calcium Hardness too low potentially causes a corrosive state
- LSI too low indicates a potentially corrosive state

To reduce the risk of Life Floor tiles fading, Life Floor recommends that your facility's water chemistry be managed within the recommended limits, and as close to the ideal as possible, set by ANSI/APSP/ICC-11 2019 and local health codes.

The table on the following page presents target ranges for important water chemistry parameters. These guidelines were last revised in November 2018 and are generally accepted by professionals in the pool and spa (hot tub) market.

# POOL AND HOT TUB ALLIANCE (PHTA) GUIDELINES FOR CHEMICAL OPERATIONAL PARAMETERS

The following table does not include complete PHTA guideline information. This table is not intended for pool water management and pool operators should comply with applicable health codes. This table is provided as a means to understand parameters where Life Floor will experience normal minimal tile fading in submersed applications.

	Minimum	Maximum	Ideal	Notes
<b>Free Chlorine, ppm</b>	1.0	4.0	1.0-4.0	Pools
	2.0	4.0	2.0-4.0	Pools using Cyanuric Acid in excess of 50 ppm
	2.0	5.0	2.0-5.0	Spas
	3.0	5.0	3.0-5.0	Spas using Cyanuric Acid in excess of 50 ppm
<b>Combined Chlorine, ppm</b>		0.4	0	Pools and Spas
<b>Total Bromine, ppm</b>	2.0	See Product Label	2.0-4.0	Pools
	4.0	See Product Label	4.0-6.0	Spas
<b>PHMB, ppm</b>	30	50		Pools and Spas
<b>Ozone, ppm</b>		0.1		Pools and Spas
<b>pH</b>	7.2	7.8	7.4-7.6	Pools and Spas
<b>Total Alkalinity, ppm as CaCO<sub>3</sub></b>	60	180	80-100	Pools and Spas using calcium hypochlorite, lithium hypochlorite, and sodium hypochlorite
	60	180	100-120	Pools and Spas using sodium dichlor, trichlor, chlorine gas, and bromine compounds
<b>Total Dissolved Solids, ppm</b>		1500 ppm above the concentration at start up		Pools and Spas
<b>Calcium Hardness</b>	150	1000	200-400	Pools
	100	800	150-250	Spas
<b>Cyanuric Acid, ppm (When Used)</b>		100	30-50	Pools and Spas
<b>Langalier Saturation Index</b>	-0.3	0.5		Pools and Spas

# WARRANTY

If you need to submit a claim that falls under our warranty coverage, please follow the process below and we will help you determine the best solution for your installation.

## STEP 1: NOTIFY US OF YOUR CLAIM

Our contact information is listed on page 19 of this manual for our sales representatives and our main U.S. Headquarters office. Please contact us and provide any documentation to begin a claim.

## STEP 2: ANALYSIS OF YOUR CLAIM

From here, we will evaluate your claim. We may ask for additional documentation including photos, chemical logs, installation details, and samples of the effected tiles and attic stock so that we can complete a thorough analysis of the cause and extent of the damage. For unique issues, it may take several weeks to complete the technical analysis and testing to determine the cause and to provide a recommended solution.

## STEP 3: UPDATES TO YOUR CLAIM

We will process your claim and update you throughout the process. Due to Life Floor's typical 8 week lead time, there may be some wait time involved before we can get you replacement tiles if it is not a tile we have readily available and in stock. If it is a rush order, we may be able to accommodate, but please be aware we may suggest a complimentary color or alternative based on the stock we have available.

## STEP 4: INSTALLATION

Once you receive your replacement tiles, there are a few options for installation. Please discuss these options with your representative to determine the best option with you since it will vary based on size and complexity.

## STEP 5: FOLLOW-UP

We will follow-up with you to determine how the replacement is performing with periodic follow-ups after that. If you have any issues before you hear from us, please contact us immediately so we can assist you.

**Thank you for your business and collaboration with Life Floor.**

**We hope you enjoy your Life Floor surface and see the benefits of improved safety and more inclusive, imaginative play with this beautiful addition to your facility.**

	Material Warranty	Install Warranty with Preferred Installer	Install Warranty with Certified Installer	No Certified or Preferred Installer
<p><b>3/8" + 7/8"</b></p>	<p>5 Years Material From Date of Delivery</p>	<p>2 Years Installation From Date of Completion</p>	<p>1 Year Installation From Date of Completion</p>	<p>5 Years Material, No Installation Warranty</p>
<p><b>3/16"</b></p>	<p>2 Years Material From Date of Delivery</p>	<p>2 Years Installation From Date of Completion</p>	<p>1 Year Installation From Date of Completion</p>	<p>2 Years Material, No Installation Warranty</p>
<p><b>Extreme Conditions (Excluding Products with UV Additive)</b></p>	<p>2 Years Material From Date of Delivery</p>	<p>2 Years Installation From Date of Completion</p>	<p>1 Year Installation From Date of Completion</p>	<p>No Installation Warranty</p>

# LIFE FLOOR<sup>®</sup>

## WARRANTY CERTIFICATE

This is to certify that

has received a Life Floor Material Warranty valid for five (5) years subject to official terms and conditions for the following project:

**Project Name:**

**Location:**

**Project Completion Date:**

**Warranty Begins:**

**; Valid through:**

For questions about your warranty, please contact Life Floor directly.



# MATERIAL SAFETY DATA SHEET

## SECTION 1: IDENTIFICATION

### Product Name

Life Floor tile – All thicknesses, colors and shapes

### Manufacturer

Life Floor

### Address

2010 E Hennepin Ave  
Building 8, Suite 206  
Minneapolis, MN 55413  
+01.612.567.2813

### Emergency Contact

Engineering Department  
+01.612.567.2813

### Recommended Use

Aquatic Safety Surfacing

## SECTION 2: HAZARD IDENTIFICATION

In the event of fire, decomposition products may include acrolein, other aldehydes, carbon monoxide and carbon dioxide. May generate static electricity.

## SECTION 3: COMPOSITION / INGREDIENT INFORMATION

Exempt: This product is considered an article according to 29 CFR, hazardous communication – 1910.1200(b)(6) (v).

While this material is not classified as hazardous under OSHA regulations, this SDS contains valuable information critical to the safe handling and proper use of the product. This SDS should be retained and available for employees and other users of the product.

## SECTION 4: FIRST AID MEASURES

Inhalation: No hazard in normal use

Skin Contact: No hazard in normal use

Eye Contact: Wash with water

Ingestion: Wash with water and seek medical advice



## SECTION 5: FIRE FIGHTING MEASURES

Water spray recommended. Other extinguishing agents may be used. Decomposition products may include acrolein, other aldehydes, carbon monoxide and carbon dioxide. This product supports combustion and may continue to burn after removal from source.

## SECTION 6: ACCIDENTAL RELEASE MEASURES

Not Applicable

## SECTION 7: HANDLING AND STORAGE

### Handling

Provision should be made for sufficient ventilation and local exhaust where dust and/or fumes may be produced. Measures must be taken to avoid static buildup and discharge where dust is produced. Equipment used should be bonded electrically to earth and equipped with static control measures.

### Storage

Store in a dry, well ventilated location, away from direct sunlight, at temperatures below 120°F. Keep away from strong oxidizing agents. Store in a dry, well ventilated location at the same temperature as the area where it is to be installed for at least 24 hours prior to beginning the installation.

## SECTION 8: EXPOSURE CONTROLS/PERSONAL PROTECTION

No special precautions are necessary in normal use.

pH: Not Applicable

## SECTION 9: PHYSICAL AND CHEMICAL PROPERTIES

Physical state:	Solid
Appearance:	Foam
Color:	Varies according to product
Odor:	Faint to mild hydrocarbon and/or ammonia
Flammability:	Nonflammable
Explosive Properties:	No Data
Melting Point:	85°C
Boiling Point:	No Data
Decomposition Temperature:	No Data
Vapor Pressure:	No Data
Density g/cm <sup>3</sup> :	0.16-0.19
Solubility in Water:	Insoluble

## SECTION 10: STABILITY AND REACTIVITY

Stability:	Stable under normal conditions
Materials to avoid:	Strong oxidizers, acid, and alkali
Conditions to avoid:	Open flame, other sources of ignition, and high temperatures

## SECTION 11: TOXICOLOGICAL INFORMATION

No toxic effects are known under normal use.

## SECTION 12: ECOLOGICAL INFORMATION

No ecological effects are known under normal use.

## SECTION 13: DISPOSAL CONSIDERATIONS

Dispose of according to local regulations.

## SECTION 14: TRANSPORTATION INFORMATION

Proper shipping name: Soft Tile  
Material is classified as non-hazardous

## SECTION 15, REGULATORY INFORMATION

None

## SECTION 16, OTHER INFORMATION

More information about Life Floor products can be found on our website, [lifefloor.com](https://lifefloor.com)  
Email: [solutions@lifefloor.com](mailto:solutions@lifefloor.com) | Phone: +01.612.567.2813 | Revision date: 6/26/2020

# CONTACT INFORMATION

## MAIN OFFICE

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Phone: +01.612.567.2813

Website: [lifefloor.com](http://lifefloor.com)

## SALES REPRESENTATIVE CONTACTS

### Eastern United States, California, and Alaska

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### Central United States and Hawaii

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### Cruise Line

Lindsay Fetzer

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For all other regions not listed above, please contact our main office. For frequently asked questions, visit [lifefloor.com/general-faqs](http://lifefloor.com/general-faqs)

### Has Life Floor improved your facility?

We'd love to hear from you and feature your facility!

LinkedIn: [linkedin.com/company/life-floor](https://www.linkedin.com/company/life-floor)

Facebook: [facebook.com/LifeFloor](https://www.facebook.com/LifeFloor)

Instagram: [instagram.com/life.floor](https://www.instagram.com/life.floor)

Twitter: [twitter.com/life\\_floor](https://twitter.com/life_floor)

Pinterest: [pinterest.com/life\\_floor](https://www.pinterest.com/life_floor)

# TERMS AND CONDITIONS

Last Updated: Aug 2020

## 1. GENERAL

Life Floor® agrees to provide the products (the "Products") and the installation and other services ordered by Customer (the "Services") in accordance with these Terms and Conditions, which shall be deemed a part of any Purchase Order and shall be incorporated therein by this reference. If Customer has not otherwise agreed to these Terms and Conditions as a part of a Purchase Order, Customer's accepting delivery of the Products or making payment therefor will constitute Customer's acknowledgment of its agreement to these Terms and Conditions. To the extent of any conflict or inconsistency between these Terms and Conditions and the terms and conditions set forth in any Customer purchase order, order confirmation or other document, these Terms and Conditions shall take precedence. If Customer deems any of these Terms and Conditions not to be acceptable, Customer's sole recourse shall be to cancel Customer's order by written notice to Life Floor® within five (5) days of receipt of these Terms and Conditions. Any Purchase Order, these Terms and Conditions, and any attachments hereto shall be collectively referred to herein as the "Agreement."

## 2. PAYMENT TERMS.

In consideration of the delivery of the Products and/or performance of the services, Customer agrees to pay Life Floor® the purchase price as set forth in the Purchase Order. Payment of such purchase price shall be made in U.S. Currency as and when specified in the Purchase Order. If Customer believes that any invoice is incorrect, Customer must notify Life Floor® in writing within twenty (20) days after receipt of the applicable invoice. If Customer does not so notify Life Floor®, Customer shall be deemed to have waived the right to further dispute the accuracy of the invoice. If at any time Life Floor® determines that Customer's financial condition or credit rating does not justify a sale on credit, Life Floor® reserves the right to require advance payment, a personal guarantee and/or other security.

## 3. LATE PAYMENT.

All payments not made as and when required hereunder shall bear interest at the rate of one and one-half percent (1.5%) per month, or the maximum rate allowed by law, whichever is less, commencing on the date that the purchase price payment was due pursuant to the terms of the Purchase Order. Delinquent account balances are subject to placement for collection, and Customer shall pay any reasonable fees and expenses incurred by Life Floor® for such collection activities including attorneys fees. Life Floor® reserves the right to cancel or suspend any outstanding orders upon written notice to Customer in the event of Customer's failure to make timely payment hereunder.

## 4. TAXES.

Life Floor's prices do not include any personal property, value-added, sales, excise, use or other taxes. Customer shall be liable for all such taxes whether or not invoiced by Life Floor®. Any sales tax to be collected by Life Floor® shall be reflected on the Purchase Order and/or invoice.

## 5. SHIPMENT.

Delivery will be EXW, Life Floor's facility (Incoterms 2010) or other point of origin designated by Life Floor®. Life Floor® shall have the right to determine the method of shipment and routing of the Products, unless otherwise agreed in writing. Customer shall pay all Product shipping and delivery charges, which will be included on Customer's invoice. Life Floor® shall not be liable for damages caused by delays in shipping or delivery for any reason whatsoever. Delay in the delivery of any Products here-under shall not relieve Customer from the obligation to accept and pay for such Products.

## 6. SERVICES.

Life Floor® shall have no obligation to perform any installation or other Services except for those specifically identified on the Purchase Order or otherwise agreed in writing by the parties.

## 7. EXPRESS LIMITED WARRANTY (Updated as of August 2020).

Life Floor® warrants all 3/8" and 3/4" thick Life Floor® tiles to be free of defect in workmanship or materials for a term of five (5) years from the date of delivery of the Products (the "Warranty Period"). Life Floor® warrants all 3/16" thick Life Floor® tile orders for a term of two (2) years from the date of delivery of the Products (the "Warranty Period"). Warranty does not cover color changes of any kind. If an installation warranty occurs during the Warranty Period it will be the responsibility of the Installer to repair or replace the tiles. Life Floor® does not warranty installation services. Limitations to the warranty period include areas of extreme traffic, extreme UV exposure, and extreme chemical exposure. Extreme traffic defined by areas with annual traffic of 250,000 users or greater. Extreme UV exposure is defined by more than 90 days of daytime in the "Very High" or "Extreme" category UV index of 10 or higher as defined by the World Health Organization UV index within a 365 day period. If customer purchases a Life Floor® product with additional UV additive, then the Extreme UV condition does not apply. Extreme chemical exposure defined as water chemistry used on the product with more than 28 days cumulative time in a 365 day period outside of the "ideal" set in APSP Water Quality Standards.

## (7. EXPRESS LIMITED WARRANTY CONTINUED)

Life Floor® warrants all Products in areas of extreme traffic, extreme UV exposure, and extreme chemical exposure for a term of two (2) years from the date of delivery of the Products. Life Floor® does not warranty any purchases if the Customer knowingly purchases factory second (defective) quality material. The Customer shall notify Life Floor® in writing within thirty (30) days of the discovery of a defect causing the Products to be non-compliant with this express warranty. Any such notice must be received during the Warranty Period in order to be valid. If Life Floor®, after testing (or performing an on-site audit), determines that there is a defect causing the Products to be non-compliant with this express warranty during the Warranty Period, Life Floor®'s sole responsibility under this express warranty shall provide replacement materials, at Life Floor®'s option and expense, any such defective Product. Life Floor®'s express warranty herein set forth is expressly conditioned upon the proper maintenance, care, and use of the Products. Improper maintenance, care, and/or use of the Products will invalidate the warranty including failure to follow the Life Floor® Recommended Cleaning Process. See Life Floor® owner's manual for further limitations on use.

## 8. DISCLAIMER.

CUSTOMER ACKNOWLEDGES AND AGREES THAT THE EXPRESS WARRANTY SET FORTH IN SECTION 7 ABOVE IS THE SOLE WARRANTY WITH REGARD TO THE PRODUCTS AND SERVICES. LIFE FLOOR® EXPRESSLY DISCLAIMS ANY OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, WITH RESPECT TO THE PRODUCTS AND SERVICES, INCLUDING BUT NOT LIMITED TO, THEIR QUALITY, PERFORMANCE, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE OR CUSTOMER.

## 9. LIMITATION OF LIABILITY.

IN NO EVENT SHALL LIFE FLOOR® BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES OR LOST PROFITS ARISING OUT OF OR RELATED TO THE PRODUCTS, THE SERVICES, THE AGREEMENT OR THE PERFORMANCE OR BREACH THEREOF, IRRESPECTIVE OF WHETHER LIABILITY IS ASSERTED IN CONTRACT, TORT, OR OTHERWISE OR WHETHER LIFE FLOOR® HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. LIFE FLOOR®'S LIABILITY TO CUSTOMER UNDER ANY LEGAL THEORY SHALL IN NO EVENT EXCEED THE PURCHASE PRICE OF THE APPLICABLE PRODUCTS AND/OR SERVICES SOLD TO CUSTOMER.

## 10. FORCE MAJEURE.

Life Floor® shall not be liable for any delays in delivery, or for non-delivery or nonperformance in whole or in part, caused by the occurrence of any contingency beyond the reasonable control of either Life Floor® or its suppliers including but not limited to one or more of the following causes: non-availability or shortage of materials, fire, destruction of plant, strike, labor disputes, epidemic, flood, delay in transportation, war, insurrection, embargo, acts, or demands or requirements of any governmental body. The existence of any such cause or causes of delay shall extend the time of performance to the extent of the resulting delay.

## 11. CANCELLATION, COUNTERMAND AND RETURN OF GOODS.

Orders accepted by Life Floor® cannot be cancelled or countermanded, or shipments deferred or Product returned, except with the prior written consent of Life Floor® and upon such terms that may be reasonably established by Life Floor®. Life Floor® authorizes customers to return up to 10% of product ordered. This product must be returned in full box form within 90 days of original purchase. Life Floor® will refund the portion of the sale which was returned as well as any return shipping within 30 days of receipt and inspection.

## 12. NONDISCLOSURE.

Customer shall not disclose any technical or other proprietary information furnished by Life Floor® or obtained by virtue of Customer's dealings with Life Floor® and shall make all efforts to ensure that such technical or other proprietary information is kept confidential. Title to such technical or other proprietary information disclosed or supplied by Life Floor® to Customer shall at all times remain the absolute property of Life Floor®.

## 13. MARKETING

Unless otherwise negotiated, you grant Life Floor®, or its authorized representatives and contractors, the non-exclusive right to make visual recordings, audio recordings, still images, and/or to otherwise caption material of your park and/or facility for the use and reuse of promotional and non-promotional materials. Life Floor® will make available any material created upon request.

## 14. INDEMNITY.

Customer will defend, indemnify and hold Life Floor® harmless from and against all damages, losses, claims and expenses, including reasonable attorneys' fees incurred by Life Floor®, as a result of any breach by Customer of the Agreement, or any violation by Customer of applicable law.

## 15. ASSIGNMENT.

The Agreement may not be assigned or delegated by any party without the prior written consent of the other party. The Agreement may only be amended or modified by a writing duly executed by the parties hereto.

# TERMS AND CONDITIONS CONTINUED

Last Updated: Aug 2020

## 16. SEVERABILITY, WAIVER, AND SURVIVAL.

In case any provision in or obligation under the Agreement shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions or obligations shall not in any way be affected or impaired thereby. The waiver of any provision or condition or the breach of any term will not be a waiver of any subsequent breach of the same or any other term or condition. The Agreement constitutes the complete and final integrated agreement between the parties in regards to the specific terms contained herein. All prior negotiations, discussions and representations are merged into the Agreement. The Agreement shall be binding upon and inure to the benefit of the parties and their respective heirs, personal representatives, successors, and assigns. The acknowledgments, covenants and obligations of the parties set forth in the Agreement shall survive the expiration or termination of the Agreement, unless inapplicable by their terms.

## 17. APPLICABLE LAW.

The Agreement shall be interpreted in accordance with the substantive laws of the State of Minnesota, without giving effect to conflict of laws principles. The parties agree that the exclusive venue for any claims or actions arising under or in relation to the Agreement shall be in Hennepin County, Minnesota, or in United States District Court for the District of Minnesota. The parties hereto consent to the personal jurisdiction of such courts and waive any argument that such a forum is not convenient.