



ALANA Waterproof Luxury Vinyl Flooring (SPC) Warranty

This document details of coverage and limitations for the following warranties for ALANA SPC Flooring.

- Limited Residential Wear Warranty
- Limited Structure Warranty
- Limited Commercial Wear Warranty

The vinyl wear layer of the floor plank is warranted by A-ONE Group Inc. not to wear through under normal residential use for thirty (30) years of the product; or normal light commercial use a period of fifteen (15) years as defined by product type from the date of purchase. Vinyl layer wear-through is defined as 100% vinyl layer wear-through that exposes the core material over a minimum of 3% of the total installation. Gloss reduction or surface scratches are not considered surface wear. Dull finish may be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, ALANA will arrange a pro-rated credit based on the original purchase of the product. This warranty is non-transferable and applies only to the original purchaser.

Limited Residential Wear Warranty and **Limited Commercial Wear Warranty** are made subject to the following conditions:

The floor must be installed properly and according to ALANA installation instructions. Proper installation includes, but is not limited to the following:

- . The flooring must be used only indoors in a climate-controlled area.
- . The flooring must be maintained in accordance with ALANA maintenance instructions.
- . This limited warranty does not apply to ALANA moldings and trims.
- . Installation of flooring that contains any manufacturing defect is not covered by this limited wear warranty.

Limited Structure Warranty

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. Should a defect occur, ALANA will arrange a credit based on the original purchase of the product.

This warranty is not transferable by the purchaser of the floor.

Limited Structure Warranty Coverage

Upon determination of a valid manufacturing defect, credit will be issued to the dealer and will be good toward the purchase of a replacement. When a defective product is installed, credit applies to material only and does not include labor since it is the responsibility of the installer to determine suitability of material prior to installation.

Limited Residential Wear Warranty, Limited Commercial Wear Warranty and Limited Structure Warranty do 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 ALANA products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by ALANA. 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 or pets.



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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.
8. Damage to floor caused by flooring that is installed using the floating method that subsequently is heated to temperature above 140° F (60° C) or is exposed to temperatures below 32° F (0° C). Flooring exposed to these conditions must be installed using the glue down method in order to maintain warranty coverage.

Limited Commercial Wear Warranty

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, Hallways, Entryways (walk-off mats required)
- . Medical Offices: Waiting Rooms, Patient Rooms, Examination Rooms, Storage Rooms, Hallways, Entryways (walk off mats required)
- . Hotels: Guest Rooms, Conference/Meeting Rooms, Lobby
- . Offices and Restaurants: Offices, Conference/Meeting Rooms, Showrooms, Restaurant Floor, Break Rooms
- . Institutional: Classrooms, Training Rooms, Meeting Rooms, Commons Areas, Residence Halls, Hallways

The floor plank is 100% waterproof and the structural integrity of the floor plank will not be significantly diminished by exposure to water. While moisture will not affect the floor's integrity, it is probable that, when excessive moisture accumulates in buildings or on building materials, mold (and/or) mildew growth can occur (particularly if the moisture problem remains undiscovered or unaddressed). ALANA moisture warranty excludes damage resulting from mold and/or mildew growth due to prolonged exposure to moisture. This warranty is not transferable by the purchaser of the floor.

Waterproof 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.

Waterproof 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.