

SPC FLOORING MANUFACTURE WARRANTY

2023

lifetime Limited Residential Wear Warranty

Wear layer of SPC flooring does not wear through under normal use.

Wear layer wear-through is defined as 100% wear-through that exposes the core material over a minimum of 10% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.)

This lifetime limited residential wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to installation instructions
2. The flooring must be used only indoors in a climate-controlled area.
3. This limited warranty does not apply to moldings and trims.
4. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 20 Year Limited Residential Wear Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with

normal wear & tear and is not a product flaw.

2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.

3. Manufacturer makes no guarantee that our products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

4. Noncompliance with installation instructions as recommended by us. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.

5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, high-heeled shoes or pets.

6. Floor covering installed in inappropriate locations is excluded from this warranty.

7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

Lifetime Limited Waterproof Warranty

This product is waterproof but is not a moisture barrier. The product can

withstand topical water and water penetration for up to 16 hours without being damaged. However, water leaking over or around the outer edges of the flooring can damage a wood subfloor and breed mold/mildew growth on subfloor and walls. This is not considered a defect in the flooring. Moisture in concrete subfloors can create high moisture vapor emission levels, hydrostatic pressure, and high alkalinity levels. This combination is highly corrosive and damaging to flooring, over time. To avoid this, ensure that concrete subfloors are constructed according to the American Concrete Institution's guidelines (ACI's 302.2 Guide). To check current conditions, a RH test using in situ Probes (ASTM F2170) is necessary. If the level of hydrostatic pressure is over 90% RH, use a moisture barrier or you must use Adhesive (up to 95% RH) for the install. There also is calcium chloride testing (ASTM F1869) but the in situ Probe (ASTM F2170) is the preferred test. Lightweight concrete (minimum density of 90 lbs. per cubic foot) is acceptable if installed according to the manufacturer's instructions and primed with primer.

Note: New concrete needs to cure for at least 60 days before installing flooring materials.

If considering Radiant heat, only Hydronic radiant heat is allowed. The heating components must have a minimum of 3/8" separation from the product. System must be operational for a minimum of two weeks prior to installation. Five days prior to installation, the temperature should be

reduced to 65° F (18° C). After installation, the temperature can be raised gradually (5° F per hour) to a maximum operation temperature of 85° F (29° C). An in-floor thermostat is recommended to avoid overheating and a transition strip must be used for any installation longer than 40' in any direction. It is also suggested to use T-Molding in doorways.

This Lifetime Limited Waterproof Warranty excludes all casualty events involving water coming in contact with your floor and failures normally covered by homeowners insurance including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Also excluded are damages caused by flooding or standing water from hydrostatic pressure or other casualty events.

The Limited Waterproof Warranty does not cover:

1. Damage to surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything that is not the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.
4. Flooring with under layer. (cork, eva, IXPE and/or any other materials.)
5. Damage resulting from improper using when the subfloor of the

flooring is filler with excessive water. The water should be drained once discovered.

5 Year Light Commercial Limited Wear Warranty

The wear layer of SPC flooring does not wear through under normal medium commercial use for a period of five (5) years from the date of purchase. Wear layer wear-through is defined as 100% wear-through that exposes the core material over a minimum of 10% of the total installation. (Gloss reduction or surface scratches are not considered surface wear.) Dull finish can be corrected with spot or overall recoating care systems. This warranty is non-transferable and applies only to the original purchaser and only if used in the following commercial areas:

Retail: Novelty Shops/Boutiques, Product Display Areas, Sales Floors, Showrooms, Hair Salons

Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms

Hotels: Guest Rooms, Conference/Meeting Rooms

Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms

Institutional and Light Industrial: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls

This 5 year limited light commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to our installation instructions.
2. The flooring must be used only indoors in a climate controlled area.
3. This limited warranty does not apply to our moldings and trims.
4. Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

The 5 Year Light Commercial Limited Wear Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests, such as chair pads, etc., rolling and/or non-foot traffic, or any intentional misuse of the product. Loss of finish gloss over time is consistent with normal wear & tear and is not a product flaw.
2. It is normal and expected for there to be color variations due to use of natural components, exposure to UV light and/or sunlight, and age of material. Therefore, color inconsistency between samples, replacement product or illustrations and actual product is not a manufacturing flaw.
3. Manufacturer makes no guarantee that our products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.

4. Noncompliance with installation instructions as recommended by us. Manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation as manufacturer has no control over the installer's proper application. Should an individual piece be doubtful as to appearance or dimension the installer should not use this piece.
5. Cracking, warping, soiling, fading, improper maintenance or abuse caused by items such as roller skates, golf shoes, high-heeled shoes or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear. Dull finish can be corrected with spot or overall recoating care systems.

Warning: This product should not be installed over carpet. Installation over carpet will void the warranty. When installed in rooms with direct sunlight, during the peak hours of sunlight, the use of blinds/shades or drapes to avoid prolonged direct sunlight periods is recommended.

Maintenance, Tips, and Warnings

MAINTENANCE:

Dust-mop or broom can be used for daily maintenance. When necessary,

clean with a MOIST cloth or mop and a neutral PH cleaner – heavy use of detergent cleaners will leave a residue and, over time, lead to a cloudy film.

NEVER USE floor polish or floor cleaning wax, oil soaps, etc. These products can damage and/or leave a film on the flooring. This is not a flooring defect.

TIPS:

- Always use felt tip protectors on all furniture legs/feet, and regularly clean any gathered dirt/grit from the pads
- Entryway/walk off mats are recommended. Warning: Never use vinyl/latex/rubber backed protective mats.
- Area rugs are recommended
- Keep pet nails trimmed
- Sharp shoe-heels (e.g. high-heels) may dent the floors
- Never slide furniture across a floor without pads
- Keep floors clean
- For wet areas such as bathrooms, caulk/completely seal the perimeter of the floor with a flexible silicone caulk

What is NOT Covered by this Warranty (item list is not exhaustive)

- Improper Installation: Material that is not installed in accordance with the Installation Instructions is not a manufacturing related defect.

Installer workmanship is not warranted.

- Labor cost to repair or replace material installed with visible defects/imperfections.
- Improper maintenance, resulting in gloss level loss.
- Damage resulting from use of strong detergents, chemicals, paints, dyes, improper mats, fertilizers, or other similar materials.
- Damage caused by moving appliances or heavy furniture without protecting the floor. (Always protect flooring by using protective covering when moving heavy objects.)
- Damage or scratches resulting from accidents, casualty events, abuse or improper usage (including damage from pet claws or teeth, urine etc.).
Accidents, abuse, and improper usage are defined as, but are not limited to damage caused by: casters on furniture, rotating beater bars on vacuum cleaners, burns, cuts, impact from heavy and sharp objects – narrow or spike heels, cleats, etc., as well as, damage resulting from unprotected furniture legs.
- Damage caused by leaks from appliances or plumbing.
- Construction damage after installation.
- Installation-related errors or damage including improper conditioning of jobsite and flooring materials, when necessary, and/or poor subfloor performance or failure.
- Fading, discoloration, or other damage due to excessive temperatures

or sunlight. Radiant heat must not exceed 85° F (29° C) and be approved by the manufacturer for the use of their product with resilient vinyl flooring applications.

- Problems or damage due to excessive moisture or hydrostatic pressure from the sub-floor.
- Discoloration caused by use of vinyl, latex, or rubber-backed floor mats. Note: some synthetic backed carpets contain latex in the manufacturing process that may discolor vinyl. Always use mats marked as “non-staining” .
- Discoloration caused by rubber pads, rubber wheels, rubber tires, rubber rollers, automotive tires, etc.
- Flooring installed on stairs is excluded from warranty coverage.
- Installation of residential product in a commercial environment.

If the product fails to perform as stated in the warranty, We reserves the right to have the product inspected by a certified inspector. Should product be determined to be defective, We reserves the right to either repair or replace the defective area with the same color, design and grade product, if available. If product is unavailable or discontinued, We reserves the right to select and supply similar material.

- If repairs or replacement of a section is deemed necessary, all items must be cleared from the affected area subsequent to the original

installation. The cost associated with the removal of those items will not be credited or reimbursed.

- Product costs will be covered for the length of warranty.
- Labor cost will not be covered.
- Warranty coverage for the replacement floor is limited to the remaining portion of the original warranty.
- Any additional claims for loss of profit or incidental losses due to defective product will not be considered. Some examples of incidental damages are: replacement of subfloors or underlayment, trim moldings, disconnecting / reconnecting appliances, moving of furniture or any other losses deemed incidental by us.

Failure to follow these procedures may result in voiding some or all of the warranty. This limited warranty is non-transferable and extends only to the original end user. Please note: Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitation and exclusion may not apply to you.

This warranty gives you specific rights and you may also have other rights, which vary from state to state.