

WARRANTY LETTER

SPC FLOORING

WARRANTY PERIOD

- Wear layer 0.3mm: 15 year for Residential use & 5 years for Commercial use
Thickness: 4.0mm, 4.5mm, 5.0mm, 5.5mm 6.0mm;
- Wear layer 0.5mm: 20 year for Residential use & 8 years for Commercial use
Thickness: 4.0mm, 4.5mm, 5.0mm, 5.5mm 6.0mm;
- Wear layer 0.7mm: 25 year for Residential use & 12 years for Commercial use
Thickness: 4.0mm, 4.5mm, 5.0mm, 5.5mm 6.0mm;

The warranty means that during the stated warranty period, your SPC flooring:

- The warranty means that during the stated warranty period, your SPC flooring:
- Will not tear or gouge from normal residential use.
- Will not wear through to lose the design from normal residential use.
- Will not contain any manufacturing defects.
- Will not discolor from humidity or underlayment panels.
- Will not permanently scuff from shoe soles, excluding spiked shoes.
- New material will be of the same grade, design and color, if available.
- If unavailable or discontinued, Empirefloor has the right to select and supply a similar material.
- You will continue to receive warranty coverage for the remaining period of your warranty after a corrective action was taken on an existing defect.
- Proof of purchase date (customer receipt) is necessary to verify all warranty claims.
- The warranty coverage applies only to the original purchaser and is not transferable.
- Correct installation practices are critical to the appearance and performance.
- Your floor must be installed following all standard installation practices.
- Installation problems are the responsibility of the flooring installer and are not covered by this warranty.
- This warranty does not cover labor cost on non-professionally installed floors or on floors installed with obvious visible defects.

The following conditions are not included in the warranty coverage:

- The following conditions are not included in the warranty coverage: Loss of gloss or build-up dulling film due to improper or lack of maintenance.
- Dulling over time can be restored using recommended floor polishes.
- Damage resulting from failure to follow care instructions (i.e. scuffs, scratches, cuts).
- Staining (i.e. tracked-in dyes from carpet, fertilizers).
- Severe accidents (i.e. burns, flooding, fires).
- Abuse (i.e. dragging heavy objects across the floor without proper protection).
- Fading or discoloration from heat or sunlight.
- Damage caused by vacuum cleaner beater bar, and cutting from sharp objects.
- Damage caused by animals (domestic or other).
- Any damage caused to floors that were not graded as “Regular goods” .
- Any damage caused by the floor being installed in a non-household or commercial environment.
- Damage arising from accidents, abuse, misuse, or the use of strong chemicals.
- Scratches, marks, stains and other damage caused by exposure to “abrasives” such as pebbles, grit, sand, high heeled shoes, furniture, vacuum cleaner beater bars, hard plastics, or metal caster wheel, etc.
- Indentations and damage to click joints or indentation due to heavy rolling loads.
- Damage caused by sliding or rolling heavy objects on the floor. A solid protective covering must be laid (must use at least 1/4” hard board) on your floor and gently “walk” the item across it. Carpet or cardboard is not adequate to prevent surface indentation or roller marks from occurring or scratches to the floor.
- Damage caused by non-compliant casters on furniture. Barrel- type caster wheels or wide, flat glides are best for protecting the floor. For areas with rolling chairs (e.g. desk area), ensure a protective mat is used under the chair.
- Damage caused by hard narrow furniture rollers. They must be replaced with wide rubber rollers.
- Construction and installation-related damage is not covered by this warranty.