

SLCC SPC Flooring Warranty- AQUcore Collection



This document details the coverage and limitations for the following warranties for SLCC SPC Flooring: AQUcore Collection

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

At SLCC Enterprise, Inc., we stand behind the quality of our products. We warrant the vinyl wear layer of the floor plank not to wear through under everyday residential use for a Lifetime of the product or normal medium commercial use for 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. If 100% vinyl layer wear-through is determined to have occurred, SLCC will arrange a pro-rated credit based on the product's original purchase. 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 correctly and according to SLCC 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 SLCC maintenance instructions.
- This limited warranty does not apply to SLCC moldings and trims.
- This limited wear warranty does not cover the installation of flooring that contains any manufacturing defect.

Limited Structure Warranty

Under our Limited Structure Warranty, the floor plank is guaranteed to be free from manufacturing or material defects for the life of the product. If a defect occurs, SLCC will arrange a credit based on the product's original purchase.

It's important to note that this warranty is not transferable by the purchaser of the floor. This ensures that the original purchaser is fully aware of the warranty terms and conditions.

Limited Structure Warranty Coverage

Upon the 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 the material only. It does not include labor since it is the installer's responsibility to determine the suitability of the material before 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 for color variations due to use of natural components, exposure to UV light and/or sunlight, and material age. Therefore, color inconsistency between samples, replacement products, or illustrations, and actual products is not a manufacturing flaw.
3. The manufacturer does not guarantee that SLCC products will match or coordinate with customer furnishings, trim, cabinetry, railings, etc.
4. Noncompliance with installation instructions and maintenance guidelines as recommended by SLCC. The manufacturer cannot assume responsibility for the suitability of flooring material and accompanying products for each individual installation, as the 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 it.
5. Cracking, warping, soiling, fading, improper maintenance, or abuse caused by roller skates or rolling chairs. Golf shoes, or pets.
6. Floor covering installed in inappropriate locations is excluded from this warranty.
7. Gloss reduction or surface scratches are not considered surface wear.
8. Damage to the floor caused by flooring that is installed using the floating method that subsequently is heated to a 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 to maintain warranty coverage.
9. Problems or damage due to moisture and/or alkalinity in sub floor.

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). SLCC moisture warranty excludes damage 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 typically covered by homeowners' insurance, including, but not limited to, damages caused by flooding or standing water from leaky pipes, faucets, or household appliances. Damages caused by flooding or standing water from hydrostatic pressure or other casualty events are also excluded.

Waterproof does not cover:

1. Damage to the surrounding structure, walls, subfloor, fixtures, furniture, underlayment, moldings, trims, subfloor heating elements, or anything other than the floor plank or tile.
2. Damage resulting from mold & mildew growth due to prolonged exposure to moisture.
3. Flooring that is installed outdoors.