

## WARRANTY Stone Plastic (or Polymer) Composite (SPC)

DesignCore products are covered by a warranty period from the date of purchase by the Installer or End User against defects in materials, workmanship and conform to product specifications, provided installation, maintenance and use falls within recommended installation instructions.

DesignCore quality flooring SPC products are backed by a **Limited 10-Year Commercial Warranty and 30-Year Residential Warranty** for manufacturing defects as described below.

Keep proof of your purchase in the form of an invoice, bill or statement from a DesignCore retailer/contractor that shows date and price paid, including labor.

### **Pre-Installation:**

DesignCore warrants that its flooring is free of visual defects. Customer or installer should carefully inspect each piece before installation. Products that appear to have defects should not be installed. DesignCore will not be responsible for any claim for products installed with visual defects.

### **Installation:**

This Limited Warranty covers material costs provided that such flooring is installed complying with DesignCore Installation & Maintenance Guide.

## **TERMS FOR WARRANTY**

If a defect covered by this Limited Warranty is found within the warranty period, upon verification of the defect, DesignCore will authorize repair or replacement of the affected area without charge, with flooring of equal value and/or quality.

Claim of defect must be presented in writing and the piece of defective item shall be presented for investigation detailed process of claim report (Inspection Request Form; Complaint Inspection Report) can be acquired from assigned DesignCore account manager or download from our website:

## **WARRANTIES**

### **a. Wear Warranty:**

We warrant to the original purchaser that the wear layer on our flooring:

- Will not wear through the decorative layer. Scratches, indentations, or reduction in gloss level is not considered wear.
- Will not fade, as a result of direct sunlight or normal indoor lighting.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, but only if no exclusions are applicable and only if all requirements herein are fulfilled and are offered for a period of 20 years in Light Commercial spaces and 10 years in Commercial spaces as defined above.

#### **b. Structural Warranty:**

We warrant to the original purchaser that our flooring:

- Will not delaminate.
- In its original manufactured condition, will be free from manufacturing defects.

These warranties start from the date of purchase, if no exclusions are applicable and only if all requirements herein are fulfilled, for as long as the original installation of the flooring is in place.

#### **c. Warranty for Installation Over a Radiant-Heated Subfloor:**

We warrant to the original purchaser starting from the date of purchase, the floor can be installed over a radiant-heated subfloors. Radiant heat systems must be warranted by manufacturer of system for installation of SPC and LVT products. Any damage caused to SPC product by the Radiant heat system will void DesignCore Warranty. This radiant-heated subfloor warranty is only applicable when at least the following cumulative requirements are fulfilled:

- **Radiant Heat:** Radiant heat systems must have a minimum of 1/2" separation from the product.
- In-floor Radiant Heat: flooring can be installed over 1/2" embedded radiant heat using the floating or glue down method.
- **Electric heating mats** that are not embedded into the subfloor are not warranted for use underneath the SPC flooring. Using electric heating mats that are not embedded and applied directly underneath the flooring will void the warranty in case of failure. It is best to install the product over embedded radiant floor heating systems that are warranted for resilient flooring installation and adhere to the guidelines listed above.
- **The radiant heating system** must incorporate electronic temperature controls.
- Heat must be off for 24 hours before, during and 24 hours after installation when installing over radiant heated subfloors.
- Before installing over newly constructed radiant heat systems, operate the system at maximum capacity for at least 14 days to force any residual moisture from the subfloor.
- **For concrete or gypcrete subfloors**, conduct and document Calcium Chloride Tests per ASTM F1869. Test results must not exceed 2.0 lbs. per 1000 square feet per 24 hours. For wood subfloors, use a pin type meter to document the moisture content of the subfloor. Moisture readings should not exceed 8% in any location.
- Make sure that the temperature in the room is minimum of 60°F (15°C) during installation.
- Once the installation has been completed, the heating system should be turned on and increased gradually (5-degree increments) until returning to normal operating conditions.
- Heated flooring system temperature must not exceed 85°F (30°C).
- Refer to the radiant heat system's manufacturer recommendations for additional guidance.

#### **d. Moisture warranty:**

We warrant to the original purchaser from the date of purchase that DesignCore flooring in its original manufactured state, under normal and reasonable use, when properly installed, shall be resistant to damage from mopping or normal household spills. This means planks will not swell, buckle, or lose integrity. The moisture warranty does not cover any structural damage caused by flooding, leaking pipes, household mechanical failures, or appliance leaks. Any damage to the subfloor and/or surrounding structure that is caused by standing water or flooding is not covered by this warranty.

## **Warranty Owner:**

This Limited Warranty applies from the date of purchase and only to the original owner of the floor.

## **Warranty Expectations**

1. Wear from chairs or other furniture without proper floor protectors will void the warranty.
2. Indentations, scratches, or surface damage caused by improper maintenance, misuse, negligence, spike heeled shoes, pebbles, sand, or other abrasives are not covered by this warranty.
3. Damage caused by fire or burns, intentional abuse, flooding, construction projects or product installation are not covered by this warranty.
4. Dissatisfaction or damage due to improper installation or installation contrary to DesignCore recommendations will void the warranty. Installation instructions are available on our website
5. Labor on material installed with obvious defects is not covered by this warranty.
6. Labor costs on repair or replacement of material which was not originally professionally installed are not covered by this warranty.
7. Any discoloration or bond failure on DesignCore products resulting from improper adhesive selection or application is not covered by this warranty.
8. If, prior to installation, this flooring is not acclimated to room temperature (between 65°F ~ 85°F) at job site between 24 ~ 48 hours and, if post-installation, such flooring is not continuously maintained at such temperature, this warranty is void.
9. Problems due to moisture, mildew, alkaline substances, or hydrostatic pressure in the sub-floor are not covered by this warranty.
10. Using non-recommended floor care products may damage the floor and void the warranty.

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES WHICH MAY ARISE BY IMPLICATION OF LAW OR APPLICATION OF COURSE OF DEALING OR USAGE OF TRADE— INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE— ARE EXPRESSLY EXCLUDED. NO WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, EXTEND BEYOND THOSE EXPRESSLY SET FORTH IN THIS WARRANTY BROCHURE. DesignCore WILL NOT BE RESPONSIBLE FOR ANY CONSEQUENTIAL, SPECIAL, OR INDIRECT DAMAGES.

THESE LIMITED WARRANTIES CONSTITUTE THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AN AUTHORIZED REPRESENTATIVE OF DesignCore.

## **Light Commercial Defined**

DesignCore warrants only first quality products for recommended light commercial use such as those outlined in the below Light Commercial Application Chart. DesignCore SPC products will perform as warranted for the stated warranty period only if the same are installed and maintained in compliance with the DesignCore Installation & Maintenance Guide, using the recommended adhesives if applicable.

- Light Commercial use is defined as use in environments, that do not experience normal to heavy commercial traffic, such as those outlined in the Light Commercial Application Chart below. PLEASE

NOTE, warranty exclusions apply with respect to casters and other rolling loads, due to the unusual characteristics of this type of wheeled traffic.

- The intended applications include privately owned in-house businesses, such as daycare centers, doctor/dentist offices, and barber/beauty shops. For questions as to the type of use that is considered “Light Commercial”, please contact DesignCore Technical Services prior to purchase and installation.
- DesignCore is not responsible for usage that is not in compliance with any regulation or code.

### Light Commercial Application Chart

<b>Commercial Building Type</b>	<b>Examples of Business Type</b>	<b>Recommended Application Areas</b>
Healthcare	Medical Clinics, Retirement Centers, Doctors’ Offices, Hospice, Assisted Living	All non-required “Clean Room” Areas – corridors, patient rooms, lobbies, waiting rooms, cafeterias, exam rooms, common areas
Corporate	Banks, professional offices, including law firms, accounting firms, etc.	Offices, hallways, lobbies, reception areas, bathrooms, break rooms, conference rooms
Retail	Retail Stores, main street, boutiques, art galleries, bookstores, coffee shops, dry cleaners, gift shops, jewelry stores, beauty salons, barber shops.  <b>WARNING: WHOLESALE SUPERMARKETS OR INDUSTRIAL WAREHOUSE USING PALLET JACKS OR FORKLIFTS ARE EXCLUDED FROM THIS WARRANTY.</b>	Dressing rooms, common areas
Multi-Family Housing	Apartments, Condos, Military Housing	Rooms, common areas
Hospitality	Hotel, motel, restaurants	Hallways excluding commercial kitchens
Education	Daycare, preschool, elementary, secondary learning, universities, libraries	Dorms, commons areas, cafeterias, auditoriums, excluding gymnasiums

**THIS WARRANTY CONSTITUTES THE ENTIRE EXPRESS WARRANTY OF DesignCore SPC PRODUCTS. THERE ARE NO WARRANTIES, IMPLIED OR EXPRESS BEYOND THIS WARRANTY.**