

Floor Source Engineered Rigid SPC Flooring

Warranty Information

Royal Harbor Collection	25 Year Residential / 6 Year Light Commercial
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This document details of coverage and limitations for following warranties for engineered Rigid SPC flooring collections:

- 25 Year Limited Structure Warranty
- 6 Year Limited Commercial Wear Warranty

25 Year Limited Structure Warranty

The floor plank is warranted to be free from manufacturing or material defects for the life of the product. 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. Should a problem attributable to a manufacturing defect develop after flooring is installed, the cost of labor for repair will be covered by the 25 Year Limited Structure Warranty.

The 25 Year Limited Structure Warranty does not cover:

1. Damage due to adhesives or tape, scratches, gouges, scuffs, punctures, cuts, indentations, burns, accidents, lack of proper furniture rests 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. **DO NOT** drag any heavy objects across the floor.
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 Floor Source products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines. 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, etc.
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.

6 Year Commercial Limited Wear Warranty

The finish of the floor plank is warranted by **Floor Source**, not to wear through under limited commercial use for a period of six (6) years 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 can be corrected with spot or overall recoating care systems. If 100% vinyl layer wear-through is determined to have occurred, Floor Source will arrange a pro-rated credit based on the terms outlined below in the section headed “Terms of 6 Year Commercial 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
- **Disclaimer:** In commercial applications, each installation area needs to be surveyed for uses. For High traffic and areas with rolling objects (wheel chairs, carts, beds, etc), the flooring needs to be glued down. Also, if the flooring is being anchored down in any way by cabinets, appliances, etc the flooring should also be glued down.

This 6 year limited commercial wear warranty is made subject to the following conditions:

1. The floor must be installed properly and according to Floor Source’s installation instructions. Proper installation includes, but is not limited to the following:
 - a. If glue is used, glue entire floor with glue that meets or exceeds PVAC dispersion with a viscosity of 8000 +/- 1000 cps spindle 6/20 at 20 degrees centigrade – density of 1.11 +/- 0.02 g/cm on a dry content of 48 +/- 1% (weight). Upon completion of glued installation, the floor must be allowed to set overnight for 24 hours before resuming normal usage of the room.
2. The flooring must be used only indoors in a dry, climate controlled area. In areas that are not climate controlled or exposed to direct sunshine with temperatures potentially exceeding 160 degrees Fahrenheit, Floor Source recommends gluing down the floor to prevent possible distortion due to dimensional stability changes.
3. The flooring must be maintained in accordance with Floor Source maintenance instructions.
4. This limited warranty does not apply to Floor Source moldings and trims.
5. Installation of flooring that contains any manufacturing defect is not covered by this limited warranty.

The 6 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 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 Floor Source products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by Floor Source. 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, etc.
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.

Terms of 6 Year Commercial Warranty:

- ***Within One Year:*** Claims on defects of this product as covered by this warranty that is reported in writing within one year of purchase, Floor Source will arrange a credit based on the original purchase of the product or replace the product. Reasonable labor costs are included.
- ***Between Year One – Six:*** Claims on defects of this product, as covered by this warranty, that are reported in writing after one year but within ten years of purchase, Floor Source will arrange a credit based on the original purchase of the product or replace the product. Floor Source will pay 50% of reasonable labor cost.