



Alanafloor Trade Partner Warranty

(SPC Waterproof-Core Luxury Vinyl Flooring)

At AlanaFloor, we stand behind the quality and consistency of our SPC flooring products.

This warranty program is designed to support our trade partners — including contractors, dealers, and project buyers — by providing clear coverage standards and efficient resolution support.

Our goal is to ensure reliable product performance while building long-term business partnerships.

This document defines the warranty coverage, limitations, and performance standards applicable to AlanaFloor SPC products for residential and light commercial applications.

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

The vinyl wear layer is designed to provide long-term durability under normal residential use for up to thirty (30) years, or under normal light commercial use for up to fifteen (15) years, depending on product type and from the original date of purchase.

Wear-through is defined as complete penetration of the vinyl wear layer that exposes the core material over a minimum of 3% of the total installed area. Surface scratches, gloss reduction, and other signs of normal use are not considered wear-through conditions and do not constitute a manufacturing defect.

If qualifying wear-through, as defined above, is determined to have occurred, Alanafloor Inc. will issue a pro-rated credit based on the original purchase value of the product.

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

For warranty eligibility, flooring must be installed in full compliance with Alanafloor Inc. installation guidelines.

Proper installation is a condition of this warranty and is the sole responsibility of the installer prior to installation.

- Indoor use in a climate-controlled environment is required for warranty eligibility and long-term product performance.
- Maintenance in accordance with Alanafloor Inc. care and maintenance guidelines is required to preserve product performance.
- This warranty applies to flooring products only. Moldings, trims, and accessory components are outside the scope of this warranty.
- Installers are solely responsible for inspecting materials prior to installation. Products installed with visible manufacturing defects are not eligible for warranty claims.

Alanafloor Inc. reserves the right, at its sole discretion, to inspect, verify, and determine the validity of all warranty claims based on product condition, installation compliance, and supporting documentation.

Limited Structure Warranty:

Alanafloor Inc. warrants that the floor plank will be free from manufacturing and material defects for the life of the product under normal use conditions.

If a qualifying manufacturing defect is verified, Alanafloor Inc. will issue a credit based on the original purchase value of the product.

This warranty is non-transferable and applies only to the original purchaser.

Limited Structure Warranty Coverage:

Upon verification of a valid manufacturing defect, credit will be issued to the dealer and may be applied toward the purchase of replacement material.

Warranty coverage applies to material value only. Labor, installation, and related service costs are not included, as installation evaluation and material suitability are the sole responsibility of the installer prior to installation.

The following conditions are not considered manufacturing defects and are outside the scope of this warranty:

1. Damage resulting from adhesives, tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper floor protection (including chair pads or furniture rests), rolling loads, non-foot traffic, or misuse of the product. Loss of finish gloss over time is consistent with normal use conditions and does not constitute a product defect.
 2. Color variation resulting from manufacturing tolerances, natural component variation, exposure to UV light or sunlight, aging of materials, or differences between samples, displays, replacement product, and installed flooring. Such variations are inherent to the product and do not constitute a manufacturing defect.
 3. Product compatibility, including matching or coordination with existing furnishings, cabinetry, trim, railings, or other interior finishes, is not guaranteed and is outside the scope of this warranty.
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The following conditions are not considered manufacturing defects and are not covered under this warranty:

1. Any performance issues arising from failure to comply with Alanafloor Inc. installation instructions or maintenance guidelines are not covered under this warranty.
2. Alanafloor Inc. does not assume responsibility for the suitability of flooring materials for any specific installation, as installation conditions are outside its control. Installers are responsible for verifying material condition, appearance, and dimensions prior to installation. Any product installed despite visible or reasonably identifiable concerns is not eligible for warranty claims.
3. Cracking, warping, soiling, fading, or damage resulting from improper maintenance, environmental conditions, or misuse, including but not limited to use of roller skates, golf shoes, pets, or similar conditions.
4. Flooring installed in locations or conditions not suitable for the intended use of the product, including environments outside recommended interior applications.
5. Surface scratches, gloss reduction, or dull finish resulting from normal use are not considered wear-through conditions or manufacturing defects.
6. Damage resulting from exposure to extreme temperature conditions, including flooring installed using a floating method and exposed to temperatures above 140°F (60°C) or below 32°F (0°C). In such environments, glue-down installation is required for warranty eligibility.

Limited Commercial Wear Warranty

This warranty is non-transferable and applies only to the original purchaser. Coverage is strictly limited to approved light commercial applications under normal use conditions.

The following environments are considered suitable light commercial applications:

- Retail: Novelty shops, boutiques, product display areas, sales floors, showrooms, hair salons, hallways, and entryways (walk-off mats required).
- Medical Offices: Waiting rooms, patient rooms, examination rooms, storage rooms, hallways, and entryways (walk-off mats required).
- Hospitality: Guest rooms, conference and meeting rooms, and lobby areas.
- Offices and Restaurants: Offices, conference and meeting rooms, showrooms, restaurant floor areas, and break rooms.
- Institutional: Classrooms, training rooms, meeting rooms, commons areas, residence halls, and hallways.

Commercial use beyond light-duty applications, including but not limited to heavy traffic, industrial use, or environments with excessive rolling loads or impact conditions, is outside the scope of this warranty.

All usage conditions must comply with Alanafloor Inc. installation, maintenance, and environmental guidelines in order to maintain warranty eligibility.

Waterproof Performance and Limitations

Alanafloor Inc. SPC flooring features a waterproof core structure designed to resist moisture under normal interior use conditions. Waterproof performance applies to the structural integrity of the flooring material only and does not extend to surrounding structures, subfloor conditions, installation systems, or environmental factors.

Water exposure or moisture shall not be considered a manufacturing defect under any circumstances, except where solely caused by a verified manufacturing failure of the flooring material under normal use conditions and full compliance with all installation guidelines.

Excessive moisture conditions may lead to environmental issues, including mold or mildew growth, which are not related to product performance and are outside the scope of this warranty.

Water-related events, including but not limited to flooding, standing water, leaks, plumbing failures, appliance malfunctions, or hydrostatic pressure, are not considered manufacturing defects and are outside the scope of this warranty.

Waterproof does not cover:

1. Damage to surrounding structures, including walls, subfloors, fixtures, furniture, underlayment, moldings, trims, or subfloor heating systems.
2. Damage resulting from mold or mildew growth due to prolonged moisture exposure.
3. Flooring installed outdoors or in non-climate-controlled environments.

This warranty is non-transferable and applies only to the original purchaser.

Alanafloor Inc. reserves the right, at its sole discretion, to inspect, verify, and determine the validity of all warranty claims. All determinations made by Alanafloor Inc. shall be final.
