

SPC Flooring Warranty

WARRANTY REQUIREMENTS

Quality of installation affects the longevity of SPC flooring.
Installation defect is not covered under SPC flooring warranty .

HOW TO INSTALL SPC FLOORING

The tiles lock together at the edges to form the surface of the floor . with nothing attaching them to the subfloor . so you can lay them over any solid ,flat surface .

20-YEAR PLUS LIMITED RESIDENTIAL WARRANTY

For 20 years from the date of purchase your floor .
- Will not rip , tear or gouge from normal household use.
(Movement of large appliances requires special handling) .
- Will not permanently indent when proper floor protectors are used
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently stain from rubber-backed mats
- Will not permanently scuff from shoe soles
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects for the lifetime of the products
- Will not wear through for the lifetime of the products
The heavier the item , the wider the floor protectors should be .
- Wear-through is defined as loss of the floor design due

HOW TO SUBMIT A CLAIM

In case of a manufacturer defect , please contact your retail dealer immediately . Original sales receipt must be present at time of claim .

WHAT IS NOT COVERED BY THIS WARRANTY?

Damage caused by fire , flooding or intentional abuse .
Damage caused by vacuum cleaner beater bar , caster wheels , spiked heel shoes and cutting from sharp objects .
Loss of gloss/scratching
Minor color ,shade or texture variations between samples or printed color photography and the actual material .
Construction or installation related damage
Installation defects
Dissatisfaction due to improper maintenance
Damage caused by improper furniture rests and floor protectors , and moving appliances across the floor without adequate protection .
- When moving appliances or heavy furniture , lay a plywood panel on your floor and "walk " the item across it . This protects your floor from scuffing and tears .
Discoloration or damage caused by adhesive or floor care products are not recommended
Floors that are installed in other than owner occupied or tenant occupied residences

WARRANTY DEFINITIONS

Wear or war-through means loss of the floor design due to normal household use
Normal household use means common daily activities in the home
Manufacturing defect means a visual r construction deficiency resulting from the manufacturing process

15-YEAR LIMITED HEAVY COMMERCIAL WARRANTY

What is covered and for how long ?
The 15 year limited heavy commercial warranty means that for 15 years from the date of purchase the floor listed above :
- Will not permanently stain from common household stains
- Will not permanently stain from traffic stains including asphalt driveway sealer
- Will not permanently scuff from shoes soles
- Will not fade or discolor from heat or sunlight
- Will not discolor from moisture or underlayment panels
- Will not contain manufacturing defects

TERMS

WITHIN FIVE YEARS : If a defect covered by this warranty is supply to us in writing within five years of purchase , we will supply new material of the same or similar grade sufficient to repair or replace the defective material . We will not cover labor costs.

WITHIN TEN YEARS : If a defect covered by this warranty is reported to us in writing after five years but within ten years of purchase , we will supply new material of the same or similar grade sufficient to repair or replace the defective material . We will not cover labor costs.

If a defect covered by this warranty is reported to us in writing , we will provide a one-time only replacement of the floor per unit , and not for multiple complaints of the same nature , for the lifetime of the floor .

EXCLUSIONS :

The following are not covered by this warranty :
- Improper maintenance
- Improper installation
- Buckling of the floor when installed by the loose lay method
- Differences between products and samples or photographs
- Indentation from improper loading including high heels , spike shoes
- Rolling loads , chairs , or other furniture not using floor protectors
- Failure of the floor to adhere to the subfloor due to . for example
- Moisture , alkaline or hydrostatic pressure from the subfloor
- Inappropriate end-user activities
- Damage caused by fire , flooding or intentional abuse

WARRANTY OWNER

This warranty extends only to the original end-user

CARE AND MAINTENANCE

Proper care and maintenance will help ensure your floor always looks its best . Simply follow our maintenance and prevention steps outlined below:

CAUTION: Most damage to new floors is done when moving kitchen appliance . Caution should be observed so any heavy objects , particularly kitchen appliances , do not gouge and tear material . When you are moving heavy objects into place , always use hardboard or underlayment panels to protect floor . Use strips of hardboard under feet of appliances as they are moved into final position . Tile appliances slightly to remove strips . To further protect against heavy ,sharp-edged furniture and appliance legs , the use of floor protectors is recommended . Your retailer can help select the right protectors .

CARING FOR YOUR FLOOR

- Sweep regularly to remove surface grit and dust . Use a damp cloth or mop to clean up any dirt and footprints but avoid using excessive moisture . All spills should be cleaned up immediately .
CAUTION Planks are slippery when wet.
- Do not use a wet spray micro fiber mop . Never use wax , polish , abrasive cleaners or scouring agents as they may dull or distort the finish .
- High heels can damage floors .
- Use protective pads under furniture . Use doormats at the entrance ways to protect floor from discoloring .
- Do not allow pets with unclipped nails to scratch or damage the floor .
- Avoid exposure to direct sunlight for prolonged periods of time . Use drapes or blinds to minimize direct sunlight during peak sunlight hours .
- It's a good idea to save a few planks in case of accidental damage . Planks can be replaced or repaired by a flooring professional .

PROACTIVE PROTECTION FOR YOUR FLOOR

When moving appliances or heavy furniture , lay a plywood panel on your floor and " walk " the item across it . This protects your floor from scuffing and tears . Never slide furniture or appliances directly over your floor .
Use floor protectors on furniture to reduce indentation .
The heavier the item , the wider the floor protector needed .
Do not use rolling casters . They can damage the floor .
Place a walk-off mat at the outside entrances to reduce the amount of dirt brought into your home . We strongly recommend mats without a latex or rubber backing since these backings can cause permanent discoloration .

LIFETIME WATERPROOF WARRANTY

SPC Flooring is warranted to be 100% waterproof and the structural integrity of the floor plank will not significantly diminished by exposure to surface standing water up to 24 hours, for the life of the product.
SPC flooring are not to be used as a moisture barrier and this warranty does not cover damages due to subfloor moisture or mold/mildew growth due to prolonged moisture exposure.
This warranty does not cover any damage to the floor and/or surrounding structures caused by casualty events including but not limited to damages caused by flooding, surface standing water for more than 24 hours, leaky pipes, leaky faucets, household appliances, or hydrostatic pressure.